



Exports work instruction

Requesting Authorised Officer assessment 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 Authorised Officer (AO) assessment using the Plant Exports Management System (PEMS).

In this document

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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](#).

Roles and responsibilities

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

Role	Responsibility
Applicant	Requesting assessment through PEMS.

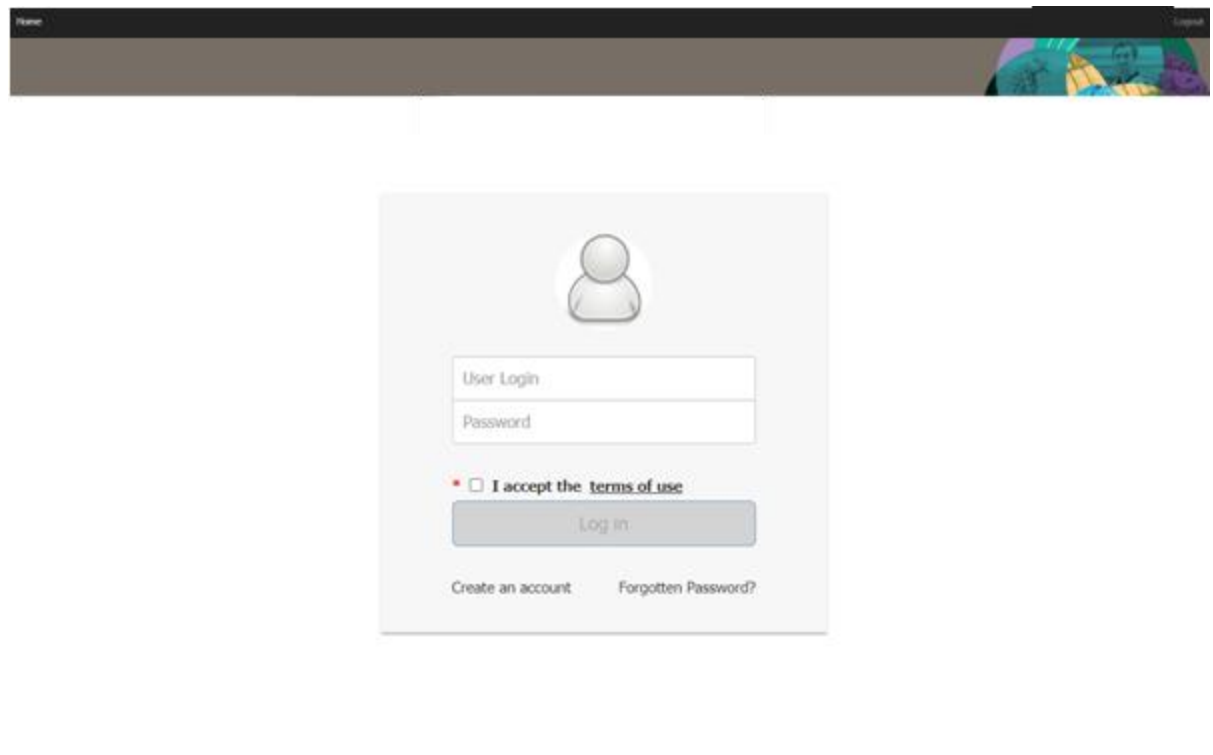
How do I request AO assessment?

