

**European Association of Establishments
for Veterinary Education**



FOLLOW UP REPORT AFTER EXTERNAL REVIEW BY ENQA

April 2020

EAEVE Progress Report, April 2020

In this progress report, EAEVE presents to the Board of ENQA the current situation on the Areas for Development as were highlighted in the letter from the President of ENQA to EAEVE dated May 7th, 2018. As outlined within this letter, EAEVE was recommended to take appropriate action, so far as it is empowered to do so, on four recommendations within the overall Areas for Development as was clearly set out by ENQA.

Furthermore, EAEVE has expressed its interest in benefiting from a new ENQA procedure, namely the progress visit, in order to further discuss EAEVE's development plans.

Before examining how EAEVE has addressed each of these four areas for development, a separate introduction sets out a number of changes that have taken place within EAEVE over the last two years.

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INTRODUCTION: Key changes since the ENQA review

In the past two years, there has been a marked increase in the level of activity within EAEVE and its constituent committees. A number of these activities has been at the direct result of the four recommendations set out by ENQA within their “Overall Areas for Development” recommended to EAEVE by the ENQA Board in 2018. These four recommendations are discussed in more detail later within this report.

However, there have been a number of additional areas of activity which EAEVE believes pertinent to bring forward for discussion within this follow up report. This is especially relevant for a number of these areas which are related to a varying extent to the four ENQA recommendations.

These areas are:

1. New SOP
2. Amended ESEVT Indicators
3. Amended E-Learning for Experts
4. Establishment of a permanent SOP WG including student representation
5. Stronger collaboration with the International Veterinary Student Association (IVSA)
6. Educational days devoted to the improvement of veterinary education
7. Major expansion with ESEVT Visitations into areas in Asia such as Japan and Indonesia; North Africa; South America, together with a continuing expansion of ESEVT Visitations into Turkey and Russia
8. Increasing involvement with national accrediting agencies during ESEVT Visitations
9. Recognition of ESG standards in all ESEVT Visitations to non-European Establishments
10. Changes within CIQA
11. Revised or new internal procedures for the EAEVE Office
12. Development of an EAEVE Strategic Plan 2020-2025
13. Development of revised Statutes following membership requests from wider European and non-European countries
14. Development of a ‘Criteria for new members’ document on core academic values
15. Development of an ESEVT Visitor Competency Framework.

1. New SOP

EAEVE/ESEVT has always had a policy for a regular updating the Standard Operating Procedure (SOP) which is the detailed template utilised by both ESEVT Visitation Teams for their reports, as well as by the individual departments/faculties themselves (termed the Establishments) as a template for producing Self Evaluation Reports for the ESEVT Teams.

These SOP updates are initiated at approximately two to three-year intervals and, after extensive input from relevant stakeholders, are always signed off during an EAEVE General Assembly.

Nevertheless, the major recommendation from ENQA was that Standard 11 in the 2016 ESEVT SOP (which had been previously seen as an add-on feature of quality assurance), should be holistically and directly integrated into the other 10 standards provided for within the ESEVT SOP. This recommendation instigated the establishment in 2018 of a working group of ESEVT

QA experts to renew the SOP specifically by removing Standard 11 and integrating its QA principles into the remaining 10 Standards.

After extensive feedback from stakeholders, this revised SOP was formally adopted by EAEVE in May 2019 at the General Assembly (GA) in Zagreb and is now utilised as the SOP in all new ESEVT Visitations. Further details on the production of this 2019 SOP will be found later within this report.

It should be emphasised here that a major factor resulting from this change to the new SOP, was the recognition of the importance for the experts covering the ten Standards to have some knowledge of the important QA principles, especially within the individual Standards they have a primary responsibility for. Nevertheless, a decision has also been made that a more experienced QA expert will always and specifically be appointed as a member of the Visitation Team. Although as part of the Team the QA expert is involved in all ten Standards, he/she will have a major responsibility for the following:

Standard 1: Objectives, Organisation and QA Policy

Substandards 3.2 up to 3.4 under Standard 3: Curriculum

Standard 7: Student admission, progression and welfare

The importance of now requiring a QA expert to be responsible for these Standards can be well illustrated by the definitions of the above Standards within the SOP:

Standard 1: Objectives, Organisation and QA Policy

The Establishment must have as its main objective the provision, in agreement with the EU Directives and ESG recommendations, of adequate, ethical, research-based, evidence-based veterinary training that enables the new graduate to perform as a veterinarian capable of entering all commonly recognised branches of the veterinary profession and to be aware of the importance of lifelong learning.

The Establishment must develop and follow its mission statement which must embrace all the ESEVT standards.

Substandards 3.2 up to 3.4 under Standard 3: Curriculum

3.2 Each study programme provided by the Establishment must be competency-based and designed so that it meets the objectives set for it, including the intended learning outcomes. The qualification resulting from a programme must be clearly specified and communicated and must refer to the correct level of the national qualifications framework for higher education and, consequently, to the Framework for Qualifications of the European Higher Education Area.

The Establishment must provide proof of a QA system that promotes and monitors the presence of an academic environment highly conducive to learning including self-learning. Details of the type, provision and updating of appropriate learning opportunities for the students must be clearly described, as well as the involvement of students.

