

Approval of the Application
by European Association of Establishments for Veterinary Education
(EAEVE) for Inclusion on the Register

Register Committee
 12/13 June 2018

Ref. RC21/A52

Ver. 0.1
 Date 2018-06-18
 Page 1 / 4

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| Application of: | 17/02/2017 |
| External review report of: | 19/04/2018 |
| Review coordinated by: | ENQA - European Association for Quality Assurance of Higher Education |
| Review panel members: | Jürgen Kohler (chair), Patrick Van den Bosch (secretary), Andrea Nolan, Inguna Zariņa |
| Decision of: | 13/06/2018 |
| Registration until: | 30/04/2023 |
| Absented themselves from decision-making: | Freddy Coignoul |
| Attachments: | <ol style="list-style-type: none"> 1. Confirmation of eligibility, 24/03/2017 2. External Review Report, 19/04/2018 3. Request to the Review Panel, 22/05/2018 4. Clarification by the Review Panel, 02/06/2018 |

1. The application of 17/02/2017 adhered to the requirements of the EQAR Procedures for Applications.
2. The Register Committee confirmed eligibility of the application on 24/03/2017.
3. The Register Committee considered the external review report of 19/04/2018 on the compliance of EAEVE with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG, 2015 version).
4. The Register Committee sought and received clarification from the chair of the review panel (see request of 22/05/2018 and response of 02/06/2018).

Analysis:

5. In considering EAEVE's compliance with the ESG, the Register Committee took into account the European System of Evaluation of Veterinary Training (ESEVT) operated by EAEVE.
6. The Register Committee found that the report provides sufficient evidence and analysis on EAEVE's level of compliance with the ESG.
7. With regard to the specific European Standards and Guidelines, the Register Committee considered the following:

ESG 2.1 – Consideration of internal quality assurance

The Register Committee noted that the review panel's analysis that the approach adopted by EAEVE for aligning the ESEVT SOP to the ESG 2015 Part 1 might be based on some misconceptions and lead to overlaps or omissions.

The Committee understood that this was due to the fact that the ESG Part 1 standards are "added on" to the existing standards, which, however, already cover a number of issues covered by ESG Part 1. The Committee also took note of the panel's analysis that the ESG elements are not always addressed fully consistently in reports.

The Register Committee concurred with the panel's conclusion that EAEVE only partially complies with the standard.

The Committee underlined the panel's recommendation that EAEVE review the present approach and consider integrating ESG Part 1 holistically and directly into the other standards of the ESEVT SOP.

ESG 2.5 – Criteria for outcomes

The Register Committee took note of the panel's analysis that the evidence in the report body does not always match the conclusion as to compliance with certain standards, and that it was not always possible to track all the information required by the standards in the text of the reports.

The Register Committee understood that this might in part be a result of the duplication caused by the "add-on" way of incorporating the ESG.

The Register Committee concurred with the panel's conclusion that EAEVE only partially complies with the standard.

ESG 2.6 – Reporting

The Register Committee understood from the panel's report that all reports except those from so-called "consultative visitations" are made accessible on the EAEVE website.

The Register Committee sought clarification from the panel on the nature of consultative visitations. Based on the report and the panel's additional clarification the Committee understood that "consultative visitations" should be regarded as an additional step as part of the full/regular visitation.

As EAEVE membership is an eligibility requirement and a "consultative visitation" is a prerequisite for non-EU establishments to become members, it is thus a prerequisite step for non-EU establishments seeking EAEVE accreditation.

The Register Committee therefore considered that these reports are a part of the reasons underlying the final accreditation decision following the full visitation.

Register Committee

12/13 June 2018

Ref. RC21/A52

Ver. 0.1

Date 2018-06-18

Page 2 / 4

The Register Committee did not concur with the panel's understanding that these reports were purely internal to EAEVE, as their function is inherently linked to the following full visitation, which is undisputedly establishing a judgement vis-à-vis the general public.

The standard requires that full reports by the experts be published. The Register Committee understand the standard in a way that all reports should be published, in case there are several ones that are produced within one procedure. This therefore applies also to the consultative visitation report as an additional (prior) report to the full visitation report.