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

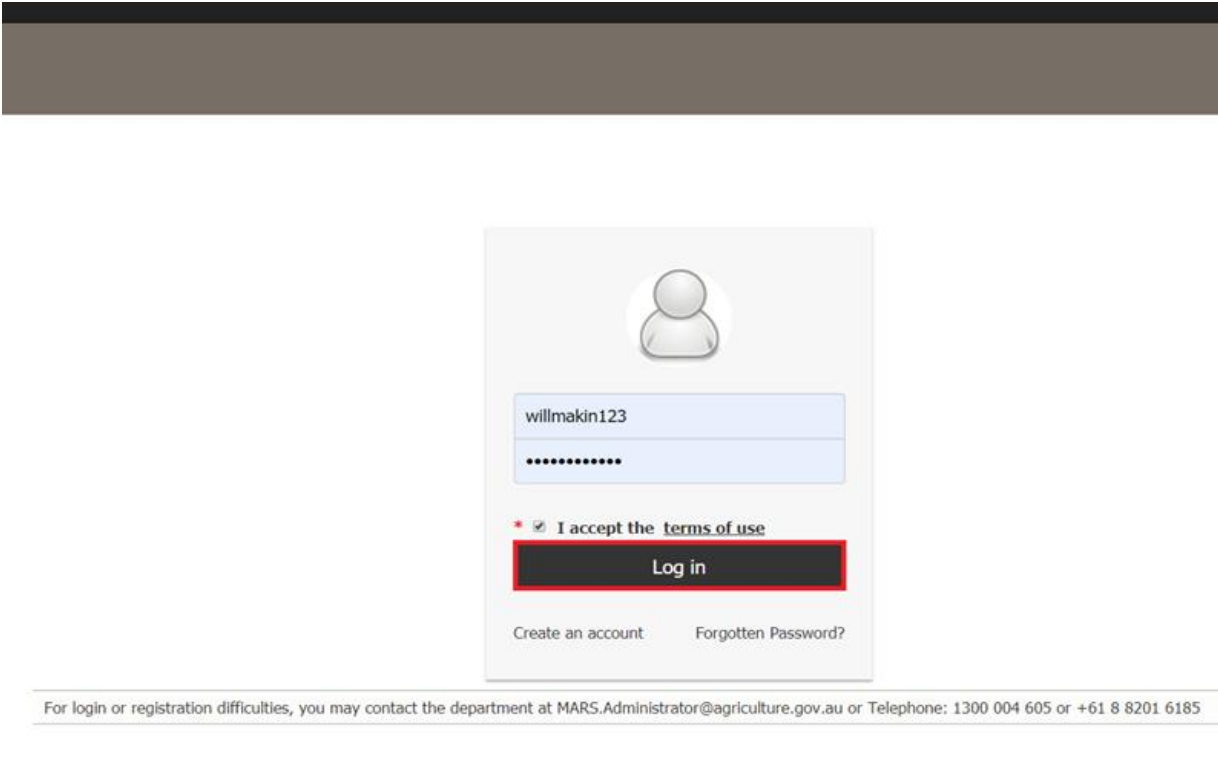
Important: Only complete the assessment request if you are ready to be assessed.

Request assessment

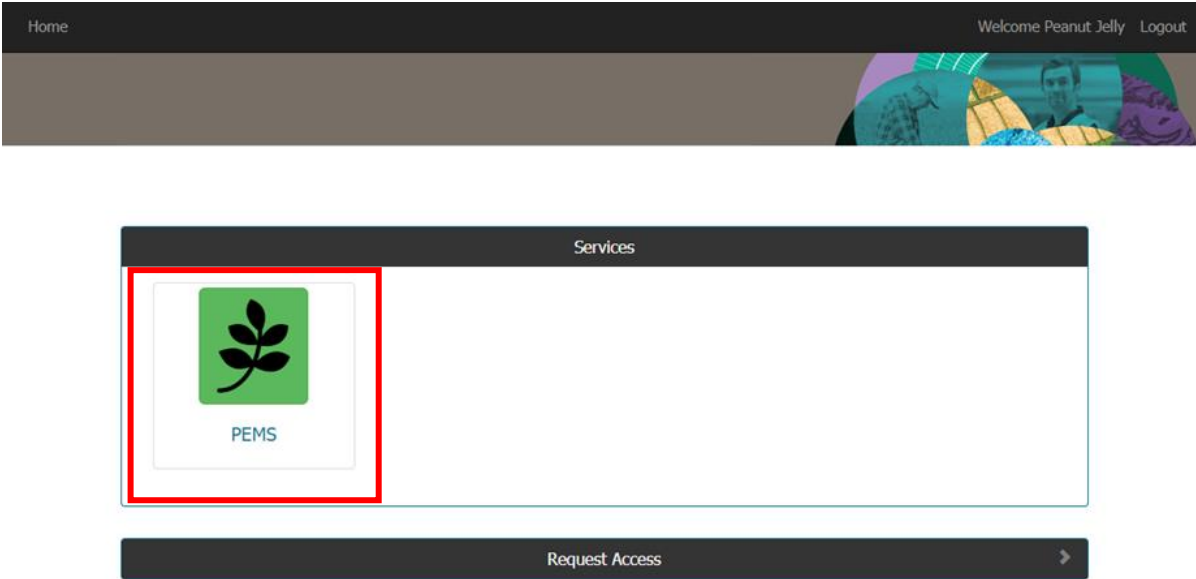
The following table outlines how to request assessment.

