

# Development of Educational Services in Additional Education

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**Abstract:** *Additional education is one of the elements of comprehensive modernization of the national education system. In recent years, this topic has been manifested with particular force and has aroused the interest of government officials, legislators and the public. The ongoing socio-economic changes in Russian education system have actualized the role of additional education and necessitated its improvement in accordance with the requirements of the state and society. Supplementary education throughout the world is intended to expand the opportunities for students, supplement existing knowledge, and improve it. The purpose of the article is to analyze the activities of the institution of additional education for its improvement. The article reveals the meaning of educational services in the institution of additional education. To achieve the set goal, the authors conducted a broad analysis of the concept of "educational service", as well as "additional educational service". On the basis of the information received, its own definition was revealed. An additional educational service is a set of educational opportunities offered by an educational institution within an educational program, the acquisition of knowledge and skills, the development of creative abilities to meet educational needs. The necessary components of educational service are selected. Without them its quality will be lower than expected. The authors also note that educational services in additional education are based on the general concept of "services" - as an activity that satisfies demand. Educational service is the most important component of the educational process, where the interests of children and parents intersect. Therefore, a special questionnaire for parents was developed, with the help of which the level of services provided was tested at the Ladushki supplementary education institution. Among the questions were: Does the institution of additional education "Ladushki" have sufficient number of services provided? In*

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*your opinion, at what level are the educational services provided? Does your child like activities? The presented results will help the institution to identify shortcomings in the organization of their work and to eliminate them in a timely manner. Conducting such surveys, it is also advisable to increase the level of service provision in the further work of the institution.*

**Index Terms:** *Additional education, educational services, program, pupils, students, survey.*

## I. INTRODUCTION

The importance and significance of the system of supplementary education for children are defined in the Concept of Modernization of the Russian Education System. Additional education is aimed at developing the interests and professional self-determination of children and young people. It is established that additional education is a part of general education, aimed at acquiring knowledge, creativity, self-realization, self-determination in the professional sphere. Additional education is aimed at the development of creative abilities and interests of students, whose development contributes to the socialization and realization of the individual, allowing in the future to take a worthy place in society. To provide high-level services, additional education institutions should thoroughly develop them.

In the centers of additional education of children, the content of additional educational programs is aimed at identifying, supporting and developing talented and gifted children, creating comfortable conditions for personal growth, professional self-determination and positive socialization. Additional education is an important factor in increasing social stability. Additional education can also act as a social elevator for the part of children that does not receive the necessary volume or quality of educational resources in the family and general educational institutions.

Additional educational service is a set of educational opportunities offered by an educational institution within an educational program, the acquisition of knowledge and skills, the development of creative abilities to meet educational needs [1]. The wider the range of additional educational services provided by the institution, the higher its level of competitiveness, the more in demand among students.



### II. LITERATURE REVIEW

#### A. Additional education of children

Additional education of children has become a phenomenon that is aimed at preserving the child's personality and uniqueness. It consists of satisfying his natural need for knowledge of himself and the world around him, enhancing creative potential of children, creating and developing conditions in which a child can expand his opportunities. In its content, additional education is comprehensive. That is why it is able to satisfy the most diverse interests of the individual. An important feature of the additional education of children is the educational dominant, since it is in the field of free choice of activities that one can count on "imperceptible" which means more effective upbringing. However, it cannot be considered as an "appendage" to basic education, since in this case its main purpose is to be lost - to meet the constantly changing individual sociocultural and educational needs. "Additional education" is a professionally-organized pedagogical interaction of children and adults after school hours, the basis of which is the child's free choice of the type of activity, and the goal is to satisfy cognitive interests of children and their needs for social connections and self-development. In general, additional education can be defined as a sustainable communication process organized in a special way, which is aimed at shaping motivation of a child's developing personality to knowledge and creativity. You can talk about a sufficient variety of approaches to the definition of the concept "Additional education". The definitions we have given not only do not contradict each other, but in many respects are similar.

### III. METHODOLOGY

In the institution of additional education "Ladushki", where children are trained from 4 to 13 years old, a survey was conducted among parents to identify areas of study that require further work. 65 parents took part in the survey. They were asked the question: "In your opinion, should we expand the direction of our institution's activities?" 50% of respondents indicated that the direction "Young Artist" needs to be improved. The authors have developed and implemented the program of the same name, which allowed to expand the direction of activity. After that, a survey was again conducted among parents (the number of respondents did not change), the results of which showed an increase in the level of organization of this field of study.

The authors also developed a broad questionnaire to identify the shortcomings of the services provided in institutions of additional education for children and was tested in the institution "Ladushki". The questionnaire contains the following questions: Does the Ladushki supplementary education institution have enough services provided? In your opinion, at what level are the educational services provided? Does your child like activities? Have you noted the positive impact of classes on the child? How much time does your child (children) attend the institution

"Ladushki"? Indicate how many children from your family attend classes?

