Australian Government
Department of Agriculture, Fisheries and Forestry

# Exports process instruction

# Quality system recognition of processed plant products for export

**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.*

## Purpose of this document

This document details the policy and processes supporting the department's Quality System Recognition (QSR).

## Contents

This document contains the following topics.

## Roles and responsibilities

The following table outlines the roles and responsibilities undertaken in this process instruction.

| Role | Responsibility |
|---|---|
| Audit and Assurance Branch (AAB) | • Conducts an initial audit of an establishment, including a QSR audit component following referral from the Grain and Seed Exports Program (GSEP).<br>• Undertakes annual periodic audits of Export Registered Establishments (REs).<br>• Write up audit reports. |
| Authorised officer (AO) | • Ensuring that they have the appropriate job functions, powers and delegations listed in their Instrument of Appointment to undertake the inspection.<br>• Sighting the consignment for export.<br>• Verifying the consignment matches the documentation (Notice of Intention, Request for Permit, QSR approval letter and phytosanitary status has not changed).<br>• Verifying the packaging is secure and sealed and matches the packaging type and size approved for the RE.<br>• Completing the inspection record.<br>• Passing/failing the consignment. |
| Documentation and Registration (formerly known as Certification Management Group) | • Maintains Establishment Register (ER) database that details QSR approval.<br>• Issuing a Certificate of Registration to an RE as required. |
| Client | • Applying to the department for QSR in accordance with the requirements in the Exports process instruction: *Management of plant export registered establishments* and this guideline.<br>• Maintaining the quality system/s including appropriate records in their RE.<br>• Maintaining valid RE registration and upholding an RE audit result of 'pass'.<br>• Request approval for any changes to the approved processing methods or quality system/s in accordance with the processes described in the Exports process instruction: *Management of plant export registered establishment*.<br>• Keeping an up-to-date copy of QSR approval letter issued by GSEP on file and providing a copy to an AO for each QSR inspection. |

| Role | Responsibility |
|---|---|
| Grain and Seed Exports Program (GSEP) | • Undertake technical assessment of the client's QSR application within the department.<br>• Liaise and request further information from the client, if necessary, in relation to assessing applications.<br>• Issuing conditional and final QSR approval letters to clients.<br>• Updating the RE's QSR approval details in the Plant Exports Management System (PEMS).<br>• Provide further information regarding the requirements for QSR.<br>• Coordinating initial and ongoing audits with the AAB, as required.<br>• Making the latest QSR approval letter available to AAB and coordinating initial and ongoing audits with AAB, as required. |
| Independent auditor | Undertakes annual audit and reporting of site's third party quality system. |

## Quality systems recognition (QSR) for plant exports

The Quality System Recognition (QSR) policy establishes a framework for recognising plant products that are processed to a point where phytosanitary risks have been eliminated. Products approved for QSR align with ISPM 32 Category 1, which applies to highly processed products where pest risk is removed - and additionally with this status complemented by having products securely packaged.

The department consequently recognises that the preparation of processed and securely packaged plant products for export may effectively manage phytosanitary risks through a combination of the manufacturing process and the quality systems implemented.

At QSR approved REs, goods produced are only required to pass a verification inspection by the AO (after processing and packaging), to comply with requirements for export certification.

## Inspection by an authorised officer

- Processed plant products must be inspected by an AO that has been appropriately trained, deemed competent and appointed by the department for the job function related to the product being inspected (see Exports reference: *Table of authorised officer job functions*). For processed grains and plant products the relevant job function is PGG3001:1 Export inspection of prescribed grain and plant products: packaged or where relevant PGG3001:2 Export inspection of prescribed grain and plant products: bulk into containers.
- Inspections of processed plant products approved under QSR must be carried out in accordance with the Exports work instruction: *Inspecting processed plant products for export produced under quality systems recognition*.
- Inspections must be recorded on an approved inspection record in accordance with the Exports work instruction: *Completing plant export inspection and treatment records*.