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

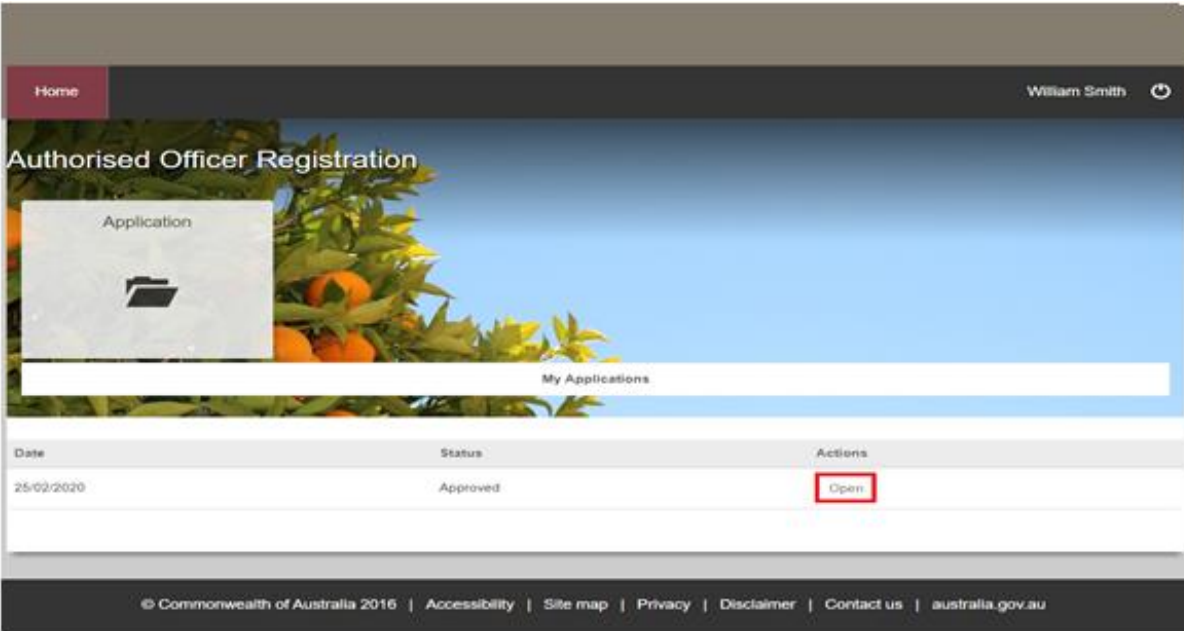
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

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'. 	 <p>The screenshot shows a login interface. At the top, there is a dark grey header bar. Below it, a light grey box contains a user profile icon, a text input field with the username 'willmakin123', and a password input field with masked characters. Below the password field is a checkbox labeled 'I accept the terms of use' which is checked. A red rectangular box highlights the 'Log in' button. At the bottom of the light grey box are two links: 'Create an account' and 'Forgotten Password?'. Below the light grey box, a thin grey line contains the text: 'For login or registration difficulties, you may contact the department at MARS.Administrator@agriculture.gov.au or Telephone: 1300 004 605 or +61 8 8201 6185'.</p>

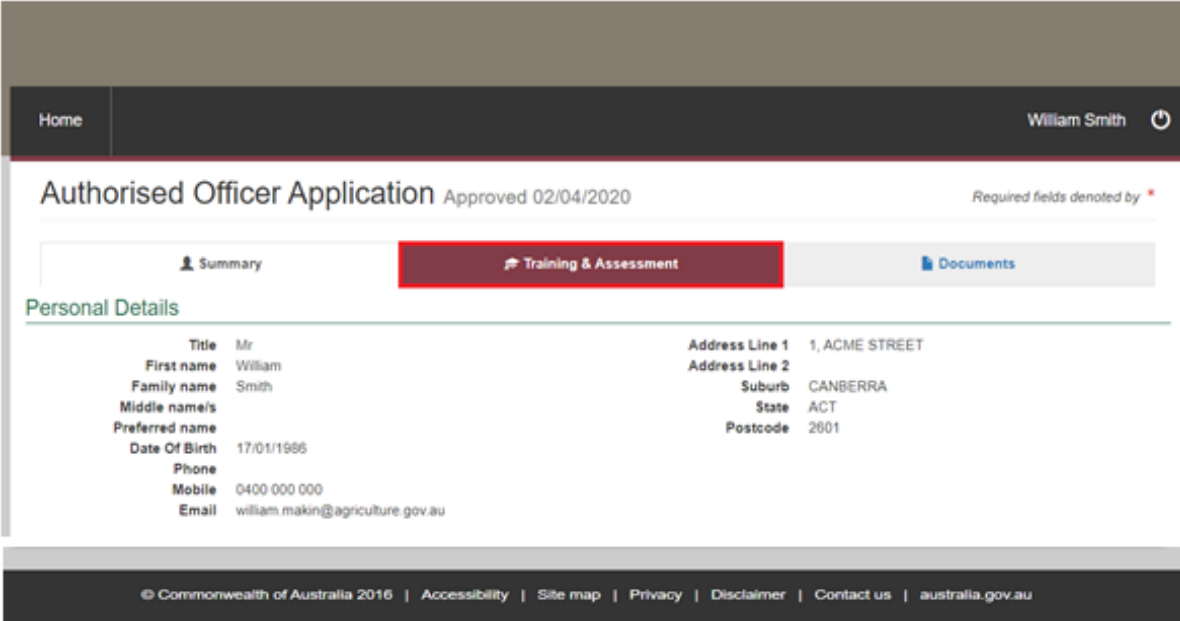
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Step	Action	Graphic
3.	<p>Click the 'PEMS' button to enter the PEMS home page.</p> <p>Note: You will not be able to complete this step until your access has been approved by the department.</p>	

