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Exports work instruction

# Applying to become an Authorised Officer 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 for applying to become a third party Authorised Officer (AO) 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 applying to become an AO.

| Role | Responsibility |
| --- | --- |
| Applicant | * Applying to become an AO through PEMS. * Attaching all the required documentation to their application. * Paying all applicable fees and charges. |

## Register for the department’s online services

The following table outlines how to register for the department’s online services.

| Step | Action | Graphic |
| --- | --- | --- |
| 1. | * Go to <https://online.agriculture.gov.au/selfservice>   **Note**: The login page will display.   * Select ‘Create an account’. | User login in page from PEMS showing the create an account button. |
| 2. | * Enter your details. * Read the terms of use. * Check the ‘I accept the terms of use’ box. * Click ‘Register’. | User registration screen from PEMS showing all fields for completion to register a PEMS account. |
| 3. | * Note the confirmation of your registration. * Click the ‘Close’ button. * Go to ‘[Log in to online services](#_Log_in_to)’. | User registration screen showing a message stating the user account has been created successfully. |

## Log in to online services

The following table outlines how to log in to online services and apply for PEMS access.

| Step | Action | Graphic |
| --- | --- | --- |
| 1. | Go to: <https://online.agriculture.gov.au/selfservice>  **Note**: The login page will display. | PEMs log in screen. |
| 2. | * Enter your User Login and Password.   **Note:** This information will have been sent to you via email following registration.   * Check the ‘I accept the terms of use’ box. * Click ‘Log in’. | PEMS log in screen. |
| 3. | Click ‘Register as a PEMS External User’. | PEMS screen showing the option for registering as a PEMS external user. |
| 4. | * Enter your details. * Select the ‘Authorized Officer’ PEMS role. * Click ‘Submit’. | PEMS external user registration screen showing the option for selecting a new request for authorised officer. |
| 5. | * Note the confirmation of your application. * Within 10 business days, you will receive an email regarding your registration request. If you do not receive an email within 10 business days, please email the [Authorised Officer Program](#_Contact_information). | PEMS screen showing that registration request has been submitted successfully. |

## Complete your application

### Review and complete personal details

The following table outlines how to review and complete personal details for an AO application.

| Step | Action | Graphic |
| --- | --- | --- |
| 1. | * Once you have received an email saying that your request has been approved go to: <https://online.agriculture.gov.au/selfservice>   **Note**: The login page will display.   * Enter your User Login and Password. * Check the ‘I accept the terms of use’ box. * Click ‘Log in’. | PEMS log in screen. | |
| 2. | * Click the ‘PEMS’ icon to enter PEMS. * Click the ‘Application’ icon to be taken to your application. | PEMS screen showing the application icon. | |
| 3. | * Read the application requirements and check the mandatory boxes * Click ‘Create’. | PEMS screen showing the start application window. | |
| 4. | * Review your details * Click ‘Change’. | Authorised officer application screen showing the change button. | |
| 5. | * Update your details. * Click ‘Save’. | Personal details screen in PEMS. | |
| 6. | * Note the confirmation that ‘Your personal details have been updated’. * Add Disclosure details by clicking ‘Add’. | Screen showing a message stating personal details have been updated. | |
| 7. | Do you have any pending criminal charges?   | If… | Then… | | --- | --- | | yes | * click the ‘Yes’ button * **continue to Step 8.** | | no | * click the ‘No’ button * **go to Step 9.** |   **Note:** A pending charge will not automatically exclude you from being appointed as an AO. Nonetheless, the department may be concerned that a particular charge reflects on your fitness to perform the services required or may affect the integrity and reputation of the department. | Screen showing disclosure questions. | |
| 8. | Add details of your pending criminal charges. | Screen showing the text field to record any pending criminal charge details. | |
| 9. | Do you have any conflicts of interest?   | If… | Then… | | --- | --- | | yes | * click the ‘Yes’ button * **continue to Step 10.** | | no | * click the ‘No’ button * click ‘Save’ * **go to Step 11.** | | Screen showing disclosure questions. | |
| 10. | * Select one or more items from the conflict-of-interest list. * Add details of how you will manage your conflict of interest/s. * Click ‘Save’. | Screen showing questions regarding conflict of interest and text field to record how conflicts will be managed. | |
| 11. | * Note the confirmation that ‘Disclosure details has been added’. * Review your details. * Click ‘Next’. * Go to ‘[Employment](#_Employment)’. | Authorised officer application screen. | |

