



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](#).

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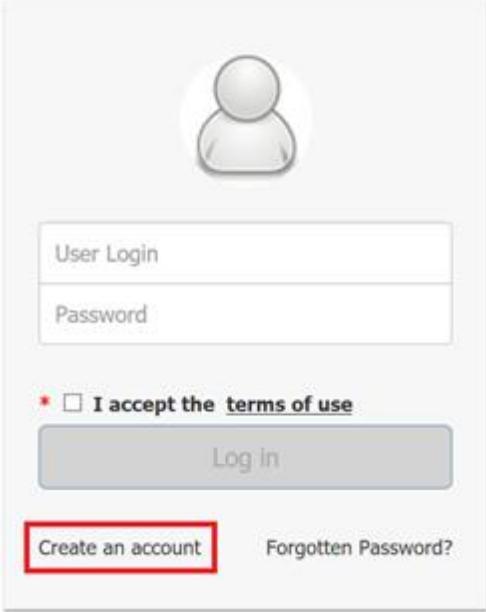
Roles and responsibilities

The following table outlines the roles and responsibilities undertaken when applying to become an AO.

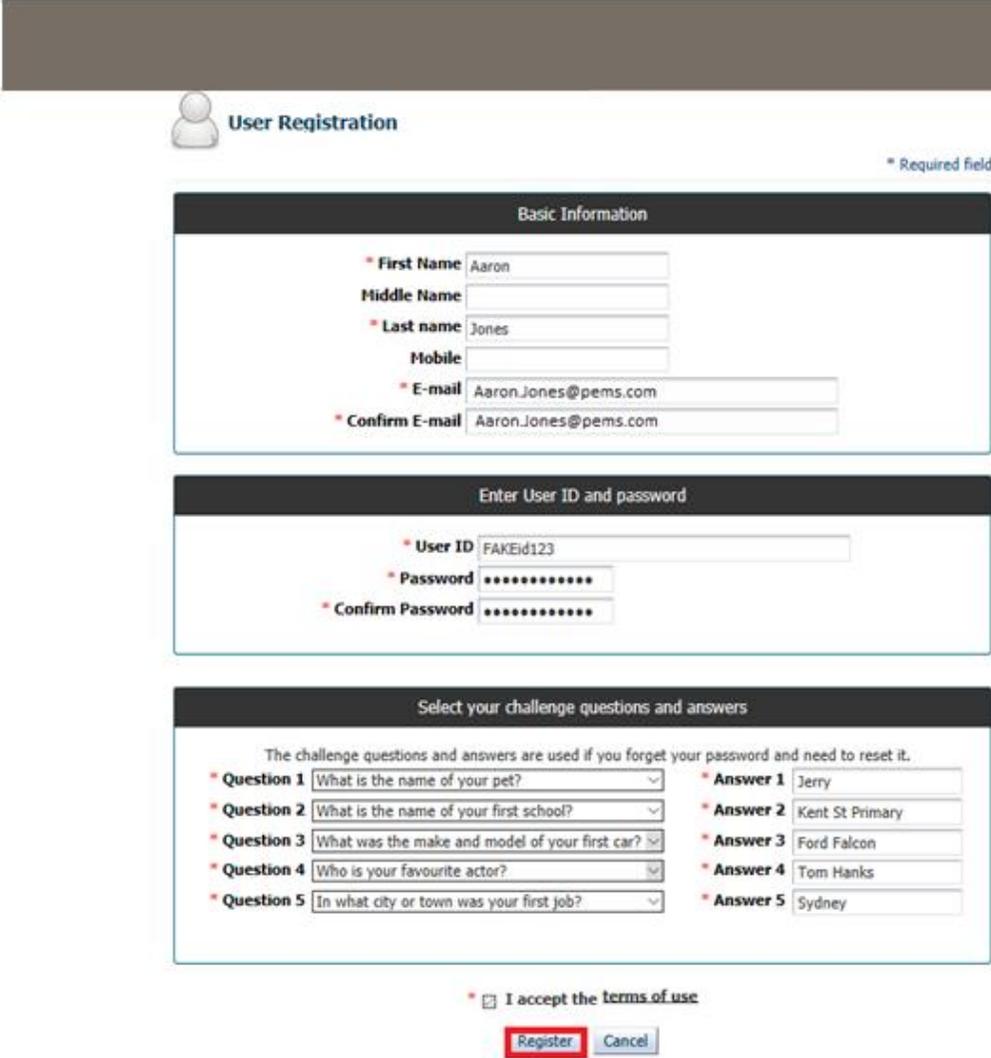
Role	Responsibility
Applicant	<ul style="list-style-type: none">• Applying to become an AO through PEMS.• Attaching all the required documentation to their application.• Paying all applicable fees and charges.

Register for the department’s online services

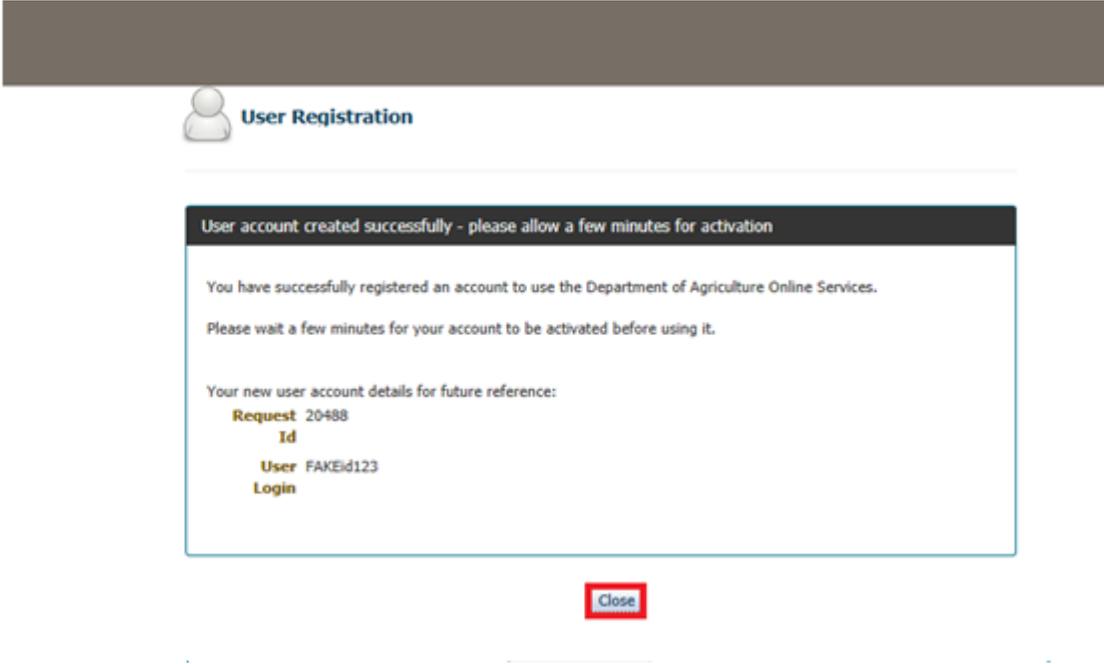
The following table outlines how to register for the department’s online services.

Step	Action	Graphic
1.	<ul style="list-style-type: none"> Go to https://online.agriculture.gov.au/selfservice Note: The login page will display. Select ‘Create an account’. 	

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Step	Action	Graphic
2.	<ul style="list-style-type: none"> • Enter your details. • Read the terms of use. • Check the 'I accept the terms of use' box. • Click 'Register'. 	 <p>The screenshot displays a 'User Registration' form with three main sections:</p> <ul style="list-style-type: none"> Basic Information: Includes fields for First Name (Aaron), Middle Name, Last name (Jones), Mobile, E-mail (Aaron.Jones@pems.com), and Confirm E-mail (Aaron.Jones@pems.com). Enter User ID and password: Includes fields for User ID (FAKEid123), Password, and Confirm Password. Select your challenge questions and answers: A section with five questions and corresponding answer boxes. The questions are: 'What is the name of your pet?', 'What is the name of your first school?', 'What was the make and model of your first car?', 'Who is your favourite actor?', and 'In what city or town was your first job?'. The answers are: 'Jerry', 'Kent St Primary', 'Ford Falcon', 'Tom Hanks', and 'Sydney'. <p>At the bottom of the form, there is a checkbox labeled 'I accept the terms of use' and two buttons: 'Register' (highlighted with a red box) and 'Cancel'.</p>

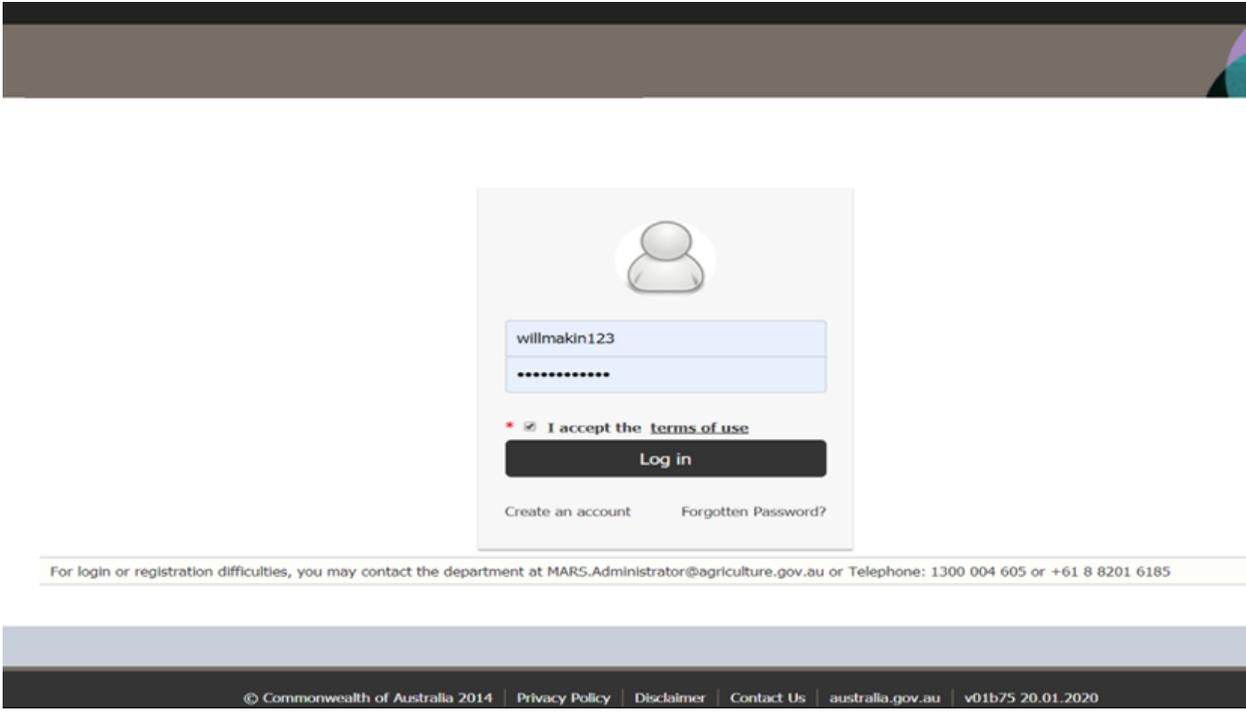
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic
3.	<ul style="list-style-type: none"> Note the confirmation of your registration. Click the 'Close' button. Go to 'Log in to online services'. 	

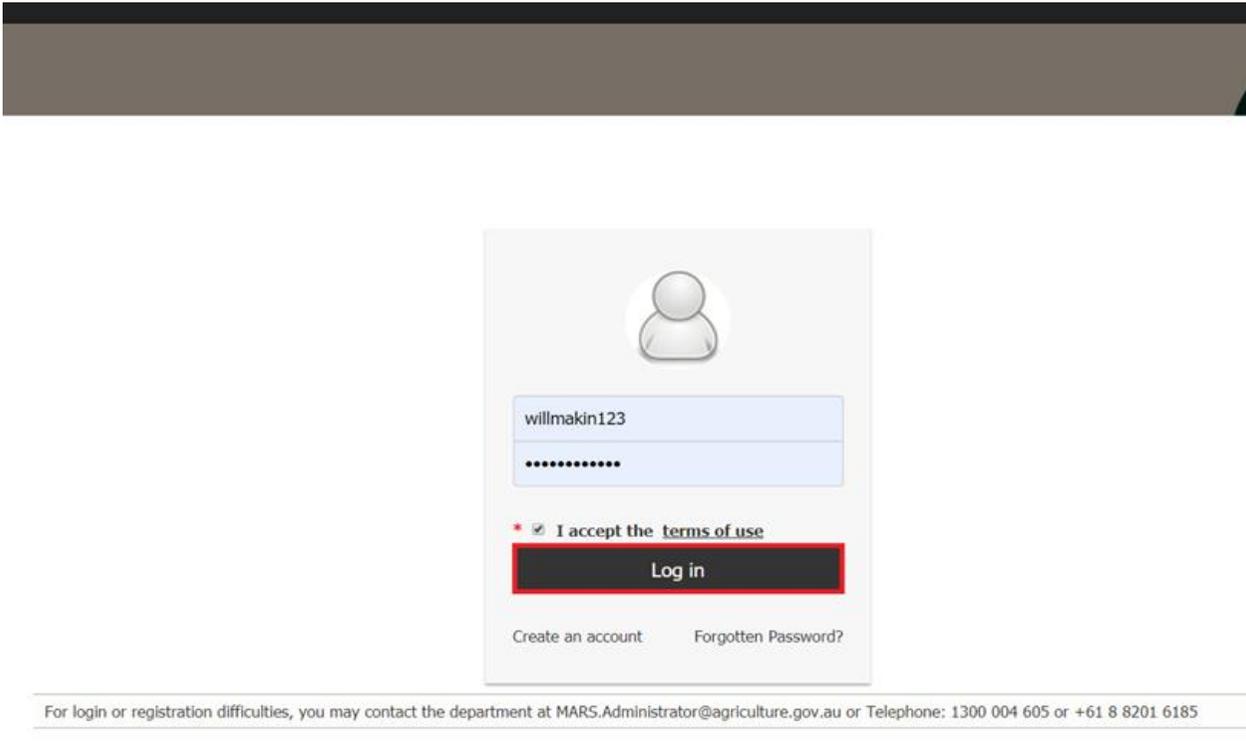
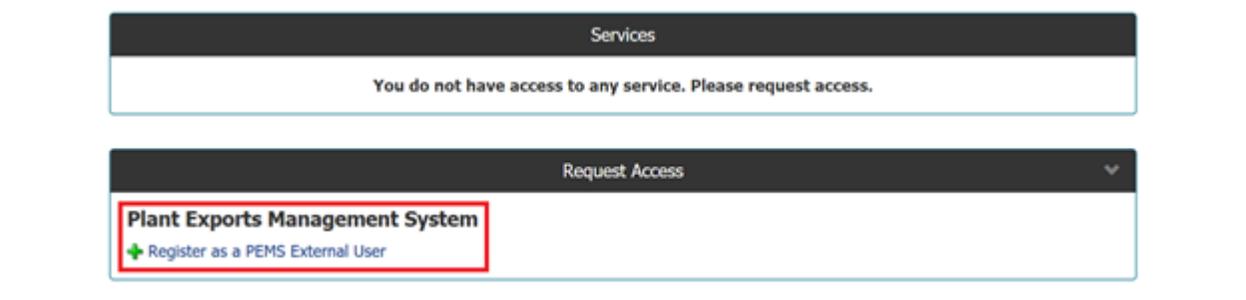
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

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.	<p>Go to: https://online.agriculture.gov.au/selfservice</p> <p>Note: The login page will display.</p>	

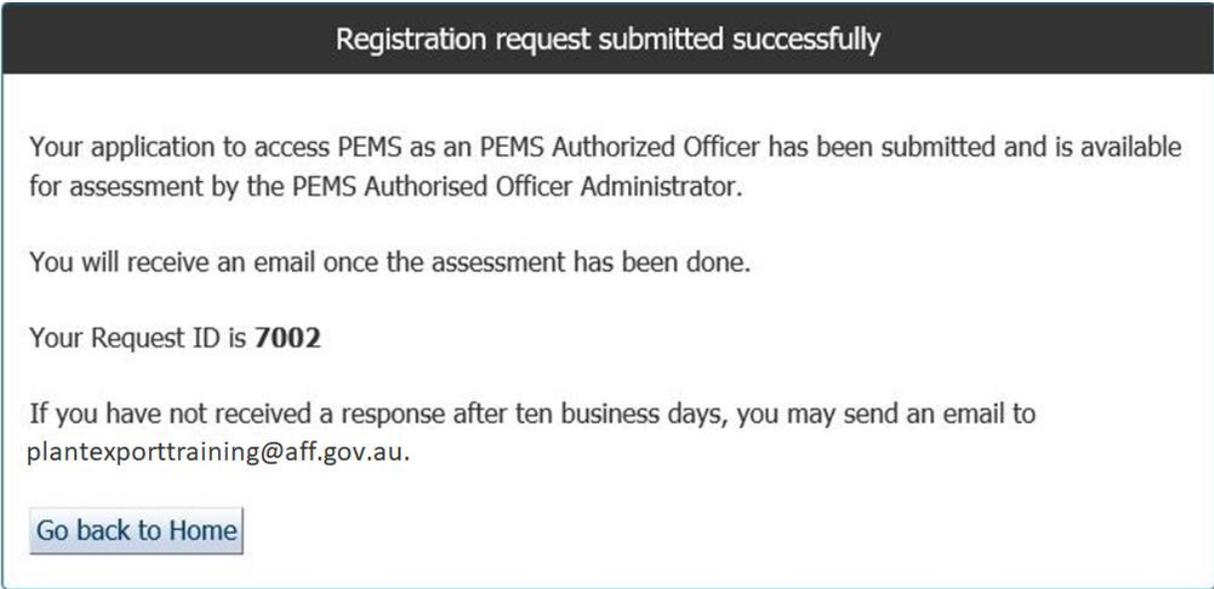
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic
2.	<ul style="list-style-type: none"> Enter your User Login and Password. Note: This information will have been sent to you via email following registration. Check the 'I accept the terms of use' box. Click 'Log in'. 	
3.	Click 'Register as a PEMS External User'.	