The questionnaire revealed the attitude of parents to the organization of the services provided. Almost every survey has a positive attitude to this institution of additional education. Questions allowed to identify the parties that need to be improved.

### IV. ANALYSIS AND DISCUSSION

Educational service is a product of educational production, a system of knowledge and skills used to meet the needs for spiritual and intellectual development of a person [2]. The problem of organizing educational services in the system of additional education today has acquired particular relevance, since the official information on the development of educational services in supplementary education does not contain any laws or by-laws [3]. Therefore, there is a need for organizing the development of educational services in the system of additional education [4]. In [5] authors define a service as an event or a benefit offered by one of the parties, which is not material and does not lead to mastery of anything. In [6] authors understand an educational service as an organizational, purposeful activity that is carried out by several subjects through communicative means of transferring knowledge and skills, shaping a person's identity through the organization and management of their activities. Based on the above, we can say that the educational service is a complex of targeted educational opportunities offered by the educational institution for the proposed programs to meet educational needs [7]. Among the additional educational services, we highlight electives, clubs, additional courses - services that enhance the informativeness of the main educational programs [8]. Educational services can be classified by type: sphere of educational services: additional education of children (for example, sports, technical, artistic) [9]; additional education at school - an in-depth study of the subject that goes beyond the educational program [10]; additional adult education: vocational courses, advanced training, retraining of personnel [11]. Educational services in additional education are based on the general concept of "services" - as an activity that satisfies demand [12]. Educational service is the most important component of the educational process, where the interests of children and parents intersect. In the process of learning, the choice of the scope and type of activity is provided, needs and abilities are taken into account [13]. The ability to set goals and analyze situations is also formed. The necessary components of the educational service are: the consumer [14]; executor; the statute [15]; license; regulatory framework. Each institution must have information corners [16]. Information provided in the corner: copies of licenses for the right to provide services, information about free / paid services, requirements for students, the order of work of associations, the price list of paid services, the book of complaints, the procedure for handling complaints [17].



Among the main factors that should be taken into account when developing high-level educational services we highlight: teacher qualifications, educational programs, conditions for organizing educational activities, and material and technical support [18].

As we have indicated, additional education can be provided for both children and adults. In our opinion, it is worth paying attention to the organization of activities of institutions of additional education of children. The institution of additional education has the right to organize leisure, socio-pedagogical, educational activities in educational institutions, also to create associations in other educational organizations. Relations are respected according to the contract [19]. The institution conducts and organizes

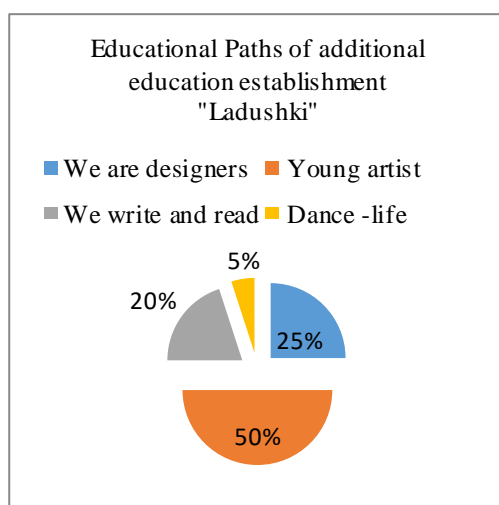
mass events (conferences, exhibitions, holidays, etc.) in the areas of additional education. The unit of measurement of the service is the number of students, therefore the task of the additional education institution is to attract them as much as possible [20].

We suggest identifying possible problems in the process of introducing new educational services in the supplementary education institution using one of the most effective tools - a questionnaire [21]. The survey should be carried out in electronic form, since the result can thus be obtained much faster. Table 1 presents a questionnaire located on the website of the institution of additional education for children "Ladushki", where children from 4 to 13 years old study [22].

**Table 1:** Survey of parents whose children study in the "Ladushki" institution of additional education to identify shortcomings in the educational services provided

Question	Answer Options	Answers of parents (their representatives) (%)
Does the institution of additional education "Ladushka" sufficient number of services provided?	Yes / no	70/30
In your opinion, at what level are the educational services provided ?	High / Medium / Low	60/35/5
Does your child like activities?	Yes / no	95/5
Have you noted the positive impact of classes on the child?	Yes / no	85/15
What is the amount of time your child (ren) to attend t (ly) with the establishment of "Ladushki"?	Up to 6 months / more than 6 months, but not more than a year / more than a year	20/33/47
Indicate how many children from your family attend classes?	1/2/3 / more than 3	80/20/0/0

Also, parents were asked to choose the areas of study that, in their opinion, most need to be improved. They answered the question "Which direction of our institution's activity should, in your opinion, be expanded?". Figure 1 presents the results. 65 people took part in the survey.



