

ANNEX IV

LIST OF RECOMMENDED ESSENTIAL COMPETENCES AT GRADUATION: “DAY-ONE SKILLS”

1 INTRODUCTION

The quality of veterinary training is achieved by the concerted action of a series of steps during learning by the students. Very often quality of learning (and, indirectly, of teaching) is translated into the concept of the competence of the graduate, e.g. the graduate is sufficiently qualified to properly perform the tasks associated to the degree awarded by the educating Faculty. This concept is clearly embraced by the Directive 2005/36/EC when establishing the requirements for knowledge and skills to “enable veterinary surgeons to perform all their duties (Annex V: Veterinary surgeon, 5.4.2.)”. The Directive is also very clear in establishing (Article 38, point 3) that the “Training as a veterinary surgeon shall provide an assurance that the person in question has acquired the following knowledge and skills”.

The essential competences have been broken down into three main areas; they are:

- **A General professional skills and attributes**
describing the distinguishing characteristics of a veterinary surgeon.
- **B Underpinning knowledge and understanding**
describing in general terms the breadth of knowledge and understanding needed for a career as a veterinary surgeon, and for subsequent professional development in whatever sphere of veterinary science the individual wishes to pursue
- **C Practically-based veterinary competences**
describing the basic practical competences that are expected A) at the point of graduation, and B) following an extended period of further professional training in practice.

2 DAY-ONE SKILLS

2.1 GENERAL PROFESSIONAL SKILLS AND ATTRIBUTES

The new veterinary graduate should be able to:

- 2.1.1 Communicate effectively with clients, the lay public, professional colleagues and responsible authorities; listen effectively and respond sympathetically to them, using language in a form appropriate to the audience and the context
- 2.1.2 Prepare clear case reports and maintain patient records in a form satisfactory to colleagues and understandable by the public
- 2.1.3 Work effectively as a member of a multi-disciplinary team
- 2.1.4 Be aware of the ethical responsibilities of the veterinary surgeon in relation to individual animal care and client relations, and also more generally in the community in relation to their possible impact on the environment and society as a whole

- 2.1.5 Be aware of the economic and emotional climate in which the veterinary surgeon operates, and respond appropriately to the influence of such pressures
- 2.1.6 Be willing to use one's professional capabilities to contribute as far as possible to the advancement of veterinary knowledge in order to benefit veterinary practice and further improve the quality of animal care, animal welfare, and veterinary public health (evidence based medicine).
- 2.1.7 Have an elementary knowledge of the organisation and management of a veterinary practice, including:
- awareness of own and employer's responsibilities in relation to employment and health
 - and safety legislation, and the position relating to lay staff and public liability
 - awareness of how fees are calculated and invoices drawn up, and the importance of following the practice's systems for record keeping and book-keeping, including
 - computer records and case reports
 - ability to use information technology effectively to communicate, share, collect, manipulate and analyse information
 - importance of complying with professional standards and policies of the practice
- 2.1.8 Understand the need and professional obligation for a commitment to continuing education and training, and professional development, throughout one's professional life
- 2.1.9 Act in a professional manner with regard to the veterinary surgeon's professional and legal responsibilities and understand and apply the ethical codes of the appropriate regulatory bodies.
- 2.1.10 Be able to cope with uncertainty and adapt to change
- 2.1.11 Be aware of personal limitations, and demonstrate awareness of when and from where to seek professional advice, assistance and support.
- 2.1.12 Have a basic knowledge of the veterinary service

2.2 UNDERPINNING KNOWLEDGE AND UNDERSTANDING

The new veterinary graduate will need to have acquired a thorough knowledge and understanding of the following:

- 2.2.1 The sciences on which the activities of veterinary surgeons are based
- 2.2.2 Research methods and the contribution of basic and applied research to all aspects of veterinary science
- 2.2.3 How to evaluate evidence
- 2.2.4 The structure and functions of healthy animals and their husbandry
- 2.2.5 The aetiology, pathogenesis, clinical signs, diagnosis and treatment of the common diseases and disorders that occur in the common domestic species in the EU

- 2.2.6 Legislation relating to the welfare (including transport) of animals and notifiable diseases
- 2.2.7 Medicines legislation and guidelines on responsible use of medicines as applied in the member states.
- 2.2.8 The principles of disease prevention and the promotion of health and welfare
- 2.2.9 Veterinary public health issues including zoonoses.