### Employment

The following table outlines how to review and complete the employment tab for an AO application.

| Step | Action | Graphic |
| --- | --- | --- |
| 1. | Click ‘Add’. | Authorised officer application showing the add button for employment details. |
| 2. | Are you employed by a Registered Establishment?   | If you… | Then… | | --- | --- | | are | * click the ‘Yes’ button * **go to Step 4.** | | are not | * click the ‘No’ button * **continue to Step 3.** | | Employment details screen. |
| 3. | Do you intend to become an independent third party AO?  **Important:** If you are not currently employed by a Registered Establishment, you must register as an independent third party AO; noting that this can be updated at any time.   | If… | Then… | | --- | --- | | yes | * click the ‘Yes’ button * enter your Town/ Suburb * enter your postcode * **go to Step 5.** | | no | * click the ‘No’ button   **Note:** The answer to ‘Are you employed by a Registered Establishment?’ will default to ‘Yes’ and you will be prompted to enter the details of the Registered Establishment   * **continue to Step 4.** | | Employment details screen showing fields completed. |
| 4. | Fill in the details of the Registered Establishment.  **Note:** If you know your establishment number, enter this within the ‘Establishment Number’ box and select ‘Search’. This will automatically populate the required information into the other mandatory fields. | Employment details screen. |
| 5. | Have you previously been employed by the Department of Agriculture, Fisheries and Forestry?  **Note:** This includes current and former Commonwealth Department of Agriculture, Fisheries and Forestry names.   | If you… | Then… | | --- | --- | | have | * click the ‘Yes’ button * **continue to Step 6.** | | have not | * click ‘No’ button * click ‘Save’ * **go to Step 7.** | | Employment details screen showing the save button. |
| 6. | * Enter your position held. * Enter your separation date (if known). * Click ‘Save’. | Employment details screen highlighting the position held field. |
| 7. | * Click ‘Next’. * Go to ‘[Job Functions](#_Job_functions)’. | Authorised officer application showing the employment tab. |

### Job functions

The following table outlines how to review and choose job functions for an AO application.

| Step | Action | Graphic |
| --- | --- | --- |
| 1. | Add the job function/s you are applying for by selecting the plus ‘+’ symbol.  **Notes:**   * If you areunsureof the job function/s you need to apply for, please refer to the Exports reference: [Table of authorised officer job functions](https://www.agriculture.gov.au/export/controlled-goods/plants-plant-products/plantexportsmanual#general)*.* * A learning and assessment fee will be charged at the time you request training for every “package” of up to 5 job functions. For example, if you request 3 job functions as part of your application, you will be charged 1x learning and assessment fee. If you request 6 job functions as part of your application, you will be charged 2x learning and assessment fees. | Authorised officer application screen highlighting the plus symbols next to the job functions. |
| 2. | * Choose a job function from the options. * Click ‘Save’. | Add job function screen showing the options to tick and the save button. |
| 3. | Note the selection and fee now on the screen.   |  |  | | --- | --- | | **If you…** | **Then…** | | need to add more job functions | **return to Step 1.** | | don’t need to add more job functions | **go to Step 6.** | | need to remove a job function | **continue to Step 4.** | | Job function selection screen showing the selected job functions and the training and assessment fee summary. |
| 4. | Click on the ‘Remove’ button. | Authorised officer application page showing the remove button next to the job function attachments selected. |
| 5. | Click ‘OK’. | Confirmation window showing you wish to remove the selected job function. |
| 6. | * Click ‘Next’. * Go to ‘[Documents](#_Documents)’. | The job function selection screen highlighting the next button. |

### Documents

The following table outlines how to add supporting documents for an AO application.

