



**UNIVERSITY OF VETERINARY MEDICINE
BUDAPEST**

QUALITY ASSURANCE POLICY

Approved by: Senate (Res. No.: ...)

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Introduction

The quality assurance system of the University of Veterinary Medicine Budapest (UVMB) is based on the provisions of Government Decree No. 87/2015 (April 9) on the implementation of certain regulations laid out in Act CCIV of 2011 on the national higher education of Hungary. The system complies with the requirements prescribed for doctoral school accreditation processes by the Hungarian Higher Education Accreditation Committee as well as the principles of modern quality assurance, especially the European Standards and Guidelines (ESG 2015) the development of which was coordinated by the Ministers of the European Higher Education Area - (ESG) through the ENQA (European Association for Quality Assurance in Higher Education) based on the PDCA iterative design.

1. General quality assurance criteria

The institution's quality assurance activities are primarily based on the ESG guidelines, but earlier (2010-2020) it relied on the requirements of the international ISO 9001 standard for ensuring that the quality assurance criteria are observed, reviewed, audited and constantly developed. Its development was certified by an external, independent and internationally accredited organization which conducted annual reviews and triennial recertification audits to verify compliance with the certification criteria. The relevant certificates are here: (<https://univet.hu/hu/egyetem/minosegugy/>).

The institution's operative quality assurance activities are conducted by the Accreditation and Quality Management Committee (AQMC). The chair and members of the Committee are elected by the Senate based on the Rector's proposal. The Committee's chair is one of the lead instructors, its secretary (without voting rights) is an associate of the Rector's Office.

Members of the Committee: 6 senior instructors, 3 auditors, 3 external professional partners (1 representative of the Veterinary Chamber; 1 representative of the employer's sphere and 1 representative of the authorities), 2 students, one of whom is a doctoral student (nominated by the Student Council).

With the right to submit proposals and opinions, the Committee reviews and analyzes the fulfilment of accreditation requirements, consults the University on the implementation of its quality management and development policy as well as the planning and coordination of quality management tasks related to the University's teaching, research and service activities.

Based on the order of procedure approved by the Senate, the AQMC conducts the following activities:

- a) develop the University's quality policy and regularly review its implementation, with special regard to the preparations for the institution's accreditation; plan quality development measures, support quality development decisions, review their implementation, develop proposals for improvement (Plan – Do – Check – Act principle);
- b) considering the strategic goals and directions identified by the Education Committee and the Research and Science Committee and approved by the UVMB's Senate, request proposals for quality development from organizational units and compile a draft Annual Quality Development Plan for the Senate accordingly;
- c) constantly monitor compliance with the current requirements of higher education accreditation;
- d) manage professional preparations for (the institution's) accreditation procedures and the fulfilment of (monitoring) requirements related to accreditation;

¹ PDCA: Plan-Do-Check-Action

- e) review the University's quality self-evaluation and the fulfilment of accreditation requirements;
- f) manage and coordinate activities and tasks related to the maintenance and development of the University's quality management;
- g) evaluate the University's quality management documentation, with special regard to the compliance and harmonization of regulations and policies;
- h) submit proposals to the University and unit managers in terms of quality related issues
- i) on an annual basis, identify its own work programme, which also functions as the University's quality development programme;
- j) on an annual basis, report to the Senate on the implementation of the quality policy, the related achievements and additional tasks;
- k) evaluate the quality management areas of the strategy for institutional development;
- l) keep contact with the relevant professional organizations and individuals as it is necessary in relation with the Committee's work;
- m) supervise the quality assurance of the curriculum, with a special emphasis on collecting, evaluating and addressing the feedback of interested parties, expert reviewers and external reviewers;
- n) operate the student feedback system (with the students of the Hungarian and the foreign-language programmes);
- o) analyse the student evaluation of instructors based on the feedback and make proposals;
- p) analyse the feedback from industrial employers and make proposals;
- q) analyse the feedback from clinical clients (animal owners) employers and make proposals;
- r) evaluate and coordinate other surveys.

The Council operates based on the procedure approved by the Senate.