2.3 PRACTICAL COMPETENCES

The new veterinary graduate should be able to undertake the following:

- 2.3.1 Obtain an accurate and relevant history of the individual animal or animal group, and its/their environment
- 2.3.2 Handle and restrain an animal safely and humanely, and instruct others in performing these Techniques
- 2.3.3 Perform a complete clinical examination
- 2.3.4 Attend all common domestic animal species in an emergency and perform basic first aid (Commentary: problems to be handled for any species include first aid management of haemorrhage, wounds, breathing difficulties, eye & ear injuries, unconsciousness, clinical deterioration, burns, tissue damage, internal organ damage and cardiac arrest. First aid to be applied includes bandaging, cleaning, immobilising limbs, resuscitation procedures, haemorrhage control.)
- 2.3.5 Assess correctly the nutritional status of an animal and be able to advise the client on principles of husbandry and feeding
- 2.3.6 Collect, preserve and transport samples, perform standard laboratory tests, and interpret the results of those generated in-house, as well as those generated by other laboratories
- 2.3.7 Use radiographic, ultrasonic, and other technical equipment which can be used as a diagnostic aid, safely and in accordance with current regulations
- 2.3.8 Follow correct procedures after diagnosing notifiable, reportable and zoonotic diseases
- 2.3.9 Carry out Certification correctly
- 2.3.10 Access the appropriate sources of data on licensed medicines; prescribe and dispense medicines correctly and responsibly in accordance with relevant legislation and ensure that medicines and waste are safely stored and/or disposed of
- 2.3.11 Correctly apply principles of sterilisation of surgical equipment
- 2.3.12 Correctly apply principles of aseptic surgery
- 2.3.13 Safely perform sedation, general and regional anaesthesia, and assess and control pain
- 2.3.14 Advise on, and administer appropriate treatment

- 2.3.15 Recognise when euthanasia is necessary and perform it humanely, using an appropriate method, whilst showing sensitivity to the feelings of owners and others, and with due regard to the safety of those present; advise on disposal of the carcass
- 2.3.16 Perform a basic gross post mortem examination, record details, sample tissues, store and transport them
- 2.3.17 Perform ante and post mortem inspection of food animals and correctly identify conditions affecting the quality and safety of products of animal origin
- 2.3.18 Assess and implement basic health and welfare records (and production records where appropriate)
- 2.3.19 Advise on, and design of preventive and prophylactic programmes appropriate to the species (herd health management) and commensurate with accepted animal health, welfare and public health standards, seeking advice and assistance where necessary from professional colleagues
- 2.3.20 Minimise the risks of contamination, cross infection and accumulation of pathogens in the veterinary premises and in the field.

ANNEX V

GUIDE TO THE FACULTY FOR THE ORGANISATION OF THE VISIT

This document gives, in chronological order, information relating to the preparation and execution of the visit by the group of experts for the attention of the administrative officers of the Faculty to be visited.

ANNEX Va

STAGE ONE VISITATION

1. DATE, DURATION AND SCHEDULE OF THE VISIT

The date of the visit should be fixed at least one year in advance. The date is agreed between the head of the Faculty and the EAEVE-office. The visit must take place in a period of normal teaching activity of the Faculty. It should not clash with an important event in the Faculty which might seriously impede the preparations for the visit, e.g. the election of a new dean/rector.

When the data of the visit has been agreed on, the EAEVE-office provides the faculty with an electronic version of the EAEVE evaluation guidelines (Principles and Process of Evaluation and Manuals of Standard Operating Procedures, Annex I, II, III, IV, V, VI, VII, VIII). In addition the establishment is provided with “Annex I, Stage one, Supplement A” listing the current ranges for ratios R1 – R20.

In accepting the visit, the Faculty undertakes to meet the costs of the visit, as estimated by the office of the EAEVE.

The visit to the premises of the Faculty should take the majority of the first two days of the evaluation. Unless otherwise arranged the normal plan of a visit for Stage-one-visitation is as follows:

- The actual visit to the Faculty may last three (3) to four (4) days. All working days of a week (Monday through Friday) can be used for the visit to the premises and the interviews.
- The group of experts meets in private on the evening (normally between 18:00 and 20:00) prior to the official onset of the visit.
- The group of experts starts working on the report parallel to the actual visitation. The schedule should allow for enough time to prepare the exit interview.
- Return home of the visiting experts is arranged to take place, either on the evening of the last day of the visit or in the morning of the next day.

It is the responsibility of the EAEVE-office and especially, the EAEVE-Co-ordinator to organise this visit in cooperation with the Liaison Office (LO) (see Annex VII) in a way that this rather tight schedule can be met.

The respective information has to be passed for agreement to the chairperson of the group of experts, who also may request changes

2. INFORMATION FOR THE FACULTY TO BE VISITED

When the date of the visit is fixed, the head of the Faculty should inform academic and support staff and the student body of the aims and principles of the visit. It should be made clear that the visit is not a penalising investigation, but that it serves to verify and to supplement the information provided in the SER 1. Moreover, the EAEVE utilises this visitation system to let establishments profit from the experience of others.

The visit and its aims must be communicated to the head of the parent institution (if any) and, where adequate and applicable, also to the competent authority, the relevant national professional associations and the alumnus association.

