REFERENCES

Alyahyan, E., & Düştegör, D. (2020). Predicting academic success in higher education: literature review and best practices. *International Journal of Educational Technology in Higher Education*, 17(3), https://doi.org/10.1186/s41239-020-0177-7

Anderson, D., & Wyse, A. E. (2019). What Do We Mean When We Say "Pass Rate"?. *Educational Measurement: Issues and Practice*, 39(1), 61-67. https://onlinelibrary.wiley.com/doi/10.1111/emip.12297

Andriotis, N. (2018, April 11). *Training and development challenges and solutions in the workplace*. https://www.talentlms.com/blog/training-challenges-solutions-workplace/

Armstrong, M. (2014). *Armstrong's Handbook of Human Resource Management Practice*. Kogan Page Limited.

Armstrong, P. (2010). Bloom's Taxonomy. Vanderbilt University Center for Teaching. https://cft.vanderbilt.edu/guides-sub-pages/blooms-taxonomy/

Association of Project Management. (n.d.). *What is a Gantt chart?*. https://www.apm.org.uk/resources/find-a-resource/gantt-chart/

Bashin, H. (2021, January 31). *Training Needs Assessment -Definition, Meaning, Advantages and Disadvantages*. https://www.marketing91.com/training-needs-assessment/

Chakma, D. (2022, December 03). Educational Supervision: Nature, Characteristics, Objectives and Function of Educational Supervision.

https://onlinenotebank.wordpress.com/2022/12/03/educational-supervision-nature-characteristics-objectives-and-function-of-educational-supervison/

Chapagain, Y. (2020, June 22). *Supervision and Monitoring Mechanism in the Education System of Nepal.* https://ypvision.blogspot.com/2020/06/supervision-and-monitoring-mechanism-in.html

Chapagain, Y. (2020, June 22). Supervision and Monitoring Mechanism in the Education System of Nepal. https://ypvision.blogspot.com/2020/06/supervision-and-monitoring-mechanism-in.html

Coimbra, M.N., Pereira, A. V., Martins, A.M.O., Baptista, C. M., (2020). Pedagogical Supervision and Change: Dynamics of Collaboration and Teacher Development. *International Journal of Management Science and Business Administration*, 6(4), 55-62. http://dx.doi.org/10.18775/ijmsba.1849-5664-5419.2014.64.1005

Comidor. (2022). What is Process Improvement: Definition, Importance & Benefits. https://www.comidor.com/knowledge-base/business-process-management-kb/what-is-process-improvement/

Dewine, S., Eicholtz, M. M., & Mills, K.W. (2017). *Training and Development*. https://onlinelibrary.wiley.com/doi/10.1002/9781118955567.wbieoc207

dos Santos, A. A. A. de S., Pádua, S. I. D. de, Bernardo Junior, R., & Aredes, E. L. (2020). Contributions of Business Process Management Promotion Techniques to Knowledge Management: Empirical Evidence. *Brazilian Journal of Operations & Production Management*, 17(3), 1–13. https://doi.org/10.14488/10.14488/BJOPM.2020.034

Downing S. M, Tekian A, Yudkowsky R. (2006). Procedures for establishing defensible absolute passing scores on performance examinations in health professions education. *Teach*Learn Med, 18(1), 50–57. http://dx.doi.org/10.1207/s15328015tlm1801_11

Edureka HigherEd. (2023, January 06). What is Process Improvement? Why is it important?. https://www.edureka.co/blog/process-improvement/

HR Help Board. (n.d.). *Training Needs Analysis*. https://www.hrhelpboard.com/training-development/training-needs-analysis.htm

Idogho, P. A., & Agholor, J. (2013). Monitoring/Supervision of School, As Quality Assurance Strategy for Effective Teaching and Learning: Issues/Challenges. *Journal of Resourcefulness and Distinction*, 6 (1), https://www.globalacademicgroup.com/journals/resourcefulness/Monitoring-Supervision%20of%20School%20As%20Quality%20Assurance.pdf

Indeed. (2022, June 25). What Is a Feedback Model? Benefits and Common Types. https://www.indeed.com/career-advice/career-development/feedback-model

Jedlitschka, A., Salo, O., & Bomarius, F. (2010). Process Management. *Special Issue: Process Management: Collection of the Best Papers from PROFES 2008*, 22(5), 325-427. https://onlinelibrary.wiley.com/doi/10.1002/smr.465

Joseph, A. (2019, July 01), 20 Reasons Why Students Fail And Solutions. https://explicitsuccess.com/reasons-why-students-fail/