The Register Committee was therefore unable to concur with the panel's conclusion, but considered that EAEVE only partially complies with the standard.

The Register Committee nevertheless highlighted that it would be sufficient to publish the consultative visitation report once the full procedure has been completed, that is, together with final visitation report and decision, rather than separately.

ESG 3.1 – Activities, policy and processes for quality assurance

The Register Committee noted that, according to the panel, EAEVE assured a clear distinction between its activities as a membership organisation and as a quality assurance agency.

The Register Committee sought and received clarification from the review panel whether there were any other activities that could bear potential for conflict of interest with EAEVE's quality assurance activities.

The Register Committee understood that the reference to "consultative services" in the report in fact referred to so-called "consultative visitations". These are, however, not consultancy activities, but a step in EAEVE's external quality assurance scheme.

The Register Committee therefore concluded that EAEVE's main activity was external quality assurance and noted that EAEVE does not carry out other activities that might come into conflict with that.

The Register Committee was able to concur with the panel's conclusion that EAEVE complies with the standard, given that the International Veterinary Students' Association (IVSA) was currently not requesting to be represented on and, furthermore, not in a position to nominate (a) student member(s) to the ECOVE due to a lack of time capacity.

The Committee nevertheless underlined the panel's suggestion in that regard and considered that it should actually be a recommendation to consider including students in the ECOVE and the appeals panels.

8. For the remaining standards, the Register Committee was able to concur with the review panel's analysis and conclusion without further comments.

Register Committee

12/13 June 2018

Ref. RC21/A52

Ver. 0.1

Date 2018-06-18

Page 3 / 4

Conclusion:

9. Based on the external review report and the considerations above, the Register Committee concluded that EAEVE demonstrated compliance with the ESG (Parts 2 and 3) as follows:

| Standard | Review panel conclusion | Register Committee conclusion |
|----------|-------------------------|------------------------------------|
| 2.1 | Partial compliance | Partial compliance |
| 2.2 | Full compliance | Compliance |
| 2.3 | Full compliance | Compliance |
| 2.4 | Full compliance | Compliance |
| 2.5 | Partial compliance | Partial compliance |
| 2.6 | Substantial compliance | Partial compliance |
| 2.7 | Substantial compliance | Compliance |
| 3.1 | Full compliance | Compliance |
| 3.2 | Full compliance | Compliance |
| 3.3 | Full compliance | Compliance |
| 3.4 | Substantial compliance | Compliance |
| 3.5 | Full compliance | Compliance |
| 3.6 | Full compliance | Compliance |
| 3.7 | (not expected) | Compliance (by virtue of applying) |

Register Committee
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Ref. RC21/A52

Ver. 0.1

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Page 4 / 4

10. The Register Committee considered that EAEVE only achieved partial compliance with some standards. In its holistic judgement, the Register Committee concluded that these are specific and limited issues, but that EAEVE complies substantially with the ESG as a whole. In particular, the Committee considered that the issues related to ESG 2.1 and 2.5 are closely related and therefore do not bear on the holistic judgement as strongly as two entirely separate issues.
11. The Register Committee therefore approved the application for inclusion on the Register. EAEVE's inclusion shall be valid until 30/04/2023¹.
12. The Register Committee further underlined that EAEVE is expected to address the issues mentioned appropriately and to resolve them at the earliest opportunity.

¹ Inclusion is valid for five years from the date of the external review report, see §4.1 of the EQAR Procedures for Applications.

EQAR | Oudergemselaan/Av. d'Auderghem 36 | BE-1040 Brussels

European Association of Establishments for Veterinary Education (EAEVE)
Ana Maria Bravo del Morar, President
Hietzinger Kai 87

**1130 VIENNA
AUSTRIA**

Brussels, 24 March 2017

Confirmation of Eligibility: Application for Inclusion on the Register Application no. A52 of 17/02/2017

Dear Ms del Moral,

We hereby confirm that the application by EAEVE for inclusion on the Register is eligible.

Based on the information and draft terms of reference provided, the external review coordinated by ENQA fulfils the requirements of the EQAR Procedures for Applications.