The distribution of this information should ensure the support of and active cooperation of all parties during the preparation of the SER-1 and of the visit

Information about the visit should be updated in the days immediately prior to the visit.

3. PREPARATION AND ORGANISATION OF THE VISIT

3.1 GENERAL POINTS

The visit is intended to verify and supplement the information contained in the SER-1. The programme is established according to local circumstances of the Faculty by the EAEVE-Office in cooperation with the head of the Faculty and the chairperson of the visiting group of experts and should be finalised not less than two months before the start of the visit. In order to prepare and execute this visit, a detailed map of the faculty must be provided to the EAEVE -Office.

Care should be taken that the group of experts is allowed sufficient time between the end of the actual visit programme and the final meeting with the head of the Faculty and his/her senior colleagues to prepare their draft report.

The head of the Faculty appoints someone to act as "Liaison Officer (LO)". The tasks and functions of the LO are described in Annex VII.

The group of experts will need a room to meet privately, equipped with a computer and printer and access to the internet, and one larger meeting room for the discussions with groups of persons. The details of these – in particular access – will be arranged between the head of the Faculty LO and the EAEVE-Office respectively the co-ordinator.

If the group of experts requires more information during the visit, this request is channelled through the LO, and the head of the Faculty is asked to ensure a timely response.

Badges should be worn by all persons met during the visit and by the experts themselves. Badges should be legible at a distance.

If media coverage of the visit is planned, care must be taken to ensure that it does not interfere with the conduct of the visit.

Whilst the group of experts is always grateful for hospitality offered, the programme must not be overloaded with elaborate social functions, dinners, etc. Meals organized for the group should be regarded as working meetings, providing an opportunity for useful informal contacts and for obtaining further information. Details are to be arranged with the co-ordinator.

3.2 MEETINGS TO BE ARRANGED

The programme of the visit should include, apart from the visit of the premises, meetings of the group of experts with various groups of persons, if possible in the following order:

- Each evaluation visit starts with a private meeting of the group of experts to discuss unresolved matters, also in respect to the schedule of the visit. The head of the Faculty and the LO should be available at the beginning of this meeting. Whenever possible this meeting should be held on the evening preceding the day of the visit.
- The head of the Faculty (Dean, Vice Deans) and his/her senior colleagues (First meeting). This meeting about the faculty and its management must take place at the start of the visit. It is intended to provide the group in addition to the SER with a general information. Questions in relation to the SER-1 may be asked and last minute changes or supplements to the programme of the visit may be arranged.
- Representatives of the students (First meeting). This first meeting with students, which should take place during the first day of the visit, usually involves their official representatives (student union, student representatives on governing bodies of the Faculty, etc.).
- The heads of the basic science units/institutes/departments.
- The heads of the animal production units/institutes/departments.
- The heads of the clinical units/institutes/departments.
- The heads of the veterinary public health/food hygiene units/institutes/departments.
- Other Representatives of the teaching staff. Since separate meetings are held with the heads, it would be appreciated if predominantly representatives of the younger teaching staff would attend this meeting.
- Representatives of the support staff.
- The librarian.
- The (head of the) group for e-learning, informatics, computer-aided instruction.
- Representatives of postgraduate students, interns and residents.
- The (head of the) research committee and other relevant committees if needed (student affairs, farm, curriculum)
- The (head of the) continuing education group.
- Representatives of the alumni. For this meeting, former students should be invited who left the Faculty less than five years ago and who can, therefore, compare their training received in the Faculty with the needs encountered in practice.
Where applicable also those former students should be invited who, as professional veterinarians, are involved regularly in the teaching of the Faculty.
- (Local) practitioners who regularly refer their clients to the clinics of the Faculty and other stakeholders (industry, research) who cooperate with the Faculty on other matters.
- Representatives of the regulatory veterinary authorities.
- Representatives of the students (Second meeting). This second meeting with students, which should take place towards the end of the visit, should involve two students of each year of the course. It should enable the group of experts to make a review of the visit and to clarify, if necessary, any residual questions.

- The head of the Faculty and his/her senior colleagues and the President or Rector of the university or otherwise the head of the parent institution. This meeting will conclude the visit. In this exit interview, the chairperson of the group of experts orally presents -very briefly- the main observations and conclusion. The report of the chairperson is not open for discussion during this final meeting but the Faculty may be advised that draft report A is subject to a factual scrutiny by the Faculty.

Note:

It is of critical importance that all persons participating in meetings with the visiting experts should have read (at least the relevant parts of) the SER 1.

The number of people attending each meeting should be sufficient so that varied contributions can be made, but not too many as this will slow down the discussion (maximum around ten).

The chairperson of the visiting group of experts leads the discussions in all meetings.

The head of the Faculty is not normally required to attend the meetings, except where his/her presence is specifically requested.