The Establishment must also describe how it encourages and prepares students for self-learning and lifelong learning.

3.3 Programme learning outcomes must:

- ensure the effective alignment of all content, teaching, learning and assessment*

activities of the degree programme to form a cohesive framework

- *include a description of Day One Competences*
- *form the basis for explicit statements of the objectives and learning outcomes of individual units of study*
- *be communicated to staff and students*
- *be regularly reviewed, managed and updated to ensure they remain relevant, adequate and are effectively achieved.*

3.4 *The Establishment must have a formally constituted committee structure (which includes effective student representation), with clear and empowered reporting lines, to oversee and manage the curriculum and its delivery. The committee(s) must:*

- *determine the pedagogical basis, design, delivery methods and assessment methods of the curriculum*
- *oversee QA of the curriculum, particularly gathering, evaluating, making change and responding to feedback from stakeholders, peer reviewers and external assessors, and data from examination/assessment outcomes*
- *perform on going and periodic review of the curriculum at least every seven years by involving staff, students and stakeholders; these reviews must lead to continuous improvement. Any action taken or planned as a result of such a review must be communicated to all those concerned*
- *identify and meet training needs for all types of staff, maintaining and enhancing their competence for the ongoing curriculum development.*

Standard 7: Student admission, progression and welfare

The Establishment must consistently apply pre-defined and published regulations covering all phases of the student “life cycle”, e.g. student admission, progression and certification.

In relation to enrolment, the Establishment must provide accurate and complete information regarding all aspects of the educational programme in all advertisings for prospective national and international students.

Formal cooperation with other Establishments must also be clearly advertised

2. Amended ESEVT Indicators

The ESEVT Indicators are designed to be used within the SOP and have been carefully reviewed within EAEVE over the last two years. These Indicators have a number of functions:

- They are used in a non-prescriptive way by the ESEVT Team during a Visitation
- They are specifically checked by ECOVE during their final evaluation of an ESEVT report
- The Indicators reflect a given situation at the time of a Visitation, allowing for a comparison between Establishments
- As the Indicators are calculated from the means of the last three complete academic years, this can smooth out annual variations and follow trends
- A specific Indicator is not interpreted in a strictly mathematical and isolated sense, but in the light of all other Indicators and data. For instance, for a specific species, a low number of intra-mural patients may be compensated by a high number of extra-mural patients seen by students under the supervision of a staff member or otherwise qualified and quality assured veterinarians

- The recommended minimal values established by ECOVE are equal to the 20th percentile, i.e. the value below which 20% of the values from Establishments with Accreditation status are currently found. These minimal values do not serve as lower threshold levels but are interpreted as a complex set of data in the light of all other observations made
- To enable a true comparison between Establishments, the Indicators are calculated by using the relevant Excel file available on the EAEVE website. The completed Excel file must be sent to the Coordinator and to the EAEVE Office
- The complete list of Indicators is also provided by the Establishment on this standardised format at the end of the SER. These proposed Indicators are reviewed by the Coordinator during the site Visitation and the copy validated by the Visitation Team is incorporated in the Visitation Report.

3. Amended E-learning for Experts

This is another area which has been developed over the last two years and which is discussed in more detail below under *ESG 2.4*

4. Establishment of a permanent SOP WG including student representation

As a result of EAEVE's commitment to keeping the ESEVT SOP open as a "living document" which is upgraded on a regular 2-3 year cycle, a preliminary SOP WG was established, with the initial meeting in December 2019. This WG is intended to be a permanent SOP WG.

In addition, a student has now been included as a full member of the WG; the current student member has already been involved in Visitations to both Establishments in Europe as well as in Japan.

The proposed membership of the WG are the four Coordinators, a representative from the EAEVE Office, a Chairperson of Visitations, a student and a representative from FVE.

A number of crucial areas have been identified by the WG to be studied for their effect on the next SOP. Such areas include:

Academic clinical training vs. EPT (External Practical Training)

There is no question that amongst veterinary teaching Establishments, and especially within the newly established ones, EPT is becoming a major factor within the overall curriculum. Some of the factors that will need to be studied in this area include:

- Integration of EPT within the ten ESEVT Standards and integration within the all important ESG Standards
- Distinction between academic staff trained to teach and to assess, practitioners trained to teach and to assess, and practitioners not trained to teach and to assess
- What is the minimum training to teach & to assess for both of them?
- What does 'under close supervision' mean?
- EPT: compulsory or not?

- Peculiarities of the distributed model, where an Establishment no longer has its own clinical teaching hospital but relies on a number of privately-owned commercial hospitals
- Involvement of Corporates in undergraduate and postgraduate training .

Artificial intelligence (AI)

- Influence and handling of Big Data
- Use of AI in veterinary training
- Training to use AI as a clinician after graduation

Conditional Accreditation

This is an area that needs to be made “crystal clear” to both ESEVT/ECOVE as well as to the Establishments themselves. Areas that will need definitive clarification include:

- Non-compliance (NC) vs. Major Deficiency (MD), as a single MD may be linked to several NCs
- Non-compliance may be linked to one single NC/MD, but also could be several NC’s, leading to a potential problem that Visitation Teams, either intentionally or unintentionally, avoid two MDs within their report.

