References

Alam, Md. J., Haque, A. K., & Banu, A. (2021). Academic supervision for improving quality education in primary schools of Bangladesh: Concept, issues and implications. *Asian Journal of Education and Social Studies*, *14*(4), 1–12. https://doi.org/10.9734/ajess/2021/v14i330359

Alanis, I., & Rodriguez, M. A. (2019). Sustaining a dual Language immersion program. In E. G. Murillo (Eds.), *Critical Readings on Latinos and Education* (1st ed., pp. 257–270). Routledge.

Alsalamah, A., & Callinan, C. (2021). The Kirkpatrick Model for training evaluation: Bibliometric Analysis after 60 years (1959–2020). *Industrial and Commercial Training*, *54*(1), 36–63. https://doi.org/10.1108/ict-12-2020-0115

Angelis, G. D. (2021). *Multilingual testing and assessment*. Multilingual Matters.

Barile, S., Ciasullo, M. V., Testa, M., & La Sala, A. (2023). An integrated learning framework of corporate training system: A grounded theory approach. *The TQM Journal*, *35*(5), 1106–1134. https://doi.org/10.1108/tqm-03-2022-0090

Bernardino, G., & Curado, C. (2020). Training evaluation: A configurational analysis of success and failure of trainers and trainees. *European Journal of Training and Development*, *44*(5), 531–546. https://doi.org/10.1108/ejtd-10-2019-0177

Carvalho,L.(2023,August 10). *Process management in education: Understand its importance*.SYDLE.https://www.sydle.com/blog/process-management-in-education-626c2a0361423f655c608217

Chapagain, Y. (2020, June 22). *Supervision and monitoring mechanism in the education system of Nepal*. YPVISION (VIEWS ON EDUCATIONAL AND SOCIAL

ISSUES).https://ypvision.blogspot.com/2020/06/supervision-and-monitoring-mechanism-in.html

Chaparro, A., Keebler, J. R., Lazzara, E. H., & Diamond, A. (2019). Checklists: A review of their origins, benefits, and current uses as a cognitive aid in medicine. *Ergonomics in Design: The Quarterly of Human Factors Applications*, *27*(2), 21–26. https://doi.org/10.1177/1064804618819181

Comidor. (2022, April 11). *What is Process Improvement: Definition, Importance & Benefits*.https://www.comidor.com/knowledge-base/business-process-management-kb/what-is-process-improvement/

Costa, F. J., Bispo, M. de, & Pereira, R. de. (2018). Dropout and retention of undergraduate students in Management: A Study at a Brazilian Federal University. *RAUSP Management Journal*, *53*(1), 74–85. https://doi.org/10.1016/j.rauspm.2017.12.007

CPD. (2022, August 8). *How do you design a training program?*https://cpduk.co.uk/news/how-do-you-design-a-training-program

Curry, D. W. (2018). Perspectives on monitoring and Evaluation. *American Journal of Evaluation*, *40*(1), 147–150. https://doi.org/10.1177/1098214018775845

Dixit, R. and Sinha, V. (2020).Addressing training and development bottlenecks in HRM: Facilitating a paradigm shift in building human capital in global organizations. In M.A. Turkmenoglu & B. Cicek (Eds.), *Contemporary global issues in human resource management*(1st ed., pp. 141–161). Emerald Publishing Limited.https://doi.org/10.1108/978-1-80043-392-220201012

Halim, T., Wahid, R., & Halim, S. (2021). EFL students' attitudes toward corrective feedback: A study conducted at undergraduate level. *Saudi Journal of Language Studies*, *1*(1), 40–49. https://doi.org/10.1108/sjls-03-2021-0004

Harris, İ., Naway, F., Pulukadang, W. T., Takeshita, H., & Ancho, İ. V. (2018). School supervision practices in the Indonesian education system: Perspectives and Challenges. *Journal of Social Studies Education, 9*(2)*, 366-387.*