The group of experts may wish to meet a given group of representatives more than once.

3.3 "OPEN HOUR"

In the programme for each visit one hour should be set aside for an open meeting, where anyone wishing to discuss a matter privately with the group of experts can do so. This "open hour" should be widely announced within the Faculty, so that everyone at the Faculty should be aware of this opportunity.

Room facilities should be available for face-to-face discussions. If possible, translators from outside should be present.

3.4 VISIT TO THE PREMISES

The schedule of the visit must have been communicated to the responsible persons prior to the visit.

Where possible, the whole group of experts should visit all the facilities related to teaching. However, if necessary the group of experts may also split when visiting the facilities according to their specialisation.

It is important that the three parties concerned (liaison officer, group of experts and the people who are met) should be well aware of the objective of the visit to the various facilities. These visits are made to see the premises and the equipment and not to enter into the detail of either the teaching or the research of each service.

All staff and students should be informed in advance that the group of experts will be looking around, possibly raising specific question, but that it does not have the time to greet everybody personally. Staff members sometimes are disappointed if they have drastically modified their normal programme to make themselves available, and then do not meet the expert group. They should be informed in advance that the group of experts lacks time, not politeness.

The heads of the various units/institutes/departments visited must have been notified in time of the schedule of the visit. They should be present to receive the group of experts and must be

aware that there is no time for long oral introductions or audiovisual presentations. However, books, scripts and other material used for teaching may be on display, as well as information on research activities

4. TRAVEL ARRANGEMENTS

At least two months before the visit the Faculty should contact each expert about the travel arrangements to be made. The aim is that all details should be finalized and the flight tickets booked at least one month before the start of the visit.

There are two options for making the arrangements:

- the members of the team book and pay for their own tickets and are reimbursed by the Faculty, or
- the Faculty plans the journey in consultation with the experts. It books and pays for the tickets, which are then either sent directly to the visitors or are collected by the visitors at their points of departure.

The second option is generally preferred.

If the first option is chosen, the experts should be reimbursed in cash before the end of the visit. Even when the second option is chosen, the need may arise for reimbursement of small items of expenditure, such as travel to and from the home airport, airport parking or necessary taxis. Faculties should agree *ad hoc* arrangements for such reimbursements with the experts concerned. The latter will be asked to provide receipts.

If a group member is accompanied, the travel expenses and the hotel accommodation for the accompanying person(s) are the responsibility of the expert and not of the Faculty.

ANNEX Vb

STAGE TWO VISITATION

1. DATE, DURATION AND SCHEDULE OF THE VISIT

The date of the visit must be fixed at least one year in advance. The date is agreed between the head of the Faculty and the EAEVE-office. The visit must take place in a period of normal teaching activity of the Faculty. It should not clash with an important event in the Faculty which might seriously impede the preparations for the visit, e.g. the election of a new dean/director.

In accepting the visit, the Faculty undertakes to meet the costs of the visit, as estimated by the office of the EAEVE.

The visit should not exceed three (3) days with a maximum of three experts visiting.

2. INFORMATION FOR THE FACULTY TO BE VISITED

When the date of the visit is fixed, the head of the Faculty should inform academic and support staff and the student body of the aims and principles of the visit.

The visit and its aims must be communicated to the head of the parent institution (if any) and, where adequate and applicable, also to the competent authority, the relevant national professional associations and the alumnus association.

The distribution of this information should ensure the support of and active cooperation of all parties during the preparation of the SER-2 and of the visit and should be updated in the days immediately prior to the visit.

3. PREPARATION AND ORGANISATION OF THE VISIT

3.1 GENERAL POINTS

The visit is intended to verify and supplement the information contained in the SER-1. The programme is established by the EAEVE-Office in cooperation with the head of the Faculty and the chairperson of the visiting group of experts and should be finalized not less than two months before the start of the visit.

Care should be taken that the group of experts is allowed sufficient time to prepare their draft report for oral presentation to the head of the Faculty, his senior colleagues and the rector/president.

The head of the Faculty appoints someone to act as "Liaison Officer (LO)", preferably the Quality Assurance Officer. The tasks and functions of the LO are described in Annex VII

The group of experts will need a room to meet privately, equipped with a computer and printer and access to the internet, a room where all documents are on display and one larger meeting room for the discussions with groups of persons. The details of these – in particular access – will be arranged between the head of the Faculty, the LO and the EAEVE-Office, usually the co-ordinator.

If the group of experts requires more information during the visit, this request is channelled through the LO, and the head of the Faculty is asked to ensure a timely response.

Badges should be worn by all persons met during the visit and by the experts themselves. Badges should be legible at a distance.

Whilst the group of experts is always grateful for hospitality offered, the programme must not be overloaded with elaborate social functions, dinners, etc. Meals organised for the group should be regarded as working meetings, providing an opportunity for useful informal contacts and for obtaining further information. Details are to be arranged with the co-ordinator.