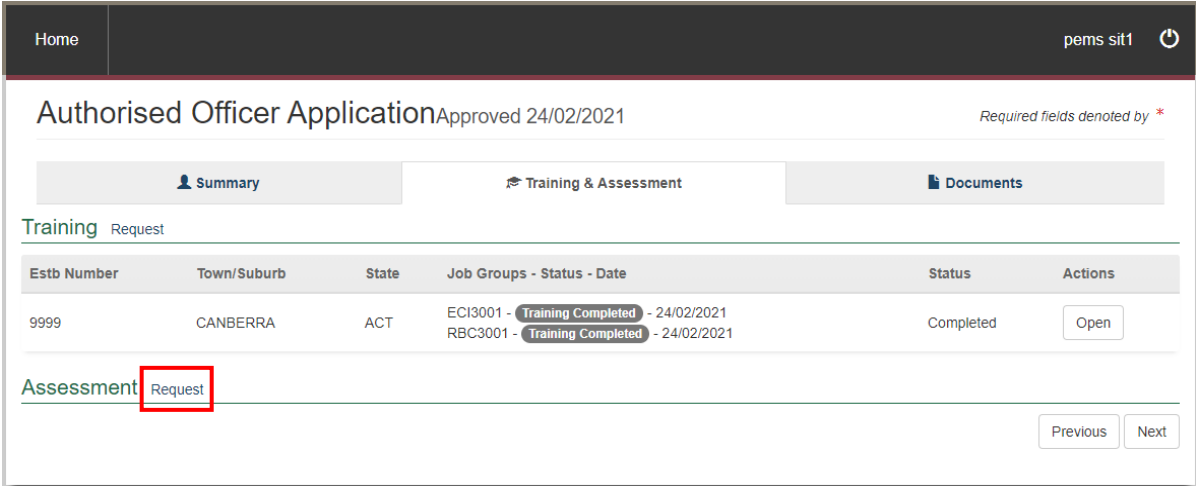
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Step	Action	Graphic						
4.	Click on 'Open'.	 <p>The screenshot displays the 'Authorised Officer Registration' web application. At the top, there is a navigation bar with 'Home' on the left and 'William Smith' on the right. The main content area features a banner with the title 'Authorised Officer Registration' and an 'Application' icon. Below the banner is a section titled 'My Applications' containing a table with the following data:</p> <table border="1"> <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> <p>The 'Open' button in the 'Actions' column of the table is highlighted with a red rectangular box. At the bottom of the page, there is a footer with copyright information and links for Accessibility, Site map, Privacy, Disclaimer, Contact us, and australia.gov.au.</p>	Date	Status	Actions	25/02/2020	Approved	Open
Date	Status	Actions						
25/02/2020	Approved	Open						

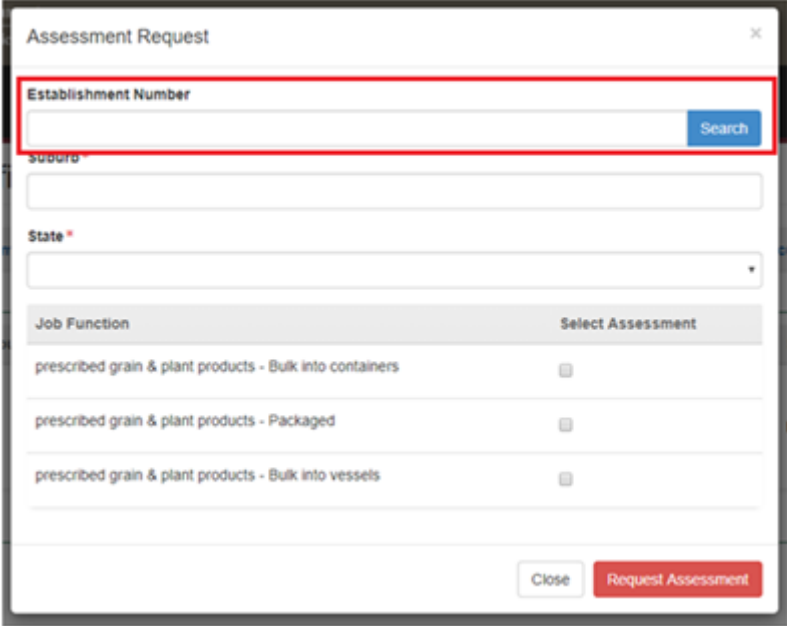
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Step	Action	Graphic
5.	Select the <i>Training & Assessment</i> tab.	

