



Australian Government
Department of Agriculture,
Fisheries and Forestry

Exports work instruction

Inspecting processed plant products for export produced under quality systems recognition

Direction to staff

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*.

Direction to authorised officers

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

Purpose of this document

This document details the procedure for inspecting processed plant products for export produced under Quality Systems Recognition (QSR).

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

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Policy statement

- The policy and process related to this work instruction can be found in the Exports process instruction: [Quality Systems Recognition of processed plant products for export](#). AOs must read and comply with the policy and process set out in the process instruction and relevant legislation.
- This document must be used in conjunction with the importing country's requirements listed in import permits, [protocols, work plans](#) and the Manual of Importing Country Requirements ([Micor](#)).

Note: Where the importing country requirements (ICRs) contradict the requirements in this document, the ICRs must take precedence.

Roles and responsibilities

The following table outlines the roles and responsibilities undertaken when inspecting processed plant products for export.

Role	Responsibility
Inspection AOs	- Validating supporting documents. - Inspecting processed plant products for export. - Recording and submitting the results of the inspection.

Work health and safety

- Inspection AOs must read and be familiar with Exports reference: [Work health and safety in the plant export environment](#).
- They must read, consider and comply with work health and safety (WHS) requirements set out in the guideline.
- They must not enter work sites unless it is safe, they are wearing the required personal protective equipment (PPE) and have considered any WHS hazards.
- They must comply with Commonwealth, state and territory WHS legislation.
- They must comply with WHS requirements of employers and third party sites, unless they assess the requirements as placing them at risk, in which case they must take reasonable action to ensure their safety.

Personal protective equipment

- Inspection AOs must wear the following PPE for processed plant product inspections
 - hi-visibility vest
 - safety boots
- Inspection AOs must have the following PPE with them and use when required
 - first aid kit
 - water
 - sunscreen
 - appropriate emergency communication equipment such as a phone carrier with coverage or satellite phone.
- An AO must wear the following PPE where required by the work site or where they have identified a risk in the work environment
 - long sleeve clothing

- steel cap boots
- hard hat
- hearing protection
- face mask
- portable gas detector

Note: For more information regarding WHS responsibilities, see the Exports reference: [Work health and safety in the plant export environment](#).

Essential equipment

AOs must have the following equipment for their inspection activities:

- pencil/pen
- torch
- knife
- calculator, or mobile phone with a scientific calculator
- establishment QSR approval letter (provided by establishment)
- access to the Plant Exports Management System (PEMS) or manual inspection record for contingency purposes.

System requirements

AO must have access to the following systems:

- department website
- Manual of Importing Country Requirements (Micor)
- Micor Plants Documents Section (username and password required) – protocol markets only
- Plant Exports Management System (PEMS)
- Electronic Export Documentation System (EXDOC) (for departmental AOs only).

Prepare for inspection

Section 1: How do I prepare for inspection?

The following table outlines how an AO actions a request for inspection.

Step	Action						
1.	Review the inspection request details. <table border="1"> <tr> <th>If you are...</th><th>Then...</th></tr> <tr> <td>a State/Territory government officer or third-party AO</td><td> • the inspection request must include the ○ inspection appointment details ○ request for permit (RFP) • continue to Step 2. </td></tr> <tr> <td>a departmental AO</td><td>continue to Step 2.</td></tr> </table>	If you are...	Then...	a State/Territory government officer or third-party AO	• the inspection request must include the ○ inspection appointment details ○ request for permit (RFP) • continue to Step 2.	a departmental AO	continue to Step 2.
If you are...	Then...						
a State/Territory government officer or third-party AO	• the inspection request must include the ○ inspection appointment details ○ request for permit (RFP) • continue to Step 2.						
a departmental AO	continue to Step 2.						

Step	Action								
2.	Determine if the inspection is for a new consignment, re-export consignment or a resubmitted consignment. Notes: - Re-export RFPs will have endorsement number 6536. - The requirements for re-export can be found in the Exports process instruction related to the commodity being inspected. <table border="1"> <thead> <tr> <th>If the consignment...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>is new</td><td>continue to Step 3.</td></tr> <tr> <td>for re-export</td><td> - validate the phytosanitary certificate issued by the country of origin or a certified true copy of the phytosanitary certificate issued by the country of origin in accordance with the Exports process instruction: Supporting documents for plant export Note: Re-export RFPs will have endorsement number 6536. continue to Step 3. </td></tr> <tr> <td>is being resubmitted</td><td>go to Section 11: How do I inspect a resubmitted consignment?</td></tr> </tbody> </table>	If the consignment...	Then...	is new	continue to Step 3.	for re-export	- validate the phytosanitary certificate issued by the country of origin or a certified true copy of the phytosanitary certificate issued by the country of origin in accordance with the Exports process instruction: Supporting documents for plant export Note: Re-export RFPs will have endorsement number 6536. continue to Step 3.	is being resubmitted	go to Section 11: How do I inspect a resubmitted consignment?
If the consignment...	Then...								
is new	continue to Step 3.								
for re-export	- validate the phytosanitary certificate issued by the country of origin or a certified true copy of the phytosanitary certificate issued by the country of origin in accordance with the Exports process instruction: Supporting documents for plant export Note: Re-export RFPs will have endorsement number 6536. continue to Step 3.								
is being resubmitted	go to Section 11: How do I inspect a resubmitted consignment?								
3.	Check the Exports reference: Table of plant export protocol markets to determine if the consignment is for a protocol market. Note: The <i>Export Criteria</i> section of the Micor case also states whether it is a protocol market.								
4.	Check that you are accredited in the job function/s required to conduct the inspection by comparing the commodity, country, packaging and transportation information with the Exports reference: Table of authorised officer job functions and your <i>Instrument of appointment</i>. Important: If the consignment contains both QSR-approved and non-QSR-approved products (mixed consignment), both types of goods must be inspected by an AO/s with the appropriate job function in accordance with the approved instructional material. <table border="1"> <thead> <tr> <th>If you are...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>accredited with the required job function/s</td><td>continue to Step 5.</td></tr> <tr> <td>not accredited with the required job function/s</td><td> - you cannot conduct the inspection - inform the client do not continue. </td></tr> </tbody> </table>	If you are...	Then...	accredited with the required job function/s	continue to Step 5.	not accredited with the required job function/s	- you cannot conduct the inspection - inform the client do not continue.		
If you are...	Then...								
accredited with the required job function/s	continue to Step 5.								
not accredited with the required job function/s	- you cannot conduct the inspection - inform the client do not continue.								

Step	Action						
5.	Check that the establishment number provided (for example, on the RFP) matches the registered establishment (RE) number listed on the certificate displayed at the inspection location. <table> <tr> <th>If the numbers...</th><th>Then...</th></tr> <tr> <td>match</td><td>continue to Section 2: How do I check the importing country's requirements?</td></tr> <tr> <td>do not match</td><td> - you cannot conduct the inspection - inform the client do not continue. </td></tr> </table>	If the numbers...	Then...	match	continue to Section 2: How do I check the importing country's requirements?	do not match	- you cannot conduct the inspection - inform the client do not continue.
If the numbers...	Then...						
match	continue to Section 2: How do I check the importing country's requirements?						
do not match	- you cannot conduct the inspection - inform the client do not continue.						