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Step	Action	Graphic
4.	<ul style="list-style-type: none"> • Enter your details. • Select the 'Authorized Officer' PEMS role. • Click 'Submit'. 	

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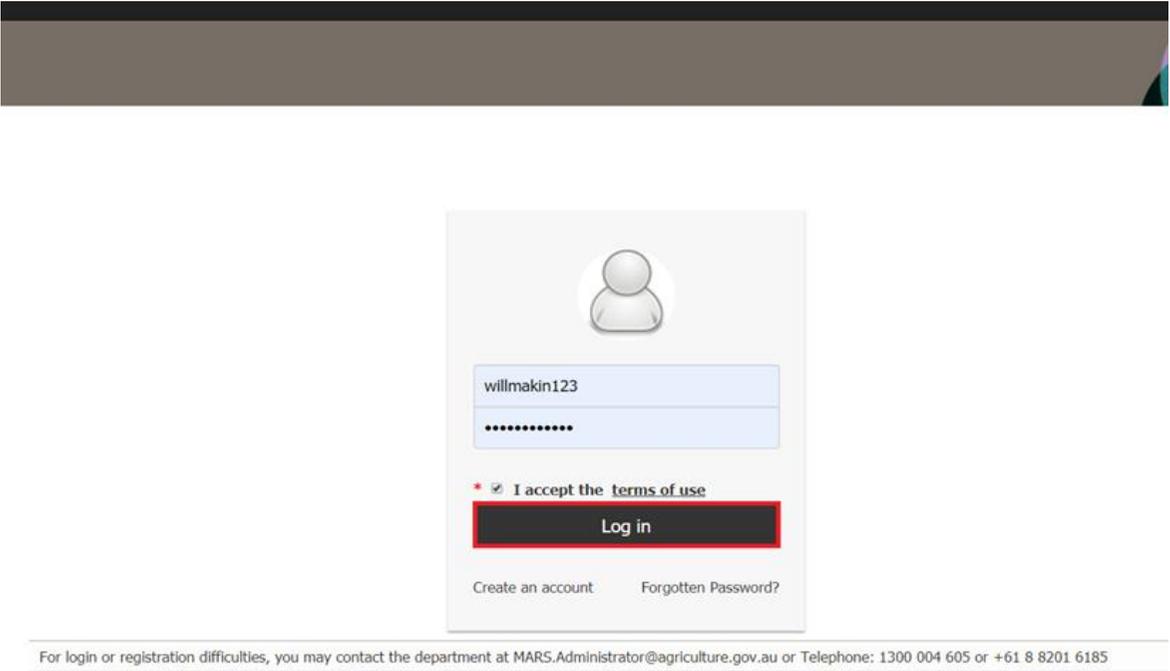
Step	Action	Graphic
5.	<ul style="list-style-type: none"> Note the confirmation of your application. Within 10 business days, you will receive an email regarding your registration request. If you do not receive an email within 10 business days, please email the Authorised Officer Program. 	 <p style="text-align: center;">Registration request submitted successfully</p> <p>Your application to access PEMS as an PEMS Authorized Officer has been submitted and is available for assessment by the PEMS Authorised Officer Administrator.</p> <p>You will receive an email once the assessment has been done.</p> <p>Your Request ID is 7002</p> <p>If you have not received a response after ten business days, you may send an email to plantexporttraining@aff.gov.au.</p> <p>Go back to Home</p>

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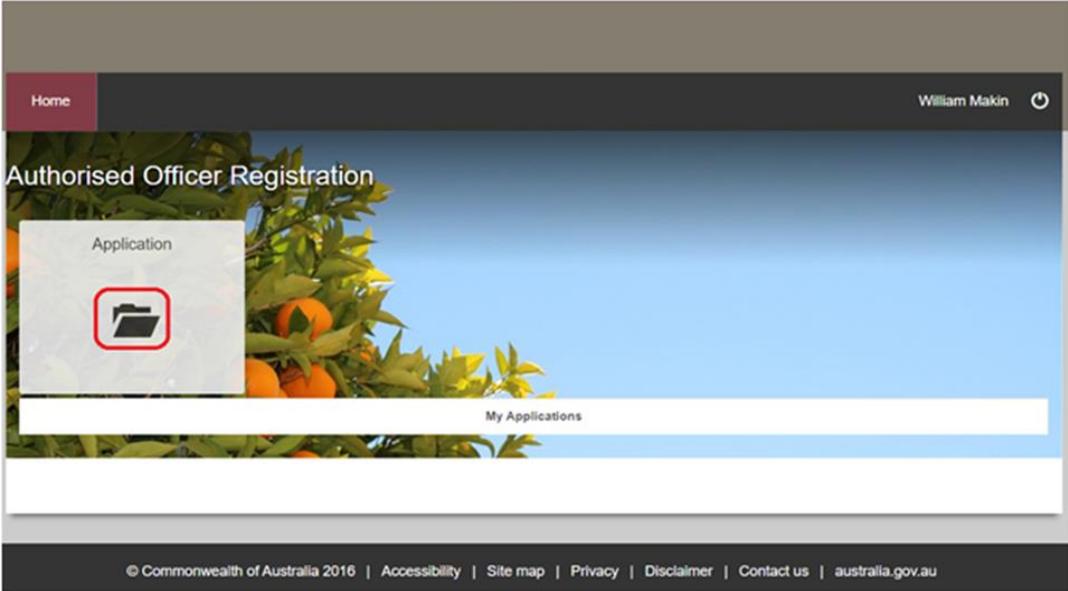
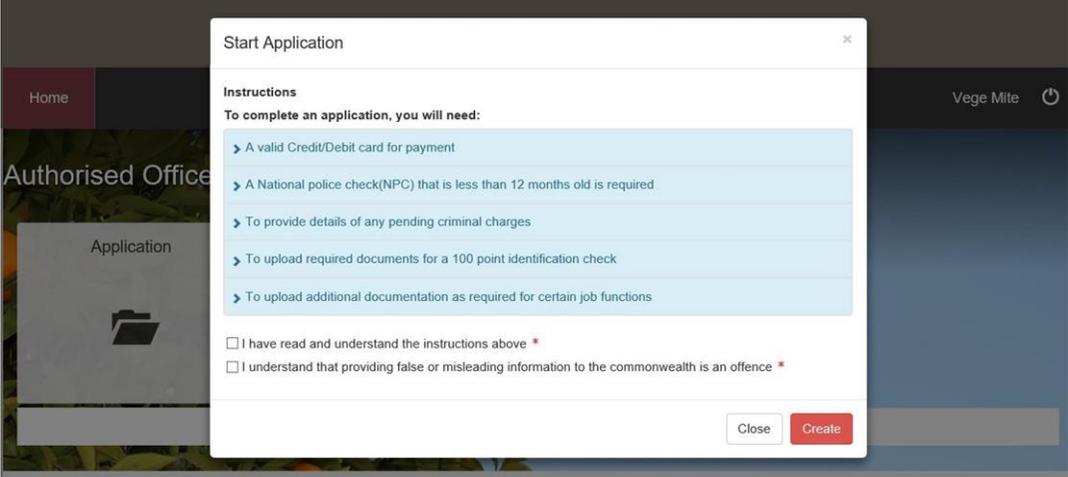
Complete your application

Review and complete personal details

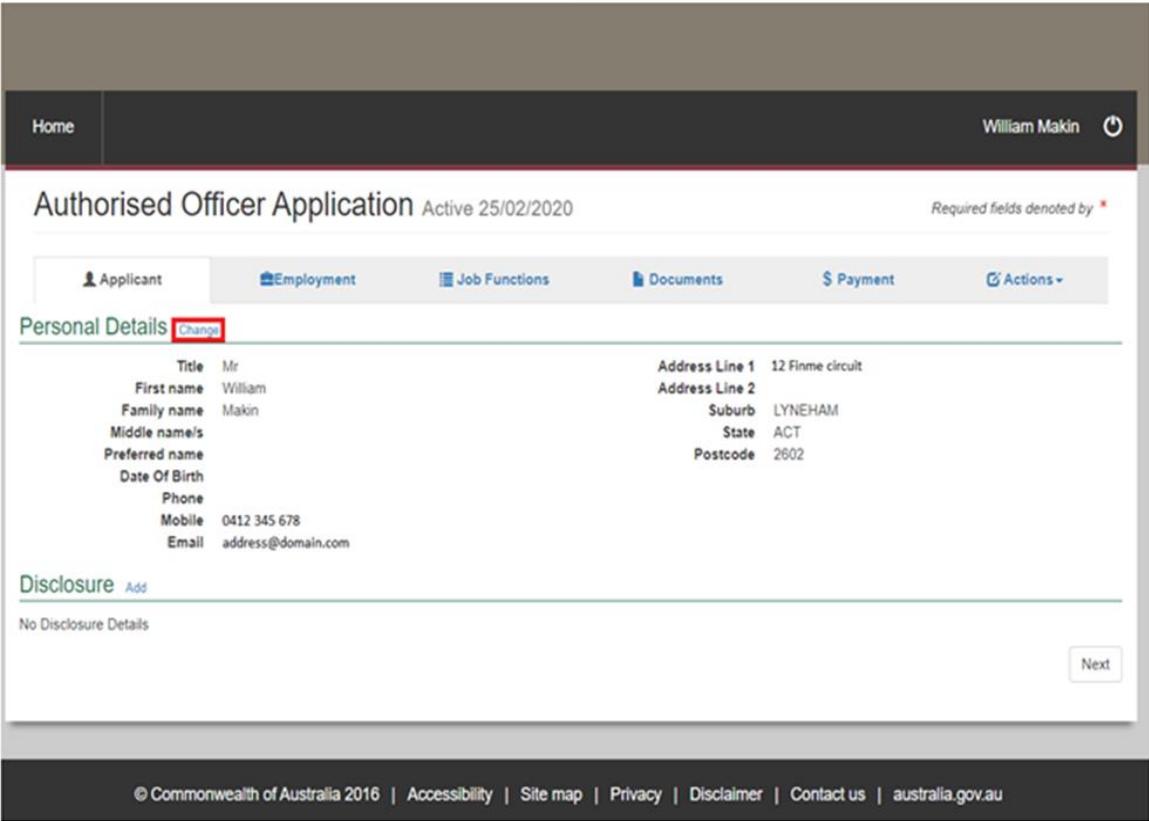
The following table outlines how to review and complete personal details for an AO application.

Step	Action	Graphic
1.	<ul style="list-style-type: none"> 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'. 	 <p>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>

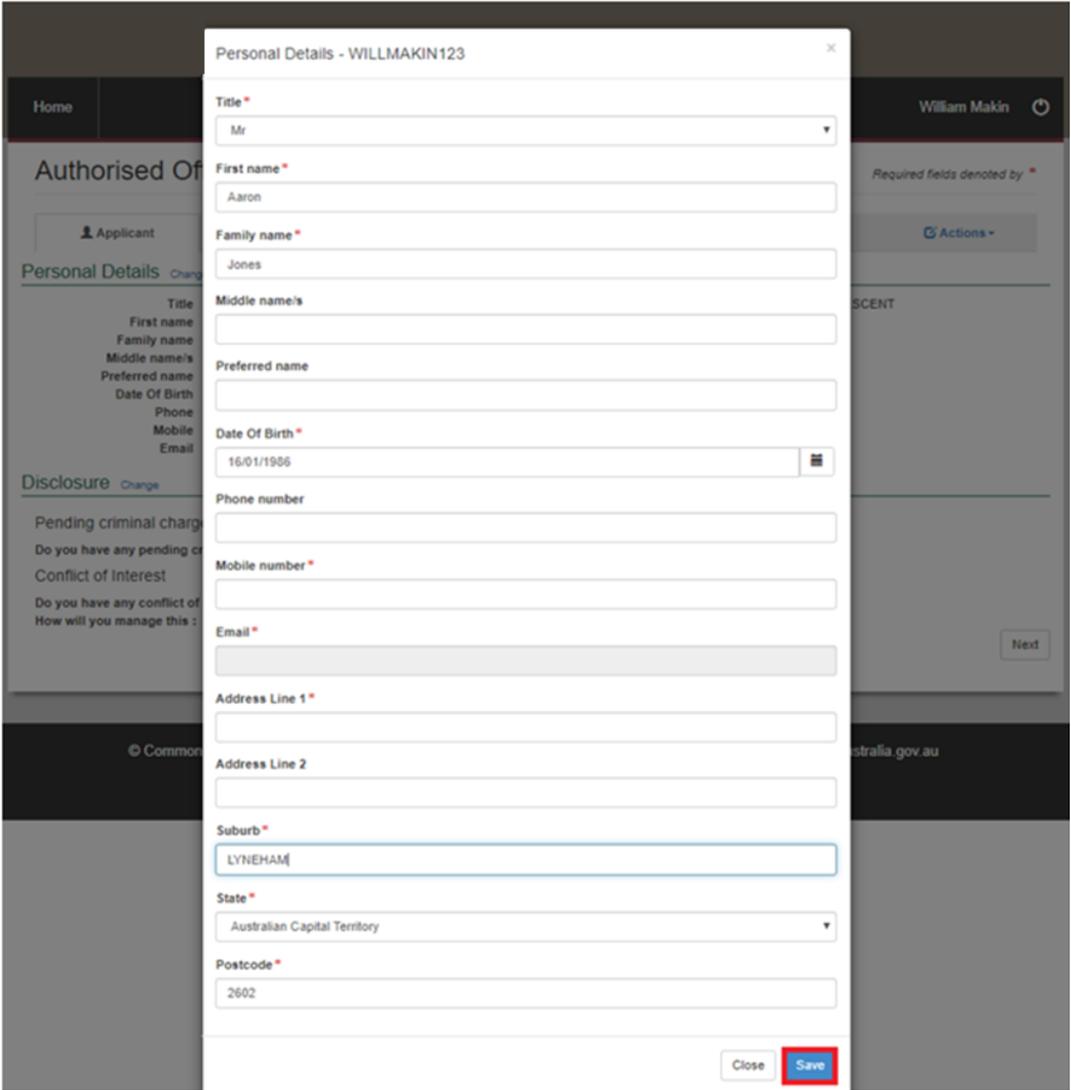
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Step	Action	Graphic
2.	<ul style="list-style-type: none"> Click the 'PEMS' icon to enter PEMS. Click the 'Application' icon to be taken to your application. 	
3.	<ul style="list-style-type: none"> Read the application requirements and check the mandatory boxes Click 'Create'. 	