Session in Confidence

This has been an essential part of ESEVT Visitations for a long time, but there is a lack of uptake during many Visitations. A new way to both advertise these sessions and also to standardise its “geographical” location is necessary.

Other items for amending/improving the current SOP

A large number of items were discussed during the inaugural SOP WG meeting, a selection would include:

- Inconsistencies in Chapter 3 concerning Standards vs. Substandards
- Absence of a Substandard focusing on the organization/management of the Establishment
- Checklist against which the accuracy of SER information can be checked
- Technical tools to jointly work on the draft Visitation Report (Google documents, WIKI system)
- Importance of student involvement in both the initial introductory meeting and especially at the final PP presentation by the Visitation Team
- Feedback for students after Visitations
- FV Timetable – arrival on Sunday, start work on Monday rather than Tuesday could enable more time for the report
- Identification of the RV Team – not mentioned in the SOP that the RV Coordinator should be different from the FV Coordinator
- Add one/two extra days for Visitations for merged Establishments
- Define the minimum requirements for isolation facilities (subject brought up during the last meeting of CIQA)
- Checklist what are the minimum standards of biosecurity/biosafety that an Establishment has to fulfil

- What key QA documentation is necessary for the QA Team member and in which way does he/she need to check it?
- Need to warn Establishments of the need for Business class tickets for flights longer than 6 hours.

5. Stronger collaboration with IVSA

The International Veterinary Students Association (IVSA) is the key source and stakeholder in providing individual students for consideration as full working members of the ESEVT Visitation Teams.

For the academic years 2018 – 2019 (and first half of 2020), IVSA submitted a total of 24 student applications to the EAEVE Office. Twenty of the candidates were positively assessed by the Coordinators and selected for Visitations, and fourteen of the invited candidates were able to join Visitations in 2018 – 2020. In fact, the number of Visitations that the selected students actually attended was 19 as five of the students participated in Visitations twice. Two of the students who participated in Visitations in 2017 and were still eligible to be assigned to ESEVT Teams, were invited and participated in two further Visitations: one in 2018 and one in 2019.

This smooth communication with IVSA was slightly disrupted throughout the first half of 2018 due to unforeseen changes in the IVSA management board, which affected the continuity of the established student recruitment process. Therefore, it was decided that the EAEVE Office shall also seek an additional contact with national veterinary students' associations across Europe and IVSA national branches regarding the selection of students for visiting Teams.

As a result, a number of candidates were proposed by local IVSA groups through the Coordinator or Chairperson for a particular Visitation. Three such students were recruited for Visitations which took place in 2019 and a further two are assigned to Visitations originally planned for May and June 2020, but due to the COVID-19 postponed to the second half of the year.

However, after the election of a new IVSA president in September 2018, effective communication was restored, and student applications were collected and forwarded to the EAEVE Office in line with the Memorandum of Understanding (MoU) between EAEVE and IVSA. The Presidents of EAEVE and IVSA had the chance to meet during the FVE General Assemblies in November 2018 and June 2019 to further discuss the collaboration between the two Associations and the future revision of the MoU is to be revisited every five years.

In 2018, the then Secretary of IVSA, Ms. Tavishi Pandya, represented IVSA during the EAEVE Educational Day in Hannover and delivered a report on the ongoing projects of the IVSA Standing Committee on Veterinary Education. As partner organisations, representatives from the two associations have been regular attendees at each other's annual events. In January 2020, the Vice-President of EAEVE attended the IVSA annual symposium in Rabat, Morocco, where among other things the student participation in ESEVT Visitations and the upcoming revision of the MoU were discussed.

To further improve the uptake by students for involvement in ESEVT Visitations, the IVSA, through their Chair of Alumni (Ms. Tavishi Pandya), have offered to create a student manual

for Visitations, aimed at guiding and helping the students better understand the ESEVT process and prepare effectively for the Visitation experience. Ms Pandya has also suggested preparing promotional material including testimonies and pictures of students who have already participated in ESEVT Visitations. All this material is in the process of being prepared and will be presented to the EAEVE management for endorsement before it can be shared with students on future Visitations.

Also discussed with IVSA was one of the suggestions from ENQA in their 2017 Report:

“Although, students are not requesting membership of ECOVE and the appeal panel, EAEVE can consider to take the students on board”

The issue was not only discussed by the EAEVE Executive Committee (ExCom) but also by a discussion initiated between the Presidents of EAEVE and IVSA, resulting in a joint agreement that having a student on ECOVE and the appeal panel is not feasible, with both organisations not in favour of it.

6. Educational Days devoted to the improvement of veterinary education

The EAEVE ExCom, following each General Assembly and Educational Day, have a brief discussion about the evaluation of the most recent and the next Educational Day. Since this occurs immediately after the event, the committee has almost one full year to prepare the programme of next year. After this preliminary brainstorming on possible topics in veterinary education, ExCom considers the feedback of all attendees of the previous GA & Educational Day, and a small team is appointed to prepare a thematic analysis as well as suggestions for the next Educational Day.

The preliminary programme of the Educational Day is drafted and the EAEVE Office starts inviting nominated Speakers who may finalise the title of their presentation within the designated topics. In 2018 and 2019 the broad topics for the Educational Days were ‘The use of information and communication technology in modern veterinary education’ and ‘New challenges in veterinary education’ respectively.