Section 2: How do I check the importing country's requirements?

The following table outlines how to check the importing country's requirements.

Step	Action						
1.	Is there a case in Micor for each commodity on the RFP? <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>yes</td><td>continue to Step 2.</td></tr> <tr> <td>no</td><td> - the inspection request is not valid - inform the client that they need to - obtain the import requirements for each commodity from the importing country authority - email these import requirements to the Micor administrator do not continue. </td></tr> </table>	If...	Then...	yes	continue to Step 2.	no	- the inspection request is not valid - inform the client that they need to - obtain the import requirements for each commodity from the importing country authority - email these import requirements to the Micor administrator do not continue.
If...	Then...						
yes	continue to Step 2.						
no	- the inspection request is not valid - inform the client that they need to - obtain the import requirements for each commodity from the importing country authority - email these import requirements to the Micor administrator do not continue.						
2.	Read the <i>Export Criteria</i> section of the Micor case to determine if there is a protocol for the importing country. <table> <tr> <th>If the Micor case...</th><th>Then...</th></tr> <tr> <td>does not refer to a protocol</td><td> - continue with this work instruction, but do not complete the Steps that refer to protocol markets continue to Step 3. </td></tr> <tr> <td>refers to a protocol</td><td> - open the link to protocols in the <i>Documents</i> section of Micor - find the relevant protocol and reference material, and refer to this when prompted by this work instruction continue to Step 3. </td></tr> </table>	If the Micor case...	Then...	does not refer to a protocol	- continue with this work instruction, but do not complete the Steps that refer to protocol markets continue to Step 3.	refers to a protocol	- open the link to protocols in the <i>Documents</i> section of Micor - find the relevant protocol and reference material, and refer to this when prompted by this work instruction continue to Step 3.
If the Micor case...	Then...						
does not refer to a protocol	- continue with this work instruction, but do not complete the Steps that refer to protocol markets continue to Step 3.						
refers to a protocol	- open the link to protocols in the <i>Documents</i> section of Micor - find the relevant protocol and reference material, and refer to this when prompted by this work instruction continue to Step 3.						

Step	Action						
3.	Check the Micor case for each commodity to see if an import permit is required. <table> <tr> <th>If an import permit is...</th><th>Then...</th></tr> <tr> <td>required</td><td>continue to Step 4.</td></tr> <tr> <td>not required</td><td>go to Step 6.</td></tr> </table>	If an import permit is...	Then...	required	continue to Step 4.	not required	go to Step 6.
If an import permit is...	Then...						
required	continue to Step 4.						
not required	go to Step 6.						
4.	Check that the client has provided an import permit and that it is valid as per the Exports process instruction: Supporting documents for plant exports. Note: The import permit may be provided by the client to the AO directly or uploaded into PEMS. <table> <tr> <th>If the client...</th><th>Then...</th></tr> <tr> <td>has provided an import permit and it is valid</td><td> - if the import permit is not in PEMS, take a copy of the import permit continue to Step 5. </td></tr> <tr> <td> - has provided an import permit but it is not valid or - has not provided an import permit </td><td> - the inspection request is not valid - inform the client that they need to provide a valid import permit do not continue. </td></tr> </table>	If the client...	Then...	has provided an import permit and it is valid	- if the import permit is not in PEMS, take a copy of the import permit continue to Step 5.	- has provided an import permit but it is not valid or - has not provided an import permit	- the inspection request is not valid - inform the client that they need to provide a valid import permit do not continue.
If the client...	Then...						
has provided an import permit and it is valid	- if the import permit is not in PEMS, take a copy of the import permit continue to Step 5.						
- has provided an import permit but it is not valid or - has not provided an import permit	- the inspection request is not valid - inform the client that they need to provide a valid import permit do not continue.						
5.	Check that the requirements on the import permit match the Micor case for each commodity. <table> <tr> <th>If the import permit requirements...</th><th>Then...</th></tr> <tr> <td>match the Micor case/s</td><td>continue to Step 6.</td></tr> <tr> <td> - do not exist in Micor or - do not match the Micor case/s </td><td> - the inspection request is not valid - inform the client that - the import permit does not match the Micor case - you cannot conduct the inspection until the Micor case has been updated - they must email the import permit or instrument in writing to the Micor administrator do not continue. </td></tr> </table>	If the import permit requirements...	Then...	match the Micor case/s	continue to Step 6.	- do not exist in Micor or - do not match the Micor case/s	- the inspection request is not valid - inform the client that - the import permit does not match the Micor case - you cannot conduct the inspection until the Micor case has been updated - they must email the import permit or instrument in writing to the Micor administrator do not continue.
If the import permit requirements...	Then...						
match the Micor case/s	continue to Step 6.						
- do not exist in Micor or - do not match the Micor case/s	- the inspection request is not valid - inform the client that - the import permit does not match the Micor case - you cannot conduct the inspection until the Micor case has been updated - they must email the import permit or instrument in writing to the Micor administrator do not continue.						
6.	Read the Micor case (and protocol/work plan where applicable) for each commodity, to check for any documentation, packaging and inspection requirements.						
7.	Continue to Section 3: How do I check the status of the RFP and supporting documentation?						

Section 3: How do I check the status of the RFP and supporting documentation?

The following table outlines how to check the status of the RFP and supporting documentation.

Step	Action						
1.	Is the status on the RFP either initial (INIT) or final (FINL)? <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>yes</td><td>continue to Step 2.</td></tr> <tr> <td>no</td><td> - the inspection request is not valid - inform the client that they must submit an RFP at either INIT or FINL status do not continue. </td></tr> </table>	If...	Then...	yes	continue to Step 2.	no	- the inspection request is not valid - inform the client that they must submit an RFP at either INIT or FINL status do not continue.
If...	Then...						
yes	continue to Step 2.						
no	- the inspection request is not valid - inform the client that they must submit an RFP at either INIT or FINL status do not continue.						
2.	Check the RFP has the correct EXDOC endorsement number/s and treatment details (if applicable) by comparing it to the Micor case (protocol/work plan where applicable) and any other details provided in the RFP.						
3.	Has the client provided all supporting documents required before inspection as per the Exports reference: Plant export documents and treatments checklists and the Micor case/s? Important: If Micor indicates that a particular supporting document is permitted to be provided after inspection, the details of the pending supporting document must be recorded in the <i>comments</i> Section of the inspection record. Note: Supporting documents may be provided by the client to the AO directly or uploaded into PEMS. <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>yes</td><td>continue to Step 5.</td></tr> <tr> <td>no</td><td> - the inspection request is not valid - inform the client that they need to provide all required supporting documents prior to inspection do not continue. </td></tr> </table>	If...	Then...	yes	continue to Step 5.	no	- the inspection request is not valid - inform the client that they need to provide all required supporting documents prior to inspection do not continue.
If...	Then...						
yes	continue to Step 5.						
no	- the inspection request is not valid - inform the client that they need to provide all required supporting documents prior to inspection do not continue.						

