



WORK INSTRUCTION

Requesting Authorised Officer assessment using the Plant Exports Management System

Direction to authorised officers

Authorised officers must exercise powers and perform functions in accordance with any lawful directions or instructions issued by the department.

Summary of main points

This document outlines the procedures to

- request Authorised Officer assessment
- view your progress.

In this document

This document contains the following topics.

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Purpose of this document

This document details the procedure to request Authorised Officer (AO) assessment using the Plant Exports Management System (PEMS).

Definitions

The following table defines terms used in this document.

Term	Definition
Authorised Officer (AO)	<p>A person authorised under section 291 of the <i>Export Control Act 2020</i> to be an authorised officer. The authorised officer may exercise powers and functions conferred on them through an instrument of authorisation.</p> <p>Note: An authorised officer may be a Commonwealth, State or Territory government officer, or third-party individual. Examples of third-party individuals include, but are not limited to:</p> <ul style="list-style-type: none">• employees of registered establishments• employees of an exporter• self-employed individuals/sole traders.
Personal information	Information or an opinion about an identified individual, or an individual who is reasonably identifiable.
Plant Exports Management System (PEMS)	An IT system that is used by the Department of Agriculture, Water and the Environment, to capture and store information relating to the export of plants and plant products from Australia.

How do I request AO assessment?

Persons wanting to be assessed in their chosen AO job function/s must lodge their request online through PEMS.

Important: Only complete the assessment request if you are ready to be assessed.

Legislative framework

The following list outlines the legislation that applies to registering as an AO:

- *Export Control Act 2020* (the Act)
 - Part 4, Chapter 9 – Authorised officers
- Export Control (Plants and Plant Products) Rules 2021 (the Plant Rules)
- Export Control (Fees and Payments) Rules 2021
- *Export Charges (Imposition – General) Act 2015*
- Export Charges (Imposition – General) Regulations 2021
- *Privacy Act 1988*
- *Public Service Act 1999*
- *Work Health and Safety Act 2011*
- Work Health and Safety Regulations 2011

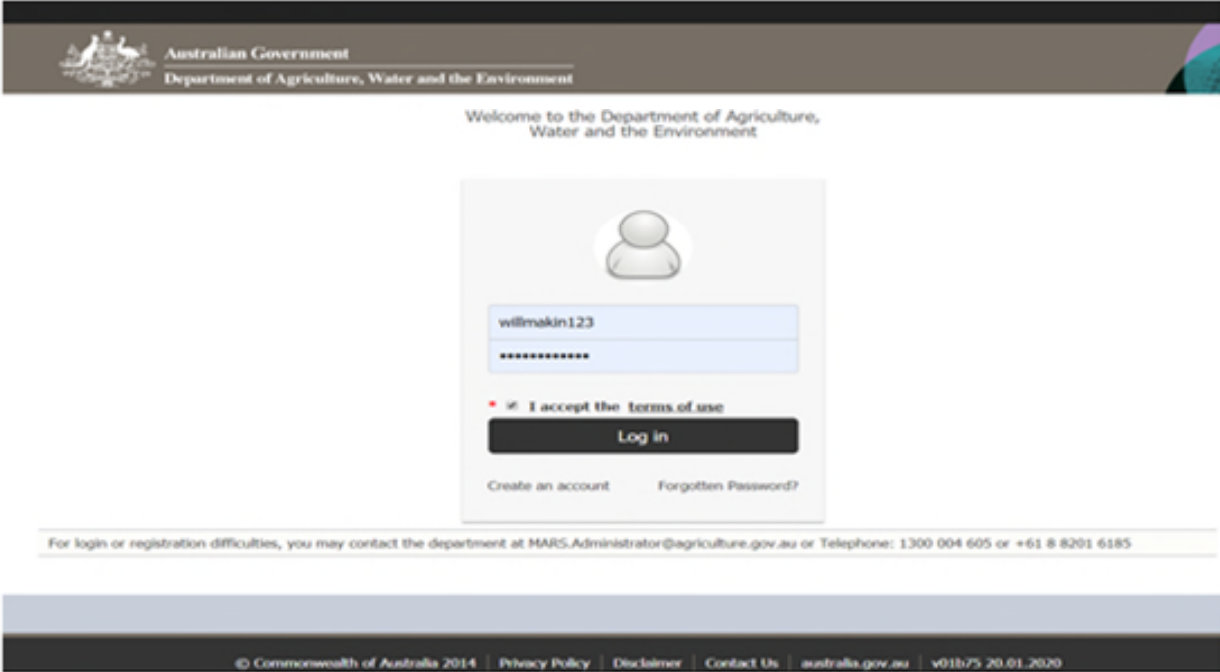
Roles and responsibilities

The following table outlines the roles and responsibilities undertaken when requesting AO assessment.