For 2020, there is the plan to organise the Educational Day within the topic of ‘Educating the new generation’.

7. Major expansion with ESEVT Visitations into areas both within and outside Europe

Since the ENQA visitation in 2017, there has been an almost exponential growth of interest in EAEVE/ESEVT from around the world. The Statutes of EAEVE allow for a membership termed Associates, which are non-European Establishments (as defined by the Council of Europe) of Higher Education in Veterinary Sciences and who have applied for Associate membership through the ExCom. In addition, such Establishments must complete an ESEVT Consultative Visitation (CV) before admission by ExCom as a Candidate member or an Associate of EAEVE.

This ability to be full Associates of EAEVE has resulted in several Consultative Visitations to countries such as Japan, leading to (full) Visitations resulting in positive accreditation. Other countries, such as Brazil, have been participating in EAEVE GA's as observers and are in the planning phase for Consultative Visitations.

Turkey is an important member of EAEVE and has a large and increasing number of veterinary teaching Establishments. This situation has resulted in an increasing number of both Consultative and Full Visitations.

Russia is a more recent member of EAEVE and likewise has a large number of veterinary teaching Establishments. This situation has also resulted in an increasing number of both Consultative and Full Visitations.

In line with the EAEVE Statutes, they all were accepted as Candidate Members and Associates of EAEVE respectively in the end of 2018 and 2019.

In 2020, three CVs to new Establishments seeking EAEVE membership will take place – one to Belarus (Vitebsk), one to the United Kingdom (Surrey) and one to Indonesia (Bogor). In 2021, two CVs are planned to Establishments outside Europe – one to Brazil (Sao Paulo) and one to Egypt (Cairo).

The EAEVE Office has also been in contact with an Establishment in Dakar, Senegal which is planning to undergo a CV in 2021 or 2022; and has also been approached by Establishments in Tehran (Iran), Kufa (Iraq) and Santiago (Chile) which have expressed a potential interest in becoming EAEVE Associates and being evaluated by the ESEVT.

As a result of this commitment to CVs, two Japanese Establishments, which became Associates after undergoing CVs in 2017, underwent (full) Visitations in 2019 and were granted the status of Accreditation. Similarly, two (full) Visitations to Candidate members in Ukraine (Bila Tserkva) and Russia (Stavropol) are planned for 2020 after undergoing their CVs.

8. Increasing involvement with national accrediting agencies during ESEVT Visitations

This is an area that EAEVE/ESEVT is actively seeking to promote and as such there are increasing examples of individuals from National Accrediting Agencies being accepted and welcomed as Observers on ESEVT Visitations. These National Accrediting Agencies are cross disciplinary and as such are experienced in QA and ESG Standards rather than specific veterinary related Standards.

Examples of these ESEVT (full) Visitations (FV) with full observer status from national accrediting agencies would include:

- Hannover FV 2018 - Australasian Veterinary Boards Council Inc. (AVBC)
- Liège FV 2019 - Agence pour l'Evaluation de la Qualité de l'Enseignement Supérieur (AEQES, Belgium)
- Helsinki FV 2019 – Royal College of Veterinary Surgeons (RCVS)
- Burdur FV 2019 – Association for Evaluation and Accreditation of Educational Institutions and Programs of Veterinary Medicine in Turkey (VEDEK)

- Bursa FV 2020 – VEDEK
- Dublin FV 2020 – Veterinary Council of Ireland (VCI, Joint Visitation)

9. Recognition of ESG standards in all ESEVT Visitations to non-European Establishments

This is an area that will of equal interest to ENQA as it is to EAEVE. As set out above, an increasing number of veterinary teaching Establishments outside Europe have already had, or in the process of planning for, ESEVT accreditation Visitations. Such Visitations, whether Consultative or Full require the Establishment to fully accept and utilise the current ESEVT SOP. The ten Standards within the SOP are firmly based on the ESG Standards themselves.

It is of some interest that countries such as Japan with long established and successful veterinary teaching Establishments have decided to follow, in most cases quite rigorously, the ESG Standards which were designed **by** and **for** European Higher Education Establishments. In situations such as in Japan, such a decision followed an internal discussion as to whether to work with the European based Standards or to collaborate with similar accreditation agencies within North America.

In the opinion of EAEVE, this represents the robust and inclusive nature of the ESG Standards, which should be welcomed within ENQA and its related QA agencies within mainland Europe.

10. Changes within CIQA

Report on activity of Committee of Internal Quality Assurance (2018-2020):

“The mission of the EAEVE is to evaluate, promote and further develop the quality and standard of Veterinary Medical Establishments and their teaching within, but not limited to, the member states of the European Union (EU)”.

Since the internal quality assurance (QA) of an accreditation agency is a precondition of trustworthy, reliable and transparent evaluation, EAEVE has a Committee of Internal Quality Assurance (CIQA).

The main tasks of CIQA are currently:

- checking the procedures of EAEVE from a QA point
- giving suggestions for improvement
- providing guidance on QA.