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Step	Action	Graphic
4.	<ul style="list-style-type: none"> Review your details Click 'Change'. 	 <p>The screenshot shows a web application interface for an 'Authorised Officer Application'. At the top, there is a navigation bar with 'Home' on the left and 'William Makin' on the right. Below this, the page title is 'Authorised Officer Application' with a sub-header 'Active 25/02/2020'. A navigation menu includes 'Applicant', 'Employment', 'Job Functions', 'Documents', 'Payment', and 'Actions'. The 'Personal Details' section is active, with a red box around the 'Change' link. The details listed are: Title (Mr), First name (William), Family name (Makin), Address Line 1 (12 Finme circuit), Address Line 2, Suburb (LYNEHAM), State (ACT), Postcode (2602), Date Of Birth, Phone, Mobile (0412 345 678), and Email (address@domain.com). Below this is a 'Disclosure' section with 'Add' and 'No Disclosure Details' text, and a 'Next' button. The footer contains copyright information for the Commonwealth of Australia 2016 and various links like Accessibility, Site map, Privacy, Disclaimer, Contact us, and australia.gov.au.</p>

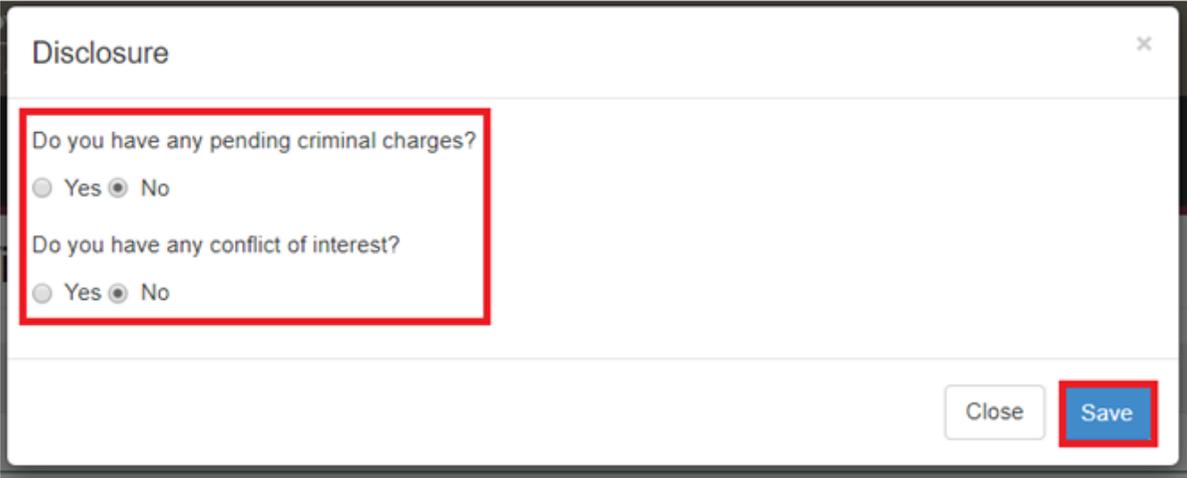
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic
5.	<ul style="list-style-type: none"> Update your details. Click 'Save'. 	 <p>The screenshot shows a web application interface for updating personal details. The main form is titled 'Personal Details - WILLMAKIN123'. It contains several input fields with asterisks indicating they are required: Title (dropdown menu with 'Mr' selected), First name (text input with 'Aaron'), Family name (text input with 'Jones'), Middle name/s (text input), Preferred name (text input), Date Of Birth (calendar icon, input with '16/01/1995'), Phone number (text input), Mobile number (text input), Email (text input), Address Line 1 (text input), Address Line 2 (text input), Suburb (text input with 'LYNEHAM'), State (dropdown menu with 'Australian Capital Territory'), and Postcode (text input with '2602'). At the bottom right, there are 'Close' and 'Save' buttons, with the 'Save' button highlighted in red. The background shows a sidebar with 'Home' and 'Authorized Officer' sections, and a top navigation bar with 'William Makin' and a profile icon.</p>

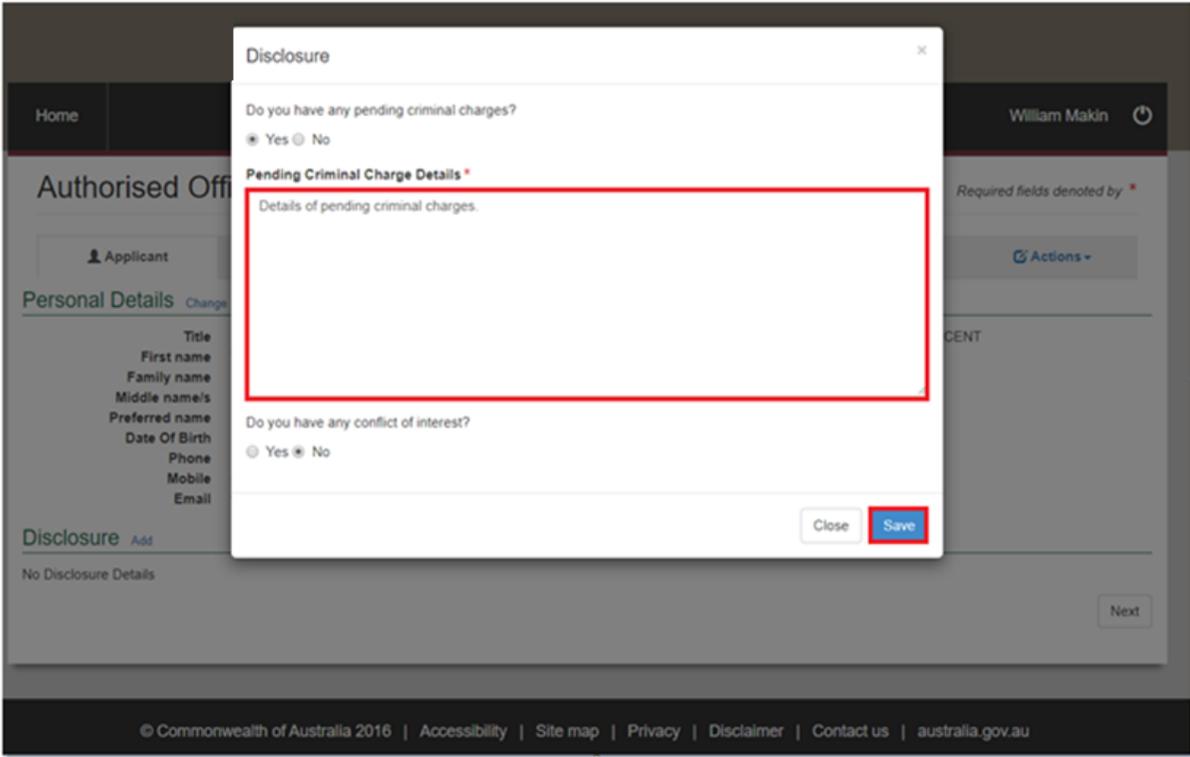
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic
6.	<ul style="list-style-type: none"> Note the confirmation that 'Your personal details have been updated'. Add Disclosure details by clicking 'Add'. 	<p>The screenshot shows a web interface for an 'Authorised Officer Application' active on 25/02/2020. A green confirmation message states 'Your personal details have been updated.' Below this is a navigation menu with options: Applicant, Employment, Job Functions, Documents, Payment, and Actions. The 'Personal Details' section lists information for William Makin, including title (Mr), first name (William), family name (Makin), date of birth (17/01/1966), and address (12 Finme circuit, LYNEHAM, ACT, 2602). At the bottom, there is a 'Disclosure' section with an 'Add' button highlighted in red, and a 'Next' button.</p>

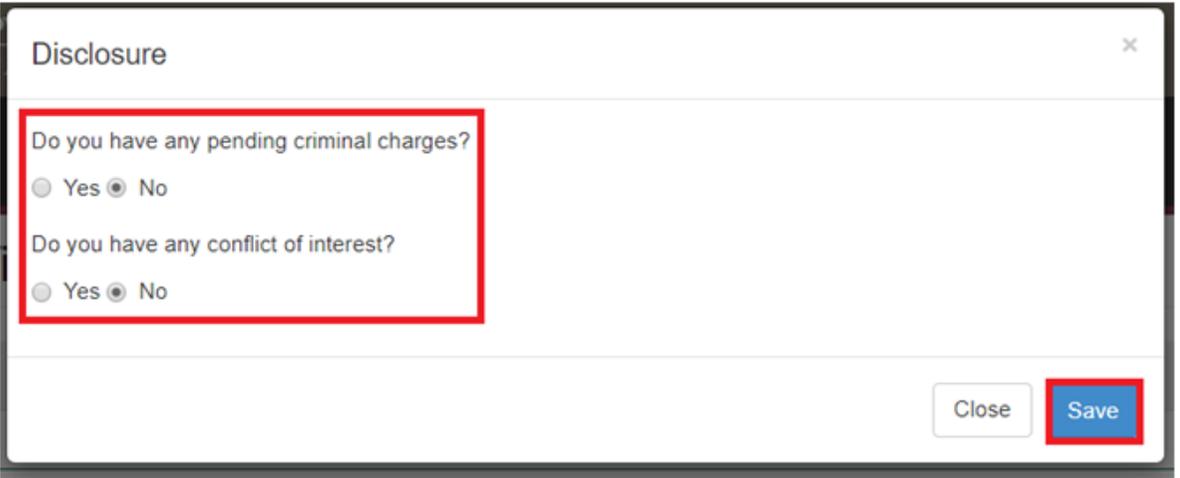
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic						
7.	<p>Do you have any pending criminal charges?</p> <table border="1" data-bbox="304 316 853 579"> <thead> <tr> <th data-bbox="304 316 398 376">If...</th> <th data-bbox="398 316 853 376">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="304 376 398 480">yes</td> <td data-bbox="398 376 853 480"> <ul style="list-style-type: none"> click the 'Yes' button continue to Step 8. </td> </tr> <tr> <td data-bbox="304 480 398 579">no</td> <td data-bbox="398 480 853 579"> <ul style="list-style-type: none"> click the 'No' button go to Step 9. </td> </tr> </tbody> </table> <p>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.</p>	If...	Then...	yes	<ul style="list-style-type: none"> click the 'Yes' button continue to Step 8. 	no	<ul style="list-style-type: none"> click the 'No' button go to Step 9. 	
If...	Then...							
yes	<ul style="list-style-type: none"> click the 'Yes' button continue to Step 8. 							
no	<ul style="list-style-type: none"> click the 'No' button go to Step 9. 							

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Step	Action	Graphic
8.	Add details of your pending criminal charges.	 <p>The screenshot shows a web interface for an 'Authorised Officer' with a 'Disclosure' modal window open. The modal contains a question 'Do you have any pending criminal charges?' with radio buttons for 'Yes' (selected) and 'No'. Below this is a section titled 'Pending Criminal Charge Details *' with a text input field containing the placeholder text 'Details of pending criminal charges.'. At the bottom of the modal are 'Close' and 'Save' buttons. The background shows a 'Personal Details' section with fields for Title, First name, Family name, Middle name/s, Preferred name, Date Of Birth, Phone, Mobile, and Email. A footer at the bottom of the page reads '© Commonwealth of Australia 2016 Accessibility Site map Privacy Disclaimer Contact us australia.gov.au'.</p>

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Step	Action	Graphic						
9.	<p>Do you have any conflicts of interest?</p> <table border="1"> <thead> <tr> <th data-bbox="302 316 398 375">If...</th> <th data-bbox="398 316 871 375">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="302 375 398 475">yes</td> <td data-bbox="398 375 871 475"> <ul style="list-style-type: none"> click the 'Yes' button continue to Step 10. </td> </tr> <tr> <td data-bbox="302 475 398 624">no</td> <td data-bbox="398 475 871 624"> <ul style="list-style-type: none"> click the 'No' button click 'Save' go to Step 11. </td> </tr> </tbody> </table>	If...	Then...	yes	<ul style="list-style-type: none"> click the 'Yes' button continue to Step 10. 	no	<ul style="list-style-type: none"> click the 'No' button click 'Save' go to Step 11. 	
If...	Then...							
yes	<ul style="list-style-type: none"> click the 'Yes' button continue to Step 10. 							
no	<ul style="list-style-type: none"> click the 'No' button click 'Save' go to Step 11. 							

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Step	Action	Graphic
10.	<ul style="list-style-type: none"> • 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'. 	

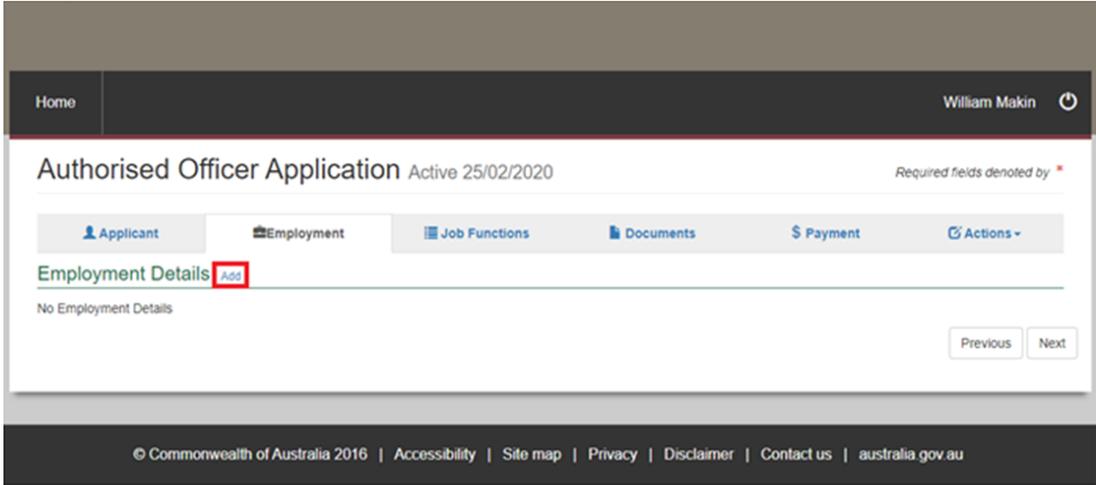
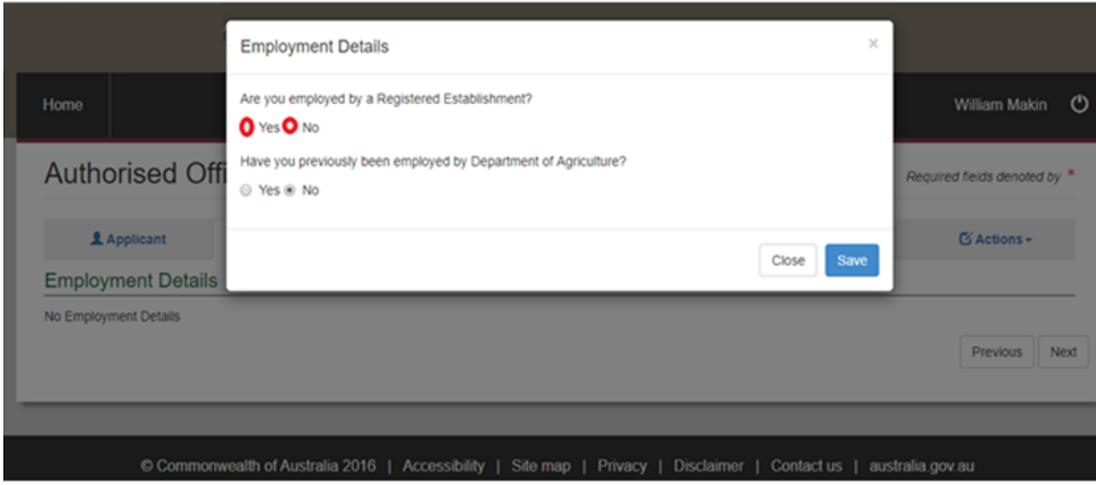
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Step	Action	Graphic
11.	<ul style="list-style-type: none"> Note the confirmation that 'Disclosure details has been added'. Review your details. Click 'Next'. Go to 'Employment'. 	