3.2 MEETINGS TO BE ARRANGED

The core of the visit is a series of meetings with various members of the Faculty. Depending on the situation of the Faculty the following meetings may be held with the first and last being mandatory. The respective decisions are made by the chairperson of the group of experts:

- The head of the Faculty (Dean, Vice Dean) and hi/her senior colleagues and/or other people responsible for the general quality assessment procedures of the Faculty. *Topic of meeting:* outline of the general approach on quality assessment by the Faculty.
- Chairperson of examination committee and other persons responsible for student assessment with representatives of students (student union, student representatives on governing bodies of the Faculty etc.). *Topic of meeting:* enrolment and assessment of students, examination system.
- Chairperson and other persons, including students, responsible for development and implementation of the veterinary curriculum, the assessment of the training programmes as well as Day 1 competences (see Annex IV). *Topic of meeting:* Assessment of training programmes and learning opportunities and of the reaching of Day 1 competences; international aspects.
- Chairperson research committee and others responsible for post-graduate education (academic track). *Topic of meeting:* assessment of research, post-graduate education academic track and internationalisation.
- Head(s) departments/institutes offering post-graduate education, professional track. *Topic of meeting:* Assessment of post-graduate education, professional track and assessment of quality assurance systems for clinics, laboratories and farm.
- Chairperson and other persons, including students, responsible for assessment of teaching staff. *Topic of meeting:* based on information provided by SER 2 outline of assessment procedures and likely consequences.
- Chairperson and other persons responsible for continuing education, alumni, practitioners, former students. *Topic of meeting:* assessment continuing education and of cooperation with stakeholders and society.
- Graduate (last 2 years) and postgraduate (academic-, professional track) students. *Topic of meeting:* general involvement of students in assessment procedures.
- The head of the Faculty and his/her senior colleagues and the President/Rector of the university or others responsible for quality assurance within the parent institute. This meeting will conclude the visit. In the exit interview, the chairperson of the group of experts orally presents – very briefly – the main observations and conclusions. The report of the chairperson is not open for discussion during this final meeting but the Faculty may be advised that draft report A is subject to factual scrutiny by the Faculty.

3.3 VISIT TO THE PREMISES

Stage two evaluation does not require an “a priori” scheduled visit to premises of the Faculty. However, depending on the information provided by the SER 2, the group of experts might consider it necessary to get additional information by viewing certain matters related to the contents of SER-2.

These visits should be arranged through the LO during the visit, possibly on day one.

4. TRAVEL ARRANGEMENTS

(see above Annex Va, 4)

ANNEX VI

GUIDE FOR THE VISITING EXPERTS

STAGE ONE AND TWO VISITATION

This document gives, in chronological order, for the attention of the experts, information relating to the preparation and execution of the visit/s to the veterinary training Faculty and to the preparation of their report/s.

1 STUDY OF THE SELF EVALUATION REPORT/S

Each visiting expert should receive the self-evaluation report (SER 1, SER 2) in English at least two months before the date of the visit. It is essential that the experts should allow for enough time to study the whole SER. Therefore, if the SER is not received in time, the team should seriously consider cancelling the visit.

The experts should be aware that the SER remains confidential at all stages of their work.

Each expert studies the SER in order to familiarise him/herself with the various aspects of the veterinary teaching establishment.

In a **Stage one** visitation the chairperson of the expert group assigns to each expert responsibility for chapters of the SER 1, which fall within her/his more specific area of competence. Three weeks before the visit each expert should send to the other experts and to the programme co-ordinator of the EAEVE a draft report upon the sections of the SER 1 which have been assigned to him/her. This draft report should include the expert's initial "Findings and Comments" based on the study of the SER 1

In case of a **Stage two** visitation.(SER 2) each expert should develop an opinion on the report in writing and make it available to the other expert(s) about three weeks before the visit.

Each expert should also set down in writing all the questions which in hi/her view are sufficiently important to require an answer during the site visit.

If the reply to certain questions requires investigations, or if an expert needs more information on certain aspects before the start of the visit, questions may be sent to the Faculty in writing ahead of the visit via the EAEVE-Co-ordinator and in information of the chairperson. During the first meeting of the team these questions and the answers obtained must be arranged in the order in which they will be raised during the visit.

2 TRAVEL ARRANGEMENTS

At least two months before the visit the Faculty will contact each expert and the EAEVE-coordinator about the travel arrangements. The Faculty can choose one of two options for making these arrangements:

- either the members of the group of experts are asked to book and pay for their own tickets and are reimbursed by the Faculty, or

- the Faculty plans the journey in consultation with each expert, books and pays for the tickets, which are then sent directly to the experts or are collected by the experts at their points of departure.

