



Animal &
Plant Health
Agency

APHA Briefing Note 29/24

Request for Further Volunteers for Export Certification Process User Research

Date issued: 08 August 2024

Purpose

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

Background

We'd like to understand what you need from our certification 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 research with your help. We're asking certifiers to take part in research involving:

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

Action

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

Please forward this invitation to other certifiers.

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.

Further Information

If you require any further information about this request, please contact tradeuserresearch@defra.gov.uk

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