Summary of activities of CIQA:

- 1. In participating in the procedures of EAEVE from a QA point of view, CIQA made judgements on different procedures of EAEVE:**
 - Cancellation/Postponement of a Visitation
 - Accepting Re-visitation requests
 - Amended format of the Establishments’ status

- Update of the Memorandum of Understanding between EAEVE and IVSA
- ENQA Self-Assessment Report
- Observers at ESEVT Visitations
- Procedure on how to handle Interim Reports; ESEVT Visitor Competency Framework
- A proposal with the involvement of IVSA about students' training
- Guidelines for GA organisation
- Drafts of SOP were commented on
- A General Data Protection Regulation (GDPR) was suggested
- Procedure on handling third party suggestions and complains was prepared
- A new feedback form for current E-learning course was created
- Regular evaluation of EAEVE activities (Team Composition; Outcomes of the ESEVT)
- Evaluation of feedbacks (Post-Visitation Feedback, Post General Assembly Questionnaires, E-learning Feedback).

2. Giving suggestions to ExCom for improvement and providing guidance on QA:

- Introduction of a tracking system was suggested
- Introduction of standardised formats for yearly reviews of the different activities of EAEVE was recommended
- Suggestion of new Post-Visitation Questionnaires and “Procedure on how to handle Post-Visitation feedback”
- Suggestion of “Procedure on how to handle third party suggestions and complaints”
- Suggestion of an E-learning course feedback.

3. Internal issues

- CIQA Quality Improvement Action Plan 2015-2018 was updated
- CIQA Quality Improvement Action Plan 2019-2021 was prepared.

11. Revised or new internal procedures for the EAEVE Office

Revised or new internal procedures for the Office have been put into place. An example would be reporting to Director on post-Visitation Questionnaires on a monthly basis.

An internal procedure for handling Post-Visitation Questionnaires was proposed in July 2018 following a (full) Visitation carried out in the end of 2017, for which negative feedback was received from the visited Establishment. The main aim of introducing the procedure was to involve the Director of ESEVT in speeding up the process of revising and acting upon complaints related to the conduct of ESEVT experts during Visitations, as well as issues resulting from not strictly adhering to the SOP. The procedure was revised by CIQA in October 2018 and finally approved by the ExCom in November 2018.

12. Development of an EAEVE Strategic Plan 2020-2025

Following on from the Strategic Plan 2015-2020, the newly appointed EAEVE President, Stéphane Martinot, initiated the preparation of a Strategic Plan 2020-2025. A first draft of the Strategic Plan and a revised SWOT Analysis was presented to ExCom in November 2018 for feedback, together with the proposed schedule for the preparation, revision, circulation and approval of the documents.

Delegates were asked to provide their opinions at the January 2019 ExCom meeting. Following this meeting, a further draft of the Strategic Plan and SWOT analysis were prepared and presented to the General Assembly in May 2019 for further stakeholder feedback, together with the schedule of the new Strategic Plan.

After this stakeholder feedback the Strategic Plan 2020-2025 was revised and finalised by ExCom in 2019 and was circulated to all EAEVE members through the delegates. Any further feedback was considered at the February 2020 ExCom meeting and a further draft document prepared for circulation to EAEVE members and stakeholders before final acceptance by the EAEVE General Assembly 2020. However, due to circumstances prompted by COVID 19, the EAEVE General Assembly was postponed for a later date in 2020; thus, approval of these documents is delayed and not in line with the previously prepared schedule.

13. Development of revised Statutes following membership requests from wider European and non-European countries

Due to the increasing number of requests to become members of EAEVE (within and outside of Europe) and thus be evaluated by the ESEVT (which is only possible for members), the need arose to introduce and clarify the distinction between two types of membership – European (as defined by the Council of Europe) and non-European. Therefore, the EAEVE Statutes was amended and approved by the General Assembly in May 2018 which introduced a new category: Affiliate membership. This new category of Affiliate membership included two types of members: Affiliate non-European members, who will never change their Affiliate status even after undergoing an ESEVT (full) Visitation, and European Affiliate members, who could revert to full membership status after a (full) Visitation.

However, in late 2018, ExCom started a discussion and revision of this new category and found it insufficient for describing the actual situation. The name Affiliate members to describe two kinds of membership may be somewhat problematic and discriminatory, as non-European Establishments who follow the ESEVT (such as the Japanese universities) fall into the same category as those European Establishments who do not follow the ESEVT and thus were reclassified to Affiliate membership status. The ExCom felt that there was a need for a more precise classification for different membership, considering the above-mentioned discrepancy.

Furthermore, it was noted that the Statutes must be in agreement with the terminology and definitions of the SOP 2019. As a result, it was decided that a revised proposal should be prepared to be in agreement and consistent with the SOP 2019, focusing on, for example, how an Establishment is defined. Thus, for May 2019, Article 4-8 of the EAEVE Statutes 2018 was amended and presented for approval by the General Assembly.

Accordingly, under Article 4, there are three categories of membership proposed instead of the previous two:

- Full Members
 - Candidate Members
 - Associates
- The first two categories refer to European Establishments, as defined by the Council of Europe:
 - Full Members “have been approved/accredited or conditionally approved/accredited by ESEVT”
 - Candidate Members are either new members, who “have applied for Candidate membership through ExCom after completing an ESEVT Consultative Visitation and have been admitted by the Executive Committee”, or “have been reclassified to Candidate membership by the EAEVE General Assembly following Article 7”.
 - Associates, on the other hand, are non-European Establishments, as defined by the Council of Europe, who “have applied for Associate membership through ExCom, after completing an ESEVT Consultative Visitation, and have been admitted by the ExCom”.

