Animal & Plant Health Agency

APHA Briefing Note 29/26

Request for OVs, AHPs and FCCOs to review their personal and employer details on their Improve International training record.

Date issued: 08 October 2026

Purpose

To request that OVs, AHPs and FCCOs regularly review their personal and employer details on their Improve International training record to ensure all information is accurate and up to date.

Background

It is essential that personal and employer details, held on the Improve International databases, remain current and correct. Recent checks by APHA has confirmed outdated information, which has caused issues for individuals and APHA. In particular, some email addresses listed have either become non-operational or have been replaced but an update has not been made to the Improve training account. In some instances, this has caused significant issues as important messages from APHA and notifications from Improve International have been missed by individuals.

Action

All OVs, AHPs and FCCOs are requested to log into their Improve International account to verify that their personal and employer details are accurate. Formal communications from APHA and Improve International are sent to the personal email address listed and so this should be an email address that is frequently accessed and used.

- For OVs: The name registered on the Improve International OV account should exactly match the name registered with the RCVS.

- Where possible, delegates should avoid using Hotmail email addresses, as Hotmail occasionally blocks Improve International email communications. An alternative email provider is recommended.
- Delegates should use a personal email address rather than a generic practice email.

Employer details for all individuals must always be up to date. Approved Tuberculin Testers (ATTs) and OVs who hold the OCQ(V) – TT (Tuberculin Testing) also need to contact the OV Team (not Improve International) when they move to a different practice/employer to ensure that their iSam details are updated. Failure to do so may affect the ability to upload tests on to iSAM.

Additionally, OVs who hold OV66 authorisation need to contact the OV Team (not Improve International) if they change their employer address or an email address. Failure to do so may result in submissions to the Australian Department of Agriculture, Fisheries and Forestry (DAFF) being rejected as details will not match the records they hold.

Further Information

For difficulties in amending details on your training record, please contact Improve International.

Email: enquiries@improve-ov.com

Telephone: 0330 202 0380

For any queries relating to training and authorisation, please contact the APHA OV team.

Email: CSCOneHealthOVTeam@apha.gov.uk

Telephone: 020 8026 1094