The quality assurance activities of the Doctoral School (DS) form a part of the renewed institutional system as well. The DS Quality Assurance system is also based on the ESG criteria; the DS did not apply the requirements of the earlier ISO 9001 standard. The DS has its own Quality Policy, its quality-related goals are identified at DS level and the submitted to the DHC. The DS Head reports annually to the DHC regarding the operation of the DS quality assurance system, the implementation of the quality policy and quality objectives, the results achieved by the development projects, while the DHC reports to the Senate. The DS quality assurance activities are defined in the document titled DS Quality Development Plan (<https://univet.hu/hu/intranet/minosegiranynitas/dokumentumok-ate/>).

1.1 Quality assurance policy, external quality assurance

The institution has a Mission Statement and its own independent, public and formalized Quality Policy (<https://univet.hu/hu/egyetem/minosegugy/>), which are developed and implemented with the involvement of internal (students, instructors, and non-teaching staff) and external stakeholders (users, employers, partners). The quality policy reflects the close connection between research, teaching and learning. The quality policy is a part of the institution's quality culture; it is a formalized and publicly accessible document.

The Quality Policy provides a framework for the institution's quality objectives which are ultimately instrumental in the implementation of the University's Institutional Development Plan. Chapter 1.7 describes in detail how quality objectives are identified, annually evaluated and how the necessary measures are determined.

The Quality Policy is prepared and submitted to the Senate for final approval by the AQMC. The quality policy can be accessed by all stakeholders and interested parties in the usual manner on the institution's website (<https://univet.hu/hu/egyetem/minosegugy/>).

Quality assurance activities are organized on the basis of the ESG criteria; compliance is evaluated annually through regular internal reviews and audited every five years by an external party (HAC). Internal reviews are conducted in the framework of a self-evaluation process that is based on the HAC's criteria for the accreditation of institutions. The results of the evaluation form the basis for the self-audit every five years. The professional policies for the institution's operation are reviewed by the Rector's Office as necessary but at least triennially to ensure compliance with the potentially changing legal and other institutional regulations. The quality assurance documents are managed, updated and kept up to date by the AQMC, with reference to the Secretary-Generals guidelines.

The institution also conducts outsourced training activities at external, outsourced sites. The terms of the cooperation are laid out in the contract between the institution and the external site.

Beside the HAC accreditation procedure, the institution also participates in the quality certification procedure of the EAEVE². The preparation for the institution's AVMA³ accreditation is in progress.

1.2 Development, approval, constant monitoring and regular evaluation of training programmes

The primary objective for the development of our training programmes is to provide high quality education for our students and to prepare them for scientific research as well as practical work. To that end, our students are provided with the skills and abilities to scientifically analyse, synthesize and process the literature as well as to plan and implement primary and secondary research projects. Our students are required to demonstrate these skills and abilities by writing and defending their diploma dissertations and thesis papers. The process is supported by the recommended curricula (<https://univet.hu/hu/oktatas/tanulmanyi-osztaly/mintatantervek/>) and the course descriptions, which clearly define the expected learning outcomes and are regularly (triennially or every five years, depending of the programme type) reviewed by the Education Committee (EC).

The development and regular review of the recommended curricula is partly based on the input and feedback from students, instructors as well as the affected external partners (labour market players, research institutes, partner institutions, etc.), which are collected (via surveys) by the AQMC on a regular and pre-scheduled basis (<https://univet.hu/hu/intranet/minosegiranyitas/dokumentumok-ate/>). The input and comments of external partners are elicited (via a survey coordinated by the AQMC secretary) at various examinations and other professional events (Student Research Societies conference, final exams, professional forums, workshops, other conferences etc.). The feedback is utilized by the AQMC for programme development.

The results of the Student Research Societies conference and the final exams, along with the opinions expressed by the chairs of the final examination boards, are important indicators to be considered for the development of the recommended curricula, which are evaluated annually by the EC. As necessary, the EC may initiate the modification of the recommended curricula (curriculum update, modernization, modification of spectrum, etc.).

