

Exports work instruction

# Requesting Authorised Officer training using the Plant Exports Management System

**Direction to authorised officers**

This is official instructional material of the Department of Agriculture, Fisheries and Forestry (the department). Failure to comply with it may result in a breach of relevant legislation and/or the code of conduct under section 13(5) of the *Public Service Act 1999.*

## Purpose of this document

This document details the procedure to request and pay for Authorised Officer (AO) training using the Plant Exports Management System (PEMS).

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## Policy statement

The policy, definitions and legislation related to this work instruction can be found in the Exports Policy: [Management of third party plant exports authorised officers](#_Related_material).

## Roles and responsibilities

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

| **Role** | **Responsibility** |
| --- | --- |
| Applicant | * Requesting training through PEMS. * Paying all applicable fees and charges. |

## How do I request AO training?

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

**Important:** Only complete the training request if you are ready to be trained.

## Request training

The following table outlines how to request training.

| Step | Action | Graphic |
| --- | --- | --- |
| 1. | Go to <https://online.agriculture.gov.au/selfservice>  **Note**: The log in page will display. | PEMS user log in screen. |
| 2. | * 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’. | PEMS user log in screen. |
| 3. | Click the ‘PEMS’ button to enter the PEMS home page.  **Note:** You will not be able to complete this step until your access has been approved by the department. | Services screen showing the PEMS button. |
| 4. | Click on ‘Open’. | Authorised officer registration screen showing the open button under Actions column. |
| 5. | Select the *Training and Assessment* tab. | Authorised officer application showing the training and assessment tab. |
| 6. | Click on ‘Request’. | Authorised officer application highlighting the request button next to the training section. |
| 7. | Do you have an Establishment Number?   |  |  | | --- | --- | | If you… | Then… | | do | * enter the number * click ‘Search’ * note the information that pre-populates * **go to Step 10.** | | don’t | **continue to Step 8.** | | Training request window showing the establishment number field. |
| 8. | Enter your suburb. | Training request window showing the suburb field. |
| 9. | Enter your state. | Training request window highlighting the state field. |
| 10. | Check the boxes for the training you want to enroll in. | Training request window showing the checkboxes under the select training column. |
| 11. | * Click ‘Request Training’. * Go to ‘[Pay for training’.](#_Pay_for_training)   **Important:** Your training request will not be submitted until you pay for training.  **Note:** The learning and assessment fee is charged for every “package” of up to 5 job functions selected in your application. For example, if you requested 3 job functions in your application, you will be charged 1x learning and assessment fee, regardless of the number of job functions you have requested training in. Similarly, if you requested 6 job functions in your application, you will be charged 2x learning and assessment fees. | Training request window highlighting the request training button. |

## Pay for training

The following table outlines how to prepare to pay for training.

| Step | Action | Graphic |
| --- | --- | --- |
| 1. | Note the details of your training and the status of ‘Awaiting Payment’. | Authorised officer application screen highlighting the status column with awaiting payment as the status. |
| 2. | Click ‘Pay Now’. | The authorised officer application highlighting the pay now button under the actions column. |
| 3. | * Review the details of the *Service Summary*. * Click ‘Next’. | Services summary screen highlighting the next button. |
| 4. | * Select ‘No’ to the question *Do you have an Account Number*? * Click ‘Continue to Payment’. | The pre-payment arrangement screen highlighting the option of indicating if the user as an account number. |
| 5. | Enter your card details. | The payment screen in PEMS. |
| 6. | Click ‘Pay Now’. | The payment screen in PEMS highlighting the pay now button. |
| 7. | * Note the *Payment Confirmation* screen. * Click ‘Continue’. | The payment confirmation screen in PEMS. |
| 8. | * Note the changed status of your application to ‘Payment Confirmed’ under the Training & Assessment tab. * **End of procedure.**   **Notes**:   * You will receive an email receipt from the department. * A departmental Plant Export Assessor will contact you to arrange a suitable date and time for your training to be delivered. | The authorised officer application screen highlighting the status of payment confirmed under the status column. |

## Contact

* Authorised Officer Program: [PlantExportTraining@aff.gov.au](mailto:PlantExportTraining@aff.gov.au)
* Authorised Officer Hotline: 1800851305

## Related material

The following related material is available online:

* [Authorised Officer webpage](https://www.agriculture.gov.au/export/controlled-goods/plants-plant-products/ao)
* Exports Policy: *Management of third party plant exports authorised officers*
* Exports work instruction: *Applying to become an Authorised Officer using the Plant Exports Management System*
* Exports work instruction: *Requesting Authorised Officer assessment using the Plant Exports Management System*
* Exports work instruction: *Requesting an Authorised Officer Instrument of Appointment using the Plant Exports Management System*
* Exports reference: *Requesting additional job functions in the Plant Exports Management System*
* [Plant Exports Management System](https://www.agriculture.gov.au/export/controlled-goods/plants-plant-products/plant-exports-management-system-information)
* [Plant Export Operations Manual](https://www.agriculture.gov.au/biosecurity-trade/export/controlled-goods/plants-plant-products/plantexportsmanual)
* Exports reference*: Plant Exports Management System Authorised officer user guide*
* Exports reference: *Table of authorised officer job functions*
* [Fees and charges](https://www.agriculture.gov.au/fees/charging-guidelines)
* [Privacy Policy](https://www.agriculture.gov.au/about/privacy)

## Document information

The following table contains administrative metadata.

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| **Instructional material owner** | Director, Authorised Officer Program |
| **Risk rating** | Low |
| **Review period** | Due for review within 4 years of the most recent approved date. |

## Version history

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

| **Version** | **Date published** | **Date last approved** | **Review type** | **Summary of review** |
| --- | --- | --- | --- | --- |
| 1.0 | 6/07/2020 | 6/07/2020 | New Document | First publication of this work instruction. |
| 2.0 | 6/08/2020 | 6/08/2020 | Major Change | Re-title of the WI: Requesting Authorised Officer training using the Plant Export Management System |
| 3.0 | 22/04/2021 | 22/04/2021 | Major Change | Updates for the commencement of the *Export Control Act 2020* and associated Export Control (Plants and Plant Products) Rules 2021. |
| 4.0 | 28/02/2024 | 28/02/2024 | Major change | * Updated department branding and contact information. * Converted to new exports templates. |
| 5.0 | 19/04/2024 | 19/04/2024 | Major change | Updated screengrabs. |
| 6.0 | 11/10/2024 | 11/10/2024 | Major Change | Included information about the learning and assessment fee. |