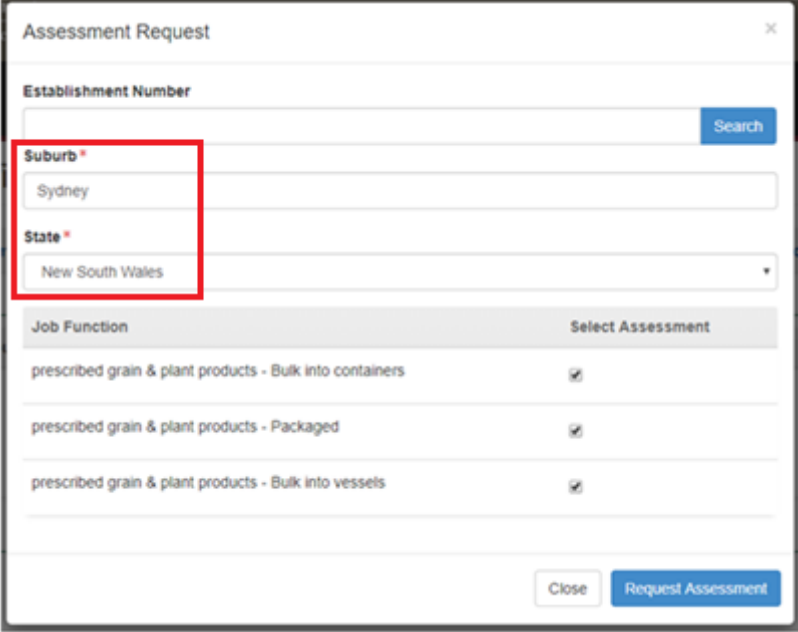
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic
6.	Click on 'Request'.	 <p>The screenshot shows a web application interface for 'Authorised Officer Application' approved on 24/02/2021. It features a navigation bar with 'Home' and 'pems sit1'. Below the title, there are three tabs: 'Summary', 'Training & Assessment', and 'Documents'. The 'Training & Assessment' tab is active, showing a 'Training Request' section with a table of job groups. The table has columns for 'Estb Number', 'Town/Suburb', 'State', 'Job Groups - Status - Date', 'Status', and 'Actions'. Two rows are visible, both with 'Training Completed' status and a date of 24/02/2021. Below the table is an 'Assessment Request' section, where the 'Request' link is highlighted with a red box. At the bottom right, there are 'Previous' and 'Next' buttons.</p>