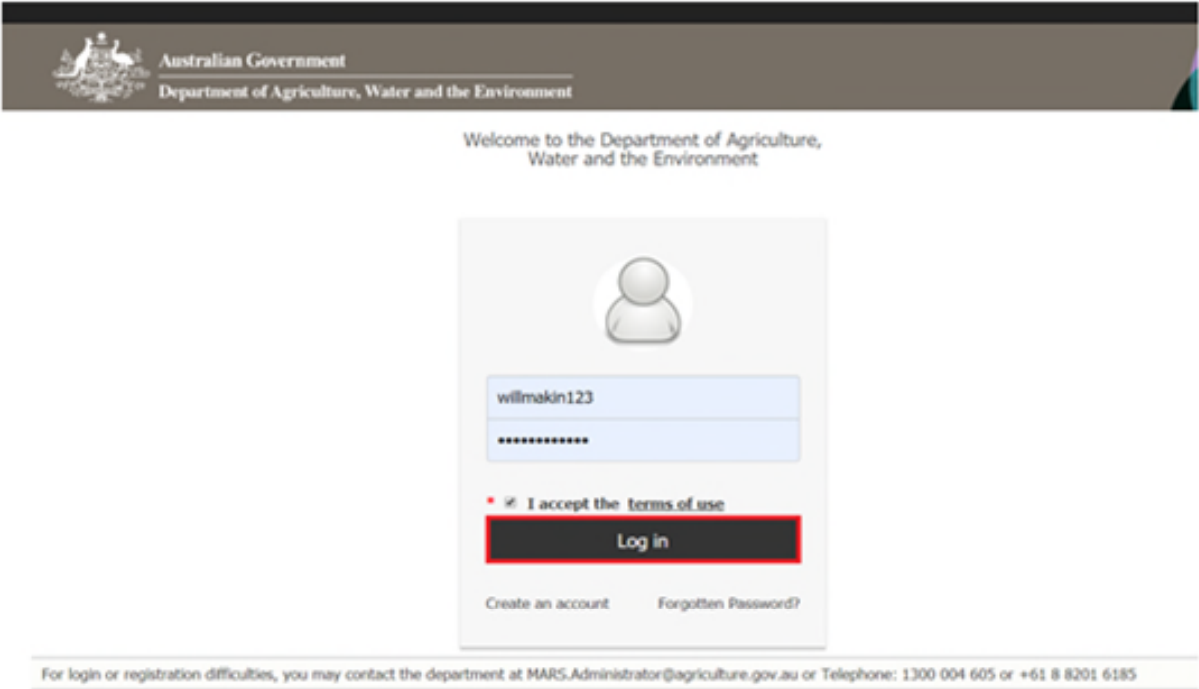
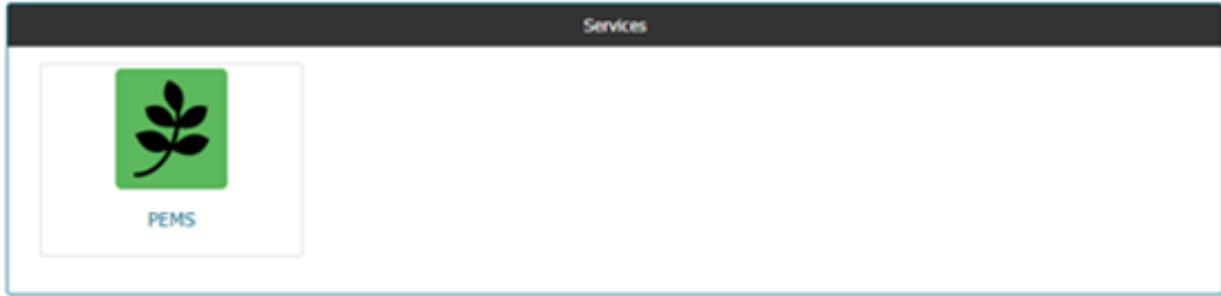
Role	Responsibility
Applicant	Requesting assessment through PEMS.

Request assessment

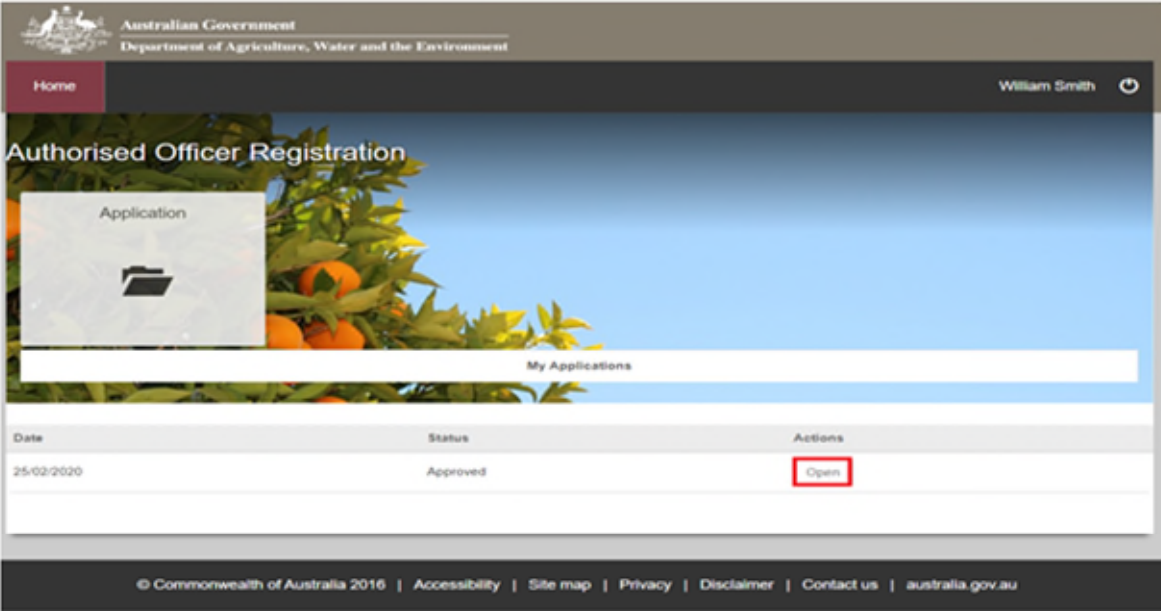
The following table outlines how to request assessment.

