



Animal &
Plant Health
Agency

APHA Briefing Note 40/22

Notification of a Technical Issue Affecting OV's who re-enrolled on the Notifiable Disease Outbreak Training (NDOT) course between 9th September 2022 and 12th October 2022

Date issued: 21 October 2022

Purpose

To notify those OV's who re-enrolled on the NDOT course between 9th September and 12th October 2022 of a technical issue affecting certificates and course completion and to alert these OV's of their next steps.

To reassure OV's that the issue was fixed on 12th October 2022 and that enrolments and course completions from this date onwards are working as expected.

Background

On 9th September 2022, access to the NDOT course for all OV's who had completed the training more than six months previously was expired. Expired OV's who needed to undertake disease outbreak work on behalf of APHA were asked to re-enrol on the course and complete it again to ensure that their knowledge was up to date. For further details, see Briefing Note 32/22.

However, there was a technical issue resulting in OV's who re-enrolled being granted a CPD certificate upon enrolment on the training rather than completion of the course.

This issue affected OV's who enrolled between 9th September 2022 and 12th October 2022.

Of these OV's, there are three groups:

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1. Those who enrolled on the course and completed it on the same day
2. Those who enrolled on the course and completed it on a different day
3. Those who enrolled on the course and did not complete it

Action

For each of the groups of OV's above, the following applies:

1. For those who enrolled on the course and completed it on the same day, the date shown on their CPD certificate is **correct**. These OV's do not need to take any further action.
2. For those who enrolled on the course and completed it on a **different** day, the date shown on their CPD certificate is **incorrect** and therefore their six-month expiry date will not have been set from the date of completion. Instead, it is set from the date of enrolment. These certificates cannot be re-issued automatically but if any of these OV's would like to receive an amended certificate, they should contact Improve International at enquiries@improve-ov.com with their request. New certificates will then be manually issued to them, and the date on the new certificate will be honoured by APHA as the correct date from which to calculate the OV's next expiry date.
3. For those who enrolled on the course and did not complete it, course progress has been reset. Of these OV's:
 - Those who did not start the training after enrolling will not be affected. These OV's can log on and complete the training when they wish to, and their next expiry date will be calculated from the date on which they complete the course and are granted their CPD certificate.
 - Those who had completed some but not all of the activities in the course will unfortunately have lost their progress. These OV's who will also be contacted individually, should be aware that:
 - They will not be required to re-read any course material that they had previously read but **will need to complete the activities again** in order to record their progress.
 - The CPD certificate that was issued on the day of enrolment on the course is no longer available. However, if previously downloaded, it is invalid and must not be used.
 - They can contact Improve International at enquiries@improve-ov.com with any queries.

Improve International and APHA apologise sincerely for any inconvenience caused by the technical issues described above and would like to reassure OV's that enrolments and course completions are now working as expected.

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Further Information

Link to previous Briefing Note 32/22 - [Briefing Note 32/22](#)

Improve International website - <https://www.improve-ov.com/home/>

Improve International contact - enquiries@improve-ov.com

APHA OV team contact - CSCOneHealthOVTeam@apha.gov.uk

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