

QUALITY MANAGEMENT IN TEACHER EDUCATION:OUR ROLE

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ABSTRACT

In the field of Education and in Teacher Education, the terms quality, quality management, Total Quality Management(TQM) etc. are used. Educational Management is a new branch of Education where both the students and the teachers are conscious to utilize the knowledge of management in the various sectors of education. Researchers are also aware of the fact. To improve the scenario in teacher education both the central Govt.(GOI)and the state Govt. have some specific roles. At the same time National Council for Educational Research (NCERT), National Council for Teacher Education(NCTE),National Assessment and Accreditation Council(NAAC) etc have some important roles. Side by side teachers, Students, guardians, owners of private teachers' training colleges must take an positive initiatives for the upliftment of teacher education. In this article a brief but analytical discussion is placed in a lucid way.

Key Words-Quality Management, TQM, NCERT, NCTE, NAAC,

Introduction

Quality is user-based meeting, exceeding and delighting customer's needs and expectations with the recognition that these needs and desires will change over time."Downey

The word 'quality' is generally used to highlight the positive sides or effects of a thing or an individual. At that time ,the negative sides or defects of that thing or individual are ignored. Quality can be achieved within a short time but it is difficult to manage or control quality for a long time. In the field of teacher education ,quality management, quality control etc. are difficult, but we should be cautious in this regard. The Government, governmental agencies, teachers, teacher-educators, management etc. perform their activities properly, then there will be less problems in teacher education.

OBJECTIVES

The objectives of the article are as follows-

- 3 To get an idea about Quality Management
- 3 To understand Quality Management Approach
- 3 To get an idea about Total Quality Management(TQM)
- 3 To know the parameters of assessment of Teacher Education
- 3 To understand the requirement of a leader for a TQM institution.
- 3 To understand the activities of NAAC
- 3 To know the role of NCTE in the field of teacher education.

3 To get an idea about the role of teacher –educators

3 To understand the role of students in teacher education

3 To know the role of guardians in teacher education

QUALITY MANAGEMENT

In the field of industry, the term 'quality management' has a wide connotations. Now-a-days in the field of education, quality management is also an important term. The teachers, students, management –all have a definite goal to improve, maintain and to transmit quality management. Navaratnam and O'Connor gave nice definition of Quality management. According to them,'Quality management is a set of concepts, strategies ,tools and beliefs etc.which are aimed at improving the quality of products and services reducing the waste and saving costs.'

QUALITY MANAGEMENT APPROACH

There are four stages in Quality Management Approach,like

1. Inspection-In quality management ,proper inspection is very much essential. With the help of inspection, the merits and demerits of any product or institute can be understood.
2. Quality control-After achieving expected quality, the control of quality should be done. If the quality of the product or an institute exists for a long time,

the demand of the product or the institute will be increased.

3. Quality Assurance-If quality control is maintained then it will be easier to maintain quality assurance.

4. Total Quality Management-With the help of above mentioned processes i.e. inspection, quality control, quality assurance, Total Quality Management(TQM) can be done easily.

PARAMETERS OF ASSESSMENT OF TEACHER EDUCATION

In the field of Teacher Education, proper assessment is essential. Both the teachers and the students are the determinants of assessing teacher education.

When students are the main determinants following parameters should be assessed –

1. Quality of teaching and learning must be assessed.
2. Students' satisfaction with the staff should be kept in mind.
3. Standard of students' behaviour must be assessed.
4. Communication of the students with the teachers, on-teaching staff should also be assessed.
5. Extent of equal opportunities for the students must be assessed.

When the teachers are the main determinants, following parameters should be assessed-

1. Quality of working environment for the staff must be assessed.
2. Quality of education should also act as a parameter of assessment.
3. General satisfaction of the teachers must be assessed.
4. Professional support offered to the teachers is also regarded as parameter of assessment.

REQUIREMENT OF A LEADER FOR A TQM INSTITUTION

1. A leader must have future vision which will motivate him in different activities.
2. A TQM leader should be able to take risk in different sectors.
3. A TQM leader should be able to remove different blocks.
4. A TQM leader must have strong determination and commitment.
5. A TQM leader will act as a mentor in various sectors of education

ROLE OF NCTE IN THE FIELD OF TEACHER EDUCATION

National Council for Teachers Education or NCTE has an important role in the field of teacher education. NCTE is always trying to maintain Quality Education. For this purpose following measures are taken, like-

1. All the states in India should follow a uniform curriculum in teacher education.
2. All the states should follow uniform admission procedure.
3. All the teacher training institutes must provide quality teaching-learning process.
4. Quality teachers, principal, office-staff should be recruited.
5. Quality infra structural facilities should be arranged for the students.

ROLE OF NAAC IN THE FIELD OF TEACHER EDUCATION

In the field of Teacher Education NAAC has identified following seven criteria to serve as the basis of assessment procedures-

1. Curricular aspects
2. Teaching-learning and evaluation
3. Research, consultancy and Extension
4. Infrastructure and learning resources
5. Student support and progression
6. Governance, Leadership and Management
7. Innovations and best practices

ROLE OF TEACHER EDUCATORS

For quality enhancement in the field of teacher education, role of teacher educators will be evaluated in following ways-

1. Teacher educators should have sufficient knowledge, skill and experience
2. Teacher educators must be properly trained.
3. Teacher educators must be sympathetic, co-operative and friendly in nature.
4. Teacher educators should be acquainted with modern, up to date knowledge, information and method of teaching.
5. Teacher educators should properly transmit his acquired knowledge/skill to his students

ROLE OF STUDENTS

The students should take an important role in quality teacher education, like-

1. There should be a provision of collection of students' appraisal in a particular interval.
2. Students' suggestion, comment should be given importance.

3. Quality management, quality improvement in every aspect should be given emphasis.

ROLE OF GUARDIANS

In quality management in teacher education, guardians' role should be assessed in following ways-

1. To organize teacher-parents meeting at a regular interval.
2. Guardians should know the advantages and disadvantages of some teacher training institutes.
3. Guardians must have broad mind and broad outlook.

MEASURES TO BE TAKEN FOR IMPROVING QUALITY TEACHER EDUCATION

1. Admission procedure should be restructured and liberalized
2. New training institutes should be established as per need of the society.
3. Entry qualification is upgraded.
4. Orientation for using culture specific pedagogy.
5. Professional development of teacher education.
6. Orientation/training for ICT literacy.
7. Introduction of EPC-1, EPC-2. EPC-3 and EPC-

4 (EPC means Enhancement of Professional Capacities)

CONCLUSION

Quality management in teacher education is given maximum importance. Quality control and quality management are relative terms. Both Govt. of India and Govt. of West Bengal should have positive role. Side by side various Govt. agencies, NGOs, students, teachers etc. must have some specific roles for improving the quality of teacher education. In this perspective, all the persons who are directly and indirectly linked with teacher education.

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