Step	Action	Graphic
1.	<p>Go to https://online.agriculture.gov.au/selfservice</p> <p>Note: The log in page will display.</p>	

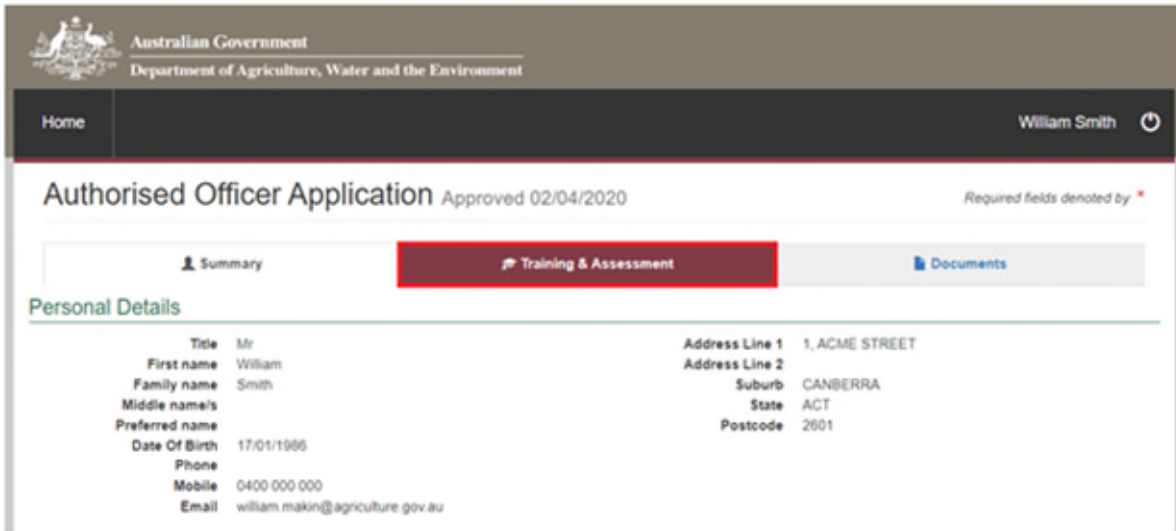
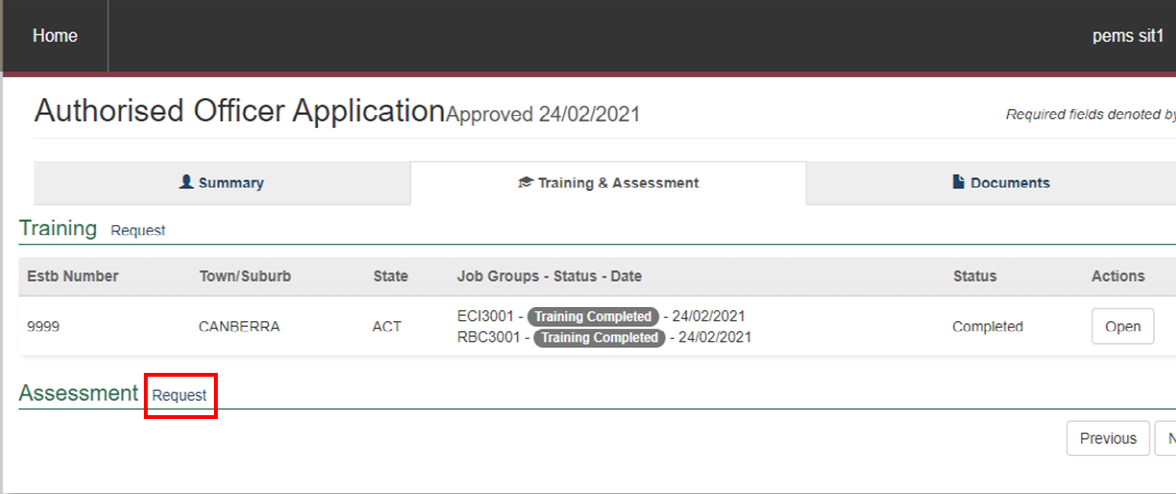
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic
2.	<ul style="list-style-type: none"> • Enter your User Login and Password. Note: This information will have been circulated to you via email following registration. • Check the 'I accept the terms of use' box. • Click 'Log in'. 	
3.	<p>Click the 'PEMS' button to enter the PEMS home page.</p> <p>Note: You will not be able to complete this step until your access has been approved by the department.</p>	

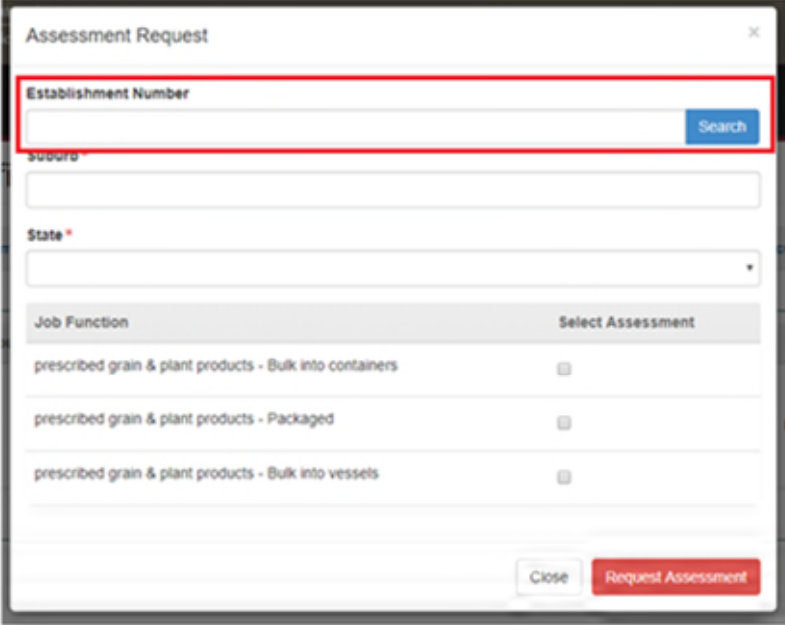
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Step	Action	Graphic						
4.	Click on 'Open'.	 <p>The screenshot shows the 'Authorised Officer Registration' page on the Australian Government website. The page header includes the Australian Government logo and the Department of Agriculture, Water and the Environment. A navigation bar contains a 'Home' link and the user's name 'William Smith'. The main content area features a large image of oranges and a blue sky. A white box labeled 'Application' is overlaid on the image. Below this is a section titled 'My Applications' containing a table with columns for 'Date', 'Status', and 'Actions'. The table has one row with the date '25/02/2020', status 'Approved', and an 'Open' button highlighted with a red box.</p> <table border="1" data-bbox="875 694 2033 805"> <thead> <tr> <th>Date</th> <th>Status</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>25/02/2020</td> <td>Approved</td> <td>Open</td> </tr> </tbody> </table>	Date	Status	Actions	25/02/2020	Approved	Open
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25/02/2020	Approved	Open						

