



QUALITY AND EVALUATION CRITERIA OF TUTORING SERVICES

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Annotation

This article discusses the role of tutoring services in the education system, the factors determining its quality, and the criteria for their evaluation. It also analyzes the issues of increasing the effectiveness of tutoring activities, identifying the individual needs of students, and improving tutoring services in a modern educational environment. The article argues that pedagogical skills, communicative competence, innovative approach, and effectiveness are important criteria for evaluating tutoring services.

Keywords: Tutoring, tutoring service, quality of education, assessment criteria, pedagogical competence, individual approach, monitoring, educational effectiveness, mentoring, innovative education

Introduction

In today's globalization and digitalization process, improving the quality of education is considered one of the main priorities. Modern education is not limited to providing knowledge, but also requires supporting the learner's independent thinking, self-improvement and professional development. In this regard, tutoring services are becoming an important component of the educational



process. The tutor acts as a person who guides, advises, motivates and supports individual development of the learner

Tutoring services are widely used in the education system of developed countries and are recognized as an effective tool for improving student learning outcomes. In particular, the development of the credit-module system, distance learning, and individual learning trajectories has further increased the need for tutoring services. A tutor is not only a provider of knowledge, but also a specialist who guides the student in the right direction, provides psychological support, and assists in professional development.

The effectiveness of tutoring services is directly related to its quality. Quality is assessed based on certain criteria. By assessing tutoring activities in the education system, it becomes possible to identify existing problems, improve the level of service provision, and meet the needs of learners. Therefore, the scientific study of the quality and assessment criteria of tutoring services is one of the urgent issues.

The quality of tutoring services is determined by a number of factors. First of all, the professional competence of the tutor is important. The tutor must have excellent knowledge of his subject, be able to use pedagogical technologies and establish effective communication with students. Also, having the skills to use modern information and communication technologies is a requirement today. Because classes conducted through digital educational platforms require new approaches and methods from the tutor.

The quality of tutoring services is also determined by correctly identifying the needs of learners and providing them with assistance based on an individual approach. Since each learner has different interests, abilities, and levels of mastery, the tutor must take into account their individual characteristics. An individual approach increases the learner's self-confidence, strengthens their motivation, and ensures the effectiveness of education.



Several main criteria are used to evaluate tutoring services. The first criterion is pedagogical skills. This criterion reflects the level of the tutor's ability to organize the educational process, convey educational materials in a clear manner, and use modern methods. A tutor with high pedagogical skills is able to actively involve students in the learning process and develop their independent work skills.

The second criterion is communicative competence. Sincere cooperation between the tutor and the student increases the effectiveness of education. The tutor must have the ability to listen, understand the problem, give the right advice and create motivation. A tutor with a developed culture of communication creates a positive psychological environment with students.

The third criterion is the criterion of effectiveness. The effectiveness of tutoring activities is reflected in the students' mastery indicators, independent learning skills, and personal development. If, as a result of the tutor's activities, the quality of students' knowledge increases and their interest in education increases, this indicates the effectiveness of the service.

The fourth criterion is an innovative approach. A modern tutor should not be limited to traditional methods, but should use interactive methods, digital platforms, and innovative technologies. Today, the development of online education requires tutors to effectively use new technologies. This will help improve the quality of education.

Monitoring and analysis are also important in evaluating tutoring services. Regular monitoring identifies the successes and shortcomings of tutoring activities. The quality of tutoring services is assessed through questionnaires, test results, interviews, and observations. This process helps to improve the quality of services in educational institutions.



Tutoring services also have a positive effect on the psychological state of students. The tutor provides individual assistance to the student by studying his interests and problems. This helps to reduce stress, increase self-confidence and actively participate in the educational process. Tutoring services are especially important for first-year students and students who are adapting to a new environment.

Currently, reforms are being implemented in many higher education institutions to develop the tutoring system. Improving the skills of tutors, introducing modern methodologies, and studying international experiences are improving the quality of service. At the same time, developing clear criteria for evaluating tutoring activities remains an important task.

Conclusion

In conclusion, tutoring services are becoming an integral part of the modern education system. Tutors play an important role in supporting the individual development of learners, improving their knowledge and skills, and forming their independent learning competencies. The quality of tutoring services is assessed based on criteria such as pedagogical skills, communicative competence, innovative approach, and effectiveness.

To effectively organize tutoring services, it is necessary to conduct regular monitoring, improve the skills of tutors, and introduce modern pedagogical technologies. Tutoring activities can also be further developed by studying international experiences and adapting them to the national education system. This will contribute to improving the quality of education, the successful functioning of students, and the training of competitive personnel.



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