Furthermore, Article 5 defines the eligibility for membership; Article 6 is devoted to describe the different voting rights at the General Assembly; Article 7 determines that membership status shall cease under certain circumstances. According to Article 8, all members may ask to be evaluated by the ESEVT in agreement with the latest SOP: Candidate members will revert to Full membership status once the Establishment has completed a (full) Visitation, being Accredited or Conditionally Accredited, while Associates, since membership of Establishments is linked to their geographical location, will not change their membership status.

14. Development of a ‘Criteria for new members’ document on core academic values

Due to numerous applications within and outside of Europe (utilising a definition of Europe as outlined by the Council of Europe), the above question arose at one of the ExCom meetings in early 2019 when considering the status of Affiliate Members (the different memberships discussed earlier in this document).

The question was whether revised criteria should be introduced for those Establishments applying to be Affiliate Members of EAEVE, at least for a formal document on a commitment to core academic values to be agreed on by the applying Establishment. Accordingly, after extensive discussion, a document was prepared during the year based on a template by the International Association of Universities and was approved in December 2019 by the ExCom. The document is to be presented to the General Assembly 2020 for information and to be sent for signature to all member applicants in the future.

Appendix 1

15. ESEVT Visitor Competency Framework

The development of the ESEVT Visitor Competency Framework was prompted by the fact that the E-learning course introduced in 2015 was based only on lexical knowledge of the expert candidates. However, in order to introduce a new course based on different testing methods, a competency framework was needed, firstly to define what the aim of the new E-learning course is and secondly what is expected from an ESEVT Visitor.

Discussion of this issue began in early 2017 and draft versions of the Competency Framework were shared with Coordinators and all committee members of EAEVE (CIQA, ECOVE) before the final version was approved by ExCom in November 2018. The person guiding the preparation and revision was Marc Gogny, with the help of a working group and the ESEVT Coordinators.

Appendix 2

AREAS FOR DEVELOPMENT

ESG 3.4 Thematic analysis

Standard

Agencies should regularly publish reports that describe and analyse the general findings of their external quality assurance activities

Guidelines

In the course of their work, agencies gain information on programmes and institutions that can be useful beyond the scope of a single process, providing material for structured analyses across the higher education system. These findings can contribute to the reflection on and the improvement of quality assurance policies and processes in institutional, national and international contexts. A thorough and careful analysis of this information will show developments, trends and areas of good practice or persistent difficulty.

ENQA Board Recommendation

EAEVE is recommended to strengthen its thematic analysis by selecting specific themes, eventually proposed by its members and stakeholders, such as for example: ‘student centred learning’, ‘development of academic staff’, ‘recognition’ or other relevant themes. A thorough and careful analysis of the information can show more developments, trends and areas of good practice or persistent difficulty. EAEVE has to define a cyclic period for its thematic analysis.

EAEVE response:

- In response, EAEVE believes that developing such a system wide analysis on different themes was an excellent idea, especially combining them with the annual GA meetings.
- The feedback collected from the attendants in the EAEVE Hannover GA 2018 was carefully analysed to create a provisional programme for the second day of the 2019 GA held in Zagreb.
- In addition, EAEVE believes that the suggestion to define a "cyclical period" for these analyses, is another good idea which it intends to follow up on.

ESG 2.1 Consideration of internal quality assurance

Standard

External quality assurance should address the effectiveness of the internal quality assurance processes described in Part 1 of the ESG.

Guidelines

Quality assurance in higher education is based on the institutions' responsibility for the quality of their programmes and other provision; therefore, it is important that external quality assurance recognises and supports institutional responsibility for quality assurance. To ensure the link between internal and external quality assurance, external quality assurance includes consideration of the standards of Part 1. These may be addressed differently, depending on the type of external quality assurance.

ENQA Board Recommendation

It is recommended that the technique suggested and provided by the ESEVT SOP for assessing the ESG 2015 Part 1 is reviewed to make it more fit for purpose and in order to avoid misconceptions and either overlaps or omissions. Instead of seeing the ESG 2015 Part 1 as an add-on feature of quality assurance, it is recommended to integrate the ESG 2015 Part 1 standards and guidelines holistically and directly into the other standards provided in the ESEVT SOP concepts and hands-on templates for writing SERs and evaluation reports. This may render better services to developing and assessing quality and quality assurance policies and practices of higher education institutions.

NB In reaching this judgement, the ENQA review team stated that its judgements concerning ESG 2.1 and ESG 2.5 are essentially based on only one and the same deficiency

EAEVE response:

- This major suggestion from ENQA was basically that instead of Standard 11 in the 2016 ESEVT SOP been seen as an add-on feature of quality assurance, this Standard should be holistically and directly integrated into the other 10 standards provided for within the ESEVT SOP. Therefore:
 - A working group comprising QA experts was set-up in early 2018 to implement this recommendation. Their job was to renew the SOP specifically by removing Standard 11 and integrating its QA principles into the remaining 10 Standards
 - In addition, the group reduced the number of the Substandards (present in what is called the “Rubrics”) by selective merging of these Substandards and aligning them to their respective standard chapters
 - Since then there have been over 6 drafts/iterations which were disseminated and revised by all EAEVE members, all EAEVE committees and stakeholders such as FVE, UEVP, UEVH, EVERI, EASVO, EBVS, IVSA, EAEVE Office
 - The final Draft was finally and successfully presented to the 2019 General Assembly in Zagreb in May 2019 for agreement as the new ESEVT SOP
- A major factor resulting from this change to the new SOP, was the recognition of the importance for the experts covering the ten Standards to have some knowledge of the important QA principles, especially within the individual Standards they have a primary responsibility for.