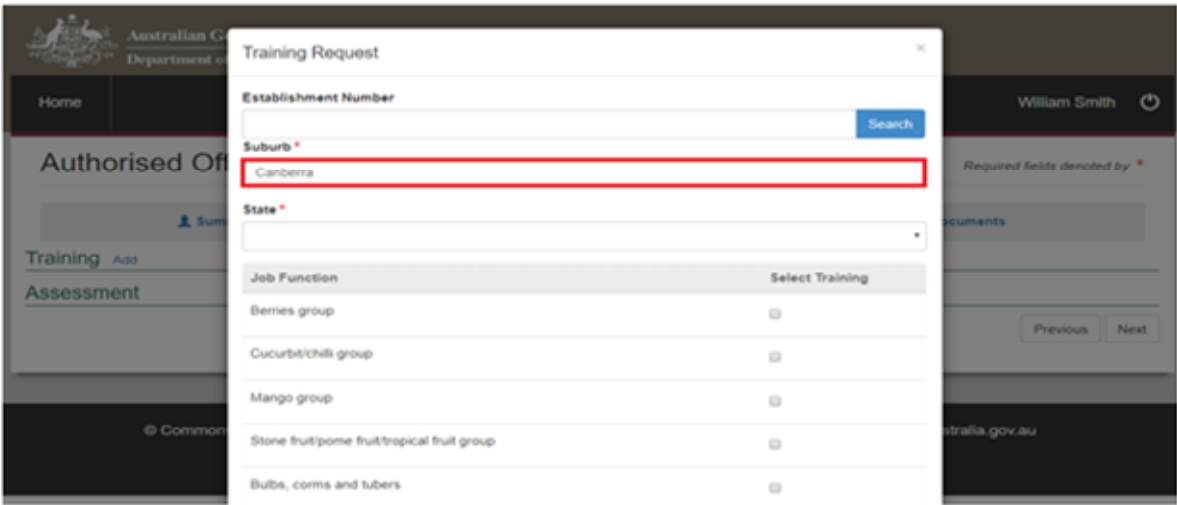
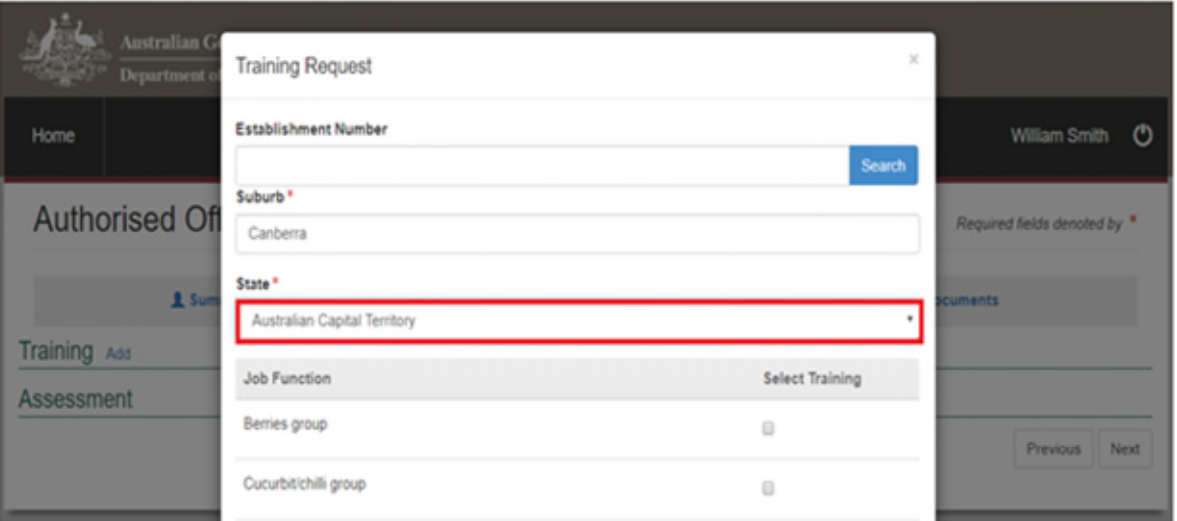
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Step	Action	Graphic																																				
5.	Select the <i>Training and Assessment</i> tab.	 <p>The screenshot shows the Australian Government Department of Agriculture, Water and the Environment portal. The user is logged in as William Smith. The page title is 'Authorised Officer Application Approved 02/04/2020'. There are three tabs: 'Summary', 'Training & Assessment' (highlighted in red), and 'Documents'. Under the 'Personal Details' section, the following information is displayed:</p> <table border="1"> <tr> <td>Title</td> <td>Mr</td> <td>Address Line 1</td> <td>1, ACME STREET</td> </tr> <tr> <td>First name</td> <td>William</td> <td>Address Line 2</td> <td></td> </tr> <tr> <td>Family name</td> <td>Smith</td> <td>Suburb</td> <td>CANBERRA</td> </tr> <tr> <td>Middle name/s</td> <td></td> <td>State</td> <td>ACT</td> </tr> <tr> <td>Preferred name</td> <td></td> <td>Postcode</td> <td>2601</td> </tr> <tr> <td>Date Of Birth</td> <td>17/01/1986</td> <td></td> <td></td> </tr> <tr> <td>Phone</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Mobile</td> <td>0400 000 000</td> <td></td> <td></td> </tr> <tr> <td>Email</td> <td>william.makin@agriculture.gov.au</td> <td></td> <td></td> </tr> </table>	Title	Mr	Address Line 1	1, ACME STREET	First name	William	Address Line 2		Family name	Smith	Suburb	CANBERRA	Middle name/s		State	ACT	Preferred name		Postcode	2601	Date Of Birth	17/01/1986			Phone				Mobile	0400 000 000			Email	william.makin@agriculture.gov.au		
Title	Mr	Address Line 1	1, ACME STREET																																			
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6.	Click on 'Request'.	 <p>The screenshot shows the same portal as above, but the 'Training & Assessment' tab is selected. The page title is 'Authorised Officer Application Approved 24/02/2021'. There are three tabs: 'Summary', 'Training & Assessment', and 'Documents'. Under the 'Training Request' section, there is a table with the following data:</p> <table border="1"> <thead> <tr> <th>Estb Number</th> <th>Town/Suburb</th> <th>State</th> <th>Job Groups - Status - Date</th> <th>Status</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>9999</td> <td>CANBERRA</td> <td>ACT</td> <td>ECI3001 - Training Completed - 24/02/2021 RBC3001 - Training Completed - 24/02/2021</td> <td>Completed</td> <td>Open</td> </tr> </tbody> </table> <p>Below the table, there is an 'Assessment Request' section with a 'Request' link highlighted in a red box. At the bottom right, there are 'Previous' and 'Next' buttons.