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## Report of the Committee on Internal Quality Assurance

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

Leipzig, 2023

The Committee on Internal Quality Assurance (CIQA) is a standing committee of the European Association of Establishments for Veterinary Education (EAEVE). As the internal quality assurance (QA) of an accreditation agency is a prerequisite for a trustworthy, reliable, and transparent evaluation, EAEVE established CIQA at the General Assembly (GA) in 2009. The main responsibility of CIQA is to lead the development, implementation, revision and improvement of QA issues in the European System of Evaluation of Veterinary Training (ESEVT). The activities of CIQA are defined in the “CIQA Rules of Operation”, which was revised in 2021. These activities include the presentation of an annual report to the EAEVE GA on the fulfilment of policy and objectives of internal quality assessment and management, and on the proposals and actions taken for improvement. The regular activities of CIQA include the evaluation of the post-GA feedback, the evaluation of the Post-Visitation Feedback, the evaluation of the Visitation teams’ composition, the review of EAEVE yearly activities and the review of the annual outcomes of the ESEVT.

This Report summarises the work of the CIQA since the 35th GA, which was held on 9 June 2022. Both face-to-face and online meetings as well as email correspondence have been used to good effect. CIQA has also exchanged views and information with the President of EAEVE, the Director of ESEVT and the Executive Committee (ExCom) at relevant points.

### 1. Dates of CIQA meetings

- 25<sup>th</sup> CIQA Meeting 7 June 2022, hybrid in Zürich;
- Extraordinary meeting 29 July 2022, online;
- 26<sup>th</sup> CIQA Meeting 9 December 2022, online;
- 27<sup>th</sup> CIQA Meeting 7 June 2023, hybrid in Leipzig.

### 2. CIQA internal issues

- Update of the CIQA Quality Improvement Action Plan 2019-2022
- Acknowledgement of and discussion on documents approved by ExCom
- Receiving ExCom’s feedback to CIQA’s suggestions
- Providing feedback from CIQA to ExCom
- Revision of the ‘List of criteria for the assemblage of visitation teams’
- Preparation of ‘Internal Rules for Post-visitiation Feedbacks’
- Revision of the ESEVT Teams’ Composition 2022-2023
- Revision of the Post-Visitation feedback (January 2022-April 2023)
- Preparation of a summary on the outcome of ESEVT Visitations 2021-2022

- Revision of the Post-GA2022 feedback
- Discussion on the issue of training VEEs
- Discussion and acceptance of CIQA's annual Report to the GA2023.

### **3. Action points completed and measures taken for improvement**

- All Post-Visitation Feedback was thoroughly analysed and summarized, and measures were taken to inform the Director of ESEVT and ExCom on relevant issues.
- CIQA was asked by ExCom to monitor the effectiveness/ feasibility of the hybrid visitations. CIQA analysed the Post-Visitation Feedback on hybrid visitations separately and summarised the most important issues such as the main positive points and main concerns and reported their findings to ExCom.
- CIQA provided collective feedback on the SOP 2023.
- CIQA worked on the 'Internal Rules for Post-Visitation Feedback' and suggested that a different PVF form be used for different types of Visitations (i.e. Full Visitation / Re-Visitation / Preliminary Visitation) once the SOP 2023 is approved. CIQA also suggested that an electronic feedback questionnaire be used instead of the paper format.
- CIQA drafted new PVF questionnaires on the SOP 2023.
- CIQA is working on a proposal to the ExCom on whether and how Experts could receive routine feedback on their performance.
- CIQA analysed the Post-GA2022 feedback and made proposals to ExCom on the topics for the 2023 Educational Day. CIQA also revised the Guide for GA organisation document.
- CIQA members participated in the external review of EAEVE by ENQA.
- A summary of the results of the Full Visitations 2020-2022 regarding deficiencies and commendations was compiled and discussed and it was decided to continue this work.

### **Conclusions of CIQA**

- EAEVE is working in line with established and documented procedures, and these have been continuously updated;
- CIQA's analyses and suggestions have had an impact on the development of activities within EAEVE and ESEVT, such as development of the PVF process and consideration on hybrid visitations;
- CIQA needs to continue planning how the PVF can be more effectively reported and used to continuously improve the visitation system and offer feedback to experts;
- The Visitation teams were assembled according to approved procedures, with minor deviations due to last-minute changes. However, the number of last-minute changes has slightly increased and this tendency need to be monitored;
- All experts who participated in Visitations had successfully completed the E-learning course and declared their lack of conflict of interest;
- The GA2022 was carried out successfully.

Overall, CIQA is able to verify that EAEVE is carrying out its activities in a responsible way, in line with established and well-documented procedures, which are continuously developed. Any temporary and necessary changes to procedures have been justified and carried out in such a way that the ESEVT system continues to be equally applied to all member VEEs.

Helsinki, 8 May 2023  
 Mirja Ruohoniemi  
 Chairperson of CIQA