The priority for the development of recommended curricula is to create a supply of courses that ensures the seamless progress of students while also clearly indicating the expected workload in the form of credits. The Studies Directorate announces the courses are by semester via the NEPTUN system

² European Association of Establishments for Veterinary Education. Website: www.eaeve.org

³ American Veterinary Medical Association. Website: <https://www.avma.org/education/center-for-veterinary-accreditation>

in a flexible way so that student needs could be considered for curriculum design. The recommended curricula are approved by the Senate.

The recommended curricula are published on the institution's website (<https://univet.hu/hu/oktatas/tanulmanyi-osztaly/mintatantervek/>).

Training programmes are developed, approved, constantly monitored and regularly evaluated. The process is regulated in detail by Quality Assurance Procedure ME-01 on Basic and Further Training Processes, Value-added Student Services (<https://univet.hu/hu/intranet/minosegiranyitas/dokumentumok-ate/>).

1.3 Student-centred learning, teaching and evaluation

The development and implementation of training programmes focus on student-centred learning, teaching and evaluation.

The institution strives to accommodate the diverse needs of students by offering them flexible learning paths; instructors are expected to utilize diverse teaching methodologies and pedagogical approaches. The institution aims to ensure proper guidance and support from instructors; promotes mutual respect in student-teacher relationships and lays special emphasis on student-centred education processes and thesis supervision. The institution always strives to create student-centred schedules. The institution has a forum for legal remedy (SZMR Section 25), which ensures that student complaints are properly addressed. (<https://univet.hu/hu/egyetem/dokumentumok/>). To ensure fairness, the representative of the Student Council is also involved in handling student complaints.

The University conducts an online survey with an anonymous questionnaire once a year to assess students' needs and expectations as well as their general satisfaction so that all their expectations could be met. In addition, students can also communicate their individual needs, improvement ideas and proposals informally and anonymously by placing them in the "idea box" set up in the students' community area. The

content of the "idea box" is reviewed and catalogued once a year by the annual review meeting of the AQMC. The submitted ideas, proposals and the survey results are processed and then forwarded to the competent executive by the AQMC secretary. The AQMC provides information on the measures via the website (feedback) (<https://univet.hu/hu/intranet/minosegiranyitas/gyik/>).

With regard to the evaluation of studies, the institution expects its instructors to provide as diverse examination methods as possible; to communicate evaluation criteria and methods in advance, at the beginning of the course; furthermore, they are also expected to apply evaluation methods that objectively reflect the extent to which the students attained the targeted academic results.

Where possible, the institution strives to ensure that evaluations are performed by more than one examiner; the evaluation of each student is conducted consistently and fairly, in accordance with the institution's universally applicable procedure. After the evaluation, all students have the right to formally appeal to the University Student Appeals Committee for remedy. Further details of student-centred learning, teaching and evaluation are defined in Procedure ME-01 on Basic and Further Training Processes, Value-added Student Services and the Code of Studies and Examinations (<https://univet.hu/hu/egyetem/dokumentumok/>).

1.4 Admission, academic progress, recognition and graduation of students

The institution consistently applies the prescribed public procedures for the entire academic life cycle, from admission, progress and recognition to graduation and qualification.

The institution does its best to ensure that students are provided with adequate conditions and support for their progress in higher education. To that end, the institution lays great emphasis on the correct regulation on admission, recognition and graduation procedures. Admission procedures and criteria are applied consistently and transparently, students are provided with accurate and up-to-date information about the institution as well as its training programmes (Admission Procedure, <https://univet.hu/hu/egyetem/dokumentumok/>).

The institution has the procedures (ME-01) and tools (NEPTUN, Logbook) to collect information, constantly monitor student progress as well as to respond to it.

The fair recognition of higher education qualifications, study time and earlier studies (including non-formal and informal studies) is essential for student progress and mobility (Credit Committee). The institution's recognition practice is in accordance with the Lisbon Recognition Convention, it cooperates with other institutions, quality assurance organizations and the national ENIC/NARIC centre to ensure uniform national recognition.

Graduation is the culmination of studies. The institution provides its students with the documents that describe their qualifications, including their academic achievements as well as the context, level, content and status of their studies conducted and successfully concluded.