  **Important:** The allocated QSR number of the establishment, the inspection validity period of the goods and whether the package type (material and size) match the QSR approval letter must be entered into the comments field of the inspection record in PEMS.

## Work health and safety (WHS)

- Clients and occupiers of REs should comply with the WHS policies of their organisation during the packing, treatment and movement of goods.
- Inspection AOs must:
  - read and be familiar with the Exports reference: *Work health and safety in the plant export environment*
  - not enter work sites unless it is safe, they are wearing appropriate personal protective equipment (PPE) and have considered any work health and safety (WHS) hazards
  - comply with applicable Commonwealth, state and territory WHS legislation
  - comply with their employer's WHS policies and procedures
  - comply with site-specific requirements, unless they assess the requirements as placing them at risk, in which case they must take reasonable action to ensure their safety
  - continually assess the possible risks while performing their duties.

### Personal protective equipment

- Inspection AOs must wear, and use correctly, all required PPE.
- PPE must be in good order and fit for purpose.

### Care and maintenance of equipment

- AOs must maintain, store and use their PPE in accordance with the manufacturer's instructions and any relevant Australian Standard and requirements of the AOs employer.
- The AO must regularly inspect the PPE and inspection equipment and remove from service if the PPE and/or inspection equipment is damaged, broken or past its use-by date.

**Note:** See Exports reference: *Plant exports guide – equipment* for more information on the types of PPE needed for inspection of quality systems.

## WHS reporting requirements

- All WHS incidents, near misses and any hazards must be reported to the department, occupier of the RE and the client.
- Departmental AOs must record all WHS incidents, near misses, and any hazards in Sirus.
- State/Territory and third-party AOs must report any hazards, near misses or incidents to Plant Export Training.

## Essential inspection equipment

- Inspection AOs must have the minimum equipment as outlined in the relevant work instruction.
- Inspection equipment must be in good order and fit for purpose.
- Departmental AOs must always carry their departmental identity cards.

**Note:** See Exports reference: *Plant exports guide – equipment* for more information on the types of equipment needed for the inspection of quality systems.

## Prerequisites for quality system recognition

### Registration

- The establishment must be registered with the department as an RE.
- New REs must demonstrate a high level of compliance over 2 years, with 3 successful audits before they are eligible for QSR, unless an exemption to this requirement is approved by GSEP.

**Note:** Detailed information regarding registration and RE requirements can be found on the Plant Export Operation Manual.

### Product processing and packaging

For products to be considered for QSR, they must be assessed by GSEP and found to be:

- processed to a point where phytosanitary risks have been mitigated, and
- processed to a point where risk of live pests/insects being present is nil and have systems or processes that verify that goods are insect free and have a nil tolerance for live pests/insects.
- securely packaged following processing.

**Important:** Secure packaging must eliminate or sufficiently reduce the risk of infestation or contamination to the satisfaction of the department.

GSEP will review and assess each QSR application to determine if the quality system and product/s meet the above criteria. Products are approved under QSR conditional to specific requirements. Products assessed and approved under QSR that meet processing requirements (elimination of phytosanitary risks and meet/exceed departmental sampling), but do not meet the 'secure packaging' requirements will in general only be granted the standard 28-day inspection validity period.

### Quality system

- Each RE must have an independently audited quality system/s including auditable sampling and inspection procedures that meet or exceed departmental sampling and importing country phytosanitary requirements.

**Note:** Sampling systems must meet or exceed the sampling rate of at least 2.25 litres per 33.33 tonnes as approved under section 410 of the *Export Control Act 2020*. Importing country requirements can be obtained from the importing country authority.

- The quality system must be able to demonstrate a nil tolerance for live pests and contaminants.
- The quality system must be audited by a professional, certified third party auditor, external to the client (independent auditor).
- Independent audits must be fully documented, and audit reports must be made available to the department during the assessment and audit process and upon request.

