



Animal &
Plant Health
Agency

APHA Briefing Note 04/24

Invitation to take part in research to improve the export process

Date issued: 30 January 2024

Purpose

To invite certifiers (Official Veterinarians and Food Competent Certifying Officers) in Great Britain to take part in important research on your experience of the export certification process. This research will help us with decisions on how to make it simpler.

Background

We'd like to understand what you need from our service and how well it performs. We've started projects looking at the experience of understanding export regulations and use of paper certificates.

We can only do this with your help. We're asking certifiers to take part in research including:

- interviews
- surveys
- usability testing (observing you use a digital service)

Action

If you'd like to help us improve the export certification process, please fill in this form (it takes about a minute). We'll then contact you about research you can take part in.

https://defragroup.eu.qualtrics.com/jfe/form/SV_0f7qLxEhnBp5QTI

Please let other certifiers know about this note.

APHA is an Executive Agency of the Department for Environment, Food and Rural Affairs and also works on behalf of the Scottish Government, Welsh Government and Food Standards Agency to safeguard animal and plant health for the benefit of people, the environment and the economy.