The Code of Studies and Examinations and Quality Assurance Procedure ME-01 on Basic and Further Training Processes, Value-added Student Services prescribe and consistently apply the public procedure for the entire academic life cycle, from admission, progress and recognition to graduation and qualification.

The EC constantly evaluates the progress of students (according to the recommended curricula), along with dropout rates and strives to explore the reasons as well.

1.5 Instructors

The institution lays great emphasis on employing internationally acclaimed, highly trained instructors with outstanding competencies. With regard to the special and unique professional character of the sciences taught and researched at the institution, the University hires teaching staff with excellent professional and scientific competencies and constantly develops them. The academic achievements of our instructors can primarily be tracked through the Hungarian Scientific Works Repository (MTMT).

The institution has realized that instructors play a formative role in students considering their time in higher education as a successful time and attain the knowledge, skills and competencies they need. The diversity of students and the increasing role of academic results require student-centred teaching and learning, which changes the role of instructors as well.

The institution assumes the primary responsibility for the quality of its instructors and the circumstances that support an efficient teaching process. To that end, the institution

- conducts clear, transparent and fair procedures to employ instructors, and provides working conditions that reflect the importance of teaching;
- enables and promotes the professional progress of instructors;
- supports scientific work to strengthen the relations between research and education;

- provides teaching and communication methodology courses for its instructors;
- Promotes innovation and the application of modern technology in teaching;

With regard to teachers, the expectations are laid out in the System of Employment Requirements, along with the relevant review criteria (<https://univet.hu/hu/egyetem/dokumentumok/>).

In each semester, our students provide feedback on the teachers' work in via the Student Feedback on the Instructors' Work (OMHV) Unipoll survey operated in the NEPTUN system (ME-09, <https://univet.hu/hu/intranet/minosegiranyitas/dokumentumok-ate/>).

The students' feedback regarding the instructors' performance covers the following aspects:

- a) level and quality of teaching;
- b) curriculum;
- c) teaching methodology;
- d) material and technical conditions of teaching;
- e) relationship between teachers and students;
- f) other aspects determining the quality of teaching.

The feedback forms are processed by the AQMC. The detailed regulations are defined in ME-09. All evaluated subject owners/instructors have the right to access the accumulated results of their evaluations.

Instructors with unfavourable feedback (below a 3.5 average) are contacted by the head of department to discuss what potential measures could be taken to improve their performance.

The institution monitors the opinions and satisfaction of its instructors as well as all persons affected by the education process. Their feedback is elicited annually via an online survey conducted in a formal procedure (ME-09, <https://univet.hu/hu/intranet/minosegiranyitas/dokumentumok-ate/>). According to the Secretary-General's guidelines, the AQMC secretary organizes and implements the survey. After processing the received responses, the secretary submits them to the AQMC, which makes a decision on the potential measures for improvement. The outcome of the measures is communicated to the colleagues via the internal forums (department/institute meetings, Intranet, etc.).

In terms of instructors, further requirements are laid out in Procedure ME-04 on the Recruitment and Development of Human Resources and the System of Employment Requirements.

1.6 Study support and student services

The University has the funds to ensure efficient teaching and learning activities and to provide adequate conditions for learning support and easy-to-access student services.

The institution constantly strives to provide modern conditions for learning and research in order to ensure that all students can feel their studies to be successful. These conditions are partly infrastructural, such as the labs, the library, the learning facilities, the IT equipment and systems, and partly human resources such as tutors, counsellors, academic administrative staff and other supporting professionals.

Operated within the framework of the University, the Clinics provide an excellent opportunity for students to attain practical skills. The detailed description is laid out in Procedure ME-03 on the Regulation of Clinical Operations.

As far as service provision is concerned, the preparedness of the supporting and administrative staff plays a fundamental role, so the institution lays particular emphasis on recruiting associates with the appropriate qualifications and foreign language skills.