### Equipment use and maintenance

- Any equipment used in the processing of the product must be cleaned and maintained to prevent infestation and contamination.
- All maintenance must be documented with records maintained for 2 years.

**Note:** A visual inspection of equipment and maintenance records may be required for audit purposes.

### Documented systems

All systems and processes must be documented, and all documents must be version controlled.

## Applying for Quality System Recognition (QSR)

To apply for QSR, clients must contact GSEP by email to request an application form.

The client must provide information (outlined further below) with their application. Documents provided must be on a company letterhead and dated for version control. Documents must be signed by a person listed in management and control at the RE.

Where providing documents in support of the application, clients must ensure direct references are provided in the email to the specific section/page, tables or flowcharts within the attached document that are relevant for each aspect.

The client must also comply with requirements and processes described in the Exports process instruction: *Management of plant export registered establishments*.

**Organisational chart**

An organisational chart showing key positions/areas of responsibility and occupants involved in the establishment, including staff that have been nominated as substitutes for these key positions.

**Layout of the establishment**

- A plan of the establishment showing location of processing and packaging, equipment, storage areas (pre- and post-processing), receival and load-out areas.
- Product flowpaths must be clearly indicated.
- Common conveying equipment and cross-over of product lines must be identified.

**Details of the products**

- A list of the products proposed for QSR.
- Details of the processing across the QSR system for each product that will eliminate the risk of live pests or contaminants that may have existed in the raw material.

**Packaging and storage**

- Description of the packaging material used, how it is sealed, including details on the type, weight and how it is secure from infestation of pests and contamination.
- Photographs of the packaging material used.
- Details of the storage facilities and how these areas are secured from ingress of rodents and other pests (for example – cool room with sealed doors or strip curtains, pallet racked in open warehouse and the like).
- If the product is consumer ready/shelf stable, the packaging must include the best before or shelf-life date.

**Quality systems**

- An outline of the current quality system/s in place including description of the framework or processes and policies that are used,
- The independent audit schedule of each system, including the last assessment date, and certificate/s of currency.
- Description of how the quality systems in the establishment meet or exceed the phytosanitary requirements for export (including sampling).
- The independent audit reports from the last 2 years for each quality system.
- Full outline of the traceability measures for the entire product processing flowpath.

**Quality standards that are audited**

A list of the standards included in each quality system that apply to the products, with an explanation of how the standards meet phytosanitary requirements. For example, standards should include, but are not limited to:

- food quality and safety
- equipment hygiene, maintenance and inspection
- sampling procedure, product inspection and rejection criteria

- flowpath hygiene and inspection
- storage hygiene, pest control and inspection
- sampling procedure
- sampling rate of at least 2.25 litres per 33.33 tonnes as approved under section 410 of the *Export Control Act 2020*.

## General QSR requirements

### Changes to quality system or operations

The department's GSEP must be notified immediately of any changes to the quality system or operations of the establishment as these may impact on the phytosanitary status of the commodity.

### Documented inventory system

- Records and traceability for all receivables, treatments, load out and operational processes through the facility must be maintained for a period of 2 years.
- A defined identity preservation system must be in place for all products.

### Routine sanitation and treatment details

- Records of routine cleaning, sanitation, waste removal and pest control measures must be maintained for a period of 2 years.
- If the product has been treated, records of treatment certificates must be maintained. The treatment certificates must meet the requirements as per the Exports work instruction: *Validating supporting documents for the plant exports*.

### Sampling system

- The standards or systems implemented by the establishment must include a clear sampling, inspection and rejection process.
- The sampling collection system must
  - deliver a representative sample at a rate that meets or exceeds 2.25 litres per 33.33 tonnes of product
  - be independently audited
  - if automated, have calibration records.

### Flowpath inspection

The annual independent audit must involve an inspection of the product flowpath consistent with the requirements in the relevant work instruction.