</p>	Estb Number	Town/Suburb	State	Job Groups - Status - Date	Status	Actions	9999	CANBERRA	ACT	ECI3001 - Training Completed - 24/02/2021 RBC3001 - Training Completed - 24/02/2021	Completed	Open																								
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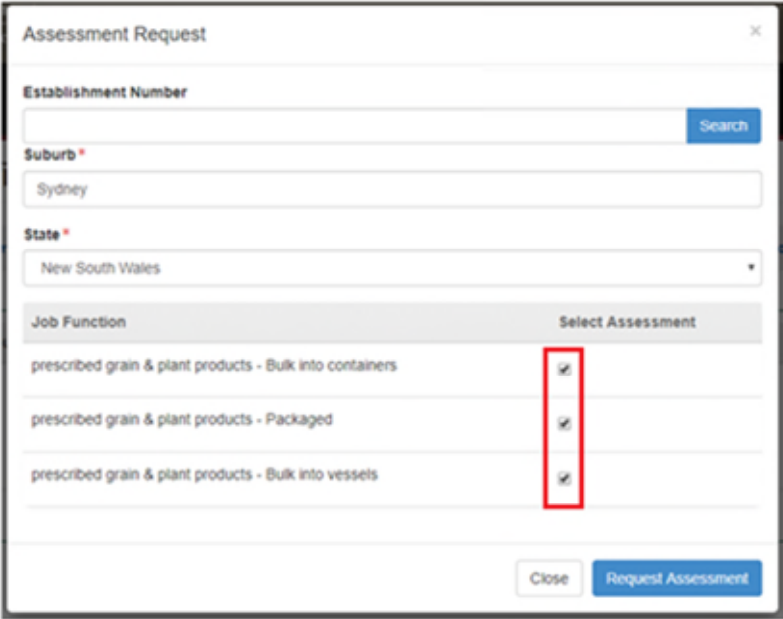
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Step	Action	Graphic						
7.	<p data-bbox="297 268 779 300">Do you have an Establishment Number?</p> <table border="1" data-bbox="297 316 851 667"> <thead> <tr> <th data-bbox="297 316 465 379">If you...</th> <th data-bbox="465 316 851 379">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="297 379 465 606">do</td> <td data-bbox="465 379 851 606"> <ul style="list-style-type: none"> • enter the number • click 'Search' • note the information that populates • continue to Step 8. </td> </tr> <tr> <td data-bbox="297 606 465 667">don't</td> <td data-bbox="465 606 851 667">go to Step 10.</td> </tr> </tbody> </table>	If you...	Then...	do	<ul style="list-style-type: none"> • enter the number • click 'Search' • note the information that populates • continue to Step 8. 	don't	go to Step 10.	
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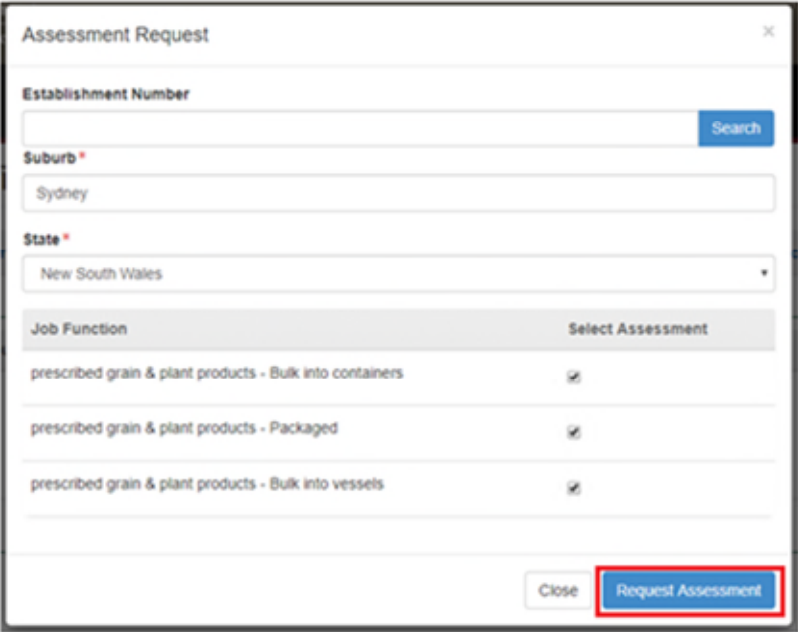
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Step	Action	Graphic
8.	Enter your suburb.	 <p>The screenshot shows a 'Training Request' form overlaying a background application interface. The form has the following fields: 'Establishment Number' with a search button, 'Suburb *' with a dropdown menu showing 'Canberra' highlighted by a red box, and 'State *' with a dropdown menu. Below these are 'Job Function' and 'Select Training' sections with radio button options for 'Berries group', 'Cucurbit/chilli group', 'Mango group', 'Stone fruit/pome fruit/tropical fruit group', and 'Bulbs, corms and tubers'.</p>
9.	Enter your state.	 <p>The screenshot shows the same 'Training Request' form. In this step, the 'State *' dropdown menu is highlighted with a red box and shows 'Australian Capital Territory' selected. The 'Suburb *' field now contains 'Canberra'.</p>