| Step | Action | Graphic |
| --- | --- | --- |
| 1. | Add the document by selecting the plus ‘+’ symbol. | The authorised officer application showing the plus button next to the document names. |
| 2. | * Attach the document. * Select which document type it is. * Add any comments as needed. * Click ‘Save’. | Attachment window highlighting the sections to choose a file, tick the document type and the comments field. |
| 3. | Note the attached document.   |  |  | | --- | --- | | **If you…** | **Then…** | | need to attach more documents  **Important:** 100 points of ID are required—at least one primary, and one containing a photograph. You do not need to add more than 100 points of ID. | **return to Step 1.** | | don’t need to attach more documents | **continue to Step 4.** | | Authorised officer application screen showing the attached documents. |
| 4. | * Add national police check. * Check ‘National Police Check’ box. * Add comments as needed. * Click ‘Save’.   **Note:** A criminal conviction will not automatically exclude you from being appointed as an AO. Nonetheless, the department may be concerned that a particular conviction reflects on your fitness to perform the services required or may affect the integrity and reputation of the department. | Attachment window highlighting the sections to choose a file, tick the document type and the comments field. |
| 5. | * Click ‘Next’. * Go to ‘[Payment](#_Payment)’. | The authorised officer application screen highlighting the next button. |

### Payment

The following table outlines how to make payment for an AO application.

| Step | Action | Graphic |
| --- | --- | --- |
| 1. | Click on the ‘Make Payment’ link. | Authorised officer application page highlighting the payment tab and the make payment button. |
| 2. | * Read the declaration. * Check the box ‘I have read and understood the above terms and conditions’. * Click ‘Accept Declaration’. | Declaration window in PEMS. |
| 3. | When ready to pay, click the ‘Pay Now’ button. | Authorised officer application payment screen highlighting the pay now button. |
| 4. | Review and verify the information for the online payment.   |  |  | | --- | --- | | If it is… | Then… | | correct | **go to Step 6.** | | incorrect | * click ‘Cancel’ * **continue to Step 5.** | | The PEMS service summary screen. |
| 5. | * Confirm cancelation by clicking ‘OK’. * **Go back to ‘**[**Job Functions**](#_Job_functions)**’** to make changes to the job functions selected. | The confirmation window on the payment screen. |
| 6. | Click ‘Next’. | The PEMS service summary screen highlighting the next button. |
| 7. | * Select ‘No’ to the question *Do you have an Account Number*? * Click ‘Continue to Payment’. | PEMS service summary screen showing the option for indicating if the user has an account. |
| 8. | * Enter your credit/debit card details * Click ‘Pay Now’. | Payment screen within PEMS. |
| 9. | * Note your payment confirmation. * Click 'Continue’.   **Important:** Your application has **not** yet been submitted, you must continue to the next step. | Payment confirmation screen. |
| 10. | * Select ‘Actions’ * Click ‘Submit’ |  |
| 11. | Review the text in the pop-up box.   |  |  | | --- | --- | | **If you…** | **Then…** | | want to add more job functions | * click the ‘Cancel’ button * **go back to** ‘[**Job Functions**](#_Job_functions)’. | | don’t want to add more job functions | * click the ‘OK’ button * **continue to Step 12.** | | Confirmation screen to submit application. |
| 12. | * Note your submitted application. * **End of procedure.**   **Note:** You will now receive an email stating that your application has been received. | Payment confirmation screen. |

## Contact information

* 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: *Requesting Authorised Officer training 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*
* [Authorised Officer declaration of boarding experience.](https://www.agriculture.gov.au/biosecurity-trade/export/controlled-goods/plants-plant-products/ao/job-functions/export-inspection-empty-bulk-vessels#prerequisites)
* [Fees and charges](https://www.agriculture.gov.au/fees/charging-guidelines)
* [Privacy Policy](https://www.agriculture.gov.au/about/privacy)

* [Australian Federal Police](https://www.acic.gov.au/our-services/national-police-checks) webpage (police checks)

## Document information

The following table contains administrative metadata.

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| --- | --- |
| **Instructional Material Library document ID** | IMLS-9-7543 |
| **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 | 06/07/2020 | 06/07/2020 | 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 *Export Control Act 2020* and associated Export Control (Plants and Plant Products) Rules 2021. |
| 4.0 | 31/10/2022 | 31/10/2022 | Minor change | Minor updates to reflect updates to fees and charges and PEMS. |
| 5.0 | 28/02/2024 | 28/02/2024 | Minor change | Minor updates to reflect changes to department name and contact details. |
| 6.0 | 19/04/2024 | 19/04/2024 | Major change | Major updates to screengrabs. |
| 7.0 | 11/10/2024 | 11/10/2024 | Major change | Included information about the learning and assessment fee. |