
Report of the Committee for Internal Quality Assurance

General Assembly of the European Association of Establishments for Veterinary Education (EAEVE)

Zurich, 2022

The Committee for Internal Quality Assurance (CIQA) is a standing committee of the European Association of Establishments for Veterinary Education (EAEVE). Since the internal quality assurance (QA) of an accreditation agency is a precondition of trustworthy, reliable, and transparent evaluation, EAEVE has founded CIQA at the General Assembly (GA) in 2009. CIQA's main responsibility is to direct the development, implementation, revision and improvement of QA issues in the European System of Evaluation of Veterinary Training (ESEVT). The activities of CIQA are defined in the "CIQA Rules of Operation", revised in 2021. These activities include presenting an annual report to the EAEVE GA on the fulfilment of the policies and objectives of internal quality assessment and management and on the proposals and measures taken for improvement. The regular activities of CIQA include evaluation of the post-GA feedback from the participants, evaluation of post-visitation feedback, evaluation of the Visitation teams' composition, review of EAEVE yearly activities, and review of the yearly outcomes of the ESEVT.

This Report summarises CIQA's work since the 34th GA, which was held in a hybrid format on 30 September 2021. During the 34th GA, one new member of CIQA was elected: Prof. Preben Dybdahl Thomsen. Online meetings and email correspondence have been utilized to good effect, and at relevant points CIQA has had exchange of opinions and information with the President of EAEVE, the Director of ESEVT and the Executive Committee (ExCom).

1. Dates of CIQA meetings

- 23rd CIQA Meeting 28th September, 2021, online and in Turin;
- 24th CIQA Meeting 18th January, 2022, online;
- Extraordinary Meeting 3rd February, 2022, online;
- Discussion with the Director of ESEVT 25th March, 2022, online.

2. CIQA internal issues

- Introduction of the new CIQA member;
- CIQA Quality Improvement Action Plan 2019-2021 was decided to be continued from 2022 onwards and was updated;
- Acknowledgement of and discussion on documents approved by ExCom;
- Receiving ExCom's feedback to CIQA's suggestions;
- Providing feedback from CIQA to ExCom;
- Discussion and acceptance of CIQA's annual Report to the GA.

3. Action points completed and measures taken for improvement

- Suggestions were made for adding the number of due and submitted Interim Reports as well as the number of appeals submitted against an ECOVE decision to the document summarising EAEVE Activities;
- Suggestions were made on how to adapt the systematic recording of those ESEVT experts who participated in Visitations to be in line with changes in procedure necessitated by the pandemic;
- Suggestions were made with regard to the Appeal procedure as requested by ExCom;
- A summary of Full Visitation outcomes 2020 and 2021 with regard to deficiencies and commendations was compiled and discussed, and this work was decided to be continued;
- The ENQA draft Self-Assessment Report was discussed in two rounds and a joint statement was provided on the requested aspects to the responsible Coordinator;
- The post-GA feedback was discussed and summarized. Feedback from the GA 2021 showed that this hybrid event had been carried out successfully; over 90% of all respondents agreed that their onsite/online attendance was worthwhile. The voting was generally experienced as straightforward, clear and well organized, however the onsite respondents were slightly more satisfied in this sense than the online ones. The online participants also reported some difficulties in asking questions or commenting. All presentations of the Educational Day were found interesting, with digital technologies and artificial intelligence most frequently mentioned. Topics for the next Educational Day were suggested to ExCom;
- The Draft B SOP 2023 document was discussed and a joint statement was compiled;
- All post-visitation feedbacks were thoroughly evaluated and summarized. The majority of the feedback was positive but plenty of suggestions were given by the Teams and VEEs. All concerning issues and suggestions were discussed within CIQA and also in an online meeting together with the Director of ESEVT. There is need to further clarify and develop the existing process and compile Internal Rules for the feedback process. CIQA is also in favour of looking for possibilities of moving to an electronic feedback system in the future.

Conclusions of CIQA

- The EAEVE Office and EAEVE committees are working in line with established procedures, and these are continuously developed;
- The role of CIQA is well defined and CIQA is becoming more proactive;
- The hybrid 2021 (Turin) GA was carried out successfully;
- The Visitation teams were assembled according to approved procedures (in line with Chapter 2, point 1.2 of the ESEVT SOP where possible and when needed, in line with the 'Exceptional rules for ESEVT Visitations planned in 2021 considering the extraordinary circumstances linked to the COVID-19 pandemic'), with minor deviations due to last-minute changes;
- All experts who participated in Visitations had successfully completed the E-learning course and declared their lack of conflicts of interest;
- Even though the majority of the post-visitation feedback has been positive, there is need to develop the feedback process; CIQA is working on the new procedures;
- CIQA was prepared to continue to monitor the conduct of hybrid Visitations from a QA point of view, but as hybrid Visitations with more than one expert remotely have become rare, there does not currently seem to be special need for further QA procedures regarding them.

Overall, CIQA is able to verify that EAEVE is carrying out its activities in line with established and well documented procedures. Any temporary and necessary changes to procedures resulting from the prolonged COVID-19 pandemic have been thoroughly revised and formalized in such a way that the ESEVT system continues to be equally applied to all member VEEs.

Helsinki, 7th May, 2022

Mirja Ruohoniemi, Chairperson of CIQA