We confirm that the following activity of EAEVE is within the scope of the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG):

- *European System of Evaluation of Veterinary Training (ESEVT) accreditation visitations.*

We thank you for the clarification that all variations of EAEVE's external quality assurance activities including consultative visitations are part of the ESEVT.

Please ensure that EAEVE's self-evaluation report covers the aforementioned activity, in all its facets and include the ESEVT accreditation visitations carried out by EAEVE within and outside the European Higher Education Area.

Furthermore, the self-evaluation report and external review report should also address how EAEVE ensures compliance with the ESG in reviews that it shares the decision with national quality assurance agencies or other veterinary-focused quality assurance agencies, especially in case the agency is not registered on EQAR.

We confirm that *E-learning* and *QA training of EAEVE Experts* are not activities within the scope of the ESG notwithstanding their possible relevance to ESG (i.e. QA trainings of experts can be relevant in relation to ESG 2.4).

We will forward this letter to ENQA in its capacity of the coordinator of the external review. At the same time we underline that it is EAEVE's

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EQAR Founding Members:



responsibility to ensure that the coordinator and review panel take account of the present confirmation, so as to ensure that the mentioned activity is analysed by the panel.

This confirmation is made according to the relevant provisions of the EQAR Procedures for Applications. EAEVE has the right to appeal this decision in accordance with the Appeals Procedure; any appeal must reach EQAR within 90 days from receipt of this decision.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Colin Tück'.

Colin Tück
(Director)

Cc: ENQA (review coordinator)

Brussels, 22 May 2018

Application by EAEVE for inclusion/renewal of registration on EQAR

Dear Jürgen,

The European Association of Establishments for Veterinary Education (EAEVE) has made an application for renewal of registration/initial inclusion on the European Quality Assurance Register for Higher Education (EQAR).

We are contacting you in your capacity as chair of the panel that prepared the external review report of 31/03/2018 on which EAEVE's application is based.

The EQAR Register Committee's rapporteurs have been considering the application and the external review report. We would be obliged if you could clarify, in consultation with the panel members as necessary, some matters in order to contribute to the consideration of EAEVE's application:

1. With regard to EAEVE's so-called "consultative visitations", you noted that they are "not a separate quality assurance procedure as such" (p. 35, under ESG 2.3), but an additional step in the (regular) quality assurance process that is a prerequisite for non-EU candidates.

You further mentioned that consultative visitations are "advisory in nature" (p. 15) and serve as an "appraisal of the overall compliance of an establishment with ESEVT Standards" (p. 15).

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EQAR Founding Members:



- 1.1) Does a consultative visitation result in a formal decision or conclusion, or does it serve as a basis for a membership decision by EAEVE's competent bodies?
- 1.2) Is the main purpose to advise EAEVE (as to compliance with standards) or to advise the establishment (as to how to improve)?
- 1.3) Do consultative visitations include a self-assessment or equivalent step (see **ESG 2.3** requirement)?
- 1.4) You noted that the panel could understand EAEVE's reasons for not publishing consultative visitation reports (p. 42, under **ESG 2.6**). Could you please elaborate on those reasons and why the panel found them understandable?
2. Did the panel discuss whether the establishments concerned are sufficiently aware of the possibility to raise complaints (as understood in **ESG 2.7**) through the post-visitation questionnaires?
3. Under **ESG 3.1**, you briefly addressed the clear distinction between EAEVE as a membership organisation and a quality assurance agency.
 - 3.1) Does EAEVE undertake any other activities that could bear a conflict of interest in relation to external quality assurance¹
 - 3.2) In particular, you noted that EAEVE "provides consultative services in non-EU countries, including countries outside Europe" (p. 7). Does this refer to the "consultative visitations" mentioned above or to other activities?
 - 3.3) In the latter case or if EAEVE has any other relevant activities, could you please elaborate on how EAEVE ensures a clear separation between external quality assurance and other fields of work?

We be would grateful if it was possible for you to respond **by 4 June 2018**, and we would appreciate if you get in contact with us should that not be feasible.


Please note that EQAR will publish this request and your response together with the final decision on EAEVE's application. We, however,

¹ See EQAR Policy on the Use and Interpretation of the ESG, Annex 5: https://www.eqar.eu/assets/uploads/2018/04/UseAndInterpretationOfTheESGv2_0.pdf

kindly ask you to keep information related to the application confidential until the final decision has been published.