Step	Action						
4.	Check that all the supporting documents you have received are valid as per the Exports process instruction: Supporting documents for plant exports. <table> <tr> <th>If all supporting documents are...</th><th>Then...</th></tr> <tr> <td>valid</td><td> - if the supporting documents are not in PEMS, take copies of the documents continue to Section 4: How are the inspection results recorded? </td></tr> <tr> <td>not valid</td><td> - the inspection request is not valid - inform the client that they need to provide valid supporting documents do not continue. </td></tr> </table>	If all supporting documents are...	Then...	valid	- if the supporting documents are not in PEMS, take copies of the documents continue to Section 4: How are the inspection results recorded?	not valid	- the inspection request is not valid - inform the client that they need to provide valid supporting documents do not continue.
If all supporting documents are...	Then...						
valid	- if the supporting documents are not in PEMS, take copies of the documents continue to Section 4: How are the inspection results recorded?						
not valid	- the inspection request is not valid - inform the client that they need to provide valid supporting documents do not continue.						

Section 4: How are the inspection results recorded?

- Inspection records must be completed in accordance with the Exports work instruction: [Completing plant export inspection and treatment records](#).
- Results must be recorded in PEMS.

Note: A manual inspection record must only be used for contingency purposes only or if an exception applies.

- Record inspection details and results throughout the inspection process.

Recording QSR-only inspections

To record the inspection results for consignments that contain QSR-approved plant products only, use the *Quality System Recognition* inspection, or the *Grain and Plant Product Inspection Record* in PEMS.

Recording inspections of mixed consignments

To record the inspection results for consignments that contain both QSR-approved and non-QSR-approved plant products (mixed consignments), use the *Grain and plant products inspection record* in PEMS.

The following table outlines how to initiate the inspection record.

Step	Action						
1.	Are you using PEMS or a manual inspection record to record the inspection results? <table> <tr> <th>If using...</th><th>Then...</th></tr> <tr> <td>PEMS</td><td>continue to Step 2.</td></tr> <tr> <td>the manual inspection record</td><td>go to Section 5: What do I do when I arrive at the registered establishment?</td></tr> </table>	If using...	Then...	PEMS	continue to Step 2.	the manual inspection record	go to Section 5: What do I do when I arrive at the registered establishment?
If using...	Then...						
PEMS	continue to Step 2.						
the manual inspection record	go to Section 5: What do I do when I arrive at the registered establishment?						

Step	Action
2.	Initiate inspection record in PEMS. Note: For information on how to use PEMS see the Exports reference: Plant Export Management System Authorised officer user guide .
3.	• Upload the import permit, where applicable, and record a validation outcome. Where one exists, add the import permit expiry date. • Upload all other supporting documents and record a validation outcome for each. This may include but is not limited to any of the following: ○ manufacturers declaration ○ pest-free area declarations ○ treatment certificates ○ empty container inspection record ○ gas-free certificates ○ lab-analysis results ○ crop-monitor records ○ pest-identification reports.
4.	Where internet connectivity is unreliable or unknown at the RE, checkout the inspection record before arriving at the site to use PEMS offline.
5.	Continue to Section 5: What do I do when I arrive at the registered establishment?

Section 5: What do I do when I arrive at the registered establishment?

The following table outlines what to do on arrival at the RE.

Step	Action						
1.	On arrival at the RE: • sign in at the office (if the AO is not already employee of the site) • ask a staff member about any site-specific work health and safety requirements including mandatory personal protective equipment (PPE) • put on the required PPE • assess the site for safety • ask a staff member to accompany you to the inspection area.						
2.	Is the consignment being resubmitted for inspection? <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>yes</td><td> • record that the inspection is a re-inspection and add the original RFP number on the inspection record • add comments into the <i>comments</i> field on the method of treatment • continue to Step 3. </td></tr> <tr> <td>no</td><td>continue to Step 3.</td></tr> </table>	If...	Then...	yes	• record that the inspection is a re-inspection and add the original RFP number on the inspection record • add comments into the <i>comments</i> field on the method of treatment • continue to Step 3.	no	continue to Step 3.
If...	Then...						
yes	• record that the inspection is a re-inspection and add the original RFP number on the inspection record • add comments into the <i>comments</i> field on the method of treatment • continue to Step 3.						
no	continue to Step 3.						

Step	Action								
3.	Check whether the establishment is QSR-approved by: - requesting to see and checking that the establishment's Certificate of Registration lists QSR as a registered operation - sighting the establishment's QSR approval letter. <table border="1"> <thead> <tr> <th>If...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>QSR-approved</td><td> - note the goods type, packaging type and size that the establishment is QSR-approved for - record the QSR number for the establishment in the <i>Comments</i> field of the inspection record in the format QSR### continue to Step 4. </td></tr> <tr> <td>not QSR-approved</td><td> - the inspection request is not valid - inform the client that they need QSR-approval go to Section 10: How do I withdraw the inspection? </td></tr> </tbody> </table>	If...	Then...	QSR-approved	- note the goods type, packaging type and size that the establishment is QSR-approved for - record the QSR number for the establishment in the <i>Comments</i> field of the inspection record in the format QSR### continue to Step 4.	not QSR-approved	- the inspection request is not valid - inform the client that they need QSR-approval go to Section 10: How do I withdraw the inspection?		
If...	Then...								
QSR-approved	- note the goods type, packaging type and size that the establishment is QSR-approved for - record the QSR number for the establishment in the <i>Comments</i> field of the inspection record in the format QSR### continue to Step 4.								
not QSR-approved	- the inspection request is not valid - inform the client that they need QSR-approval go to Section 10: How do I withdraw the inspection?								
4.	Ask the client to provide any additional supporting documents required at the time of inspection/re-inspection. Important: If you have not checked the importing country requirements (Section 2) or the RFP (Section 3) prior to arriving at the RE, you must return to the appropriate Section and complete the procedure as written. Note: Supporting documents may be provided by the client to the AO directly or uploaded into PEMS. <table border="1"> <thead> <tr> <th>If...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>no further documents are required at the time of inspection</td><td>go to Step 6.</td></tr> <tr> <td>additional supporting documents are provided</td><td> - take copies of the supporting documents - if using PEMS, upload them into PEMS continue to Step 5 </td></tr> <tr> <td>not all supporting documents have been provided</td><td> - inform the client that they need to provide all required supporting documents prior to inspection occurring - add relevant comments into the comments field of the inspection record go to Section 10: How do I withdraw the inspection? </td></tr> </tbody> </table>	If...	Then...	no further documents are required at the time of inspection	go to Step 6.	additional supporting documents are provided	- take copies of the supporting documents - if using PEMS, upload them into PEMS continue to Step 5	not all supporting documents have been provided	- inform the client that they need to provide all required supporting documents prior to inspection occurring - add relevant comments into the comments field of the inspection record go to Section 10: How do I withdraw the inspection?
If...	Then...								
no further documents are required at the time of inspection	go to Step 6.								
additional supporting documents are provided	- take copies of the supporting documents - if using PEMS, upload them into PEMS continue to Step 5								
not all supporting documents have been provided	- inform the client that they need to provide all required supporting documents prior to inspection occurring - add relevant comments into the comments field of the inspection record go to Section 10: How do I withdraw the inspection?								