Even when the second option is chosen, the need may arise for reimbursement of small items of expenditure, such as travel to and from the home airport, airport parking or necessary taxis. In both options, the experts are asked to provide receipts of all expenses.

If team members are accompanied, the travel expenses and the hotel accommodation for the accompanying persons are the sole responsibility of the expert and not of the Faculty. Experts should ensure that their personal travel insurance is appropriate for the country to be visited, especially in the case of non-EU countries.

3 THE VISIT

3.1 STAGE ONE VISITATION

The visit to the premises of the Faculty should take the majority of the first two days of the evaluation. Unless otherwise arranged the normal plan of a visit for Stage -one-visitation is as follows:

- The actual visit to the Faculty may last three (3) to four (4) days. All working days of a week (Monday through Friday) can be used for the visit to the premises and the interviews.
- The group of experts meets in private on the evening (normally between 18:00 and 20:00) prior to the official onset of the visit.
- The group of experts starts working on the report parallel to the actual visitation. The schedule should allow for enough time to prepare the exit interview.
- The return home of the visiting experts is as arranged, either on the evening of the last day of the visit or in the morning of the next day.

It is the responsibility of the EAEVE-office, usually the EAEVE-Co-ordinator to organise this visit in cooperation with the Liaison Office (LO) (see Annex VII) in a way that this rather tight schedule can be met.

The visit is intended to check and supplement the information provided in the SER 1 and to assess the extent to which the "Guidelines, Requirements and Main Indicators" (**Annex I**) are met. The visiting experts must ask themselves - among others - the following fundamental questions:

- Are the objectives and standards of the Faculty appropriate to the needs of the profession in each area of study?
- Are the resources adequate for attaining these objectives?
- Are the resources allocated and used efficiently?
- Can it be considered that the Faculty will continue to have the necessary resources at its disposal?
- Does the Faculty ensure that its educational provision operates with appropriate academic standards as well as it offers its students with learning opportunities of acceptable quality?
- Does the Faculty provide confidence -towards stakeholders- that the quality of learning of the trainees is acceptable and deserves certification?

In order to better deal with these questions and to judge on the ratios R1 – R20 delineated by the Faculty and presented in the SER 1, the EAEVE-office will provide the experts prior to the visit with an updated list of ranges of R1 – R20, derived from positively evaluated faculties

The experts must be aware of the fact, that the main indicators ca-not be interpreted in a strictly mathematical isolated sense, but in the light of all other indicators, data and observations.

Preceding the start of the visit the experts should meet informally to exchange their impressions, to define further their questions and to – if necessary - .finalize the programme.

The co-ordinator of the ECEVE is responsible, in cooperation with the chairperson of the group of experts, for compiling the first draft report. If the team is not accompanied by an ECEVE-Co-ordinator, the chairperson should appoint a team member with rapporteur function.

During the interviews the chairperson will lead the discussions, whilst ensuring that all experts are given the opportunity to introduce discussions related to their assigned areas. The chairperson with the EAEVE-Co-ordinator and the LO have also to ensure that the timetable is respected to prevent any significant build-up of delay. As the time available is always too short, a hard line must be taken if the answers are too long or stray off the point.

The experts are quite free to interview persons who were not included in the original programme. They can also ask to meet with a certain person or group for a second time. The head of the Faculty does not normally attend the meetings, except where his presence is specifically requested

This also applies to the LO, however, arrangements must be made that he/she can be reached by the group at any time. In case communication depends on a translator, confidentiality has to be guaranteed.

The experts must always try to obtain precise answers which contain figures and can be verified. It may be interesting in some cases to check specific information by cross-checking details from different sources (e.g. details of the teaching and examination procedures supplied by teachers and students).

If media coverage occurs, experts should refrain from any comments regarding the Faculty. The principles of the evaluation system or general veterinary matters alone should be discussed.

The group of experts should meet every day, as often as possible and in the evenings, to discuss the information obtained during the day, to supplement the draft report and to prepare for the following day.

The chairperson of the expert group should during the final meeting (also called the exit interview) with the head of the Faculty, some senior staff and the President/Rector present -very briefly- the main observations and conclusions of the team. This report of the chairperson is not open for discussion and no written text is given to the Faculty at this stage.

Although this oral report is of a preliminary nature, it should be considered carefully by the group of experts, since the main conclusions should not be altered in any subsequent processing of the written report. In case of disagreement amongst the group of experts about a comment, the latter is retained for the specific attention of the ECOVE.

The exit interview must confirm the positive points noted and spell out the relative importance of the negative findings. Nevertheless the group should not express an opinion on the question whether the deficiencies noted fall into the first or the second category (see below).