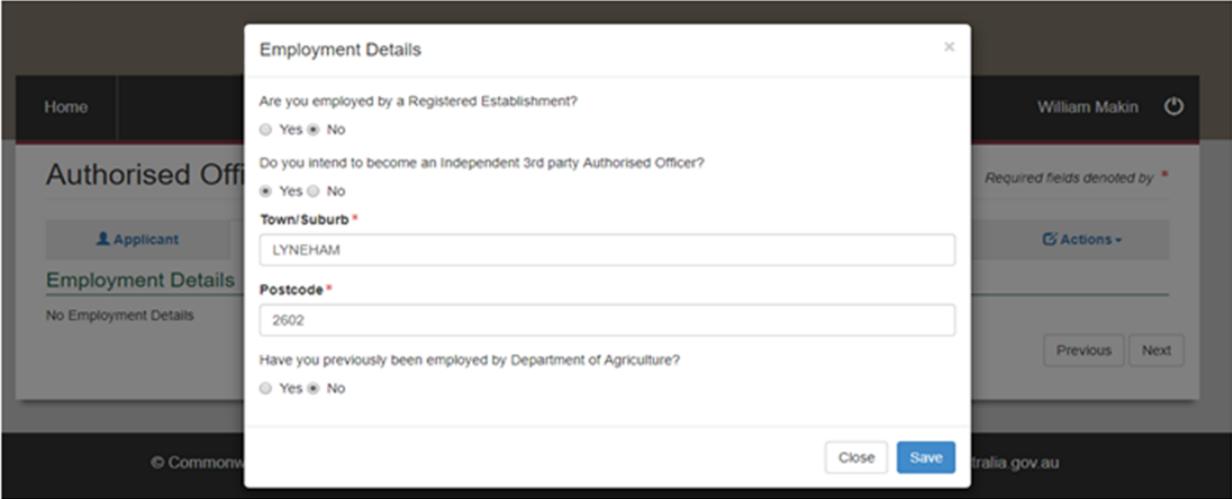
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Employment

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

Step	Action	Graphic						
1.	Click 'Add'.	 <p>The screenshot shows the 'Employment Details' page of an 'Authorised Officer Application' for William Makin, active on 25/02/2020. The page has a navigation menu with 'Applicant', 'Employment', 'Job Functions', 'Documents', 'Payment', and 'Actions'. Under 'Employment Details', there is an 'Add' button highlighted with a red box. Below it, it says 'No Employment Details'. There are 'Previous' and 'Next' buttons at the bottom right.</p>						
2.	<p>Are you employed by a Registered Establishment?</p> <table border="1" data-bbox="300 970 855 1235"> <thead> <tr> <th data-bbox="300 970 439 1034">If you...</th> <th data-bbox="439 970 855 1034">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="300 1034 439 1134">are</td> <td data-bbox="439 1034 855 1134"> <ul style="list-style-type: none"> click the 'Yes' button go to Step 4. </td> </tr> <tr> <td data-bbox="300 1134 439 1235">are not</td> <td data-bbox="439 1134 855 1235"> <ul style="list-style-type: none"> click the 'No' button continue to Step 3. </td> </tr> </tbody> </table>	If you...	Then...	are	<ul style="list-style-type: none"> click the 'Yes' button go to Step 4. 	are not	<ul style="list-style-type: none"> click the 'No' button continue to Step 3. 	 <p>The screenshot shows the same 'Employment Details' page as above, but with a modal form open. The modal asks 'Are you employed by a Registered Establishment?' with radio buttons for 'Yes' (selected) and 'No'. Below that, it asks 'Have you previously been employed by Department of Agriculture?' with radio buttons for 'Yes' and 'No'. There are 'Close' and 'Save' buttons at the bottom of the modal.</p>
If you...	Then...							
are	<ul style="list-style-type: none"> click the 'Yes' button go to Step 4. 							
are not	<ul style="list-style-type: none"> click the 'No' button continue to Step 3. 							

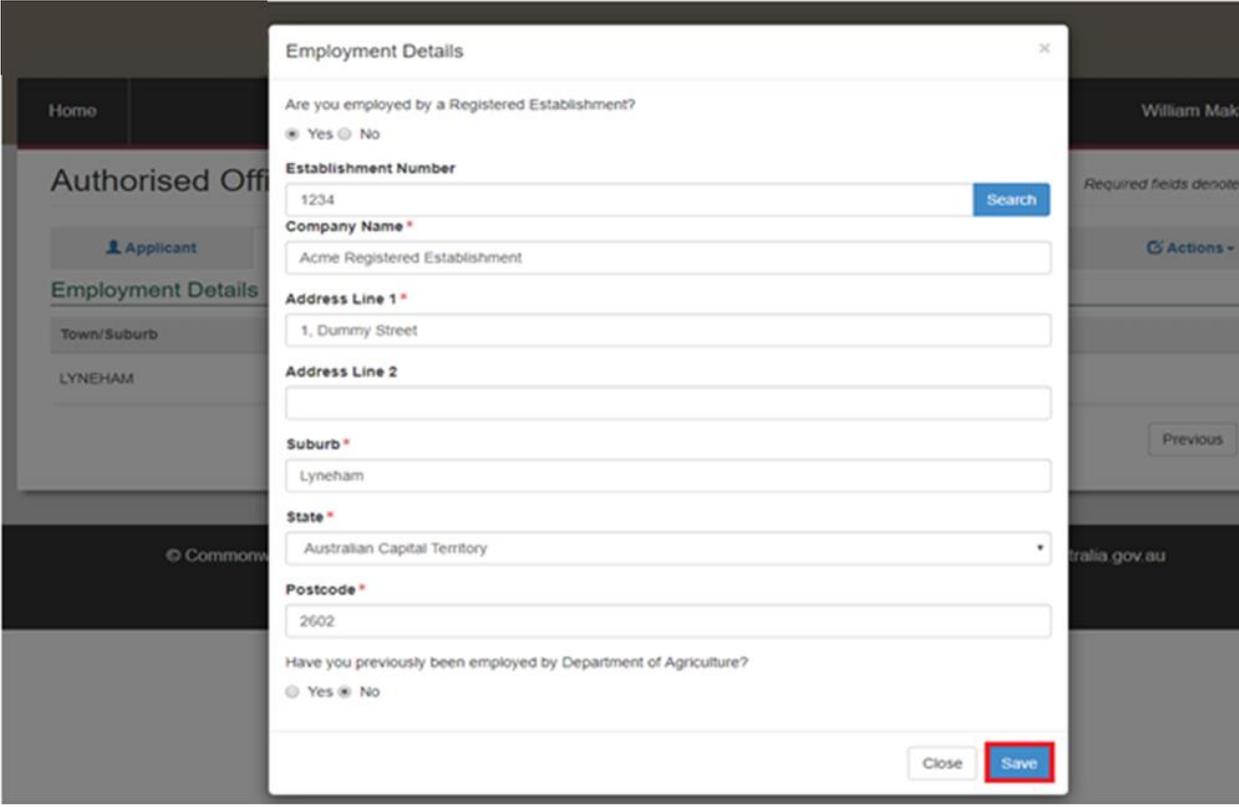
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic						
3.	<p>Do you intend to become an independent third party AO?</p> <p>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.</p> <table border="1" data-bbox="300 512 855 1090"> <thead> <tr> <th data-bbox="300 512 400 571">If...</th> <th data-bbox="400 512 855 571">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="300 571 400 767">yes</td> <td data-bbox="400 571 855 767"> <ul style="list-style-type: none"> click the 'Yes' button enter your Town/ Suburb enter your postcode go to Step 5. </td> </tr> <tr> <td data-bbox="300 767 400 1090">no</td> <td data-bbox="400 767 855 1090"> <ul style="list-style-type: none"> 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. </td> </tr> </tbody> </table>	If...	Then...	yes	<ul style="list-style-type: none"> click the 'Yes' button enter your Town/ Suburb enter your postcode go to Step 5. 	no	<ul style="list-style-type: none"> 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. 	
If...	Then...							
yes	<ul style="list-style-type: none"> click the 'Yes' button enter your Town/ Suburb enter your postcode go to Step 5. 							
no	<ul style="list-style-type: none"> 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. 							

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Step	Action	Graphic
4.	<p>Fill in the details of the Registered Establishment.</p> <p>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.</p>	

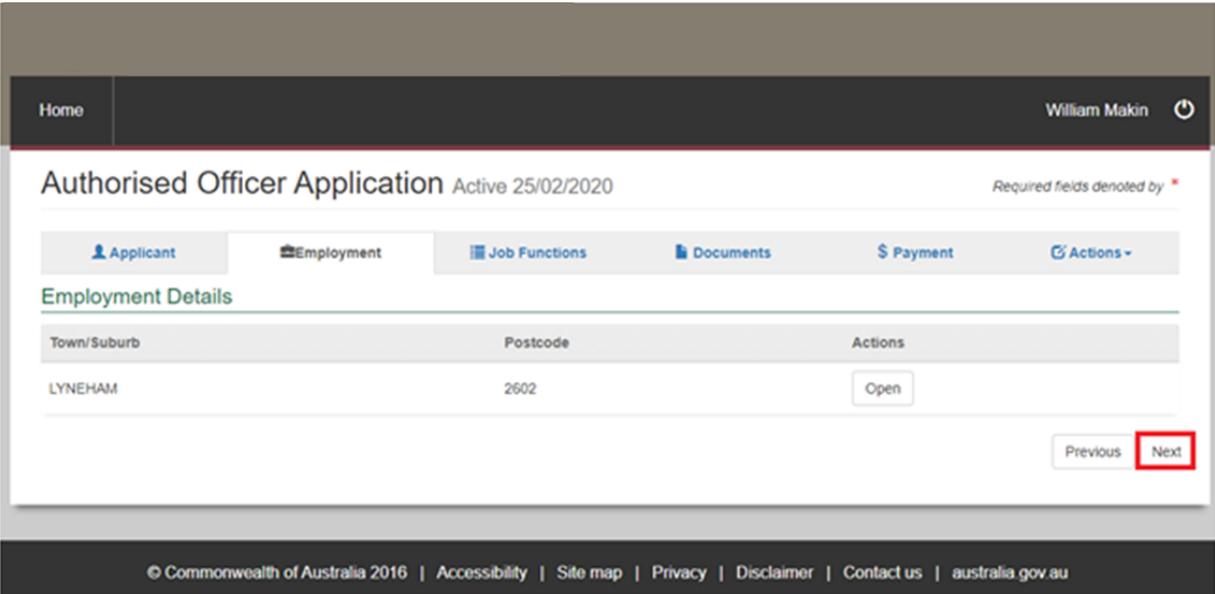
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic						
5.	<p>Have you previously been employed by the Department of Agriculture, Fisheries and Forestry?</p> <p>Note: This includes current and former Commonwealth Department of Agriculture, Fisheries and Forestry names.</p> <table border="1" data-bbox="300 512 855 820"> <thead> <tr> <th data-bbox="300 512 439 571">If you...</th> <th data-bbox="439 512 855 571">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="300 571 439 671">have</td> <td data-bbox="439 571 855 671"> <ul style="list-style-type: none"> click the 'Yes' button continue to Step 6. </td> </tr> <tr> <td data-bbox="300 671 439 820">have not</td> <td data-bbox="439 671 855 820"> <ul style="list-style-type: none"> click 'No' button click 'Save' go to Step 7. </td> </tr> </tbody> </table>	If you...	Then...	have	<ul style="list-style-type: none"> click the 'Yes' button continue to Step 6. 	have not	<ul style="list-style-type: none"> click 'No' button click 'Save' go to Step 7. 	
If you...	Then...							
have	<ul style="list-style-type: none"> click the 'Yes' button continue to Step 6. 							
have not	<ul style="list-style-type: none"> click 'No' button click 'Save' go to Step 7. 							

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Step	Action	Graphic
6.	<ul style="list-style-type: none"> • Enter your position held. • Enter your separation date (if known). • Click 'Save'. 	

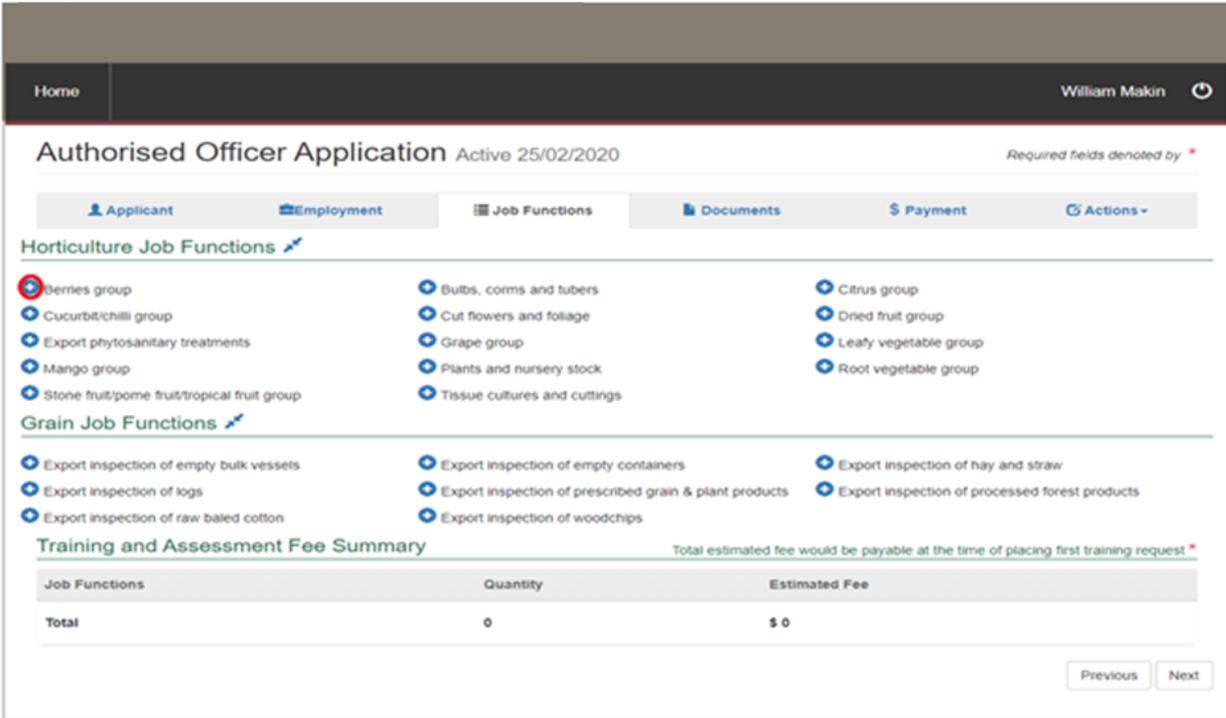
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Step	Action	Graphic
7.	<ul style="list-style-type: none"> Click 'Next'. Go to 'Job Functions'. 	 <p>The screenshot shows a web application interface for an 'Authorised Officer Application' active on 25/02/2020. The user is logged in as William Makin. The 'Job Functions' tab is selected in the navigation menu. Under 'Employment Details', the 'Town/Suburb' field contains 'LYNEHAM' and the 'Postcode' field contains '2602'. There is an 'Open' button next to the postcode. At the bottom right, there are 'Previous' and 'Next' buttons, with the 'Next' button highlighted by a red box.</p>

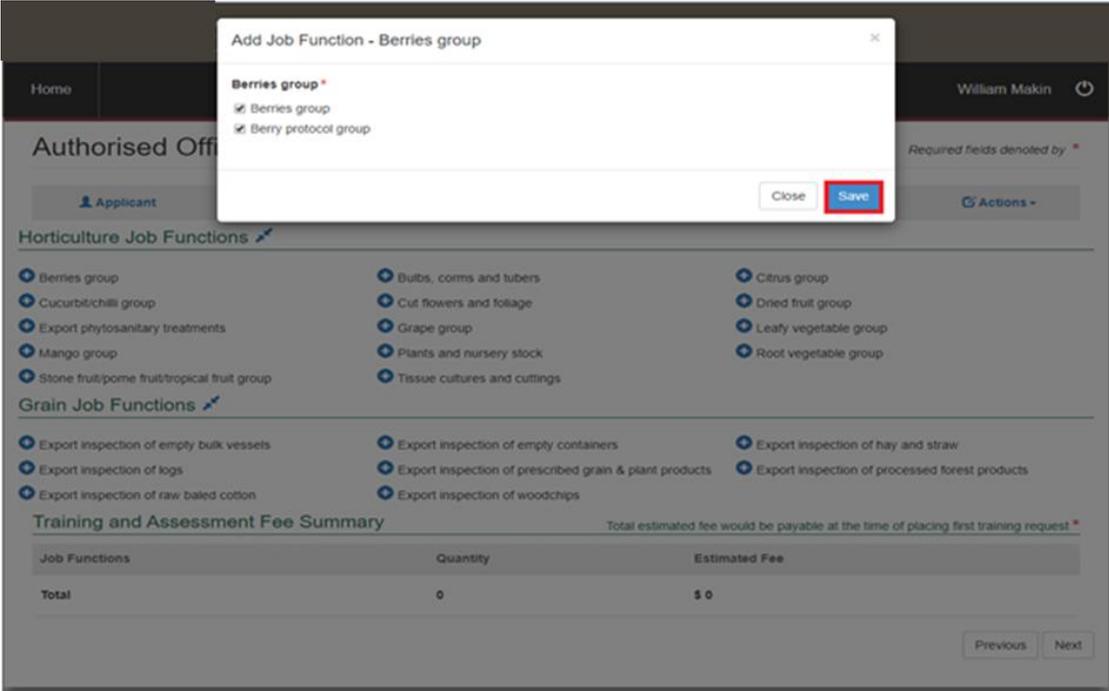
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Job functions

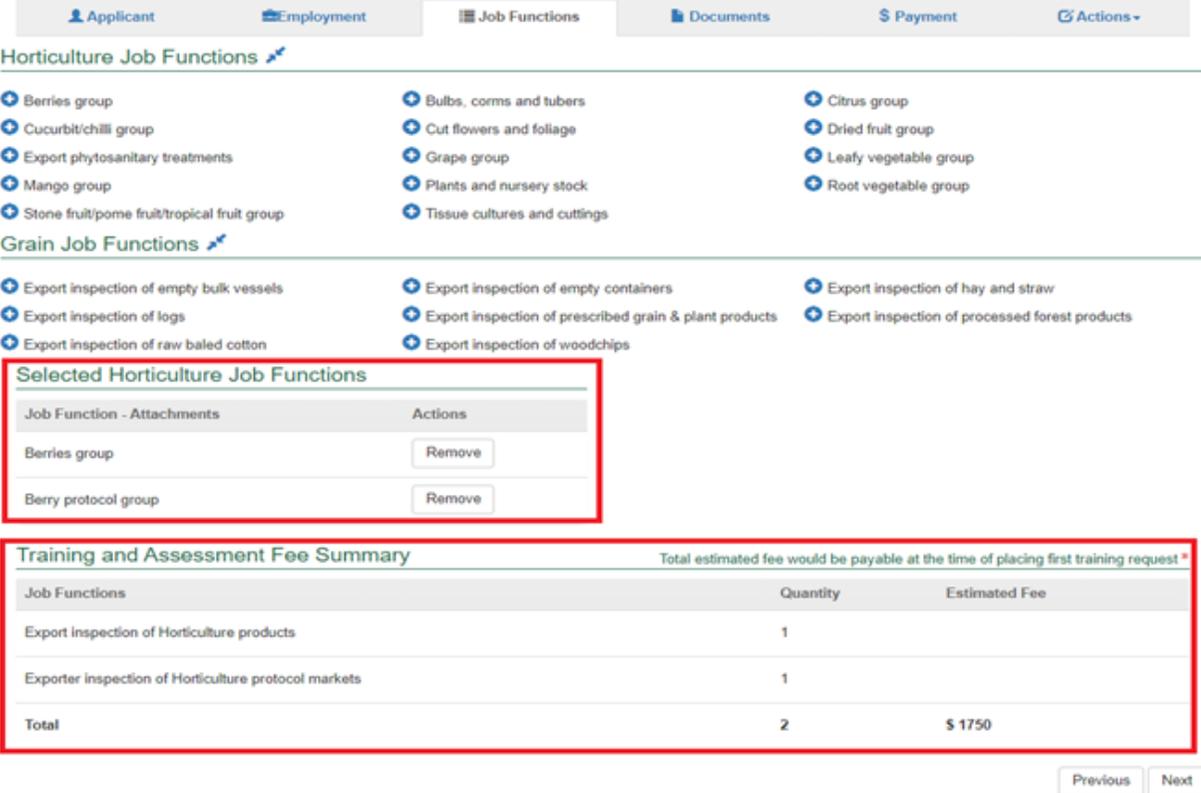
The following table outlines how to review and choose job functions for an AO application.