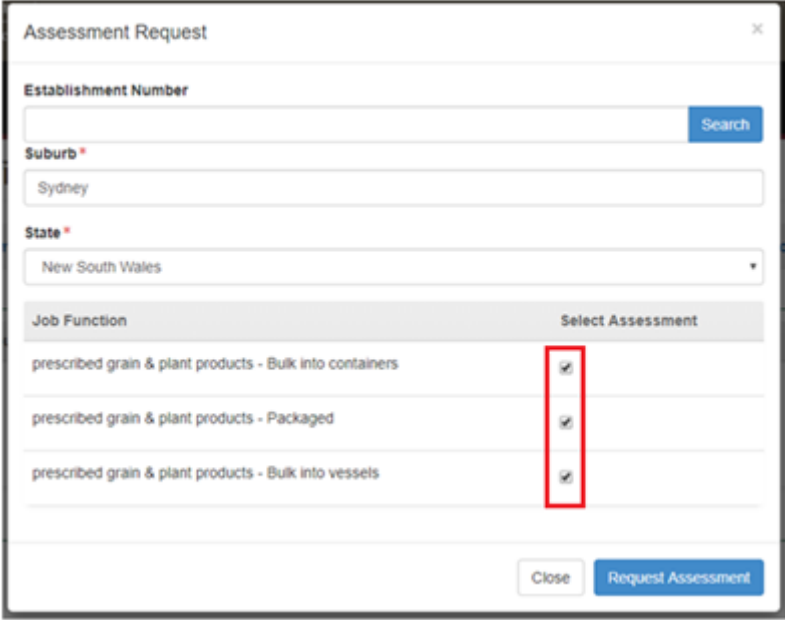
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Step	Action	Graphic						
7.	<p>Do you have an Establishment Number?</p> <table border="1" data-bbox="300 316 853 667"> <thead> <tr> <th data-bbox="300 316 465 375">If...</th> <th data-bbox="465 316 853 375">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="300 375 465 603">yes</td> <td data-bbox="465 375 853 603"> <ul style="list-style-type: none"> enter the number click 'Search' note the information that pre-populates continue to Step 8. </td> </tr> <tr> <td data-bbox="300 603 465 667">no</td> <td data-bbox="465 603 853 667">go to Step 10.</td> </tr> </tbody> </table>	If...	Then...	yes	<ul style="list-style-type: none"> enter the number click 'Search' note the information that pre-populates continue to Step 8. 	no	go to Step 10.	
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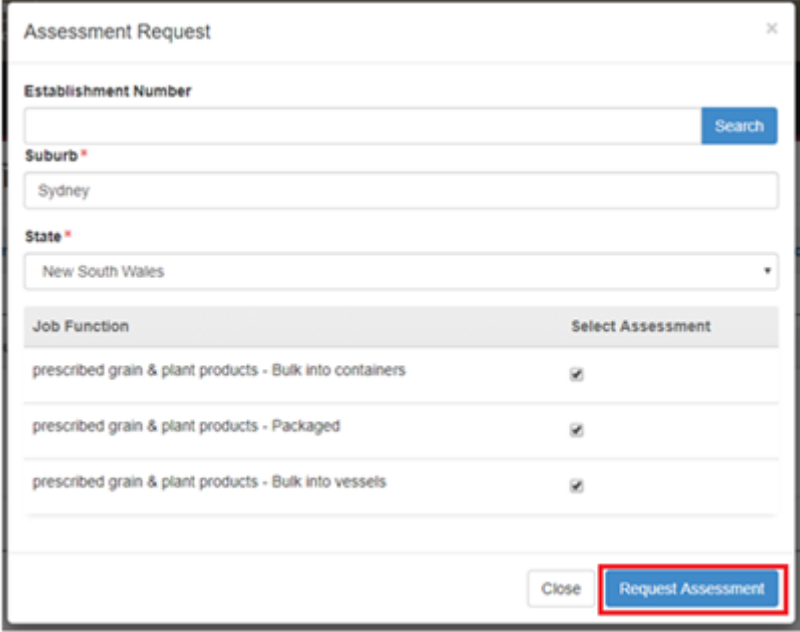
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Step	Action	Graphic
8.	Enter your suburb and state.	

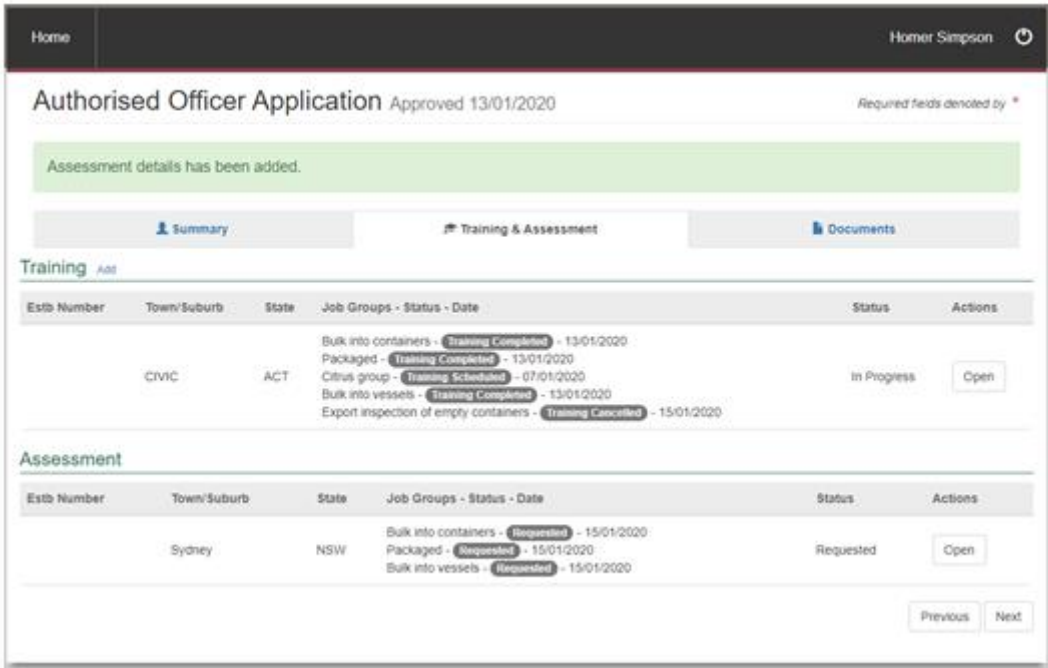
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Step	Action	Graphic
9.	Check the boxes for the assessment you want to request.	 <p>The screenshot shows a web form titled 'Assessment Request'. It contains the following fields: 'Establishment Number' with a search button; 'Suburb' with 'Sydney' entered; 'State' with 'New South Wales' selected in a dropdown. Below these is a section titled 'Job Function' with a 'Select Assessment' header. Three options 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
10.	Click 'Request Assessment'.	

