

# Table of contents

<b>Introduction.....</b>	<b>5</b>
<b>Why to Do the Self-assessment? .....</b>	<b>7</b>
<b>A. Approach of the School to the Quality Assurance Tools .....</b>	<b>10</b>
<b>B. Common Quality Assurance Framework (CQAF) .....</b>	<b>14</b>
<b>C. Individual Self-assessment Tools – Manual with Examples .....</b>	<b>17</b>
<b>C.1 SWOT – TOWS Analysis .....</b>	<b>17</b>
C.1.1 Advantages of SWOT – TOWS Analysis .....	17
C.1.2 About the SWOT – TOWS Analysis .....	17
C.1.3 Structure of the TOWS Analysis .....	18
C.1.4 Fictional Example of TOWS Analysis .....	20
<b>C.2 ISO/IWA 2:2003 Methodology – Guidelines for the Application of ISO     9001:2000 in Education.....</b>	<b>24</b>
C.2.1 Advantages of Implementation the ISO 9001:2000 Standard.....	24
C.2.2 About the ISO/IWA 2:2003 Methodology – Guidelines for the Application of ISO 9001:2000 in Education .....	24
C.2.3 Contents of the ISO/IWA 2:2003 Methodology.....	26
C.2.4 Procedure of Implementation of the ISO 9001:2000 Standard.....	27
C.2.5 Example of the Motivation for the Implementation of the ISO 9001:2000 Standard .....	31
<b>C.3 EFQM Model .....</b>	<b>32</b>
C.3.1 Advantages of the Application of EFQM Model.....	32
C.3.2 About the EFQM Model.....	32
C.3.3 Structure and Criteria of the EFQM Model .....	34
C.3.4 Procedure of Self-Assessment According to the EFQM Model .....	37
C.3.5 Example of Self-Assessment According to the EFQM Model .....	39
<b>C.4 CAF .....</b>	<b>41</b>
C.4.1 Advantages of the Application of CAF .....	41
C.4.2 About the CAF .....	41
C.4.3 Structure and Criteria of the CAF .....	42
C.4.4 Procedure of Self-Assessment According to the CAF .....	46
C.4.5 Examples of Self-Assessment Using the CAF.....	47
<b>D. Implementation and Possible Difficulties of Self-Assessment.....</b>	<b>56</b>
Implementation of the Self-Assessment.....	56
Possible Difficulties of Self-Assessment .....	58
<b>Conclusion, or the Never Ending journey .....</b>	<b>61</b>

<b>Index .....</b>	<b>63</b>
<b>Bibliography .....</b>	<b>66</b>
<b>Attachment 1 – Assignment of Sub-criteria of the CAF and EFQM Model to the Areas of Obligatory Self-Assessment .....</b>	<b>68</b>
<b>Attachment 2 – Overview of Examples of Good Practice .....</b>	<b>71</b>