Step	Action	Graphic
1.	<p>Add the job function/s you are applying for by selecting the plus '+' symbol.</p> <p>Notes:</p> <ul style="list-style-type: none"> If you are unsure of the job function/s you need to apply for, please refer to the Exports reference: Table of authorised officer job functions. 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. 	 <p>The screenshot shows the 'Authorised Officer Application' interface for user William Makin, active on 25/02/2020. It features a navigation menu with 'Applicant', 'Employment', 'Job Functions', 'Documents', 'Payment', and 'Actions'. The 'Job Functions' section is expanded, displaying 'Horticulture Job Functions' and 'Grain Job Functions'. Under Horticulture, there are 10 categories with plus symbols for selection. Under Grain, there are 6 categories with plus symbols. A 'Training and Assessment Fee Summary' table at the bottom shows 0 job functions selected for a total fee of \$0. Navigation buttons for 'Previous' and 'Next' are visible at the bottom right.</p>

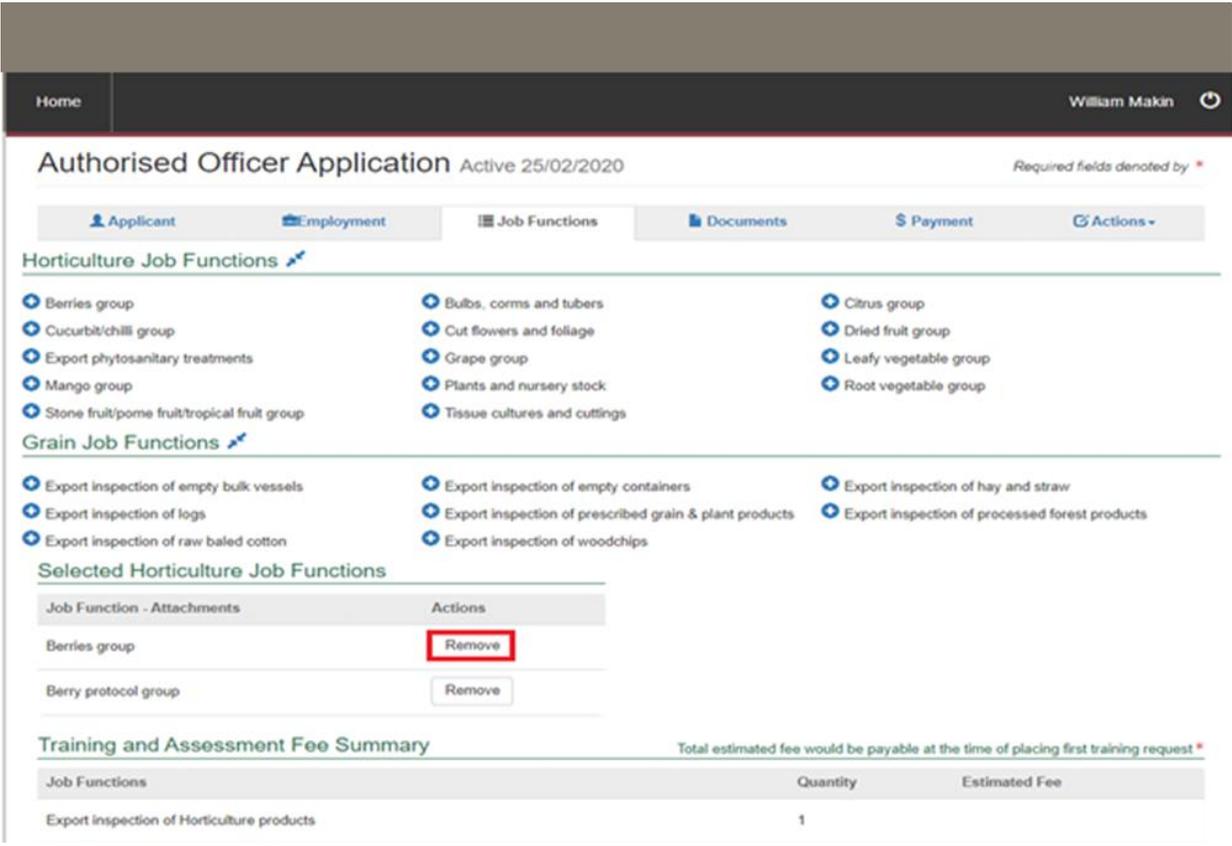
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic
2.	<ul style="list-style-type: none"> Choose a job function from the options. Click 'Save'. 	

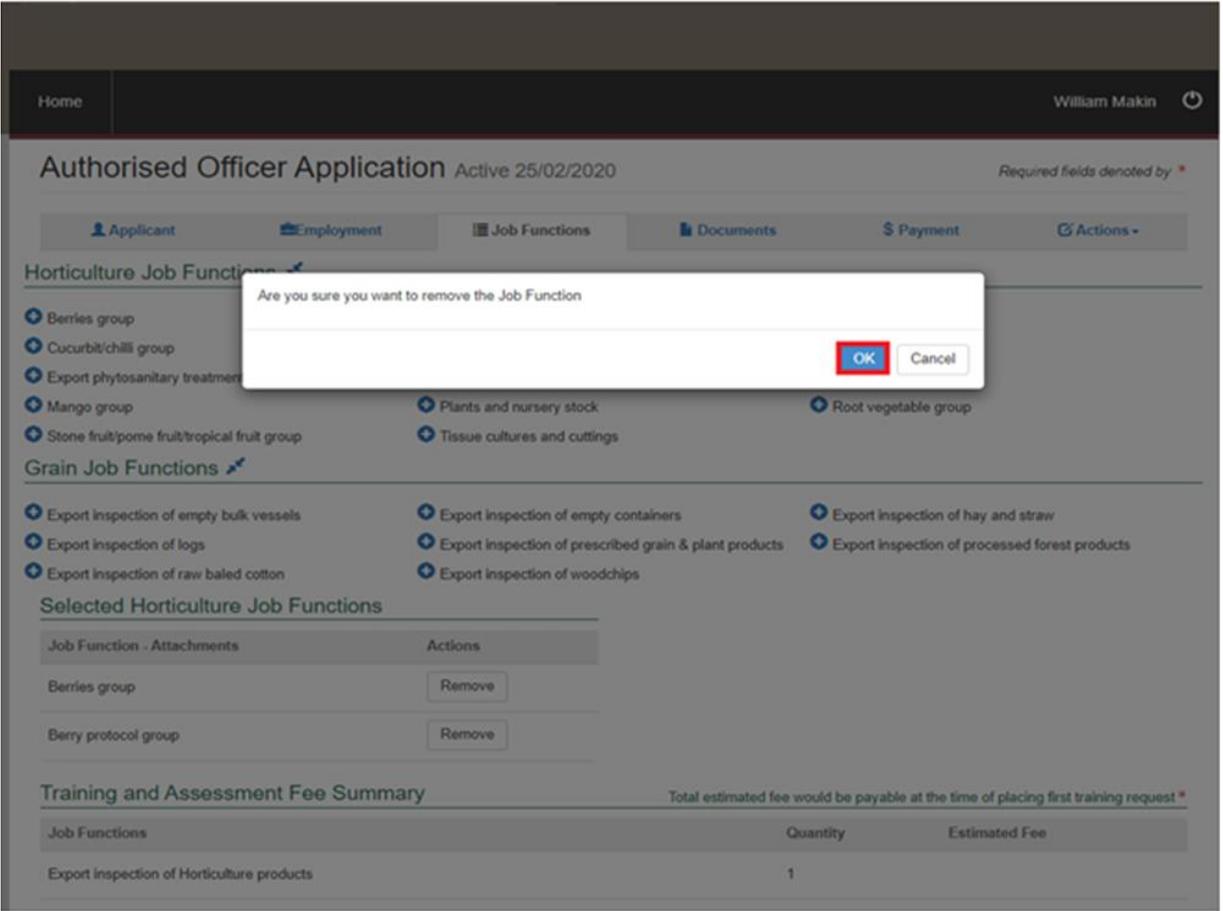
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic								
3.	<p>Note the selection and fee now on the screen.</p> <table border="1" data-bbox="300 316 855 740"> <thead> <tr> <th data-bbox="300 316 533 375">If you...</th> <th data-bbox="533 316 855 375">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="300 375 533 512">need to add more job functions</td> <td data-bbox="533 375 855 512">return to Step 1.</td> </tr> <tr> <td data-bbox="300 512 533 649">don't need to add more job functions</td> <td data-bbox="533 512 855 649">go to Step 6.</td> </tr> <tr> <td data-bbox="300 649 533 740">need to remove a job function</td> <td data-bbox="533 649 855 740">continue to Step 4.</td> </tr> </tbody> </table>	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.	 <p>The screenshot shows a web interface with a navigation bar at the top containing 'Applicant', 'Employment', 'Job Functions', 'Documents', 'Payment', and 'Actions'. The main content area is divided into two sections: 'Horticulture Job Functions' and 'Grain Job Functions'. Under 'Horticulture Job Functions', there are three columns of job function groups: Berries group, Cucurbit/chilli group, Export phytosanitary treatments, Mango group, Stone fruit/pome fruit/tropical fruit group, Bulbs, corms and tubers, Cut flowers and foliage, Grape group, Plants and nursery stock, Tissue cultures and cuttings, Citrus group, Dried fruit group, Leafy vegetable group, and Root vegetable group. Below this is a 'Selected Horticulture Job Functions' table with two rows: 'Berries group' and 'Berry protocol group', each with a 'Remove' button. The bottom section is 'Training and Assessment Fee Summary', which includes a table with columns for 'Job Functions', 'Quantity', and 'Estimated Fee'. The table lists 'Export inspection of Horticulture products' (Quantity: 1) and 'Exporter inspection of Horticulture protocol markets' (Quantity: 1), with a 'Total' row showing a quantity of 2 and an estimated fee of \$ 1750. A note above the table states 'Total estimated fee would be payable at the time of placing first training request *'. At the bottom right of the screenshot are 'Previous' and 'Next' buttons.</p>
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.									

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Step	Action	Graphic
4.	Click on the 'Remove' button.	 <p>The screenshot displays the 'Authorised Officer Application' interface for William Makin, active on 25/02/2020. It features a navigation menu with options like Applicant, Employment, Job Functions, Documents, Payment, and Actions. The main content area is divided into 'Horticulture Job Functions' and 'Grain Job Functions'. Under 'Selected Horticulture Job Functions', a table lists attachments and their corresponding actions. The 'Berries group' attachment has a 'Remove' button highlighted with a red box, indicating the step to be performed.</p>

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Step	Action	Graphic
5.	Click 'OK'.	 <p>The screenshot shows a web application interface for an 'Authorised Officer Application' active on 25/02/2020. The user is William Makin. The interface includes tabs for Applicant, Employment, Job Functions, Documents, Payment, and Actions. Under 'Job Functions', there are sections for Horticulture and Grain Job Functions. A modal dialog box is open in the center, asking 'Are you sure you want to remove the Job Function' with 'OK' and 'Cancel' buttons. Below the dialog, a table shows 'Selected Horticulture Job Functions' with columns for Job Function - Attachments and Actions. The 'Berry protocol group' has a 'Remove' button. At the bottom, a 'Training and Assessment Fee Summary' table shows one entry for 'Export inspection of Horticulture products' with a quantity of 1.</p>

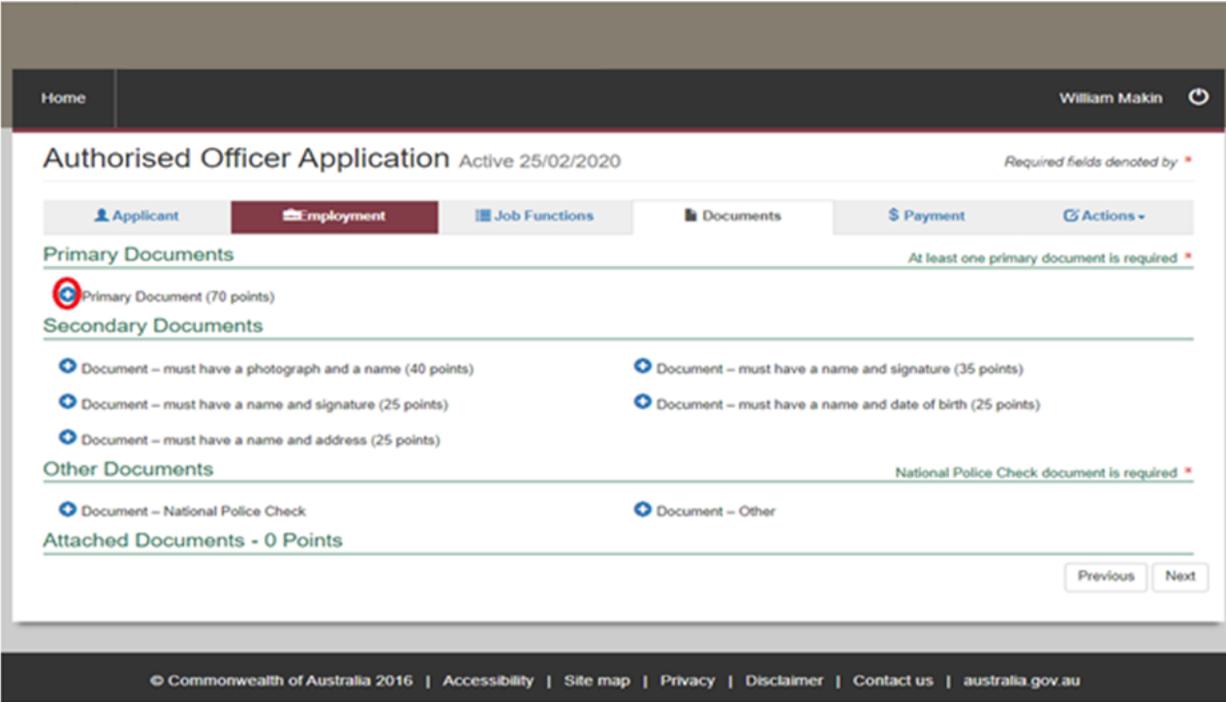
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic
6.	<ul style="list-style-type: none"> Click 'Next'. Go to 'Documents'. 	<p>The screenshot displays the 'Job Functions' section of a web application. At the top, there is a navigation bar with tabs for 'Applicant', 'Employment', 'Job Functions', 'Documents', 'Payment', and 'Actions'. The main content area is divided into two sections: 'Horticulture Job Functions' and 'Grain Job Functions'. Each section contains a grid of job function categories, each with a blue circular icon and a right-pointing arrow. Below the 'Horticulture Job Functions' section, there is a 'Selected Horticulture Job Functions' table with two rows: 'Berries group' and 'Berry protocol group', each with a 'Remove' button. At the bottom of the page, there is a 'Training and Assessment Fee Summary' table with three columns: 'Job Functions', 'Quantity', and 'Estimated Fee'. The table shows two rows of job functions with a total quantity of 2 and an estimated fee of \$1750. A 'Next' button is highlighted with a red box in the bottom right corner.</p>