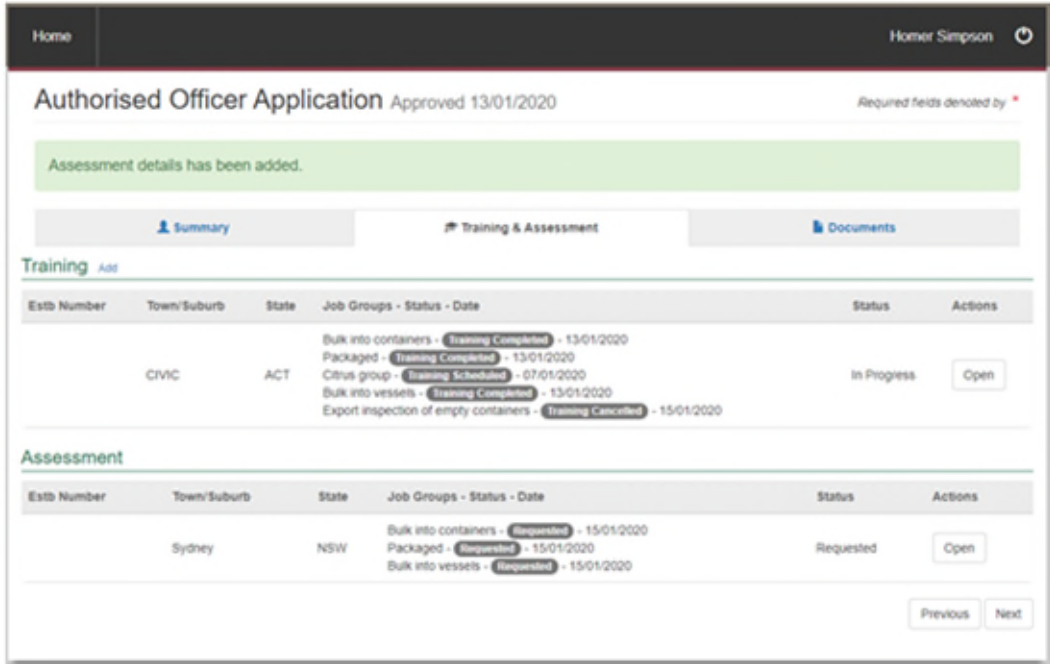
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Step	Action	Graphic
10.	Check the boxes for the assessment you want to request.	 <p>The screenshot shows a web form titled 'Assessment Request'. It includes fields for 'Establishment Number' (with a search button), 'Suburb' (filled with 'Sydney'), and 'State' (filled with 'New South Wales'). Below these is a section titled 'Job Function' with a 'Select Assessment' header. Three job functions are listed, each with a checked checkbox: 'prescribed grain & plant products - Bulk into containers', 'prescribed grain & plant products - Packaged', and 'prescribed grain & plant products - Bulk into vessels'. At the bottom are 'Close' and 'Request Assessment' buttons.</p>