Step	Action						
5.	- Check that all the supporting documents you have received are valid as per the Exports work instruction: Validating supporting documents for plant exports. - If the supporting documents are not in PEMS, take copies of the documents and upload them into PEMS. <table> <tr> <th>If all supporting documents are...</th><th>Then...</th></tr> <tr> <td>valid</td><td> - record the validation outcome for each supporting document continue to Step 6. </td></tr> <tr> <td>not valid</td><td> - record the validation outcome for each supporting document - inform the client that they need to provide valid supporting documents - add relevant comments into the comments field of the inspection record go to Section 10: How do I withdraw the inspection? </td></tr> </table>	If all supporting documents are...	Then...	valid	- record the validation outcome for each supporting document continue to Step 6.	not valid	- record the validation outcome for each supporting document - inform the client that they need to provide valid supporting documents - add relevant comments into the comments field of the inspection record go to Section 10: How do I withdraw the inspection?
If all supporting documents are...	Then...						
valid	- record the validation outcome for each supporting document continue to Step 6.						
not valid	- record the validation outcome for each supporting document - inform the client that they need to provide valid supporting documents - add relevant comments into the comments field of the inspection record go to Section 10: How do I withdraw the inspection?						

Step	Action								
6.	If containers are to be loaded with prescribed processed plant products: - the container must be approved/passed for loading, as indicated on the empty container inspection record - the record must indicate whether the container is suitable to be loaded with consumable or non-consumable goods - the container must be within 90 days of passing inspection - the tamper evident seal must not have been removed or tampered with. or - if an inspection sticker has been applied, the inspection sticker must - indicate whether the container is suitable to be loaded with consumable or non-consumable goods - be within 90 days of passing inspection - not been removed or tampered with. - the tamper evident seal must not have been removed or tampered with. Note: If containers are not on site or goods are not being transported via container, there is no requirement to check container approval. Go to Section 7: How do I assess the consignment? <table border="1"> <thead> <tr> <th>If the container...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>passed inspection within 90 days of inspection and the tamper evident seal is intact</td><td>go to Step 9.</td></tr> <tr> <td>non-compliant but rectified whilst you are on-site (that is, the container has been reinspection and passed to a consumable level prior to the consignment being inspected) Important: Only an AO with the ECI3001 job function can issue container approval.</td><td> - add relevant comments into the <i>comments</i> field of the inspection record go to Step 9. </td></tr> <tr> <td>non-compliant and not rectified whilst you are on-site</td><td>continue to Step 7.</td></tr> </tbody> </table>	If the container...	Then...	passed inspection within 90 days of inspection and the tamper evident seal is intact	go to Step 9.	non-compliant but rectified whilst you are on-site (that is, the container has been reinspection and passed to a consumable level prior to the consignment being inspected) Important: Only an AO with the ECI3001 job function can issue container approval.	- add relevant comments into the <i>comments</i> field of the inspection record go to Step 9.	non-compliant and not rectified whilst you are on-site	continue to Step 7.
If the container...	Then...								
passed inspection within 90 days of inspection and the tamper evident seal is intact	go to Step 9.								
non-compliant but rectified whilst you are on-site (that is, the container has been reinspection and passed to a consumable level prior to the consignment being inspected) Important: Only an AO with the ECI3001 job function can issue container approval.	- add relevant comments into the <i>comments</i> field of the inspection record go to Step 9.								
non-compliant and not rectified whilst you are on-site	continue to Step 7.								

Step	Action						
7.	- Inform the client that the - container cannot be loaded in its current state - for the container to be used, it must be reinspected and passed to a consumable level by an AO with the ECI3001 job function. - Add relevant comments into the <i>comments</i> field of the inspection record. - Remove the inspection sticker (if applicable). - Revoke the container approval as per the Exports work instruction: Inspecting empty containers for export. <table border="1"> <thead> <tr> <th>If you are...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>using PEMS</td><td> refer to the Exports reference: Plant Exports Management System authorised officer user guide and follow the instructions to revoke the container approval in PEMS continue to Step 8. </td></tr> <tr> <td>not using PEMS</td><td> - record the revocation of the container approval, including the time, date and reasons in the <i>comments</i> field of the inspection record - strike out the relevant container number line on the empty container inspection record and record in the margin the time, date and reasons for the revocation - initial the change to the empty container inspection record - take a copy of the revoked empty container inspection record and provide a copy to the - client Assessment Services Exports continue to Step 8. </td></tr> </tbody> </table> Note: A notification must be sent to the client containing the list of one or more revoked container approvals before finalisation of your inspection. This can be to the exporter, a specific employee at the RE, or a general email address for the RE business.	If you are...	Then...	using PEMS	refer to the Exports reference: Plant Exports Management System authorised officer user guide and follow the instructions to revoke the container approval in PEMS continue to Step 8.	not using PEMS	- record the revocation of the container approval, including the time, date and reasons in the <i>comments</i> field of the inspection record - strike out the relevant container number line on the empty container inspection record and record in the margin the time, date and reasons for the revocation - initial the change to the empty container inspection record - take a copy of the revoked empty container inspection record and provide a copy to the - client Assessment Services Exports continue to Step 8.
If you are...	Then...						
using PEMS	refer to the Exports reference: Plant Exports Management System authorised officer user guide and follow the instructions to revoke the container approval in PEMS continue to Step 8.						
not using PEMS	- record the revocation of the container approval, including the time, date and reasons in the <i>comments</i> field of the inspection record - strike out the relevant container number line on the empty container inspection record and record in the margin the time, date and reasons for the revocation - initial the change to the empty container inspection record - take a copy of the revoked empty container inspection record and provide a copy to the - client Assessment Services Exports continue to Step 8.						
8.	Ask the client if they wish to present an alternative container for loading. <table border="1"> <thead> <tr> <th>If...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>yes</td><td>return to Step 6 and continue the inspection.</td></tr> <tr> <td>no</td><td> - add relevant comments into the <i>comments</i> field of the inspection record go to Section 10: How do I withdraw the inspection? </td></tr> </tbody> </table>	If...	Then...	yes	return to Step 6 and continue the inspection.	no	- add relevant comments into the <i>comments</i> field of the inspection record go to Section 10: How do I withdraw the inspection?
If...	Then...						
yes	return to Step 6 and continue the inspection.						
no	- add relevant comments into the <i>comments</i> field of the inspection record go to Section 10: How do I withdraw the inspection?						