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Documents

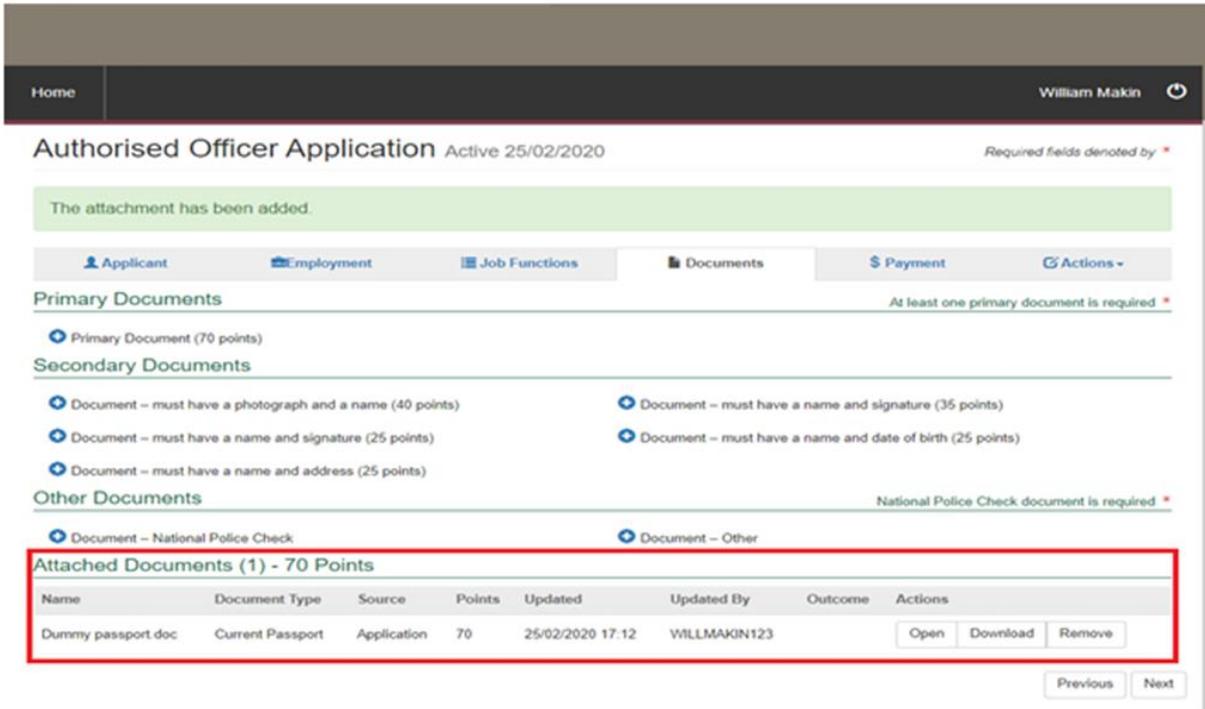
The following table outlines how to add supporting documents for an AO application.

Step	Action	Graphic
1.	Add the document by selecting the plus '+' symbol.	 <p>The screenshot shows the 'Authorised Officer Application' page for user William Makin, active on 25/02/2020. The 'Documents' tab is selected in the navigation menu. The page lists requirements for Primary Documents (70 points), Secondary Documents (including a photograph, name and signature, name and date of birth, and name and address), and Other Documents (National Police Check and Other). A red circle highlights a plus sign icon next to the Primary Document requirement, indicating where to click to add a document. A note states 'At least one primary document is required' and 'National Police Check document is required'. Navigation buttons for 'Previous' and 'Next' are visible at the bottom right of the content area.</p>

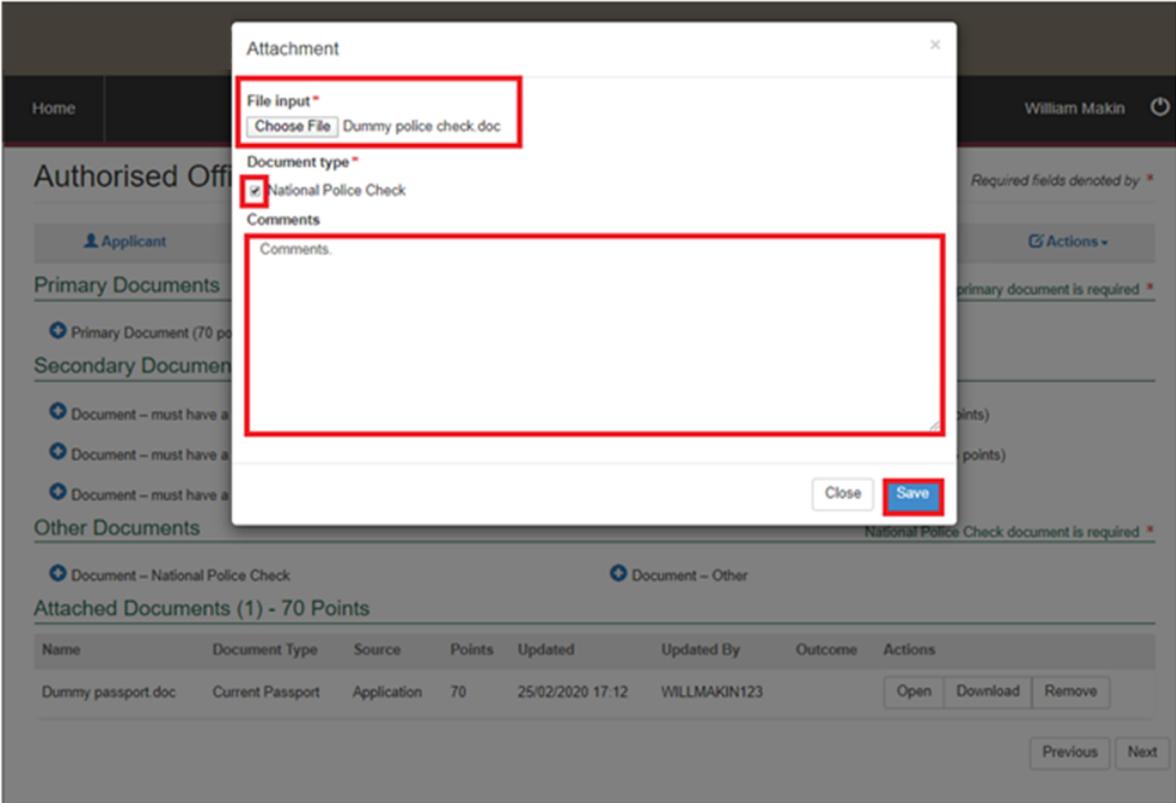
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic
2.	<ul style="list-style-type: none"> • Attach the document. • Select which document type it is. • Add any comments as needed. • Click 'Save'. 	

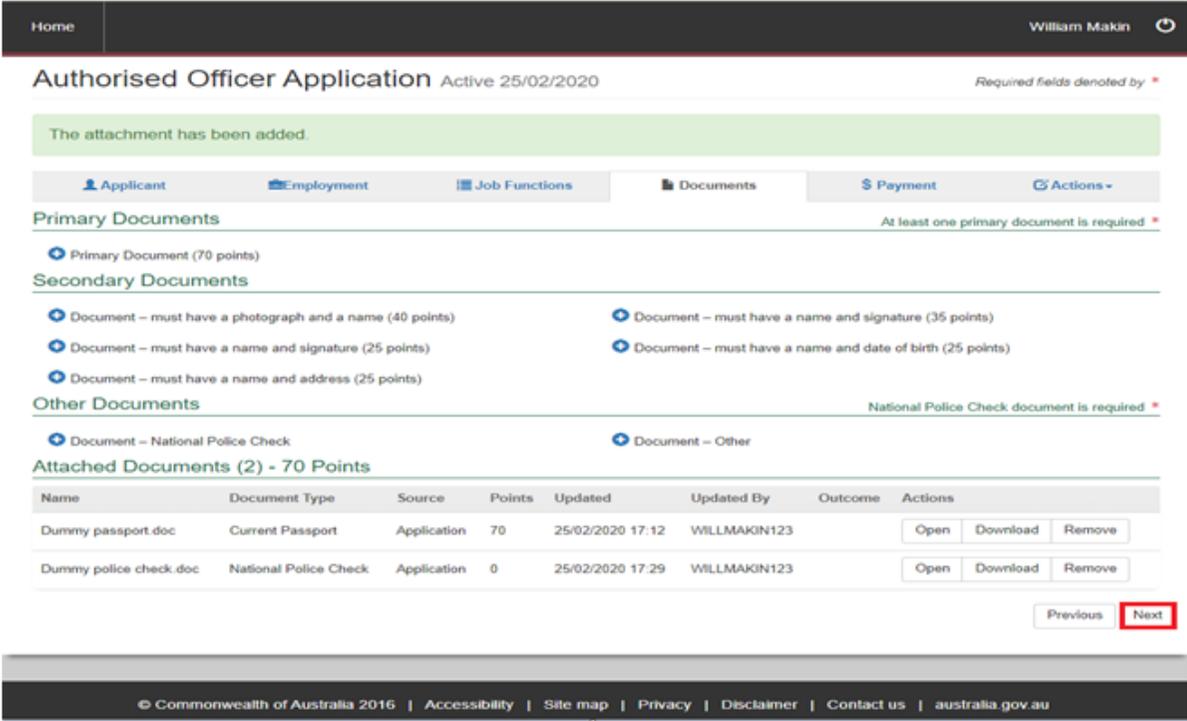
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic						
3.	<p>Note the attached document.</p> <table border="1" data-bbox="300 316 873 804"> <thead> <tr> <th data-bbox="300 316 683 376">If you...</th> <th data-bbox="683 316 873 376">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="300 376 683 708"> 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. </td> <td data-bbox="683 376 873 708"> return to Step 1. </td> </tr> <tr> <td data-bbox="300 708 683 804"> don't need to attach more documents </td> <td data-bbox="683 708 873 804"> continue to Step 4. </td> </tr> </tbody> </table>	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.	
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.							

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Step	Action	Graphic
4.	<ul style="list-style-type: none"> • Add national police check. • Check 'National Police Check' box. • Add comments as needed. • Click 'Save'. <p>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.</p>	

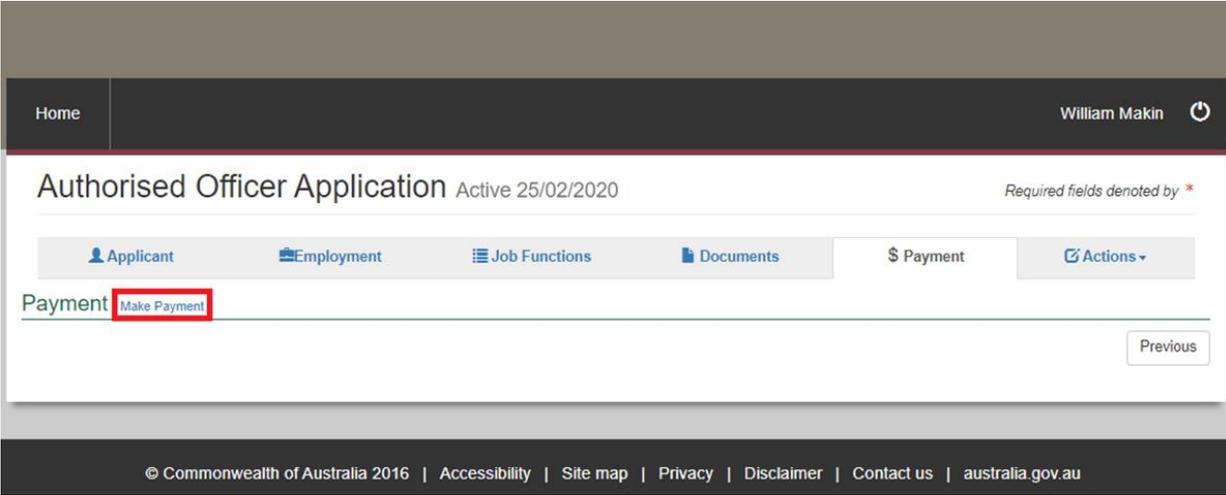
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic																								
5.	<ul style="list-style-type: none"> Click 'Next'. Go to 'Payment'. 	 <p>The screenshot shows the 'Authorised Officer Application' page for user William Makin, active on 25/02/2020. A green notification bar states 'The attachment has been added'. The page is divided into sections for document requirements: Primary Documents (70 points), Secondary Documents (four items with 40, 35, 25, and 25 points each), and Other Documents (National Police Check and Other). At the bottom, a table titled 'Attached Documents (2) - 70 Points' lists two documents: 'Dummy passport.doc' (Current Passport, 70 points) and 'Dummy police check.doc' (National Police Check, 0 points). The 'Next' button is highlighted with a red box.</p> <table border="1" data-bbox="936 753 2065 853"> <thead> <tr> <th>Name</th> <th>Document Type</th> <th>Source</th> <th>Points</th> <th>Updated</th> <th>Updated By</th> <th>Outcome</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>Dummy passport.doc</td> <td>Current Passport</td> <td>Application</td> <td>70</td> <td>25/02/2020 17:12</td> <td>WILLMAKIN123</td> <td></td> <td>Open Download Remove</td> </tr> <tr> <td>Dummy police check.doc</td> <td>National Police Check</td> <td>Application</td> <td>0</td> <td>25/02/2020 17:29</td> <td>WILLMAKIN123</td> <td></td> <td>Open Download Remove</td> </tr> </tbody> </table>	Name	Document Type	Source	Points	Updated	Updated By	Outcome	Actions	Dummy passport.doc	Current Passport	Application	70	25/02/2020 17:12	WILLMAKIN123		Open Download Remove	Dummy police check.doc	National Police Check	Application	0	25/02/2020 17:29	WILLMAKIN123		Open Download Remove
Name	Document Type	Source	Points	Updated	Updated By	Outcome	Actions																			
Dummy passport.doc	Current Passport	Application	70	25/02/2020 17:12	WILLMAKIN123		Open Download Remove																			
Dummy police check.doc	National Police Check	Application	0	25/02/2020 17:29	WILLMAKIN123		Open Download Remove																			

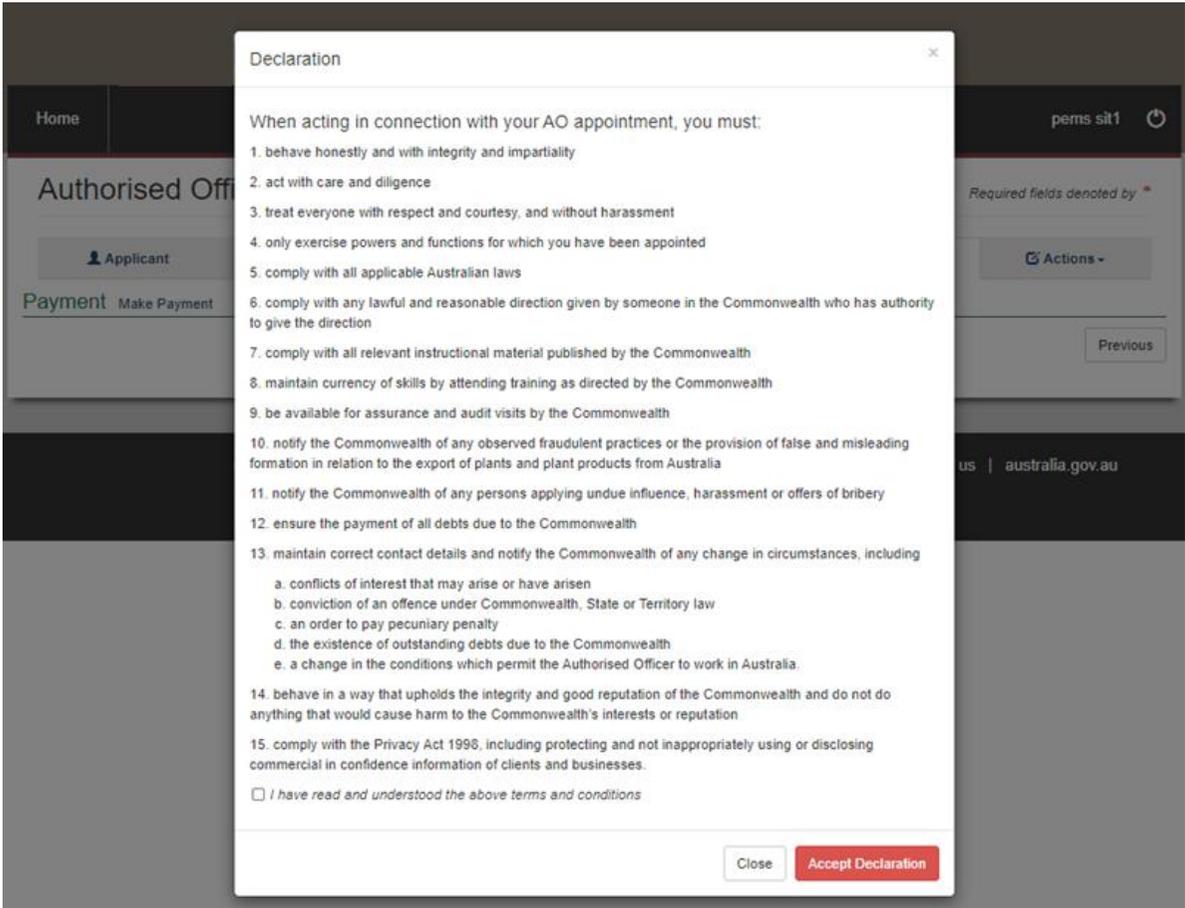
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Payment