Hashem, M. M., & Shah, S. (2019). An evaluation of training delivery methods' effects on construction safety training and knowledge retention - A foundational study. *International Journal of Construction Education and Research*, *17*(1), 18–36. https://doi.org/10.1080/15578771.2019.1640319

Hellberg, R., & Fauskanger, E. (2022). Learning of quality improvement theory – experiences with reflective learning from a student perspective. *International Journal of Lean Six Sigma*, *14*(6), 1207–1226. https://doi.org/10.1108/ijlss-04-2022-0090

Herrity, J. (2023, February 4). *What is process management?:Definition and examples*. Indeed. https://www.indeed.com/career-advice/career-development/what-is-process-management

HigherEd, E. (2023, January 6). *What is process improvement? Why is it important? Edureka!* https://www.edureka.co/blog/process-improvement/

Hossain, M. (2018). The effects of governance reforms on school supervision: An analysis of six developing and emerging economies. In A.W. Wiseman & P.M. Davidson(Eds.),*Cross-nationally Comparative, Evidence-based Educational Policymaking and Reform* (2nd ed., pp. 127-160).Emerald Publishing. https://doi.org/10.1108/S1479-367920180000035011

Hrastinski, S. (2021). Digital tools to support teacher professional development in lesson studies: A systematic literature review. *International Journal for Lesson & Amp; Learning Studies*, *10*(2), 138–149. https://doi.org/10.1108/ijlls-09-2020-0062

Jeston, J. (2018). *Business Process Management: Practical Guidelines to Successful Implementations* (4th ed.). Routledge.

Kotirde, I. Y., & Yunos, J. B. (2015). The processes of supervisions in Secondary Schools Educational System in Nigeria. *Procedia - Social and Behavioral Sciences*, *204*(1), 259–264. https://doi.org/10.1016/j.sbspro.2015.08.149

Labonté, C., & Smith, V. R. (2022). Learning through technology in Middle School classrooms: Students' perceptions of their self-directed and collaborative learning with and without technology. *Education and Information Technologies*, *27*(5), 6317–6332. https://doi.org/10.1007/s10639-021-10885-6

Martini, M., Riva, E., & Marafioti, E. (2023). Sustainable HRM, training for employability and organizational outcomes: The moderating role of competitive intensity. *Employee Relations: The International Journal*, *45*(7), 79–102. https://doi.org/10.1108/er-02-2022-0072

Menken, K. (2017). *Leadership in dual language bilingual education: A national dual language forum (White Paper).* https://www.cal.org/ndlf/pdfs/publications/NDLF-White-Paper-October-2017

Ministry of Education. (2014). *Our school: How good is it ?.*

Ministry of Education. (2016).*Handbook on Content and Language Integrated Learning (CLIL).*

Ministry of Education. (2021). *Annual School Census of Sri Lanka, Summary Report-2021.* Ministry of Education.

Miranda, D., & Bottorff, C. (2022, August 10). *What is process improvement?* Forbes. https://www.forbes.com/advisor/business/what-is-process-improvement/

Nafukho, F. M., Irby, B. J., Pashmforoosh, R., Lara-Alecio, R., Tong, F., Lockhart, M.
E., El Mansour, W., Tang, S., Etchells, M., & Wang, Z. (2022). Training design
in mediating the relationship of participants' motivation, work environment, and
transfer of learning. *European Journal of Training and Development*, *47*(10),
112–132. https://doi.org/10.1108/ejtd-06-2022-0070

Núñez-Cacho Utrilla, P. V., Grande-Torraleja, F. A., Moreno Albarracín, A. L., &
Ortega-Rodríguez, C. (2022). Advance employee development to increase
performance of the family business. *Employee Relations: The International
Journal*, *45*(7), 27–45. https://doi.org/10.1108/er-03-2022-0151

O'Dowd, R. (2018). The training and accreditation of teachers for English medium
instruction: An overview of practice in European universities. *International
Journal of Bilingual Education and Bilingualism*, *21*(5), 553–563.
https://doi.org/10.1080/13670050.2018.1491945

Palmberg, K. (2009). Exploring process management: Are there any widespread
models and definitions? *The TQM Journal*, *21*(2), 203–215.
https://doi.org/10.1108/17542730910938182

Quarchioni, S., Paternostro, S., & Trovarelli, F. (2020). Knowledge management in
higher education: A literature review and further research avenues. *Knowledge
Management Research & Practice*, *20*(2), 304–319.
https://doi.org/10.1080/14778238.2020.1730717

Ramachandra, K. K., & Karthick, K. K. (2019). Gantt Chart: An Important Tool of
Management. *International Journal of Innovative Technology and Exploring
Engineering*, *8*(7), 140–142.