Step	Action								
9.	If the empty container is present, immediately prior to loading, verify that the condition of the container (internally and externally) has not changed since container approval was issued by: - looking inside the container for pests, residues or contaminants that may infest or contaminate the goods - inspecting the outside of the container for pests and structural damage that may allow cross-infestation or contamination of the goods. <table border="1"> <tr> <th>If pests, contamination or structural damage are...</th><th>Then...</th></tr> <tr> <td>not observed</td><td>go to Section 6: How do I inspect the commodity flowpath?</td></tr> <tr> <td> observed, but rectified whilst you are on-site (that is, the container has been reinspected and passed to a consumable level prior to the consignment being inspected) Important: Only an AO with the ECI3001 job function can issue container approval. </td><td> - add relevant comments into the <i>comments</i> field of the inspection record - go to Section 6: How do I inspect the commodity flowpath? </td></tr> <tr> <td>observed and not rectified whilst you are on-site</td><td>return to Step 7 to revoke the container approval and continue the inspection.</td></tr> </table>	If pests, contamination or structural damage are...	Then...	not observed	go to Section 6: How do I inspect the commodity flowpath?	observed, but rectified whilst you are on-site (that is, the container has been reinspected and passed to a consumable level prior to the consignment being inspected) Important: Only an AO with the ECI3001 job function can issue container approval.	- add relevant comments into the <i>comments</i> field of the inspection record - go to Section 6: How do I inspect the commodity flowpath?	observed and not rectified whilst you are on-site	return to Step 7 to revoke the container approval and continue the inspection.
If pests, contamination or structural damage are...	Then...								
not observed	go to Section 6: How do I inspect the commodity flowpath?								
observed, but rectified whilst you are on-site (that is, the container has been reinspected and passed to a consumable level prior to the consignment being inspected) Important: Only an AO with the ECI3001 job function can issue container approval.	- add relevant comments into the <i>comments</i> field of the inspection record - go to Section 6: How do I inspect the commodity flowpath?								
observed and not rectified whilst you are on-site	return to Step 7 to revoke the container approval and continue the inspection.								

Section 6: How do I inspect the commodity flowpath?

The flowpath must:

- be inspected immediately prior to commencement of goods inspection and loading of each consignment
- include the inspection area and commodity conveyance systems and anything along the pathway that the product comes into contact with, or that presents a direct risk for the product to become contaminated after inspection and during loading.

Note: The flowpath can include the receipt, storage (for example, for receipt or storage of passed goods), treatment, inspection area, conveyor systems and despatch areas.

The following table outlines how to inspect the commodity flowpath.

Step	Action						
1.	Inspect the flowpath to ensure it complies with the policy in the Exports process instruction: Quality system recognition of processed plant products for export and so the product cannot become infested or contaminated after inspection or during loading. <table> <tr> <th>If the flowpath is...</th><th>Then...</th></tr> <tr> <td>compliant</td><td> - record the flowpath as <i>passed</i> and the <i>time</i> in the comments section of the Quality System Recognition Inspection Record - if using the Grain and Plant Products Inspection Record, add the result and time entry under the <i>flowpath details</i> section continue to Section 7: How do I assess the consignment? </td></tr> <tr> <td>non-compliant</td><td> - advise the client of the non-compliance - record the flowpath as <i>failed</i> and the <i>time</i> in the comments section of the Quality System Recognition Inspection Record - if using the Grain and Plant Products Inspection Record in PEMS, record the result and time entry under the <i>flowpath details</i> section continue to Step 2. </td></tr> </table>	If the flowpath is...	Then...	compliant	- record the flowpath as <i>passed</i> and the <i>time</i> in the comments section of the Quality System Recognition Inspection Record - if using the Grain and Plant Products Inspection Record, add the result and time entry under the <i>flowpath details</i> section continue to Section 7: How do I assess the consignment?	non-compliant	- advise the client of the non-compliance - record the flowpath as <i>failed</i> and the <i>time</i> in the comments section of the Quality System Recognition Inspection Record - if using the Grain and Plant Products Inspection Record in PEMS, record the result and time entry under the <i>flowpath details</i> section continue to Step 2.
If the flowpath is...	Then...						
compliant	- record the flowpath as <i>passed</i> and the <i>time</i> in the comments section of the Quality System Recognition Inspection Record - if using the Grain and Plant Products Inspection Record, add the result and time entry under the <i>flowpath details</i> section continue to Section 7: How do I assess the consignment?						
non-compliant	- advise the client of the non-compliance - record the flowpath as <i>failed</i> and the <i>time</i> in the comments section of the Quality System Recognition Inspection Record - if using the Grain and Plant Products Inspection Record in PEMS, record the result and time entry under the <i>flowpath details</i> section continue to Step 2.						
2.	Ask the client if the flowpath non-compliance will be rectified whilst you are on-site. <table> <tr> <th>If the issues...</th><th>Then...</th></tr> <tr> <td>are rectified whilst you are on-site</td><td> return to step 1 and reinspect the flowpath Important: Where the flowpath has been treated with an insecticide or fumigant: - it must not be reinspected until after the safety precautions (including exposure or airing periods) specified on the registered label or treatment certificate have been observed - record how and when the issues were rectified in the <i>comments</i> field in the Quality System Recognition Inspection Record - if using the Grain and Plant Products Inspection Record in PEMS, record the flowpath result as 'passed after rectification' and when, under the <i>flowpath details</i> section. continue to Section 7: How do I assess the consignment? </td></tr> <tr> <td>cannot be rectified whilst you are on-site</td><td> - the flowpath fails inspection go to Section 10: How do I withdraw the inspection? </td></tr> </table>	If the issues...	Then...	are rectified whilst you are on-site	return to step 1 and reinspect the flowpath Important: Where the flowpath has been treated with an insecticide or fumigant: - it must not be reinspected until after the safety precautions (including exposure or airing periods) specified on the registered label or treatment certificate have been observed - record how and when the issues were rectified in the <i>comments</i> field in the Quality System Recognition Inspection Record - if using the Grain and Plant Products Inspection Record in PEMS, record the flowpath result as 'passed after rectification' and when, under the <i>flowpath details</i> section. continue to Section 7: How do I assess the consignment?	cannot be rectified whilst you are on-site	- the flowpath fails inspection go to Section 10: How do I withdraw the inspection?
If the issues...	Then...						
are rectified whilst you are on-site	return to step 1 and reinspect the flowpath Important: Where the flowpath has been treated with an insecticide or fumigant: - it must not be reinspected until after the safety precautions (including exposure or airing periods) specified on the registered label or treatment certificate have been observed - record how and when the issues were rectified in the <i>comments</i> field in the Quality System Recognition Inspection Record - if using the Grain and Plant Products Inspection Record in PEMS, record the flowpath result as 'passed after rectification' and when, under the <i>flowpath details</i> section. continue to Section 7: How do I assess the consignment?						
cannot be rectified whilst you are on-site	- the flowpath fails inspection go to Section 10: How do I withdraw the inspection?						

Inspection procedure

AOs must:

- conduct all processed plant product inspection tasks in accordance with policy requirements set out in the Exports process instruction and under legislation
- verify goods and packaging presented for export prior to loading into the container
- verify all product types and quantity in the consignment.

Section 7: How do I assess the consignment?

The following table outlines how to assess the consignment.