Kilayko, H. (n.d.). SCHOOL SUPERVISION Definition of School Supervision. https://www.academia.edu/14102999/SCHOOL_SUPERVISION_Definition_of_School_Supervision

Knight, M. (2022, February 17). *What Is Database Management?*. https://www.dataversity.net/what-is-database-management/

Maryville University. (n.d.). *Importance of Training and Development for Employees*. https://online.maryville.edu/blog/importance-of-training-and-development/

MasterClass. (2022, May 25). *PDCA Cycle: How to Use the Plan-Do-Check-Act Cycle*. https://www.masterclass.com/articles/pdca-cycle

Miranda, D., Bettorff, C. (2022, August 19). *What Is Process Improvement?*. https://www.forbes.com/advisor/business/what-is-process-improvement/

Mutegi. T. (2014). Factors Affecting Coverage of Syllabus in Secondary Schools in Kenya: A Case Study of Langata District Schools in Nairobi County. University of Africa.

Norcini J. J. (2003) Setting standards on educational tests. *Medical Education*, 37(5):464–946. https://onlinelibrary.wiley.com/doi/abs/10.1046/j.1365-2923.2003.01495.x

Nutanix. (n.d.). *What is Database Management?*. https://www.nutanix.com/info/database-management

Organ, C. & Bettroff, C. (2022, March 25). Work Breakdown Structure (WBS) In Project Management. https://www.forbes.com/advisor/business/what-is-work-breakdown-structure/

Oxford Reference. (n.d.). *Pass rate*. Retrieved 16 Mar. 2023, from https://www.oxfordreference.com/view/10.1093/oi/authority.20110803100309512.

PDCA Home. (2013, August 19). *Checklists: What is a checklist and how to use it?* https://pdcahome.com/english/228/checklists-what-is-a-checklist-and-how-to-use-it/

Podgornik, V., & Vogrinc, J. (2017). The Role of Head teachers, Teachers, and School Counselors in the System of Quality Assessment and Assurance of School Work. *SAGE Open*, 7(2). https://doi.org/10.1177/2158244017713239

Popham, W. J. (1971-1972). Educational Needs Assessment. *Curriculum Theory Network*, 8(9), 22-32. https://www.jstor.org/stable/1179189

Razi, A., Musfiqon, & M., Prasetiya, B. (2022, June 20). The Effectiveness of Principals' Supervision in Improving Teacher Performance. *The 3rd International Conference on Intellectuals' Global Responsibility (ICIGR) 2021*(pp290-299). Sidoarjo, Indonesia. https://doi.org/10.18502/kss.v7i10.11231

Rogers, I. R., Leach, D., & Brookes, J.G., (2004). Why don't trainees pass the emergency medicine fellowship examination? *Emergency Medicine Australasia*, 16(4), 265-373. https://onlinelibrary.wiley.com/doi/10.1111/j.1742-6723.2004.00621.x

Saks, A.M., Tamkin, P., & Lewis, P. (2011). Management training and development. *International Journal of Training and Development*, 15(3), 179-183. https://onlinelibrary.wiley.com/doi/10.1111/j.1468-2419.2011.00381.x

Santana, M. (2022, December 15). *Training in HRM*. https://www.businessmanagementideas.com/human-resource-management-2/training-in-hrm/20347

Sathish, S. (n. d.). *Learning Needs Analysis*. https://sswm.info/train-trainers/pre-training-preparations/learning-needs-analysis

Sims, A. A., (2014). *Why Passing and Failure Rates Matter?*. https://www.linkedin.com/pulse/why-passing-failure-rates-matter-alahrie-aziz-sims

Smart School. (2023). *How To Improve Individual Student Performance and Achieve 100% Pass Rate in School*. https://www.smartschoolerp.com/blog/how-to-improve-individual-student-performance-and-achieve-100-pass-rate-in-school/

Stringer, G. (2020, September 9). *How to Conduct a Learning Needs Analysis: A Step-By-Step Guide*. https://gethownow.com/blog/how-to-conduct-a-learning-needs-analysis-a-step-by-step-guide/

Wadesango, N., Kurebwa, M., & Wedhe, B. (2016). The Effects of Motivation on Pass Rate of Students. *International Journal of Educational Sciences*, 13(2), 159-171. https://doi.org/10.1080/09751122.2016.11890450

Weimer, M. (2016, August 24). *Is It Time to Rethink Our Exams?*. https://www.facultyfocus.com/articles/educational-assessment/time-rethink-exams/