**Figure 1:** Survey results for parents whose children study at the Ladushki supplementary education institution 50% of the interviewed parents believe that the "Young Artist" direction should be developed.

The institution should pay great attention to pedagogical expediency in the location of the material [23] (Markova, 2018). It provides an organic link between theory (the knowledge that students acquire) and practice (specific skills that students will master). We have developed and proposed the program "Young Artist", which is built on the principle from "simple to complex", ranging from primitive drawings to drawing by design [24] (Braine, 2013). Table 2 shows the forms and methods of control, where there is a gradual complication of work. This program is designed to expand the direction of learning indicated by parents and improve it. In general, based on the data obtained, we can conclude that the institution provides a fairly wide range of services with which parents are quite satisfied [25] (Smirnova, 2018b). Many parents noted that children like classes, the high level of services provided speaks about the high professionalism of teachers. A large percentage of children study at the institution for more than a year, that is, a large percentage of children prefer Ladushki. After the implementation of the program among the parents of the survey was carried out again, "In your opinion, if the organization raised the level and direction of training" Young Artist "supplementary education institutions" Ladushki "?" (The number of respondents has not changed). The results are presented in Figure 2.

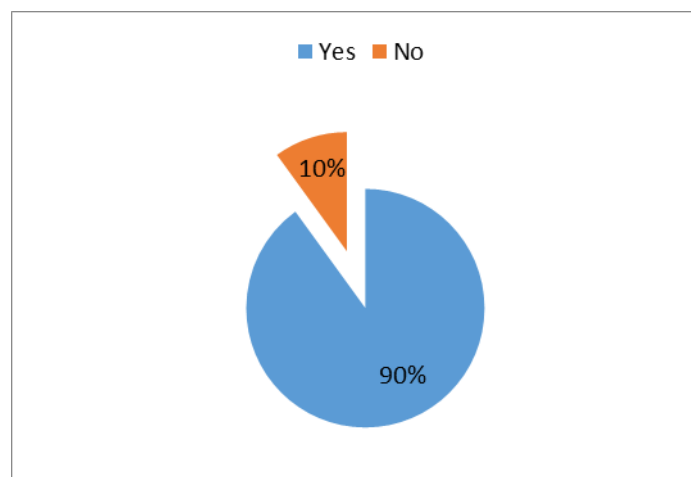


## Development of Educational Services in Additional Education

The results were positive. Most parents are satisfied with the level of organization of the “Young Artist” field of study after the introduction of the program of the same name.

**Table 2:** Forms and methods of control in the direction of "Young Artist"

Timing	What knowledge, skills, skills are controlled	Form of control	Control methods
September	<b>Knowledge:</b> Types of materials for work, rules, drawing techniques.	Test	Frontal survey
January	Terminology of basic drawing techniques.	Test	Individual survey
February	Classification of decorative - applied paintings.	Test	Frontal survey
May	Terminology of basic drawing techniques. Drawing techniques.	Test	Individual survey
September	<b>Skills:</b> Be able to work on a pattern Work skills with gouache, watercolors	Independent work	Observation Work analysis
October	Be able to work on the model Color mixing skills. Drawing simple shapes.	Exhibition Independent work	Analysis of creative works
November	Skills composing plan and sample.	Exhibition Teamwork	Poll, Frontal analysis of work
December- January	To be able to work on the model scheme.	Exhibition Teamwork Quiz	Analysis of creative works Summary of the results for the half year
January - February	To be able to work on the instruction card. Drawing skills on a given topic.	Independent work	Observation Frontal survey
March	Be able to work on a pattern. Work with clay, applique.	Exhibition Independent work	Analysis of the work of children
April- May	To be able to work on a pattern, scheme, plan. The ability to arrange the finished work for the exhibition. Fastening previously received ZUN	Final Exhibition Teamwork	Summary of Results



**Figure 2:** The results of the survey of parents after the implementation of the program "Young Artist"

## V. CONCLUSION

We have carried out an analysis of the activities of the institution of additional education in order to improve it. Supplementary education today is a dynamic and developing educational system [26] (Kutepov, 2017). Freedom from the educational standard makes it possible to constantly update in the forms, methods, approaches to the educational process. We reviewed the development of educational services in additional education, highlighted the criteria on which to focus. The questionnaire developed for such institutions has shown the importance of identifying shortcomings in the work at the early stages for the expansion of the services provided and the improvement of their effectiveness. In time spent among parents, the survey helped to identify the direction of training, which required improvement and improvement. 50% of parents voted for the direction "Young Artist". Therefore, we have proposed an improvement program and implemented it. Re-survey among parents allowed to establish that the direction has become better and the level of services provided has increased. The presented survey remains relevant and can be used in the next stages of development not only of the "Ladushki" institution, but also of other educational institutions of additional education.

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