We acknowledge that it might not be possible to clarify all of the above. However, we appreciate your assistance and I shall be at your disposal if you have any questions in relation to this request.

Kind regards,

A handwritten signature in black ink, appearing to read 'Colin Tück'.

Colin Tück
(Director)

Cc: Patrick Van den Bosch (secretary)
ENQA (coordinator)
EAEVE

Greifswald (Germany), 2 June 2018

Dear Colin,

I am referring to your email letter dated 22 May 2018, asking for certain points of clarification re the report which underpins the application of the Vienna-based agency EAEVE for ENQA membership and for EQAR registration. I am happy to answer the EQAR Register Committee's rapporteurs' questions as follows, after consulting with the team secretary, Patrick Van den Bosch.

1. So-called "consultative visitations": "Consultative visitations" are essentially and primarily intended to serve internal EAEVE purposes. Such visitations scrutinize whether or not a non-EU higher education institution which declares its wish to be accepted as an EAEVE member does in fact meet the basics in terms of institutional and programme-related features to be expected from any member of EAEVE. Therefore, in essence the process is to be seen as being an internal one. It does not aim at establishing judgement in order to testify institutional or programme-related credibility vis-à-vis the general public.

As mentioned in the report on p. 35, "consultative visitations are in fact an additional step in the same procedure applied only for membership candidates from outside the EU. It is not a separate quality assurance procedure as such. Consultative visitations have to ensure that the criteria are understood correctly by non EU candidates and have to avoid non-deliberate applications."

Passing the test of general acceptability as an EAEVE member indirectly serves as a "gatekeeper" for the actual EAEVE processes of external quality assurance, for a negative outcome of a consultative visitation prevents non-EU higher education institutions which, as such, deserve no credibility from undergoing the actual EAEVE quality assurance process (leading to recognition of quality) without prior endeavours to improve.

The "consultative visitations" are based on self-description/assessment of the higher education institution in question. EAEVE undertakes a site visit. EAEVE reports back to the higher education establishment. In the course of the site visit, and also in the feed-back report, scope for improvement is indicated, as is to be expected from any process in the course of which certain shortcomings may have been detected. Due to this fact, these processes are called "consultative"; however, as outlined, this is somewhat misleading terminology since the process essentially and primarily aims at helping EAEVE with its decision to accept an institution as a member.

The ENQA panel can understand EAEVE's abstention from publishing its findings of "consultative visitations" since the process is not intended to serve external purposes vis-à-vis the general public but should rather be seen as pre-screening for internal membership decisions only.

2. Awareness to raise complaints: EAEVE indicates the opportunity to raise complaints at least implicitly within the scope of the questionnaires provided to higher education institutions and evaluation panel members at the end of an external quality assurance process. The ENQA panel heard in its interviews that those concerned were in fact aware of their rights and opportunities to lodge complaints. However, the ENQA panel considered it to be both possible and desirable to highlight this fact more explicitly by outlining the complaints procedures more substantially in the EAEVE documents provided to those who participate in EAEVE external quality assurance processes. All in all, while the latter fact contributed to abstaining from a judgement of "full

compliance” as regards this ESG item, the ENQA panel was convinced that all those concerned were de facto made sufficiently aware of their rights to complain, which allowed the ENQA panel to judge this item as being “substantially compliant”.

3. There is no conflict of interest between various EAEVE activities. The ENQA panel commends (report p. 3) that EAEVE succeeds in being an independent organization while being both a membership driven and independent quality assurance agency.

EAEVE “provides consultative services in non-EU countries, including countries outside Europe” (report p. 7). This refers to the “consultative visitations” described above under item 1. As mentioned under item 1, this is somewhat misleading terminology since the process essentially and primarily aims at helping EAEVE with its decision to accept an institution as a member.

Dear Colin,

I do hope that the explanations given above are sufficiently comprehensive and substantial to clarify the questions raised by the Register Committee’s rapporteurs. If not, please do not hesitate to let me know.

With kind regards,

Jürgen Kohler