The representation of students is ensured by the Student Council. The institution's leadership also focuses on student engagement in terms of designing and evaluating operational processes. To that end, the Senate has 5 Student Council delegates as members with consultation rights, and students are represented in other committees as well. (<https://univet.hu/hu/intranet/plenumok/bizottsagok/>). The institutional cooperation with the Student Council is further defined in Procedure ME-08 on the Cooperation with Student Unions and Supporting the Operation of the Student Council and the Doctoral Student Council.

The institution supports and promotes the international mobility of students, and offers various scholarship, conference participation and publication opportunities, which are communicated via the various internal channels (e-mail, Intranet, website, notice boards, etc.).

We lay great emphasis on keeping contact and maintaining relations with our graduates via our ALUMNI programme. Alumni records are registered, stored and managed by the Studies Directorate. The management of various requests and complaints is also ensured for our students. The relevant guidelines are laid out in the institution's Code of Studies and Examinations.

Science-related ethical issues are handled in accordance with the provisions of the Code of Ethics adopted by the University of Veterinary Medicine Budapest.

The institution provides its students with supporting activities and facilities under the conditions and circumstances ensured by the University's infrastructure.

The detailed regulations are laid out in Procedure ME-07 on the Provision and Development of Material Resources and Conditions.

1.7 Data and information processing

The institution regularly collects, analyzes and evaluates data relevant for the management of its training programmes and other activities. Under the title of Quality Objectives, Annex 3 (<https://univet.hu/hu/intranet/minosegiranyitas/dokumentumok-ate/>) defines the specific quality objectives related to each ESG criteria, which also provide information on the indicators that can be used for evaluating the performance of the higher education activity conducted at the University.

For fact-based decision making, the institution needs reliable data to determine the efficiency rate of certain processes, to identify intervention points and to improve methodologies. With regard to programmes and other activities, efficient data collection and analytical methods are integral parts of the internal quality assurance system, which involves the following data sources:

- key performance indicators;
- student composition (programme type, mode of study, form of funding, individually preparing students)
- student progress, efficiency and dropout rates;
- student satisfaction with the training programmes, instructors, thesis supervisors;
- the available learning support and student counselling;
- career path of graduates
- teacher satisfaction;
- non-teaching staff satisfaction;
- external partner feedback, satisfaction.

These data provide the primary contribution to the evaluation of quality objectives, which is conducted by the AQMC on an annual basis. The results are made available

to the affected parties through the usual channels, and the institution identifies the necessary measures to be taken and the new quality objectives for the next period.

The institution applies various methods to collect and process data in the manner described in the previous chapters, via questionnaire-based surveys as the primary method of data collection. Data collection is coordinated by the Secretary-General, who conducts these activities in cooperation with and according to the guidelines of the institution's quality assurance officer. Data are collected from students, instructors, non-teaching staff as well as external stakeholders (labour market players, visiting instructors, partner institutions, representatives of professional organizations, etc.). The management, analysis and channelling of the collected data to the relevant points of the operational processes fall under the scope of authority of the Secretary-General. Detailed regulations are defined in Procedure ME-09 (<https://univet.hu/hu/intranet/minosegiranyitas/dokumentumok-ate/>).

1.8 Public information

The institution's website is the primary outlet to provide clear, accurate, objective, up-to-date and easy-to-access information as well as to publish its documents related to studies, quality assurance and other areas. The management of the institution's communication outlets is conducted by the Secretary-General under the supervision and, as necessary, with the approval of the Rector.

With regard to the institution's ongoing activities, achievements and future goals, all essential, useful and up-to-date information are accessible for current and future students as well as alumni via the institution's website (www.univet.hu). To that end, the institution provides information on its activities, training programmes, admission requirements, academic requirements, attainable qualifications, teaching, learning and evaluation procedures, success rates as well as the study opportunities offered to students and the employment data of its graduates.

Information released for the institution's staff is accessible via the institution's Intranet (<https://univet.hu/hu/intranet/>).

ANNEXES:

1. ANNEX 1: Mission Statement
2. ANNEX 2: Quality Policy
3. ANNEX 3: Quality Objectives
4. ANNEX 4: Quality Management Procedures (1-9.)