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Step	Action	Graphic								
11.	Click 'Request Assessment'.	 <p>The screenshot shows a web form titled 'Assessment Request'. It contains the following elements:</p> <ul style="list-style-type: none"> Establishment Number: A text input field with a blue 'Search' button to its right. Suburb: A text input field containing 'Sydney'. State: A dropdown menu showing 'New South Wales'. Job Function Table: <table border="1"> <thead> <tr> <th>Job Function</th> <th>Select Assessment</th> </tr> </thead> <tbody> <tr> <td>prescribed grain & plant products - Bulk into containers</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>prescribed grain & plant products - Packaged</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>prescribed grain & plant products - Bulk into vessels</td> <td><input checked="" type="checkbox"/></td> </tr> </tbody> </table> Buttons: A 'Close' button and a 'Request Assessment' button (highlighted with a red box) are located at the bottom right of the form. 	Job Function	Select Assessment	prescribed grain & plant products - Bulk into containers	<input checked="" type="checkbox"/>	prescribed grain & plant products - Packaged	<input checked="" type="checkbox"/>	prescribed grain & plant products - Bulk into vessels	<input checked="" type="checkbox"/>
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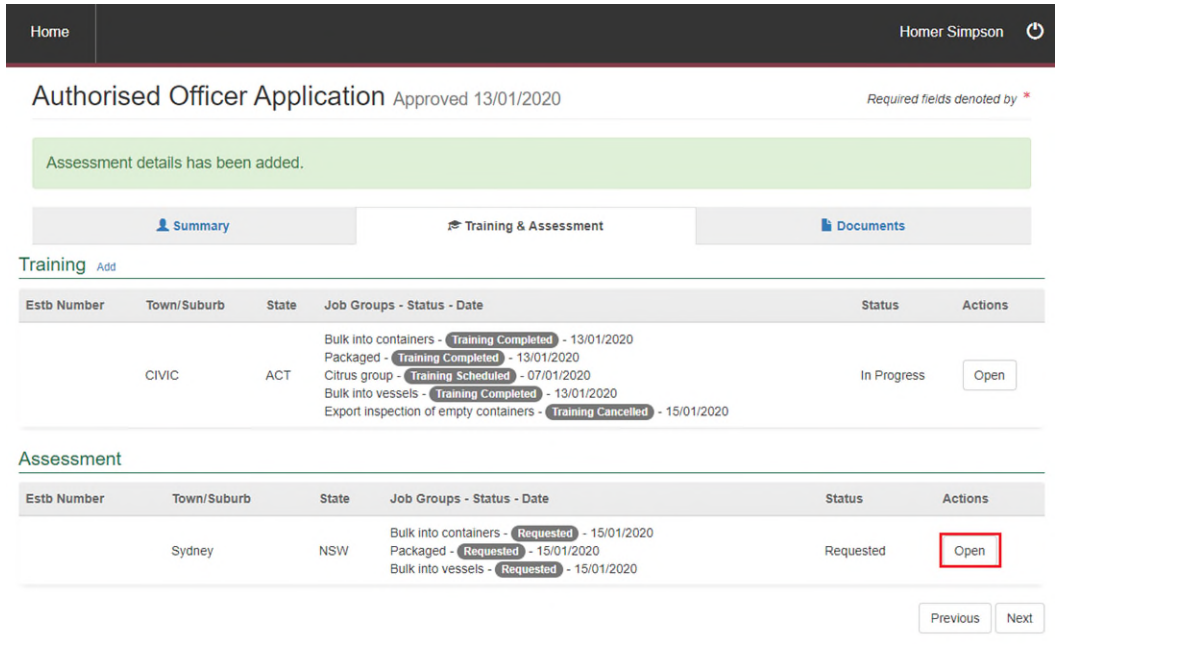
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12.	<ul style="list-style-type: none"> Note the confirmation of assessment request. Go to 'Viewing my progress' 	 <p>The screenshot displays the 'Authorised Officer Application' page, approved on 13/01/2020. A green notification bar at the top states 'Assessment details has been added.' Below this are three tabs: 'Summary', 'Training & Assessment' (which is active), and 'Documents'. The 'Training' section contains a table with the following data:</p> <table border="1"> <thead> <tr> <th>Estb Number</th> <th>Town/Suburb</th> <th>State</th> <th>Job Groups - Status - Date</th> <th>Status</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>Bulk into containers - Training Completed - 13/01/2020</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>Packaged - Training Completed - 13/01/2020</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>Citrus group - Training Scheduled - 07/01/2020</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>Bulk into vessels - Training Completed - 13/01/2020</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>Export inspection of empty containers - Training Cancelled - 15/01/2020</td> <td></td> <td></td> </tr> </tbody> </table> <p>The 'Assessment' section contains a table with the following data:</p> <table border="1"> <thead> <tr> <th>Estb Number</th> <th>Town/Suburb</th> <th>State</th> <th>Job Groups - Status - Date</th> <th>Status</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>Bulk into containers - Requested - 15/01/2020</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>Packaged - Requested - 15/01/2020</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>Bulk into vessels - Requested - 15/01/2020</td> <td></td> <td></td> </tr> </tbody> </table> <p>At the bottom right of the page, there are 'Previous' and 'Next' navigation buttons.</p>	Estb Number	Town/Suburb	State	Job Groups - Status - Date	Status	Actions				Bulk into containers - Training Completed - 13/01/2020						Packaged - Training Completed - 13/01/2020						Citrus group - Training Scheduled - 07/01/2020						Bulk into vessels - Training Completed - 13/01/2020						Export inspection of empty containers - Training Cancelled - 15/01/2020			Estb Number	Town/Suburb	State	Job Groups - Status - Date	Status	Actions				Bulk into containers - Requested - 15/01/2020						Packaged - Requested - 15/01/2020						Bulk into vessels - Requested - 15/01/2020		
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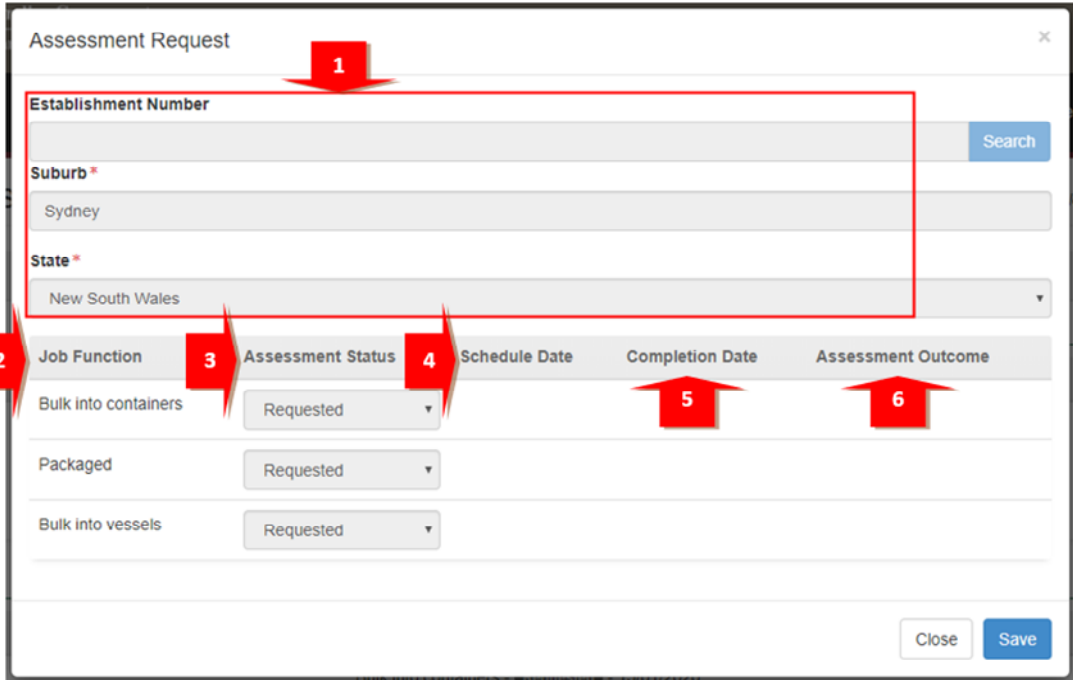
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Viewing my progress