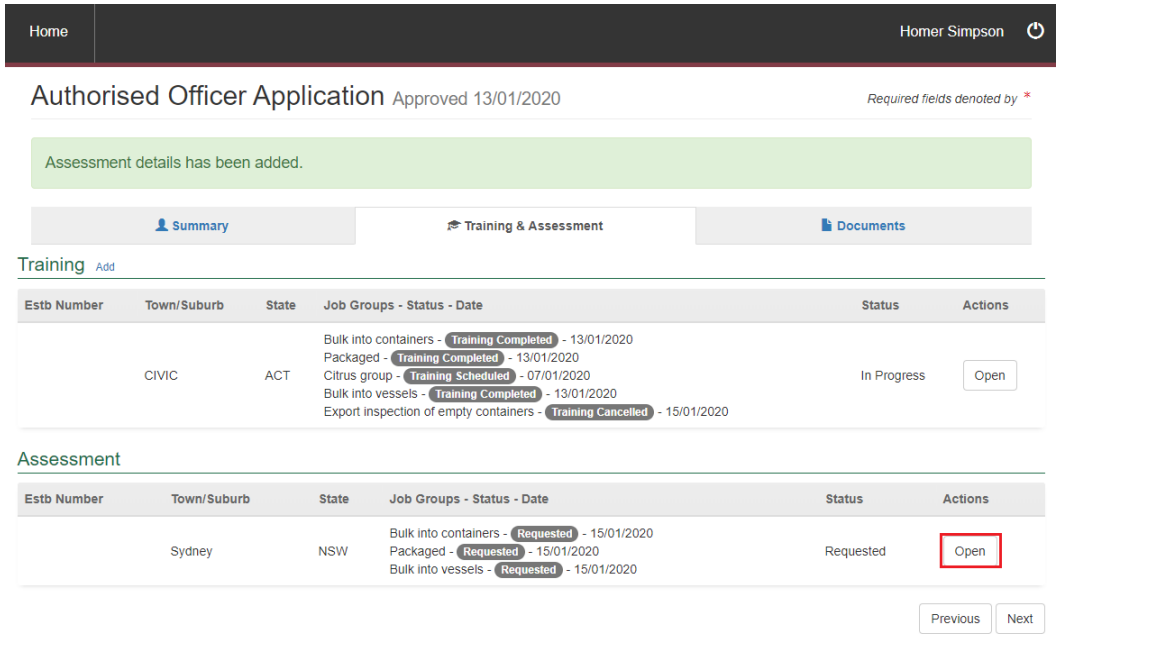
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11.	<ul style="list-style-type: none"> Note the confirmation of assessment request. Go to 'Viewing my progress' 	 <p>The screenshot displays the 'Authorized Officer Application' page for user Homer Simpson, approved on 13/01/2020. A green notification bar states 'Assessment details has been added.' Below this are three tabs: 'Summary', 'Training & Assessment', and 'Documents'. The 'Training & Assessment' tab is active, showing two sections: 'Training' and 'Assessment'.</p> <p>Training Section:</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> <tr> <td></td> <td></td> <td></td> <td></td> <td>In Progress</td> <td>Open</td> </tr> </tbody> </table> <p>Assessment Section:</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> <tr> <td></td> <td></td> <td></td> <td></td> <td>Requested</td> <td>Open</td> </tr> </tbody> </table> <p>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							In Progress	Open	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							Requested	Open
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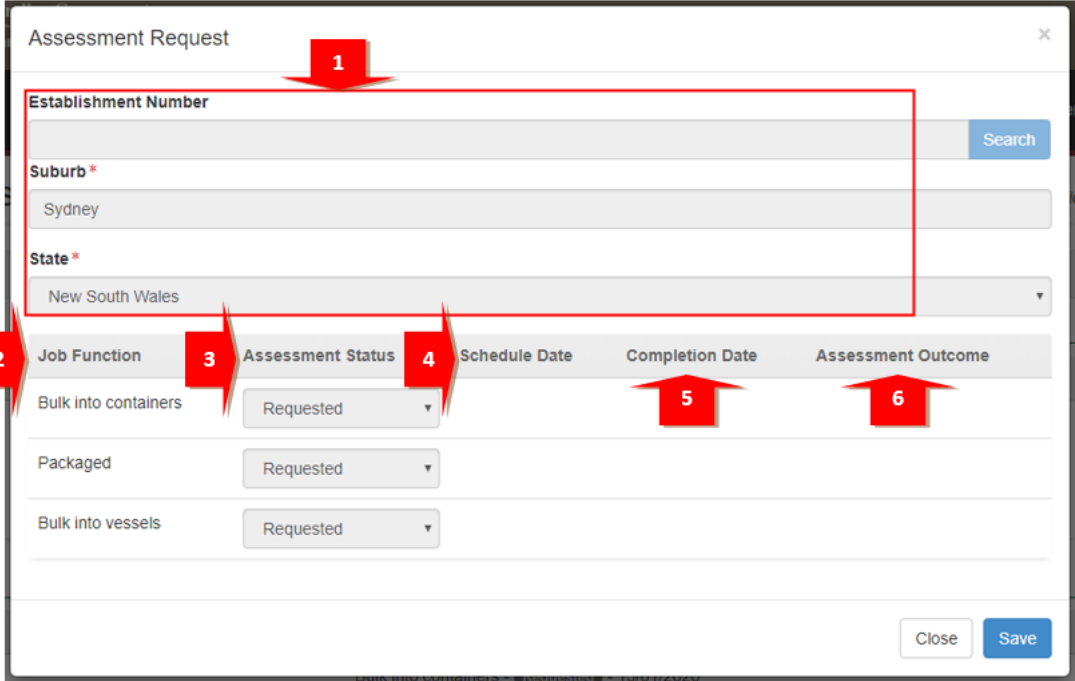
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Viewing my progress