Step	Action								
1.	Check that the consignment matches the quantity and commodities listed on the RFP. Note: The consignment may be presented in 'lots' over a number of shifts or days and may not be presented all at the same time. Where the entire consignment is not presented at the time of inspection, liaise with client and identify appropriate lots. Amounts can be less than, but not more in total than what is on the RFP. <table> <tr> <th>If the consignment...</th><th>Then...</th></tr> <tr> <td>matches the RFP</td><td>go to Step 3.</td></tr> <tr> <td>does not match the RFP and is being presented in 'lots'</td><td>got to Step 3.</td></tr> <tr> <td>does not match the RFP</td><td>continue to Step 2.</td></tr> </table>	If the consignment...	Then...	matches the RFP	go to Step 3.	does not match the RFP and is being presented in 'lots'	got to Step 3.	does not match the RFP	continue to Step 2.
If the consignment...	Then...								
matches the RFP	go to Step 3.								
does not match the RFP and is being presented in 'lots'	got to Step 3.								
does not match the RFP	continue to Step 2.								
2.	Inform the client that the consignment must match the RFP before the inspection can occur. <table> <tr> <th>If the client...</th><th>Then...</th></tr> <tr> <td>amends the consignment to match the RFP</td><td>continue to Step 3.</td></tr> <tr> <td>amends the RFP in EXDOC to match the consignment</td><td> • add relevant comments into the <i>comments</i> field of the inspection record • if using PEMS, record a time entry and withdraw the inspection record • initiate the inspection record with the reloaded RFP information • continue to Step 3. </td></tr> <tr> <td>does not amend the consignment or the RFP</td><td> • add relevant comments into the <i>comments</i> field of the inspection record • advise the client that you cannot proceed with the inspection • go to Section 9: How do I fail the consignment? </td></tr> </table>	If the client...	Then...	amends the consignment to match the RFP	continue to Step 3.	amends the RFP in EXDOC to match the consignment	• add relevant comments into the <i>comments</i> field of the inspection record • if using PEMS, record a time entry and withdraw the inspection record • initiate the inspection record with the reloaded RFP information • continue to Step 3.	does not amend the consignment or the RFP	• add relevant comments into the <i>comments</i> field of the inspection record • advise the client that you cannot proceed with the inspection • go to Section 9: How do I fail the consignment?
If the client...	Then...								
amends the consignment to match the RFP	continue to Step 3.								
amends the RFP in EXDOC to match the consignment	• add relevant comments into the <i>comments</i> field of the inspection record • if using PEMS, record a time entry and withdraw the inspection record • initiate the inspection record with the reloaded RFP information • continue to Step 3.								
does not amend the consignment or the RFP	• add relevant comments into the <i>comments</i> field of the inspection record • advise the client that you cannot proceed with the inspection • go to Section 9: How do I fail the consignment?								

Step	Action						
3.	Confirm whether the goods type, packaging type and package size match the establishment's QSR-approval letter (as noted in Section 5, Step 3.) <table> <tr> <th>If the consignment...</th><th>Then...</th></tr> <tr> <td>matches the establishment's QSR-approval</td><td> - add relevant comments into the <i>remarks</i> field of the inspection record go to Step 5. </td></tr> <tr> <td>does not match the establishment's QSR-approval</td><td>continue to Step 4.</td></tr> </table>	If the consignment...	Then...	matches the establishment's QSR-approval	- add relevant comments into the <i>remarks</i> field of the inspection record go to Step 5.	does not match the establishment's QSR-approval	continue to Step 4.
If the consignment...	Then...						
matches the establishment's QSR-approval	- add relevant comments into the <i>remarks</i> field of the inspection record go to Step 5.						
does not match the establishment's QSR-approval	continue to Step 4.						
4.	Inform the client that the goods type, packaging type and package size must match the QSR-approval before the inspection can occur. <table> <tr> <th>If the client...</th><th>Then...</th></tr> <tr> <td>removes unapproved goods from the consignment to match the QSR-approval letter</td><td>continue to Step 5.</td></tr> <tr> <td>does not remove unapproved goods from the consignment to match the QSR-approval letter</td><td> - add relevant comments into the <i>comments</i> field of the inspection record - advise the client that you cannot proceed with the inspection go to Section 9: How do I fail the consignment? </td></tr> </table> Important: If the consignment contains both QSR-approved and non-QSR-approved products (mixed consignment), both types of goods must be inspected by an AO/s with the appropriate job function in accordance with the approved instructional material.	If the client...	Then...	removes unapproved goods from the consignment to match the QSR-approval letter	continue to Step 5.	does not remove unapproved goods from the consignment to match the QSR-approval letter	- add relevant comments into the <i>comments</i> field of the inspection record - advise the client that you cannot proceed with the inspection go to Section 9: How do I fail the consignment?
If the client...	Then...						
removes unapproved goods from the consignment to match the QSR-approval letter	continue to Step 5.						
does not remove unapproved goods from the consignment to match the QSR-approval letter	- add relevant comments into the <i>comments</i> field of the inspection record - advise the client that you cannot proceed with the inspection go to Section 9: How do I fail the consignment?						

Step	Action										
5.	Check that the trade description, if physically applied to the consignment, complies with the policy in the guideline and any specific importing-country requirements listed in Micor (and the protocol/work plan where applicable). <table> <tr> <th>If the trade description is...</th><th>Then...</th></tr> <tr> <td>compliant</td><td> - record trade description compliance in on the inspection record continue to Step 6. </td></tr> <tr> <td>non-compliant but rectified whilst you are on-site</td><td> - add relevant comments into the <i>comments</i> field of the inspection record - record trade description compliance continue to Step 6. </td></tr> <tr> <td>non-compliant and not rectified whilst you are on-site</td><td> - inform the client that they need to meet the trade-description requirements - add relevant comments to the <i>comments</i> field of the inspection record go to Section 9: How do I fail the consignment? </td></tr> <tr> <td>not on any packages</td><td>continue to Step 6.</td></tr> </table> Important: It is not mandatory for packaged goods to have a trade description physically applied (such as labelling) unless stipulated in Micor (or the protocol/work plan where applicable).	If the trade description is...	Then...	compliant	- record trade description compliance in on the inspection record continue to Step 6.	non-compliant but rectified whilst you are on-site	- add relevant comments into the <i>comments</i> field of the inspection record - record trade description compliance continue to Step 6.	non-compliant and not rectified whilst you are on-site	- inform the client that they need to meet the trade-description requirements - add relevant comments to the <i>comments</i> field of the inspection record go to Section 9: How do I fail the consignment?	not on any packages	continue to Step 6.
If the trade description is...	Then...										
compliant	- record trade description compliance in on the inspection record continue to Step 6.										
non-compliant but rectified whilst you are on-site	- add relevant comments into the <i>comments</i> field of the inspection record - record trade description compliance continue to Step 6.										
non-compliant and not rectified whilst you are on-site	- inform the client that they need to meet the trade-description requirements - add relevant comments to the <i>comments</i> field of the inspection record go to Section 9: How do I fail the consignment?										
not on any packages	continue to Step 6.										