- However, a decision was made and then implemented that there would always be a QA expert(s) on the Visitation Team who would work closely with their colleagues and as such, be necessarily involved in many of the Standards.
- In addition, the E-learning platform undertaken by all experts has a measure of QA within it.

A) Current E-learning course

Currently, these are the three questions related to QA in the E-learning course 2019 for all expert candidates, spread across the 10 chapters on ESEVT Standards:

- **Standard 1**

MCQ 2.4.1.6. The Establishment must undergo internal and external quality assurance:

A: on a cyclical basis

B: in cooperation with staff, students and stakeholders

C: in agreement with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)

D: all answers are correct

E: none of the answers is correct

- **Standard 3:**

MCQ 2.4.3.6. The qualification resulting from a programme must:

A: refer to the correct level of the national qualifications' framework for higher education

B: refer to the Framework for Worldwide Qualifications

C: refer to the Framework for Qualifications of AVMA

D: all answers are correct

E: none of the answers is correct

- **Standard 7:**

MCQ 2.4.7.4. The Establishment must consistently apply pre-defined and published regulations on:

A: student admission

B: recognition

C: certification

D: all answers are correct

E: none of the answers is correct

B) Draft E-learning course based on the ESEVT Visitors Competency Framework

- The current E-learning course was developed in 2015, following which its content was revised in 2016, 2017 and in 2019 to be in accordance with the documents that had been updated in the meantime.
- It is a cost-efficient E-learning course and requires Expert candidates to read online the most important documents of EAEVE and ESEVT. The candidates then answer a collection of multiple-choice questions based on these documents, no less, no more.
- However, since the development of the ESEVT Visitor Competency Framework and its approval in 2019, a new form of training has been proposed to be based on the competency framework. The new course is designed to be more interactive and to be based on real-life scenarios in the form of case studies.
- Four challenges, as agreed on by ExCom, will have to be addressed in the future with the new E-learning course:

- to adapt the current training to the SOP 2019
 - to amend the method of training, as the current course is not the most appropriate in this respect
 - to apply the ESEVT Visitor Competency Framework to the training
 - to consider continuing education for all Visitors
- A demo presented in February 2020 to ExCom included case studies, to which there is, strictly speaking, no right or wrong answer, rather there are different feedbacks specific to the selected answer.

ESG 2.5 Criteria for outcomes

Standard

Any outcomes or judgements made as the result of external quality assurance should be based on explicit and published criteria that are applied consistently, irrespective of whether the process leads to a formal decision

Guidelines

External quality assurance and in particular its outcomes have a significant impact on institutions and programmes that are evaluated and judged. In the interests of equity and reliability, outcomes of external quality assurance are based on pre-defined and published criteria, which are interpreted consistently and are evidence-based.

Depending on the external quality assurance system, outcomes may take different forms, for example, recommendations, judgements or formal decisions.

ENQA Board Recommendation

EAEVE is strongly recommended to review its template for experts' reporting, in addition to reviewing its template for drafting the SERs, in order to align the template content to the quality criteria (rubrics) laid out in the SOP chapters, and to do so by integrating the ESG 2015 Part 1 (standard 11 of the SOP 2016) holistically into the quality assessment criteria presented in standards 1 – 10 of the SOP 2016 in order to both avoid undue overlap and promulgate better understanding of the quality concepts fostered by ESG 2015 Part 1.

It is also recommended to check more intensely that all reports explicitly cover all the quality parameters in a more holistic and systematic way.

NB In reaching this judgement, the ENQA review team stated that its judgements concerning ESG 2.1 and ESG 2.5 are essentially based on only one and the same deficiency

EAEVE response:

- As set out in the response outlined above for ESG 2.1 Consideration of internal quality assurance

ESG 2.7 Complaints and appeals

Standard

Complaints and appeals processes should be clearly defined as part of the design of external quality assurance processes and communicated to the institutions

Guidelines

In order to safeguard the rights of the institutions and ensure fair decision-making, external quality assurance is operated in an open and accountable way. Nevertheless, there may be misapprehensions or instances of dissatisfaction about the process or formal outcomes.

Institutions need to have access to processes that allow them to raise issues of concern with the agency; the agencies, need to handle such issues in a professional way by means of a clearly defined process that is consistently applied.

A complaints procedure allows an institution to state its dissatisfaction about the conduct of the process or those carrying it out.

In an appeals procedure, the institution questions the formal outcomes of the process, where it can demonstrate that the outcome is not based on sound evidence, that criteria have not been correctly applied or that the processes have not been consistently implemented.

