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QUALITY ASSURANCE SOLUTIONS IN MASTER'S LEVEL TRAINING AT UNIVERSITIES CURRENTLY

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Abstract: *In the current educational innovation context, assuring the quality of master's degree training is a completely important step to determining the creation of high-quality human resources for society. Over the years, the results of master's degree training have contributed to creating highly qualified human resources for society. However, there are limitations from the legal corridor to the quality of the teaching staff that have not yet met the training requirements. In the trend of social development and international integration, the assurance of training quality requires management solutions to overcome limitations and improve training quality in the context of integration and digital transformation.*

Keywords: *Manage; Master; Quality Assurance; Training.*

1. Introduction

Facing the requirements of developing high-quality human resources, all subjects must know how to use modern equipment and have professional skills. But in reality, assuring the quality of training at universities still has limitations and inadequacies such as schools do not really have enough management documents, and the database system for management is not yet available. incomplete, lacking uniformity, the staff has not been trained to improve management skills in a systematic way compared to the requirements of the development of the training career. To achieve this goal, we must proceed to build a system of legal documents to ensure the quality of training. Building a team of standardized staff, ensuring the right quality, sufficient quantity of categories, synchronous in structure, and paying special attention to improving professional capacity and management skills. , personality qualities, lifestyle, and political bravery to meet the increasing requirements of the cause of industrialization and modernization of the country. Building a system of physical facilities - technical equipment, classrooms, practice workshops, and libraries that are suitable to the number of students and the development of science and technology. Ensuring the quality of master's level training must meet the immediate, long-term, basic,

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and stable requirements of the development of training high-quality human resources for the socio-economic system. In the near future, we must propose solutions that meet the State's educational innovation requirements. In a market economy, any profession requires high-quality human resources. The socio-economic background requires education and training to ensure training quality, contributing to creating new generations of human workers, comprehensively developed, willing to work creatively and be employed by labor establishments, and product acceptance by the market.

2. Content

2.1. *Concepts of quality and quality assurance in master learning in universities currently*

From a management perspective, quality is understood as the achievement of goals and satisfaction of the needs of subjects and objects. In the field of production and business, product quality is characterized by factors such as raw materials, production process, and technology, usage characteristics, including design, taste, the degree to which it meets consumer needs. According to the definition of ISO 9000 - 2010, quality is the degree of meeting the requirements of a set of inherent characteristics. [8]. According to French standards NFX 50 - 109, it is understood that quality is the potential of a product or service to satisfy consumer needs. According to the Vietnamese standard ISO 8402, it is understood that quality is a set of characteristics of an entity (object) that has the effect of creating the ability to satisfy stated or hidden needs. From the perspective of improving product quality, product quality is understood as a combination of properties and characteristics of the product that are continuously improved to create value to suit the needs of users, consumed at the lowest cost, under certain production and socioeconomic conditions, product characteristics are continuously improved to create value in use to suit the consumers' needs at the lowest cost, under certain production, economic, and social conditions.

The concept of training quality has a variety of views as follows: Training quality is the sum of the qualities and abilities created during the training process for learners compared to the standard value scale of the state government, or certain society. According to Tran Khanh Duc, "The quality of training with the characteristic product of human workers can be understood as the "output" of the training process and it is expressed specifically in the qualities, personality values and labor value or professional capacity of graduates corresponds to the training objectives of each training major in the training system" [4 - p33].

2.2. *Some comments on the currency of quality assurance in master learning in the current university*

2.2.1. *Advantages*

- The State, ministries, and branches have issued documents and decisions on the functions and tasks of universities, issued guidelines for the organization of training at the master's level, and granted autonomy to the universities. In universities, training activities have been directed according to output standards.



- The State has guidelines and policies to encourage a team of qualified scientists to participate in training to improve the quality of students. Universities often have programs for domestic and foreign projects to organize training and foster multi-modalities from focused, short-term, and long-term to specialized topics, diversifying content from advanced to advanced. qualification to professional training.

- Conditions and facilities are invested in the direction of creating favorable financial conditions for building facilities and purchasing equipment to serve the improvement of management quality.

- The quality of graduate students has been assessed as meeting the requirements in terms of quality, quantity, spirit, and attitude.

- Influential factors and autonomy mechanisms in management have truly created favorable conditions for schools to operate. Inspection activities of ministries and branches have had the effect of correcting mistakes and making training activities take place on the right trajectory.

2.2.2. Disadvantages

- Regarding organization and management: training documents at the master's level show that some missing documents need to be supplemented. The coordination among training levels and among universities is not really consistent.

- Regarding the staff and experts, scientists, there are some elderly cadres who are not enthusiastic about participating in the study-long and full-time training courses to improve their professional qualifications.

- Facilities: The number of students in universities is often unstable. Although science and technology have developed rapidly, the teaching facilities of universities have not met the requirements of the development of science.

- The management mechanism innovates slowly and has not yet met the requirements of the market economy and the knowledge economy.

2.3. Some quality assurance solutions in master's level training at universities currently

2.3.1. Direct the completion of the system of legal documents towards ensuring training quality

To be able to effectively solve all management tasks, the managers must know how to create the necessary legal bases and environment, ensuring the quality of training. The content of the issued legal documents is only suitable for management practice in a certain period. Therefore, the promulgation of new legal documents as a legal basis for management activities is really necessary. It creates a strong driving force for activities to ensure training quality. It is necessary to promote the management role of the competent authorities in the development of legal documents to ensure the quality of training as well



as to raise the awareness of the staff in the implementation of legal documents. It should be implemented to decentralize management to promote initiative and creativity in the operating activities of the staff.

The content of the new legal documents has special importance and great significance in ensuring the quality of training. Therefore, the proceeding to develop and organize the implementation of legal documents will create a driving force to promote management actions toward achieving management goals.

2.3.2. Develop strategic plans for university development

The management team must carry out development plans and strategies for the universities in the short term as well as in the long term to suit the needs of human resources of the economy and society. They should set goals to be achieved for universities' development, and adapt to the integration trend. Managers must make an effort to think and take reasonable steps while implementing the plan, and prepare conditions and means at the same time to know how to determine the most optimal options to assure training quality.

2.3.3. Improve the quality of experts and scientists at universities

It is necessary to improve the quality of staff (management staff, education staff) to have good professional capacity, and strong management skills to creatively solve daily tasks. Staff are considered very important people in the connection of factors, assuring the coordination of activities of departments, faculties, centers, teaching, and educating learners to ensure the quality of training.

2.3.4. Strengthening facilities to ensure the quality of training at the master's level

Creating the best conditions in facilities ensures the quality of training at universities. Applying scientific achievements to management makes management activities run smoothly, accurately, and brings high efficiency. There needs to be direct investment in facilities in the modern direction and updating training at the master's level.

3. Conclusion

In any case, assuring training quality in general and quality assurance in master's degree training in particular at universities is also an urgent requirement that universities and society are concerned about. In the context that universities have increased autonomy and self-responsibility, assuring the quality of master's degree training at universities requires the managers to synchronously implement a system of unified solutions and support each other. The system of training quality assurance solutions proposed in this research is derived from a valid theoretical and practical basis.

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