Step	Action						
6.	Check that the packaging is: • secure • intact • undamaged • complies with the policy in the guideline and legislative requirements • an approved packaging type/size as identified on the establishments QSR approval (as per Section 5, Step 3) • complies with any specific importing-country requirements listed in Micor (and the protocol/work plan where applicable). • free from pests or contamination <table> <tr> <th>If the packaging material is...</th><th>Then...</th></tr> <tr> <td>compliant</td><td> • record the packaging type and compliance in the <i>remarks</i> field of the inspection record • continue to Step 7. </td></tr> <tr> <td>non-compliant</td><td> • inform the client that the packaging is not compliant • add relevant comments to the comments field of the inspection record • go to Section 9: How do I fail the consignment? </td></tr> </table>	If the packaging material is...	Then...	compliant	• record the packaging type and compliance in the <i>remarks</i> field of the inspection record • continue to Step 7.	non-compliant	• inform the client that the packaging is not compliant • add relevant comments to the comments field of the inspection record • go to Section 9: How do I fail the consignment?
If the packaging material is...	Then...						
compliant	• record the packaging type and compliance in the <i>remarks</i> field of the inspection record • continue to Step 7.						
non-compliant	• inform the client that the packaging is not compliant • add relevant comments to the comments field of the inspection record • go to Section 9: How do I fail the consignment?						
7.	If the container is present: • check that the consignment being loaded into the container/s for export is the same consignment that was verified in steps 3 and 6 • record the container number in the <i>comments</i> field of the inspection record. <table> <tr> <th>If the consignment is...</th><th>Then...</th></tr> <tr> <td>the same consignment that was verified in steps 3 and 6</td><td>continue to Section 8: How do I pass the consignment?</td></tr> <tr> <td>not the same consignment that was verified in steps 3 and 6</td><td> • inform the client that the consignment must be the same consignment that was verified • go to Section 10: How do I withdraw the inspection? </td></tr> </table>	If the consignment is...	Then...	the same consignment that was verified in steps 3 and 6	continue to Section 8: How do I pass the consignment?	not the same consignment that was verified in steps 3 and 6	• inform the client that the consignment must be the same consignment that was verified • go to Section 10: How do I withdraw the inspection?
If the consignment is...	Then...						
the same consignment that was verified in steps 3 and 6	continue to Section 8: How do I pass the consignment?						
not the same consignment that was verified in steps 3 and 6	• inform the client that the consignment must be the same consignment that was verified • go to Section 10: How do I withdraw the inspection?						

Passing, failing and withdrawing the consignment

Section 8: How do I pass the consignment?

The following table outlines how to pass the inspection.

Step	Actions						
1.	Record the passed result on the inspection record. <table> <tr> <th>If you are...</th><th>Then...</th></tr> <tr> <td>using PEMS</td><td> - record the weight of each unit - if there are multiple product lines, record total weight passed in comments field, if no other is field available - for bulk liners, select container as the package type - add a time entry for your inspection activities - complete any remaining fields as per the Exports work instruction: Completing plant export inspection and treatment records - ensure the inspection record is checked in and then submit continue to Step 2. </td></tr> <tr> <td>not using PEMS</td><td> - record the weight of each unit in the <i>unit weight</i> field Note: if the consignment has more than one type of unit, enter these on separate lines. - record your finish time - complete any remaining fields as per the Exports work instruction: Completing plant export inspection and treatment records continue to Step 2. </td></tr> </table>	If you are...	Then...	using PEMS	- record the weight of each unit - if there are multiple product lines, record total weight passed in comments field, if no other is field available - for bulk liners, select container as the package type - add a time entry for your inspection activities - complete any remaining fields as per the Exports work instruction: Completing plant export inspection and treatment records - ensure the inspection record is checked in and then submit continue to Step 2.	not using PEMS	- record the weight of each unit in the <i>unit weight</i> field Note: if the consignment has more than one type of unit, enter these on separate lines. - record your finish time - complete any remaining fields as per the Exports work instruction: Completing plant export inspection and treatment records continue to Step 2.
If you are...	Then...						
using PEMS	- record the weight of each unit - if there are multiple product lines, record total weight passed in comments field, if no other is field available - for bulk liners, select container as the package type - add a time entry for your inspection activities - complete any remaining fields as per the Exports work instruction: Completing plant export inspection and treatment records - ensure the inspection record is checked in and then submit continue to Step 2.						
not using PEMS	- record the weight of each unit in the <i>unit weight</i> field Note: if the consignment has more than one type of unit, enter these on separate lines. - record your finish time - complete any remaining fields as per the Exports work instruction: Completing plant export inspection and treatment records continue to Step 2.						
2.	Advise the client that the consignment has passed.						
3.	Inform the client that the passed consignment must be segregated and clearly distinguished from goods that failed or have not been assessed. Important: For mixed consignments, do not pass the entire consignment until non-QSR goods have been sampled, inspected and passed by an AO/s with the appropriate job function.						

Step	Actions						
4.	Submit the inspection record and supporting documents. <table> <tr> <th>If you are...</th><th>Then...</th></tr> <tr> <td>using PEMS</td><td> - download and print, or email a copy of, the inspection record for the client (if requested) continue to Step 5. </td></tr> <tr> <td>not using PEMS</td><td> - provide a copy of the inspection record to the client - send a copy to along with any supporting documents to the Assessment Services Exports - keep the original and copies of the supporting documents for audit purposes for a minimum of 2 years continue to Step 5. </td></tr> </table>	If you are...	Then...	using PEMS	- download and print, or email a copy of, the inspection record for the client (if requested) continue to Step 5.	not using PEMS	- provide a copy of the inspection record to the client - send a copy to along with any supporting documents to the Assessment Services Exports - keep the original and copies of the supporting documents for audit purposes for a minimum of 2 years continue to Step 5.
If you are...	Then...						
using PEMS	- download and print, or email a copy of, the inspection record for the client (if requested) continue to Step 5.						
not using PEMS	- provide a copy of the inspection record to the client - send a copy to along with any supporting documents to the Assessment Services Exports - keep the original and copies of the supporting documents for audit purposes for a minimum of 2 years continue to Step 5.						
5.	- For departmental AOs, invoice the client. Note: If you used PEMS, record the relevant invoice number under the <i>time entry</i> tab of the RFP record. End of inspection.						

Section 9: How do I fail the consignment?

The following table outlines how to apply a failure result to a consignment.

Step	Actions						
1.	Record the failed result on the inspection record. <table> <tr> <th>If you are...</th><th>Then...</th></tr> <tr> <td>using PEMS</td><td> - add a time entry for your inspection activities and complete any remaining fields as per the Exports work instruction: Completing plant export inspection and treatment records - ensure the inspection record is checked in and then submit continue to Step 2. </td></tr> <tr> <td>not using PEMS</td><td> - record your finish time and complete the remaining fields as per the Exports work instruction: Completing plant export inspection and treatment records continue to Step 2. </td></tr> </table>	If you are...	Then...	using PEMS	- add a time entry for your inspection activities and complete any remaining fields as per the Exports work instruction: Completing plant export inspection and treatment records - ensure the inspection record is checked in and then submit continue to Step 2.	not using PEMS	- record your finish time and complete the remaining fields as per the Exports work instruction: Completing plant export inspection and treatment records continue to Step 2.
If you are...	Then...						
using PEMS	- add a time entry for your inspection activities and complete any remaining fields as per the Exports work instruction: Completing plant export inspection and treatment records - ensure the inspection record is checked in and then submit continue to Step 2.						
not using PEMS	- record your finish time and complete the remaining fields as per the Exports work instruction: Completing plant export inspection and treatment records continue to Step 2.						