ENQA Board Recommendation

EAEVE is recommended to make the complaints procedure (concerning procedural faults, as contrasted by appeals concerning flaws of judgement) explicit by explaining its existence and its procedures, e.g. in the SOP. Whether or not the complaints procedure can be integrated into the same framework as the appeals procedures, thus creating only one type of process, is a matter of judgement open to EAEVE policy.

Since the appeal procedures can take a lot of time due to fact that ECOVE meets only twice a year, abbreviations in process should be considered, e.g. by using telephone conferences or Skype meetings.

EAEVE response:

- In response by EAEVE, this recommendation has been taken into consideration by the SOP working group and a more formal complaint procedure was introduced into the Draft SOP which was accepted by the EAEVE GA in Zagreb in May 2019.

Suggestions for Further Development

In addition to the four recommendations outlined above, ENQA had a number of “**Suggestions for Further Development**” within their report:

ESG 3.1: Although, students are not requesting membership of ECOVE and the appeal panel, EAEVE can consider to take the students on board.

- In response by EAEVE, this issue has been discussed by ExCom and also by a discussion initiated between President Stéphane Martinot (EAEVE) and President Magda Jannasch (International Veterinary Student Association (IVSA)), resulting in a joint agreement that having a student on ECOVE and the appeal panel is not feasible, with both organisations **not** in favour of it
- Also, a high cost for the Establishment and difficulties in finding appropriate students.

ESG 3.5: While the director and the 3 deputy coordinators are essentially sufficient to meet operational needs, EAEVE may consider the added value gained by having a member of staff who is professionally experienced in the current quality assurance policies and practices in the European Higher Education Area and could be a useful resource person for developing EAEVE activities further. A financial compensation of team members would strengthen the possibility to attract QA experts outside Veterinary establishments.

- In response, EAEVE believes this is not currently necessary since one of the current Coordinators has a specific QA experience. However, when the Visitation schedule picks up with the new 7-year cycle, it may be necessary to appoint another Coordinator with such QA experience
- The ExCom had prepared and approved a document on 31 January 2019 on the tasks and responsibilities of Coordinators (Job description for Coordinators), in case there was an urgent need for an additional Coordinator. In the meantime, EAEVE Office staff are encouraged and financed to follow QA training courses.
- While EAEVE is firmly committed to recruiting more QA experts, both from a veterinary background as well as from a non-clinical background, financial compensation for the expert team will cause undue financial pressure on a number of Establishments.

ESG 2.4: In the few cases when there is no student from the student organisation, an ESEVT expert can recommend a student panel member. The formulation in the ESEVT SOP 2016 suggests that all student members need a recommendation by an ESEVT expert, which is not the case. The panel suggest to clarify this in the current SOP. If a student Visitor is proposed by the Chairperson / Coordinators of a Visitation, they still need to send a recommendation letter from their local IVSA representatives. This recommendation is not from the expert who selected them

The panel learned that students are now vital in the current ESEVT SOP. Nevertheless, students do not participate in the consultative visitations. The panel encourages EAEVE to involve students in the consultative visitations.

- In response, EAEVE does understand that this could be useful, especially with an experienced student, although it would involve additional costs for the Establishment and involve some difficulty in finding appropriate students.
- In addition, it is important to recognise that Consultative Visitations are **not** part of the ESEVT system as the purpose of such Visitations is to appraise the overall compliance of an Establishment with ESEVT Standards. This pre-accreditation Visitation is advisory in nature with the intention of observing whether the Establishment reaches the threshold level to apply for a (full) Visitation by EAEVE. The Consultation Visitations do not lead to any decision, and the visited Establishment is not listed on the EAEVE website, neither is the Consultative Visitation report made public. The Consultative Visitation is not a Quality Assurance component of ESEVT.
- This important differential between a Consultative and Full Visitation was recognised by ENQA.

ESG 2.4: A daylong training session for panel members in a single location would be beneficial. With experts drawn from throughout Europe and at times beyond, the expense would presently be prohibitive. Other than the current online training, a more electronically visual and real time training programme might nonetheless be beneficial. EAEVE may consider linking a face-to-face-training the annual GA for all attendees.

- In response, EAEVE currently believes that this would be prohibitively expensive (which the ENQA visitors agreed with). Nevertheless, EAEVE is developing an amended electronic training scheme for all experts and, in addition, more formal on-site training for New Visitors by the Coordinator.
- EAEVE has introduced regular ESEVT sessions (including a question and answer session) at the annual GA for all those attending.
- It was agreed on by Coordinators that the training of New Visitors should be continued at their first Visitation, in addition to the successful completion of the E-learning course. A more formal and extensive training two-hour course was developed and supported by a PPT presentation, which is to be delivered by the Coordinator to all New Visitors and the student Visitor on the first day of the Visitation, immediately before the first Team meeting on the Monday of each Visitation.

ESG 2.7: EAEVE should consider to bear cost, at least its own, in cases of successful appeals and complaints if these have led to a change in judgement in the given case.

- In response by EAEVE, the issue was taken into consideration by CIQA and it was proposed that if the appeal of the Establishment is accepted by the appeal panel, the costs of the appeal procedure should be reimbursed by EAEVE. The proposal was presented to and taken into consideration by the ExCom in November 2018, and it was not accepted. It should be mentioned that there is currently no fee for an appeal procedure.

Stakeholder involvement and adaption of the report by ExCom

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