The following table outlines how to view your progress.

Step	Action	Graphic																																																												
1.	Click 'Open'.	 <p>The screenshot shows a web application interface for an 'Authorised Officer Application' approved on 13/01/2020. The user is identified as Homer Simpson. A green notification bar states 'Assessment details has been added.' Below this are three tabs: 'Summary', 'Training & Assessment', and 'Documents'. The 'Training & Assessment' tab is active, displaying two tables: 'Training' and 'Assessment'.</p> <p>Training Table:</p> <table border="1"> <thead> <tr> <th>Estb Number</th> <th>Town/Suburb</th> <th>State</th> <th>Job Groups - Status - Date</th> <th>Status</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>Bulk into containers - Training Completed - 13/01/2020</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>Packaged - Training Completed - 13/01/2020</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>Citrus group - Training Scheduled - 07/01/2020</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>Bulk into vessels - Training Completed - 13/01/2020</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>Export inspection of empty containers - Training Cancelled - 15/01/2020</td> <td></td> <td></td> </tr> </tbody> </table> <p>Assessment Table:</p> <table border="1"> <thead> <tr> <th>Estb Number</th> <th>Town/Suburb</th> <th>State</th> <th>Job Groups - Status - Date</th> <th>Status</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>Bulk into containers - Requested - 15/01/2020</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>Packaged - Requested - 15/01/2020</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>Bulk into vessels - Requested - 15/01/2020</td> <td></td> <td></td> </tr> </tbody> </table> <p>The 'Open' button in the 'Assessment' table is highlighted with a red box. Navigation buttons 'Previous' and 'Next' are located at the bottom right of the page.</p>	Estb Number	Town/Suburb	State	Job Groups - Status - Date	Status	Actions				Bulk into containers - Training Completed - 13/01/2020						Packaged - Training Completed - 13/01/2020						Citrus group - Training Scheduled - 07/01/2020						Bulk into vessels - Training Completed - 13/01/2020						Export inspection of empty containers - Training Cancelled - 15/01/2020			Estb Number	Town/Suburb	State	Job Groups - Status - Date	Status	Actions				Bulk into containers - Requested - 15/01/2020						Packaged - Requested - 15/01/2020						Bulk into vessels - Requested - 15/01/2020		
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Step	Action	Graphic								
2.	<p>Note the information displayed in the <i>Assessment Request</i> window:</p> <ul style="list-style-type: none"> • where the assessment will take place¹ • what Job Function² will be assessed • what the Assessment Status³ is • the Schedule Date⁴, that is, the date assessment has been scheduled for • the Completion Date⁵ • Assessment Outcome⁶ <table border="1" data-bbox="304 703 925 1385"> <thead> <tr> <th data-bbox="304 703 490 839">If your assessment outcome is...</th> <th data-bbox="490 703 925 839">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="304 839 490 975">blank</td> <td data-bbox="490 839 925 975"> <ul style="list-style-type: none"> • you have not yet been assessed • no further action. </td> </tr> <tr> <td data-bbox="304 975 490 1145">Competent</td> <td data-bbox="490 975 925 1145"> refer to Work Instruction: Requesting an Instrument of Appointment using the Plant Export Management System. </td> </tr> <tr> <td data-bbox="304 1145 490 1385">Not yet competent (Level 1)</td> <td data-bbox="490 1145 925 1385"> <ul style="list-style-type: none"> • you will require re-training before you can be re-assessed • refer to Work Instruction: Requesting for Authorised Officer training using the Plant Export Management System </td> </tr> </tbody> </table>	If your assessment outcome is...	Then...	blank	<ul style="list-style-type: none"> • you have not yet been assessed • no further action. 	Competent	refer to Work Instruction: Requesting an Instrument of Appointment using the Plant Export Management System.	Not yet competent (Level 1)	<ul style="list-style-type: none"> • you will require re-training before you can be re-assessed • refer to Work Instruction: Requesting for Authorised Officer training using the Plant Export Management System 	 <p>The screenshot shows the 'Assessment Request' window. A red box labeled '1' highlights the 'Establishment Number' field. Below it, 'Suburb' is set to 'Sydney' and 'State' is 'New South Wales'. A table below has columns for 'Job Function', 'Assessment Status', 'Schedule Date', 'Completion Date', and 'Assessment Outcome'. Red arrows labeled '2' through '6' point to these columns. The 'Job Function' column contains 'Bulk into containers', 'Packaged', and 'Bulk into vessels'. The 'Assessment Status' column contains 'Requested' for all three. The 'Completion Date' and 'Assessment Outcome' columns are empty. A 'Search' button is on the right, and 'Close' and 'Save' buttons are at the bottom right.</p>
If your assessment outcome is...	Then...									
blank	<ul style="list-style-type: none"> • you have not yet been assessed • no further action. 									
Competent	refer to Work Instruction: Requesting an Instrument of Appointment using the Plant Export Management System.									
Not yet competent (Level 1)	<ul style="list-style-type: none"> • you will require re-training before you can be re-assessed • refer to Work Instruction: Requesting for Authorised Officer training using the Plant Export Management System 									

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Step	Action		Graphic
		<p>Note: There is an additional fee of \$2000 for re-training.</p>	
	<p>Not yet competent (Level 2)</p>	<ul style="list-style-type: none"> • you will require re-assessment <p>Note: A request for re-assessment will populate automatically.</p>	

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Related material

The following related material is available on the department's website:

- Work Instruction: [Applying to become an Authorised Officer using the Plant Exports Management System](#)
- Work Instruction: [Requesting Authorised Officer training using the Plant Exports Management System](#)
- Work Instruction: [Requesting an Authorised Officer Instrument of Appointment using the Plant Exports Management System](#)
- Reference: [Requesting additional job functions in the Plant Exports Management System](#)
- Reference: [Plant Exports Management System Authorised Officer user guide](#)
- [Plant Exports Management System](#)
- [Authorised Officer](#) webpage.

Document information

The following table contains administrative metadata.

Instructional Material Library document ID	Instructional material owner
IMLS-9-7545	The Director, Authorised Officer Program, Plant Export Operations Branch

Version history

The following table details the published date and amendment details for this document.

Version	Date	Amendment details
1.0	6/07/2020	First publication of this work instruction.
2.0	6/08/2020	Re-title of the WI: Requesting Authorised Officer training using the Plant Export Management System.
3	22/04/2021	Updates for the commencement of the <i>Export Control Act 2020</i> and associated Export Control (Plants and Plant Products) Rules 2021.