Step	Actions						
2.	Advise the client that the goods have failed and the reasons why. Note: Reasons may include - consignment does not match the RFP - goods type/packaging type/package size does not match the establishment's QSR-approval letter - packaging is not secure - pests or contamination on packaging that needs treatment.						
3.	Inform the client that the rejected goods must be segregated and clearly distinguished from goods that are passed or have not been assessed.						
4.	Ask the client if they intend to rectify the rejected consignment. <table border="1"> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>yes</td><td> - advise the client that rejected goods must be rectified and resubmitted for inspection continue to Step 5. </td></tr> <tr> <td>no</td><td>continue to Step 5.</td></tr> </table>	If...	Then...	yes	- advise the client that rejected goods must be rectified and resubmitted for inspection continue to Step 5.	no	continue to Step 5.
If...	Then...						
yes	- advise the client that rejected goods must be rectified and resubmitted for inspection continue to Step 5.						
no	continue to Step 5.						
5.	Submit the inspection record and supporting documents. <table border="1"> <tr> <th>If you are...</th><th>Then...</th></tr> <tr> <td>using PEMS</td><td> - download and print, or email a copy of, the inspection record for the client (if requested) continue to Step 6. </td></tr> <tr> <td>not using PEMS</td><td> - provide a copy of the inspection record to the client - send a copy to along with any supporting documents to the Assessment Services Exports - keep the original for audit purposes for a minimum of 2 years continue to Step 6. </td></tr> </table>	If you are...	Then...	using PEMS	- download and print, or email a copy of, the inspection record for the client (if requested) continue to Step 6.	not using PEMS	- provide a copy of the inspection record to the client - send a copy to along with any supporting documents to the Assessment Services Exports - keep the original for audit purposes for a minimum of 2 years continue to Step 6.
If you are...	Then...						
using PEMS	- download and print, or email a copy of, the inspection record for the client (if requested) continue to Step 6.						
not using PEMS	- provide a copy of the inspection record to the client - send a copy to along with any supporting documents to the Assessment Services Exports - keep the original for audit purposes for a minimum of 2 years continue to Step 6.						
6.	- For departmental AOs, invoice the client Note: If you used PEMS, record the relevant invoice number under the <i>time entry</i> tab of the RFP record. End of inspection.						

Section 10: How do I withdraw the inspection?

The following table outlines how to withdraw the inspection.

Step	Actions						
1.	Record the withdrawal on the inspection record. <table> <tr> <th>If you are...</th><th>Then...</th></tr> <tr> <td>using PEMS</td><td> - select <i>withdraw</i> - add a time entry for your inspection activities. </td></tr> <tr> <td>not using PEMS</td><td> - record 'withdraw' in the <i>comments</i> field - record your finish time and complete the remaining fields. </td></tr> </table>	If you are...	Then...	using PEMS	- select <i>withdraw</i> - add a time entry for your inspection activities.	not using PEMS	- record 'withdraw' in the <i>comments</i> field - record your finish time and complete the remaining fields.
If you are...	Then...						
using PEMS	- select <i>withdraw</i> - add a time entry for your inspection activities.						
not using PEMS	- record 'withdraw' in the <i>comments</i> field - record your finish time and complete the remaining fields.						
2.	Advise the client that the inspection has been withdrawn and the reasons why.						
3.	Submit the inspection record and supporting documents. <table> <tr> <th>If you are...</th><th>Then...</th></tr> <tr> <td>using PEMS</td><td>download and print (or email) a copy to the client, if requested.</td></tr> <tr> <td>not using PEMS</td><td> - provide a copy of the inspection record to the client - send a copy to along with any supporting documents to the Assessment Services Exports - keep the original for audit purposes for a minimum of 2 years. </td></tr> </table>	If you are...	Then...	using PEMS	download and print (or email) a copy to the client, if requested.	not using PEMS	- provide a copy of the inspection record to the client - send a copy to along with any supporting documents to the Assessment Services Exports - keep the original for audit purposes for a minimum of 2 years.
If you are...	Then...						
using PEMS	download and print (or email) a copy to the client, if requested.						
not using PEMS	- provide a copy of the inspection record to the client - send a copy to along with any supporting documents to the Assessment Services Exports - keep the original for audit purposes for a minimum of 2 years.						
4.	- For departmental AOs, invoice the client. Note: If you used PEMS, record the relevant invoice number under the <i>time entry</i> tab of the RFP record. End of inspection.						

Section 11: How do I inspect a resubmitted consignment?

The following table outlines how to inspect a resubmitted consignment.

Step	Actions
1.	Before inspecting a resubmitted consignment, ensure that: - the client has submitted a new RFP (if the composition of the consignment has changed) along with a copy of the original RFP and original inspection record - the client has provided written notification that the consignment previously failed inspection, and how it has been rectified.
2.	Take a copy of the written notification from the client and upload it into PEMS or attach it to the inspection record.
3.	Inspect the resubmitted consignment in accordance with this work instruction, starting at Step 3 of Section 1: How do I receive a request for inspection?

Related material

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

- Manual of Importing Country Requirements ([Micor](#)).
- [Micor Plants](#) (importing country requirements, protocols and work plans)
- [Protocols, work plans](#)
- [Plant Export Operations Manual](#)
 - Exports process instruction: *Quality system recognition of processed plant products for export*
 - Exports process instruction: *Supporting documents for plant exports*
 - Exports work instruction: *Completing plant export inspection and treatment records*
 - Exports work instruction: *Inspecting prescribed grain and plant products for export*
 - Exports work instruction: *Inspecting empty containers for export*
 - Exports reference: *Work health and safety in the plant export environment*
 - Exports reference: *Plant exports guide—equipment*
 - Exports reference: *Grain and plant products inspection record*
 - Exports reference: *Empty container inspection record*
 - Exports reference: *Plant export documents and treatments checklist*
 - Exports reference: *Plant Exports Management System Authorised officer user guide*
 - Exports reference: *Table of authorised officer job functions*
 - Exports reference: *Table of plant export protocol markets*

Related WHS instructional material is available on the [Instructional Material Library \(IML\)](#) for departmental AOs.

Contact information

- Authorised Officer Program: PlantExportTraining@aff.gov.au.au
- Authorised Officer Hotline: 1800 851 305
- Grain and Seed Export Program: Grain.Export@aff.gov.au.au
- Grain and Seed Export Program Hotline: 02 6272 3229
- Assessment Services Exports: PlantExportsNDH@aff.gov.au.au
- Micor administrator: Micorplants@aff.gov.au.au

Document information

The following table contains administrative metadata.

Instructional Material Library document ID	IMLS-9-4422
Instructional material owner	Director, Grain and Seed Exports
Risk rating	Medium
Review period	Due for review within 3 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	24/04/2020	24/04/2020	New Document	First publication of this work instruction.
2.0	3/06/2020	3/06/2020	Minor change	Document re-published from IML Archive with no changes.
3.0	3/03/2021	3/03/2021	Major change	Updates to reflect the commencement of the <i>Export Control Act 2020</i> and associated Plant Rules.
4.0	27/07/2026	27/07/2026	Major change	- Added the requirements for inspecting commodity flowpath - Document content moved to new export instructional material template

Appendix A: Definitions

All terms used in this document and their definitions are captured in the Exports process instruction:
[Quality system recognition of processed plant products for export.](#)

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Appendix B: Legislation and related policy frameworks

The legislation that applies to the phytosanitary inspection of processed plant products for export can be found in the Exports process instruction: [Quality system recognition of processed plant products for export](#).

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