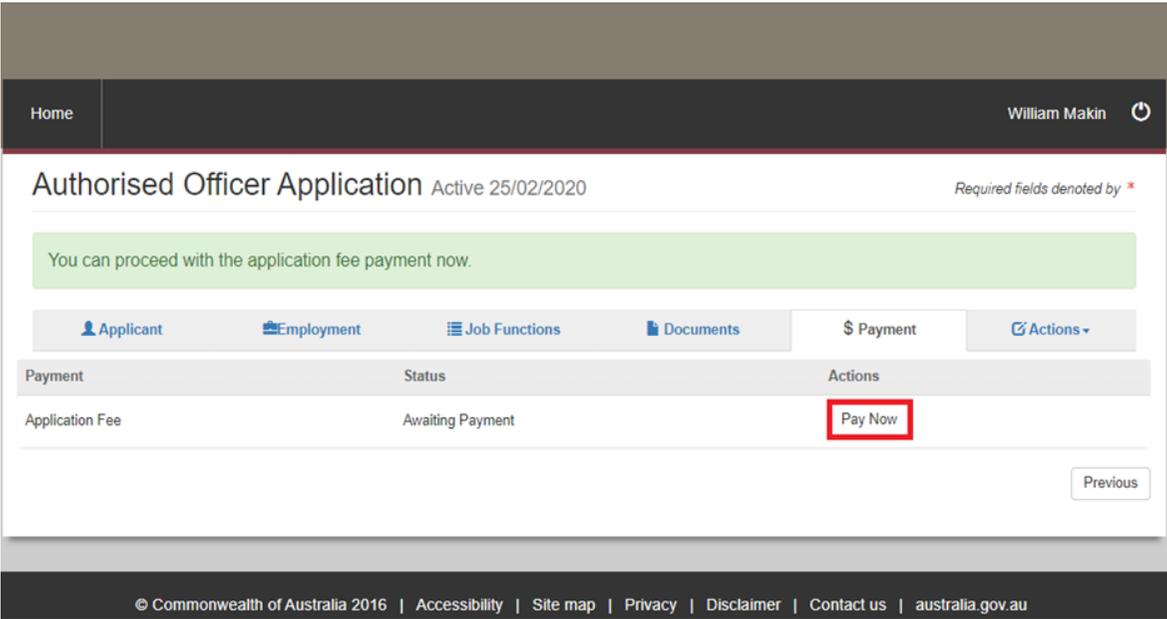
The following table outlines how to make payment for an AO application.

Step	Action	Graphic
1.	Click on the 'Make Payment' link.	 <p>The screenshot shows a web application interface for an 'Authorised Officer Application' active on 25/02/2020. The user is logged in as William Makin. A navigation menu includes Applicant, Employment, Job Functions, Documents, Payment, and Actions. The 'Payment' section is expanded, showing a 'Make Payment' link highlighted with a red box. A 'Previous' button is visible on the right. The footer contains copyright information for the Commonwealth of Australia 2016 and links to Accessibility, Site map, Privacy, Disclaimer, Contact us, and australia.gov.au.</p>

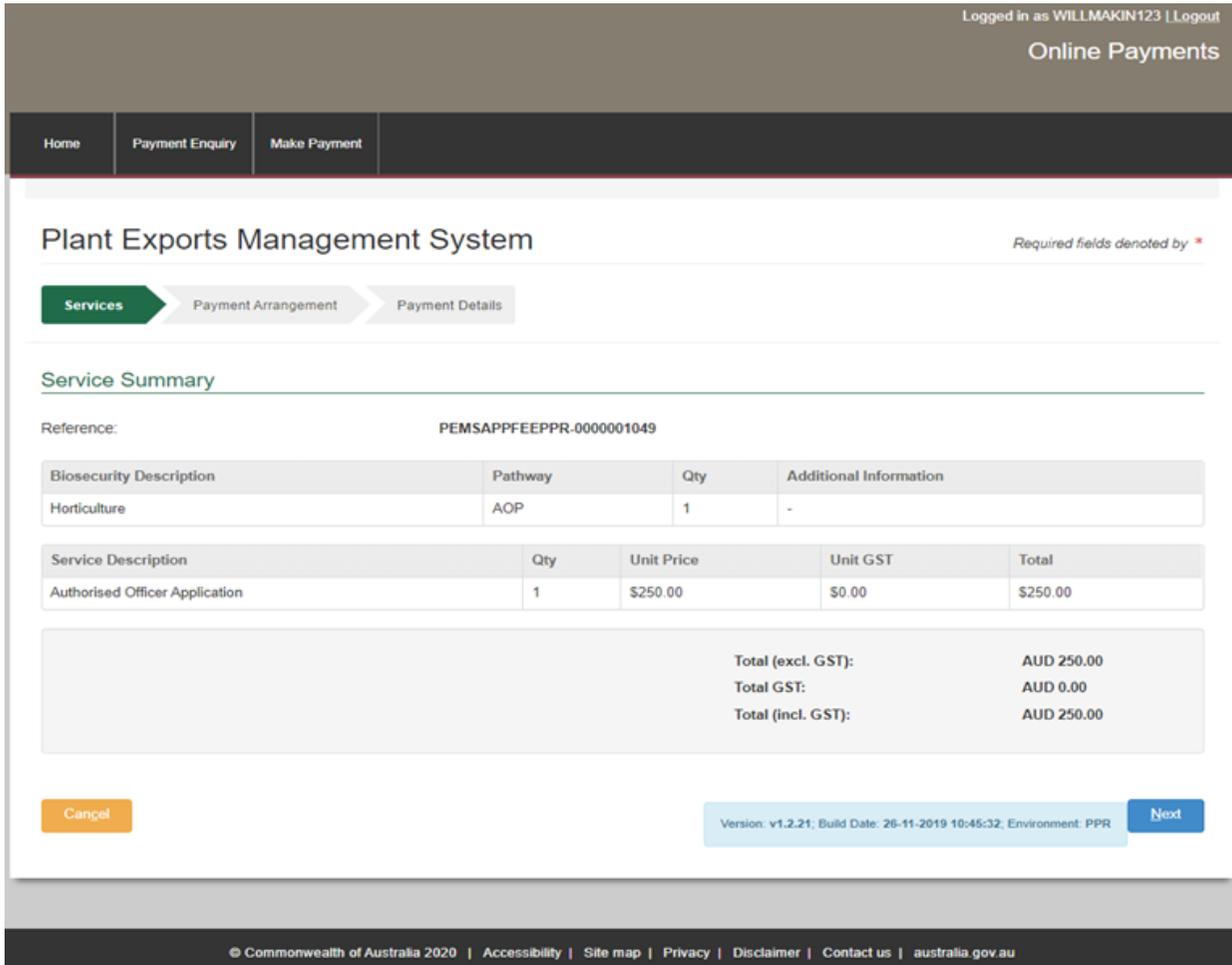
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic
2.	<ul style="list-style-type: none"> • Read the declaration. • Check the box ‘I have read and understood the above terms and conditions’. • Click ‘Accept Declaration’. 	

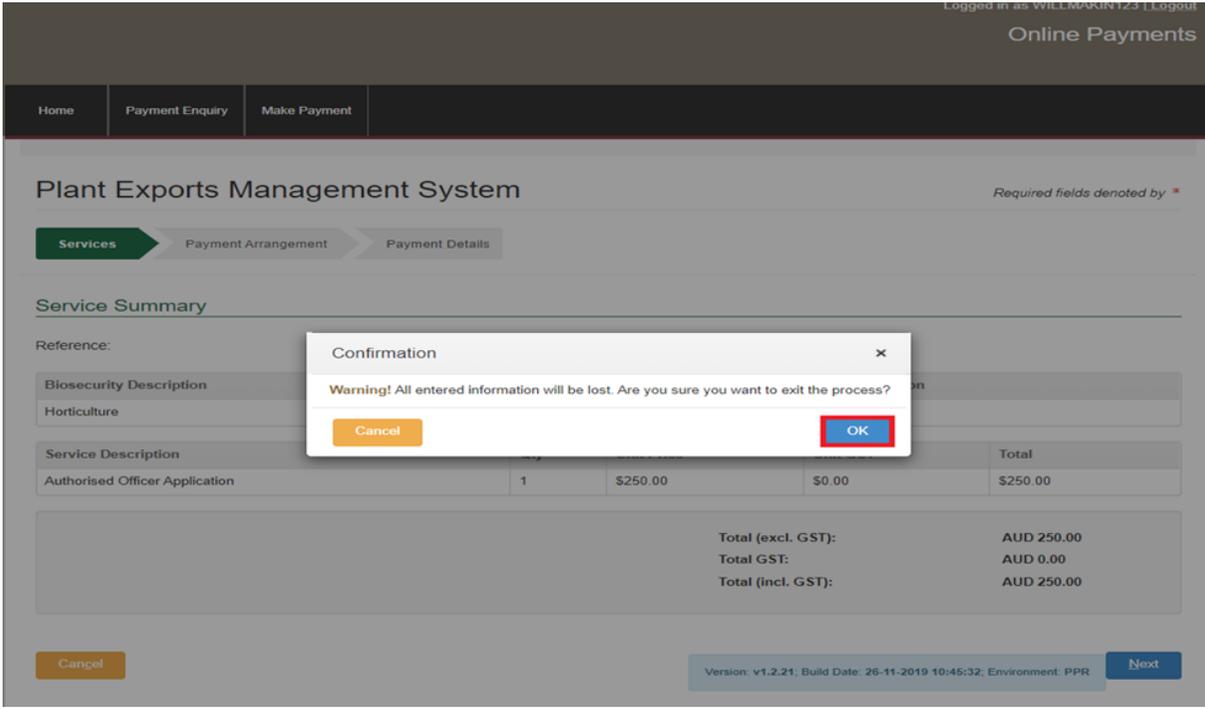
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Step	Action	Graphic
3.	When ready to pay, click the 'Pay Now' button.	

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																										
4.	<p>Review and verify the information for the online payment.</p> <table border="1" data-bbox="300 352 871 576"> <thead> <tr> <th data-bbox="300 352 439 411">If it is...</th> <th data-bbox="439 352 871 411">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="300 411 439 470">correct</td> <td data-bbox="439 411 871 470">go to Step 6.</td> </tr> <tr> <td data-bbox="300 470 439 576">incorrect</td> <td data-bbox="439 470 871 576"> <ul style="list-style-type: none"> click 'Cancel' continue to Step 5. </td> </tr> </tbody> </table>	If it is...	Then...	correct	go to Step 6.	incorrect	<ul style="list-style-type: none"> click 'Cancel' continue to Step 5. 	 <p>The screenshot displays the 'Plant Exports Management System' interface. At the top, it shows the user is logged in as WILLMAKIN123. The main navigation includes 'Home', 'Payment Enquiry', and 'Make Payment'. The current page is 'Payment Details', which is part of a 'Payment Arrangement' process. A 'Service Summary' section shows a reference number PEMSAPFEEPPR-000001049. Below this, a table lists the service details:</p> <table border="1" data-bbox="936 719 2101 868"> <thead> <tr> <th>Biosecurity Description</th> <th>Pathway</th> <th>Qty</th> <th colspan="2">Additional Information</th> </tr> </thead> <tbody> <tr> <td>Horticulture</td> <td>AOP</td> <td>1</td> <td colspan="2">-</td> </tr> </tbody> </table> <p>Below the table, another table provides a breakdown of costs:</p> <table border="1" data-bbox="936 804 2101 868"> <thead> <tr> <th>Service Description</th> <th>Qty</th> <th>Unit Price</th> <th>Unit GST</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Authorised Officer Application</td> <td>1</td> <td>\$250.00</td> <td>\$0.00</td> <td>\$250.00</td> </tr> </tbody> </table> <p>Summary totals are shown at the bottom right:</p> <ul style="list-style-type: none"> Total (excl. GST): AUD 250.00 Total GST: AUD 0.00 Total (incl. GST): AUD 250.00 <p>Navigation buttons include 'Cancel' and 'Next'. A version notice at the bottom reads: 'Version: v1.2.21; Build Date: 26-11-2019 10:45:32; Environment: PPR'. The footer contains copyright information for the Commonwealth of Australia 2020 and links to Accessibility, Site map, Privacy, Disclaimer, and Contact us.</p>	Biosecurity Description	Pathway	Qty	Additional Information		Horticulture	AOP	1	-		Service Description	Qty	Unit Price	Unit GST	Total	Authorised Officer Application	1	\$250.00	\$0.00	\$250.00
If it is...	Then...																											
correct	go to Step 6.																											
incorrect	<ul style="list-style-type: none"> click 'Cancel' continue to Step 5. 																											
Biosecurity Description	Pathway	Qty	Additional Information																									
Horticulture	AOP	1	-																									
Service Description	Qty	Unit Price	Unit GST	Total																								
Authorised Officer Application	1	\$250.00	\$0.00	\$250.00																								

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Step	Action	Graphic																
5.	<ul style="list-style-type: none"> Confirm cancelation by clicking 'OK'. Go back to 'Job Functions' to make changes to the job functions selected. 	 <p>The screenshot shows the 'Plant Exports Management System' interface. At the top, there are navigation tabs: 'Home', 'Payment Enquiry', and 'Make Payment'. Below this is a breadcrumb trail: 'Services' (highlighted), 'Payment Arrangement', and 'Payment Details'. The main content area is titled 'Service Summary' and contains a table with the following data:</p> <table border="1"> <thead> <tr> <th>Service Description</th> <th></th> <th></th> <th></th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Authorised Officer Application</td> <td>1</td> <td>\$250.00</td> <td>\$0.00</td> <td>\$250.00</td> </tr> </tbody> </table> <p>Below the table, there is a summary section:</p> <table border="1"> <tbody> <tr> <td>Total (excl. GST):</td> <td>AUD 250.00</td> </tr> <tr> <td>Total GST:</td> <td>AUD 0.00</td> </tr> <tr> <td>Total (incl. GST):</td> <td>AUD 250.00</td> </tr> </tbody> </table> <p>A 'Confirmation' dialog box is overlaid on the screen, containing the text: 'Warning! All entered information will be lost. Are you sure you want to exit the process?'. It has two buttons: 'Cancel' (orange) and 'OK' (blue, highlighted with a red box). At the bottom of the page, there is a 'Cancel' button on the left and a 'Next' button on the right. The footer of the page shows 'Version: v1.2.21, Build Date: 26-11-2019 10:45:32, Environment: PPR'.</p>	Service Description				Total	Authorised Officer Application	1	\$250.00	\$0.00	\$250.00	Total (excl. GST):	AUD 250.00	Total GST:	AUD 0.00	Total (incl. GST):	AUD 250.00
Service Description				Total														
Authorised Officer Application	1	\$250.00	\$0.00	\$250.00														
Total (excl. GST):	AUD 250.00																	
Total GST:	AUD 0.00																	
Total (incl. GST):	AUD 250.00																	

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Step	Action	Graphic
6.	Click 'Next'.	