3.2 STAGE TWO VISITATION

The normal plan of a visit is as follows:

- The actual visit may take two full days and may take place on Monday through Friday as arranged.
- On the evening of the day preceding the official start of the visit the experts should meet informally to exchange their impressions, to define their questions and to – if necessary – finalise the programme.
- The first day and the morning of the second day should be used for meeting the different Groups and, when arranged, visitation of selected premises of the Faculty. The afternoon of day two should be used to prepare for the final meeting with the head of the Faculty, some senior staff and the President/Rector to present – very briefly – the main observations and conclusions of the group of experts. This report of the chairperson (exit interview) is not open for discussion and no written text is given to the Faculty at that stage.

The visit is intended to check and supplement the information provided in SER 2. The experts must be aware that “assessment” may be approached in different ways, also depending on the target to be assessed. However, clearly the frame provided in Annex Ib and Annex III, contents Stage 2, must be observed.

During the interviews the chairperson will lead the discussions and – where appropriate – the same principles as in Stage one visitation (see above 3.1) apply. The various assessment methods applied may be judged as *satisfactory*, *less satisfactory* or *non satisfactory*, allowing the Faculty to be classified as holding the status of *Accreditation*, *Conditional accreditation* and *No accreditation*.

Concerning the weighing of the various targets to be assessed (chapter 1 10, Annex III, Stage 2), it is suggested that a distinction be made so that the outcome of the assessment of procedures AP 1, 2, 4, 5, 6, 7, 10 and 12 into category one (1) and of AP 3,8 and 11 into category two (2).

The oral report given during the exit interview is of a preliminary nature and should only address assessment of the procedures for quality control applied by the Faculty and no hint of a final classification should be given as this is the clear responsibility of ECOVE.

The exit interview must be considered very carefully since the main conclusions should not be altered in any subsequent processing of the report. In case of disagreement amongst the group of experts about a comment, the latter is retained for specific attention to the ECOVE:

4 THE REPORT OF THE GROUP OF EXPERTS

Before a visit, all experts will receive a template for a site-visit report from the EAEVE-Co-ordinator. Inexperienced experts may request a copy of an existing report (in confidence) from the evaluation programme coordinator, to illustrate what is needed in terms of content, length and presentation. The report is prepared in English.

The report must be seen as a document, supplementing the SER and reference can be made to the SER.

Consequently the chapters of the visit report have the same titles as the chapters in the SER. Each chapter is subdivided into “Findings”, “Comments” and “Suggestions”, accounting for the positive or negative features of the faculty visited or some special peculiarities.

The rationale for “Comments” and “Suggestions” should be deducible from “Findings”. Excessive length of the report must be avoided and it should be clear to all parties involved. The report must contain an executive summary.

In addition the following points must be observed:

- The report describes the situation as observed at the time of the visit. Although the Faculty may present the most wonderful plans for future changes, the team is not obliged to mention them in their report.
- If a visit takes place when a change of the curriculum or assessment procedures is in progress, the juxtaposition of two courses /procedures should be clearly described.

Stage one visitation:

- The report should present an assessment of the extent to which the "Guidelines, Requirements and Main Indicators" (**Annex Ia**) are met and it should group its negative conclusions under one or the other of the following headings:
 - On the one hand, deficiencies which, were they to persist, would mean that in the opinion of the ECOVE, the training given could not be regarded as satisfying the requirements laid down in Directive 2005/36/EC.
 - On the other hand, suggestions which, in the opinion of the visiting experts, should be followed up in order to bring about desirable improvements, but which, if not followed up, would not result in the training being regarded as not fulfilling the requirements mentioned above.

The distinction of these two headings in the draft report must be regarded as a proposal by the expert group to the ECOVE. It is up to the ECOVE to make a final decision.

Stage two visitation:

The report should present an assessment to what extent the procedures applied by the Faculty for quality control can be judged as satisfactory, less satisfactory or non satisfactory in respect to the various targets assessed (Annex Ib).

In case of deficiencies an opinion should also be expressed if the status Conditional accreditation or No accreditation should be granted.

5 FINAL EVALUATION REPORT

The EAEVE-Co-ordinator completes the first draft version of the report within a reasonable time of the visit. This is sent to the experts for comments. After consultation with the chairperson of the expert group, the rapporteur then prepares Draft A and sends it to the head of the Faculty for factual corrections.

In taking into account the comments made, the EAEVE Co-ordinator then prepares report Draft B which is, after having been accepted by the chairperson of the evaluation team, sent to the ECOVE.

Furthermore, this report must be accompanied by a self-explanatory, albeit preliminary Executive Summary.

The ECOVE *in plenum* discusses report Draft B with the head of the institution concerned (or his nominee) and the chairperson of the group of visiting experts, asks for clarifications, draws conclusions and may suggest editorial changes, making it the **Final Evaluation Report**.

This discussion is a definitive stage in the evaluation process. When the ECOVE has adopted the Final Evaluation Report, the outcome is orally communicated at the ECOVE meeting to the Head of the evaluated Faculty, informing her/him of the Appeal procedure (**Annex VIII**) and of the transparency upon which the system of evaluation is based.