Robert,W., & Ewy, H. A. (2009). Process Management.in Education

Rodriguez, D., Carrasquillo, A., Garcia, E., & Howitt, D. (2020). Factors that challenge
English learners and increase their dropout rates: Recommendations from the

field. *International Journal of Bilingual Education and Bilingualism*, *25*(3), 878–894. https://doi.org/10.1080/13670050.2020.1722059

Samuel, R., & Burger, K. (2020). Negative life events, self-efficacy, and social support: Risk and protective factors for school dropout intentions and dropout. *Journal of Educational Psychology*, *112*(5), 973–986. https://doi.org/10.1037/edu0000406

Sancar, R., Atal, D., & Deryakulu, D. (2021). A new framework for teachers' professional development. *Teaching and Teacher Education*, *101*(5), 103-113. https://doi.org/10.1016/j.tate.2021.103305

Santana, M. (2019). *Training in HRM*. Business Management Ideas. https://www.businessmanagementideas.com/human-resource-management-2/training-in-hrm/20347

Saravia-Vergara, E., Sanchís-Pedregosa, C., & Albort-Morant, G. (2020). Organizational culture, process management and maturity of the process: An empirical study of the process status in Peru. *Global Business Review*, *24*(2), 258–280. https://doi.org/10.1177/0972150920916036

Schmitt, J., Fini, M. I., Bailer, C., Fritsch, R., & Andrade, D. F. (2020). WWH-dropout scale: When, why and how to measure propensity to drop out of undergraduate courses. *Journal of Applied Research in Higher Education*, *13*(2), 540–560. https://doi.org/10.1108/jarhe-01-2020-0019

Serdyukov, P. (2017). Innovation in education: What works, what doesn't, and what to do about it? *Journal of Research in Innovative Teaching & Learning*, *10*(1), 4–33. https://doi.org/10.1108/jrit-10-2016-0007

Tereso, A., Ribeiro, P., Fernandes, G., Loureiro, I., & Ferreira, M. (2018). Project Management Practices in private organizations. *Project Management Journal*, *50*(1), 6–22. https://doi.org/10.1177/8756972818810966

Terra, T., & Berhanu, E. (2019). Practices and challenges of instructional supervision in government secondary schools of Wolaita Zone. *Journal of Education and Practice*,*10*(13),37-51.https://doi.org/10.7176/jep/10-13-05

Ubogu, R. (2020). Supervision of instruction: A strategy for strengthening teacher quality in secondary school education. *International Journal of Leadership in Education*, *23*(2),1–18. https://doi.org/10.1080/13603124.2020.1829711

UNESCO IIEP Learning Portal. (2021, August 16). *Developing a monitoring framework*. https://learningportal.iiep.unesco.org/en/issue-briefs/monitor-learning/developing-a-monitoring-framework

University of Minnesota. (2016, March 22). *Human Resource Management*. Libraries. https://open.lib.umn.edu/humanresourcemanagement/chapter/8-4-designing-a-training-program/

Wanzer, D. L. (2020). What is evaluation? Perspectives of how evaluation differs from research. *American Journal of Evaluation*, *42*(1), 28–46. https://doi.org/10.1177/1098214020920710

Willging, P.A. and Johnson, S.D. (2019). Factors that influence students' decision to drop out of online courses, *International Journal of Sustainability in Higher Education*,*24*(6), 1364–1380. https://doi.org/10.1108/ijshe-05-2022-0168