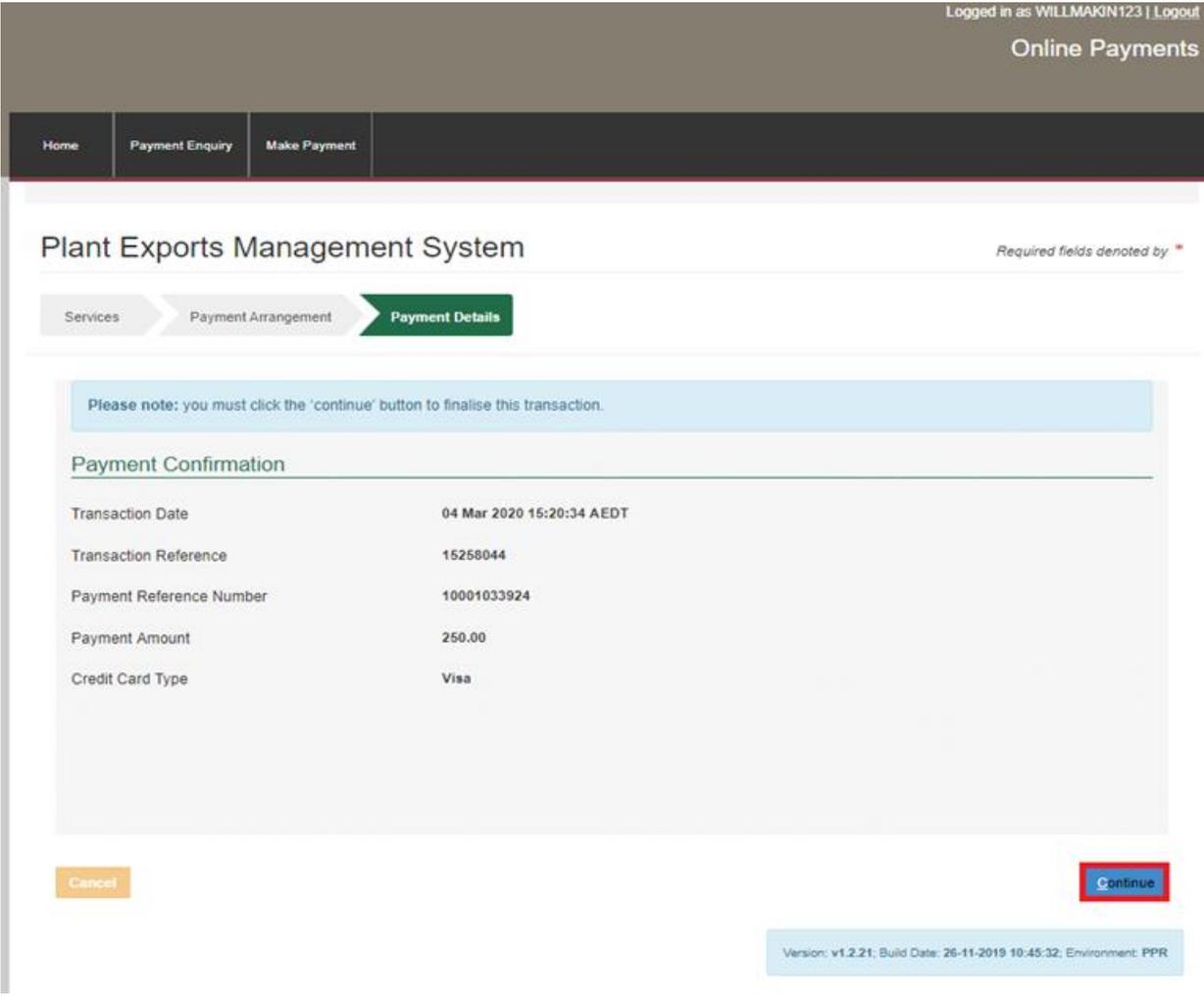
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic
7.	<ul style="list-style-type: none"> Select 'No' to the question <i>Do you have an Account Number?</i> Click 'Continue to Payment'. 	<p>The screenshot shows the 'Plant Exports Management System' interface. At the top right, it says 'Logged in as WILLMAKIN123 Logout' and 'Online Payments'. The navigation bar includes 'Home', 'Payment Enquiry', and 'Make Payment'. The main heading is 'Plant Exports Management System' with a note 'Required fields denoted by *'. Below this is a breadcrumb trail: 'Services' > 'Payment Arrangement' > 'Payment Details'. The section is titled 'Pre-Payment Arrangement'. A light blue box contains the text: 'People who make frequent payments to the department, such as agents and brokers, may have an account number. The account number is located on your tax invoice or statement of account.' Below this is the question 'Do you have an Account Number?' with two radio buttons: 'Yes' and 'No'. The 'No' radio button is selected and highlighted with a red box. At the bottom left is an orange 'Cancel' button. At the bottom right is a blue 'Continue to Payment' button, also highlighted with a red box. A footer bar shows 'Version: v1.2.21; Build Date: 26-11-2019 10:45:32; Environment: PPR'.</p>

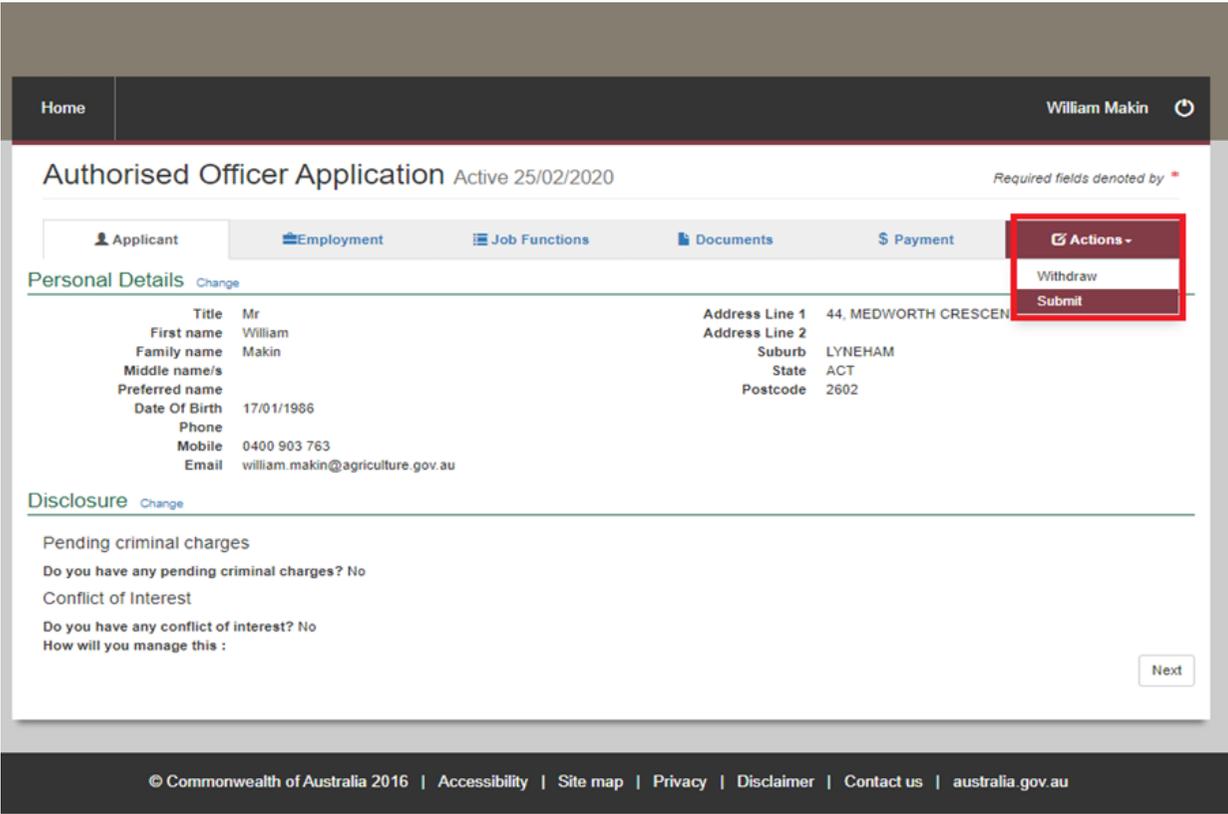
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic
8.	<ul style="list-style-type: none"> Enter your credit/debit card details Click 'Pay Now'. 	

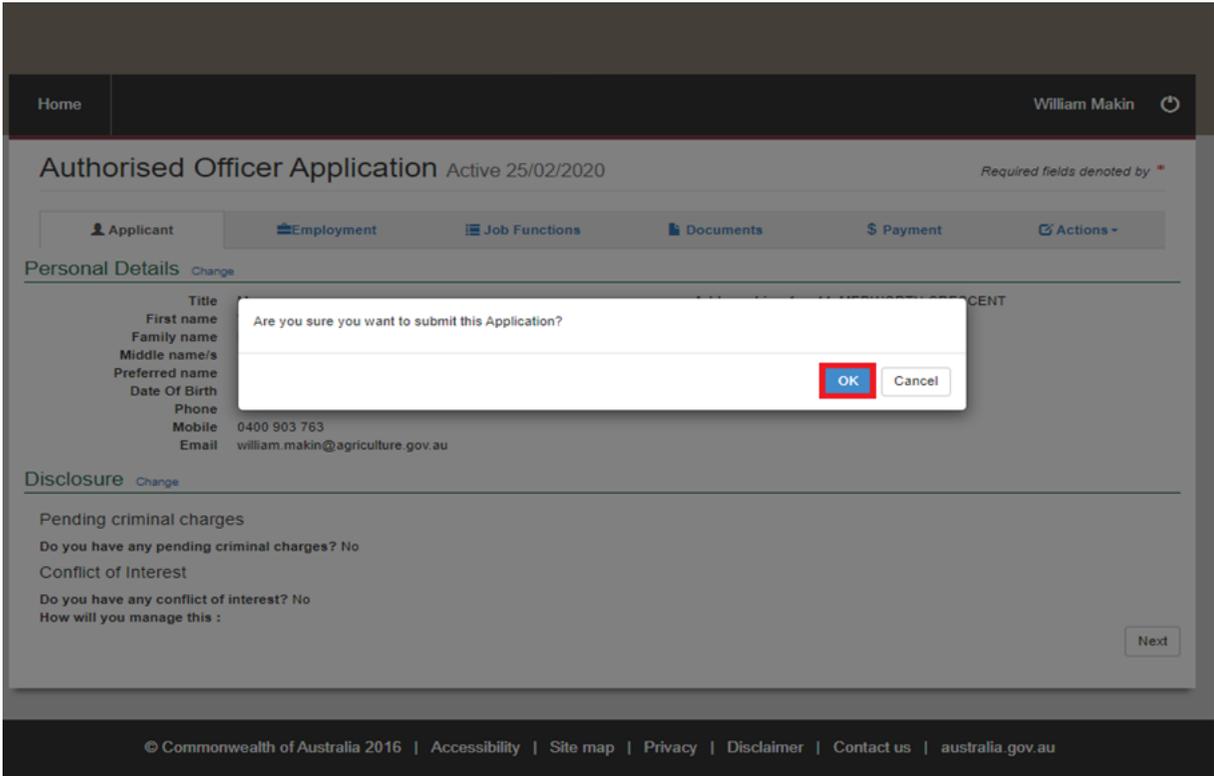
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic										
9.	<ul style="list-style-type: none"> Note your payment confirmation. Click 'Continue'. <p>Important: Your application has not yet been submitted, you must continue to the next step.</p>	 <p>The screenshot displays the 'Online Payments' section of the 'Plant Exports Management System'. At the top, it shows the user is logged in as WILLMAKIN123. The navigation menu includes 'Home', 'Payment Enquiry', and 'Make Payment'. The breadcrumb trail shows 'Services' > 'Payment Arrangement' > 'Payment Details'. A light blue notification box states: 'Please note: you must click the 'continue' button to finalise this transaction.' Below this is the 'Payment Confirmation' section with the following details:</p> <table border="1"> <tr> <td>Transaction Date</td> <td>04 Mar 2020 15:20:34 AEDT</td> </tr> <tr> <td>Transaction Reference</td> <td>15258044</td> </tr> <tr> <td>Payment Reference Number</td> <td>10001033924</td> </tr> <tr> <td>Payment Amount</td> <td>250.00</td> </tr> <tr> <td>Credit Card Type</td> <td>Visa</td> </tr> </table> <p>At the bottom of the page, there are 'Cancel' and 'Continue' buttons. The 'Continue' button is highlighted with a red box. A footer bar at the bottom right shows: 'Version: v1.2.21; Build Date: 26-11-2019 10:45:32; Environment: PPR'.</p>	Transaction Date	04 Mar 2020 15:20:34 AEDT	Transaction Reference	15258044	Payment Reference Number	10001033924	Payment Amount	250.00	Credit Card Type	Visa
Transaction Date	04 Mar 2020 15:20:34 AEDT											
Transaction Reference	15258044											
Payment Reference Number	10001033924											
Payment Amount	250.00											
Credit Card Type	Visa											

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Step	Action	Graphic																																				
10.	<ul style="list-style-type: none"> • Select 'Actions' • Click 'Submit' 	 <p>The screenshot shows a web application interface for an 'Authorised Officer Application'. At the top, there is a navigation bar with 'Home' on the left and 'William Makin' on the right. Below this, the page title is 'Authorised Officer Application Active 25/02/2020'. A horizontal menu contains tabs for 'Applicant', 'Employment', 'Job Functions', 'Documents', 'Payment', and 'Actions'. The 'Actions' tab is highlighted with a red box, and a dropdown menu is open, showing 'Withdraw' and 'Submit' options, also highlighted with a red box. The main content area is titled 'Personal Details' and contains a form with the following information:</p> <table border="1"> <tr> <td>Title</td> <td>Mr</td> <td>Address Line 1</td> <td>44, MEDWORTH CRESCENT</td> </tr> <tr> <td>First name</td> <td>William</td> <td>Address Line 2</td> <td></td> </tr> <tr> <td>Family name</td> <td>Makin</td> <td>Suburb</td> <td>LYNEHAM</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>2602</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 903 763</td> <td></td> <td></td> </tr> <tr> <td>Email</td> <td>william.makin@agriculture.gov.au</td> <td></td> <td></td> </tr> </table> <p>Below the personal details, there is a 'Disclosure' section with questions about pending criminal charges and conflict of interest. A 'Next' button is located at the bottom right of the form area. The footer of the page contains copyright information for the Commonwealth of Australia 2016 and links to Accessibility, Site map, Privacy, Disclaimer, and Contact us.</p>	Title	Mr	Address Line 1	44, MEDWORTH CRESCENT	First name	William	Address Line 2		Family name	Makin	Suburb	LYNEHAM	Middle name/s		State	ACT	Preferred name		Postcode	2602	Date Of Birth	17/01/1986			Phone				Mobile	0400 903 763			Email	william.makin@agriculture.gov.au		
Title	Mr	Address Line 1	44, MEDWORTH CRESCENT																																			
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Step	Action	Graphic						
11.	<p>Review the text in the pop-up box.</p> <table border="1" data-bbox="300 316 871 667"> <thead> <tr> <th data-bbox="300 316 510 375">If you...</th> <th data-bbox="510 316 871 375">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="300 375 510 512">want to add more job functions</td> <td data-bbox="510 375 871 512"> <ul style="list-style-type: none"> click the 'Cancel' button go back to 'Job Functions'. </td> </tr> <tr> <td data-bbox="300 512 510 667">don't want to add more job functions</td> <td data-bbox="510 512 871 667"> <ul style="list-style-type: none"> click the 'OK' button continue to Step 12. </td> </tr> </tbody> </table>	If you...	Then...	want to add more job functions	<ul style="list-style-type: none"> click the 'Cancel' button go back to 'Job Functions'. 	don't want to add more job functions	<ul style="list-style-type: none"> click the 'OK' button continue to Step 12. 	 <p>The screenshot shows a web application interface for an 'Authorised Officer Application'. At the top, there is a navigation bar with 'Home' and the user's name 'William Makin'. Below this, the title 'Authorised Officer Application' is displayed with the status 'Active 25/02/2020'. A navigation menu includes 'Applicant', 'Employment', 'Job Functions', 'Documents', 'Payment', and 'Actions'. The main content area is divided into sections: 'Personal Details' (with a 'Change' link), 'Disclosure' (with a 'Change' link), and a 'Next' button. A modal dialog box is overlaid on the 'Personal Details' section, containing the text 'Are you sure you want to submit this Application?' and two buttons: 'OK' (highlighted with a red box) and 'Cancel'.</p>
If you...	Then...							
want to add more job functions	<ul style="list-style-type: none"> click the 'Cancel' button go back to 'Job Functions'. 							
don't want to add more job functions	<ul style="list-style-type: none"> click the 'OK' button continue to Step 12. 							

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Step	Action	Graphic
12.	<ul style="list-style-type: none"> Note your submitted application. End of procedure. <p>Note: You will now receive an email stating that your application has been received.</p>	

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Contact information

- 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: *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](#)
- [Plant Export Operations Manual](#)
 - Exports reference: *Plant Exports Management System Authorised officer user guide*
 - Exports reference: *Table of authorised officer job functions*
- [Authorised Officer declaration of boarding experience.](#)
- [Fees and charges](#)
- [Privacy Policy](#)
- [Australian Federal Police](#) webpage (police checks)

Document information

The following table contains administrative metadata.

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 <i>Export Control Act 2020</i> 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	11/10/2024	11/10/2024	Major change	Included information about the learning and assessment fee.

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