The following table outlines how to view your progress.

Step	Action	Graphic
1.	Click 'Open'.	 <p>The screenshot shows a user interface for an 'Authorised Officer Application' approved on 13/01/2020. It features a navigation bar with 'Home' and the user name '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'. The 'Training' table lists various activities for 'CIVIC' in 'ACT' with statuses like 'Training Completed', 'Training Scheduled', and 'Training Cancelled'. The 'Assessment' table lists activities for 'Sydney' in 'NSW' with a 'Requested' status. An 'Open' button is highlighted in red in the 'Assessment' table. At the bottom right, there are 'Previous' and 'Next' buttons.</p>

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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="304 660 922 1378"> <thead> <tr> <th data-bbox="304 660 490 794">If your assessment outcome is...</th> <th data-bbox="490 660 922 794">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="304 794 490 928">blank</td> <td data-bbox="490 794 922 928"> <ul style="list-style-type: none"> • you have not yet been assessed • no further action. </td> </tr> <tr> <td data-bbox="304 928 490 1098">competent</td> <td data-bbox="490 928 922 1098"> <p>refer to Exports work Instruction: Requesting an Instrument of Appointment using the Plant Export Management System.</p> </td> </tr> <tr> <td data-bbox="304 1098 490 1378">not yet competent (Level 1)</td> <td data-bbox="490 1098 922 1378"> <ul style="list-style-type: none"> • you will require re-training before you can be re-assessed • refer to Exports 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	<p>refer to Exports work Instruction: Requesting an Instrument of Appointment using the Plant Export Management System.</p>	not yet competent (Level 1)	<ul style="list-style-type: none"> • you will require re-training before you can be re-assessed • refer to Exports work Instruction: Requesting for Authorised Officer training using the Plant Export Management System 	 <p>The screenshot shows the 'Assessment Request' window with the following fields and callouts:</p> <ul style="list-style-type: none"> 1: Establishment Number (text input field) 2: Job Function (text input field) 3: Assessment Status (dropdown menu) 4: Schedule Date (text input field) 5: Completion Date (text input field) 6: Assessment Outcome (text input field) <p>Other visible fields include Suburb (Sydney) and State (New South Wales). The window also features a Search button, a Close button, and a Save button.</p>
If your assessment outcome is...	Then...									
blank	<ul style="list-style-type: none"> • you have not yet been assessed • no further action. 									
competent	<p>refer to Exports work Instruction: Requesting an Instrument of Appointment using the Plant Export Management System.</p>									
not yet competent (Level 1)	<ul style="list-style-type: none"> • you will require re-training before you can be re-assessed • refer to Exports 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 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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Contact

- Authorised Officer Program: PlantExportTraining@aff.gov.au
- Authorised Officer Hotline: 1800851305

Related material

The following related material is available online:

- [Authorised Officer webpage](#)
 - 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 training 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](#)
- [Plant Export Operations Manual](#)
 - Exports reference: *Plant Exports Management System Authorised officer user guide*
 - Exports reference: *Table of authorised officer job functions*
- [Fees and charges](#)
- [Privacy Policy](#)

Document information

The following table contains administrative metadata.

Instructional Material Library document ID	IMLS-12-4282
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	Minor 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 <i>Export Control Act 2020</i> and associated Export Control (Plants and Plant Products) Rules 2021.
4	6/05/2024	6/05/2024	Minor change	Updated department logo, IM template and screengrabs.

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