The ECOVE is then responsible for the production of a final Executive Summary, which is sent together with the Final Evaluation Report by the EAEVE-Office to the head of the Faculty visited.

The List of Evaluated Establishments, including not only the name of the Faculty but also the year of evaluation, the date of ECOVE-decision, the status achieved and the final Executive Summary/ies of the Evaluation/s is/are made public to eventual stakeholders by publication on the homepages of the EAEVE.

ANNEX VII

GUIDE FOR THE LIAISON OFFICER

The Liaison Officer (LO) should be a senior member of the faculty familiar with faculty matters, including organisation.

It is further essential that the LO is entirely familiar with the principles and procedures of the evaluation system laid down in the EAEVE/FVE SOP.

PRIOR TO THE VISIT

The fundamental task of the LO is to ensure that the preparations for the visit and the visit itself proceed smoothly and on time.

The core of an evaluation visit are the Self Evaluation Reports (SER 1 and SER 2). The LO should ensure that the Faculty starts work on the SER in good time allowing for contributions from academic and non-academic staff and from students. It is particularly important that the LO ensures that the Faculty dispatches the SER to the visiting experts at least 2 months before the visit.

The LO should also ensure that about 2 months before the visit the Faculty sends a draft programme to the Chairperson of the group of experts and to the Co-ordinator.

Other matters for joint action by the LO and the Faculty:

- group travel arrangements;
- choice and reservation of accommodation (hotel or alternative accommodation), with notice to the experts and the co-ordinator in due time, including phone, fax numbers and e-mail address;
- selecting a room in the Faculty adequate for group meetings, and a room for the group of experts to work privately with access to the internet, a computer and printer. Sometimes, a meeting room in the hotel may also be necessary for part of the visit;
- lunch and dinner arrangements as agreed with the co-ordinator;
- badges for the experts and for all persons they will meet;
- ensuring that the "Open hour", at which individual faculty members meet privately with the group of experts is well advertised.
- ensuring wide information about the visit for all staff and students, and outside groups/bodies that the group will meet.

DURING THE VISIT

The LO is the main link between the group of experts and the Faculty throughout the visit. She/he should therefore be available for the full period that the group is there. The LO's specific functions at this time are to:

- ensure that any additional information requested by the group of experts is supplied by the Faculty;
- ensure that the timetable for the visit is adhered to. This includes ensuring that all institutes/departments are ready to receive the group of experts at the times stated in the programme;
- accompany or arrange for company of the group of experts on its tour of the facilities.
- arrange with the Faculty any changes of the programme requested by the group of experts;
- resolve any queries that arise with regard to the hotel, daily travel to/from the Faculty, etc.;

Please note:

All discussions and interviews between the group of experts with the various groups (faculty, students non academic staff, former students, practitioners etc.) are confidential and – unless otherwise arranged – strictly restricted to the respective group members.

AFTER THE VISIT

Normally very little is required from the LO, although while the team is finalising its report queries may arise on which the LO can be of help.

ANNEX VIII

APPEAL MECHANISM

If the Final Executive Summary passed by the ECOVE refers to any category I deficiency (Stage-one evaluation) or lack of confidence (Stage-two evaluation) of the faculty evaluated, the Faculty has the right to notify the EAEVE-Co-ordinator and the Chairperson of the ECOVE of its intention to appeal the classification. That notification and the basis for the appeal should be made in writing within eight (8) weeks of the receipt of the Final Executive Summary.

The first stage of the appeal process involves reconsideration by the ECOVE. The group of visiting experts or individual members of the group of visiting experts may be asked to participate in the reconsideration process. The appeal may be accepted or dismissed.

If the ECOVE dismisses the appeal, it is then considered formally by an Appeal Panel. The Panel comprises three members, all of whom should preferably have chaired an evaluation visit. The appointment of the Panel is coordinated by the President of the EAEVE or his nominee in the event that s/he is ineligible through other considerations. One member each is appointed by the EAEVE and the FVE, with the appealing Faculty having the right to nominate the third member. At least one member, but not all three, should have expertise relating to the subject area(s) under dispute. The Panel selects its own chair.

None of the three members shall be nationals of, or working in the country of the Faculty in question.

The appeal, and the discussion of it shall first be carried out by correspondence. If a decision cannot be reached by this means, the chair of the Appeal Panel may consider that a meeting is necessary, at the Faculty or elsewhere, between the members of the Panel, representatives of the Faculty and the chairperson of the group of experts. In this case all expenses shall be paid by the Faculty.

Once the Appeal Panel has reached a decision, by majority if necessary, its chair will inform the ECOVE of its decision by submitting a respective statement. The EAEVE-Office is responsible for informing the Faculty of the Appeal Panel's decision in writing.