



Animal &  
Plant Health  
Agency

## APHA Briefing Note 01/24

### Call for volunteers for user research: Vet Gateway

**Date issued: 15 July 2024**

#### Purpose

To invite Certification Support Officers (CSOs), Approved Tuberculin Testers (ATTs) and Food Competent Certifying Officers (FCCOs) to take part in a user research session about Vet Gateway. This will help inform decisions to improve its new design.

#### Background

Defra are working with APHA to transition some content on the Vet Gateway website [APHA Vet Gateway \(defra.gov.uk\)](#) onto GOV.UK. We are seeking volunteers to help with user research to improve the content and user experience.

We would like to speak to any the following professionals:

- **Qualified CSOs, ATTs and FCCOs**
- **Trainee CSOs, ATTs and FCCOs**

We are looking for participants who:

- can take part in an informal 30-minute online research session via MS Teams
- are available for the session in either July or August 2024

During the session, a researcher will ask you to look at some re-designed content and ask for your feedback.

#### Action

**If you are interested and can help, please respond via email as soon as possible to:**  
[Lesley-Ann.Black@defra.gov.uk](mailto:Lesley-Ann.Black@defra.gov.uk)