At time of goods verification/inspection and loading of each consignment AOs are required to undertake a flow path inspection. The flow path includes the inspection area and commodity conveyance systems and anything along the pathway that the product may come into contact with, or which presents a direct risk for the product to become contaminated after inspection and during loading.

### Trade description

The trade description must be accurate and unambiguous and meet requirements of the *Export Control Act 2020* and the Plant Rules.

Trade description requirements are met through the provision of accurate and unambiguous (true and correct) information relating to the consignment when lodging the Request for Permit (RFP) into EXDOC.

If a trade description has been physically applied (such as through labelling or printed markings on packaging) an AO must verify that the trade description:

- is accurate and unambiguous and contains enough information to enable the goods to be correctly and readily identified and not confused with any other product.
- is clear, set out in prominent and legible characters and not obscured in any way
- has been securely attached to the packaging
- satisfies any importing country requirements.

## Packaging and storage

The product must be securely packaged and stored in such a manner to ensure the phytosanitary status of the commodity is maintained up to the point of export.

**Note:** Packaging approved under QSR is determined by an evaluation of the systems in place, security of the packaging, and the remaining re-infestation risks after packaging, as assessed by the department.

The following table provides a guide to the approved export validity period based on the size and type of packaging used, noting that individual approvals may vary depending on GSEP assessment.

| Package type | Package size | Period of time | Example products |
|---|---|---|---|
| Hermetically or vacuum sealed, poly/plastic or aluminium flushed foil packets/bags | Sub 1 kg (retail)–15 kg | 12 months | Macadamia kernels |
| Bagged—sealed woven poly, plastic or paper bags (multiwall/reinforced) | 10–100 kg | 90 days | Flour, gluten, starch, bread mix |
| Bagged—sealed woven poly (single layer) | 10–100 kg | 60 days | Flour, stockfeed |
| Bulk bags (multiple layers) | up to 1000 kg | 60 days* | Macadamia kernels |
| Container liner (bulk goods) | 18–23 mT | Up to 60 days based on GSEP evaluation of liner security | Bulk processed grains, stockfeed – dried distillers' grain etc. |
| Bulk bags, woven poly/plastic, single layer - no liner | up to 1300 kg | 28 days* | Stockfeed, rolled oats |
| Bulk bags, woven poly/plastic, single layer - no liner | up to 1300 kg | 28 days - or more as assessed by GSEP evaluation* | Macadamia nut in shell |

* **Note**: Products that are assessed as sufficiently processed to meet QSR requirements that are also determined as not being 'securely packaged' can only be approved for the standard 28 day export compliance (validity) period unless determined otherwise by GSEP and documented on the QSR approval letter.

# Audits

## Initial QSR audit – to become approved

- Following assessment and referral to the audit team by GSEP, a combined RE and QSR audit (initial audit) of the establishment must be conducted by the department's Audit and Assurance Branch.
- The quality system must be audited against the requirements outlined in this document.
- The audit must take place within 6 weeks of the issue date of the approval (letter) provided the establishment has been operating. If the audit would normally fall outside of this timeframe the audit must be rescheduled.
- The RE must pass the audit before the registered function code will be recorded against the establishment (and appear on the registration certificate).

## Periodic audit of plant export registered establishment – once approved

- Periodic RE audits, with a QSR audit component must be conducted by the department to monitor compliance.
- Audits are carried out in line with the Exports process instruction: *Audit of plant export registered establishments*.
- The audit of REs is subject to fee-for-service as per the departmental charging guidelines.
- A QSR approval must be incorporated as part of the documentation for the establishment approval and must be audited at the same time and frequency as the export registration periodic audit.
- The client must provide a copy of independent quality system audit results to the department.
- The establishment must maintain an RE audit result of 'pass' with no issued critical or major hygiene and/or traceability corrective actions in order to maintain QSR status. Failure to comply will trigger a review of QSR approval and suspension.

The following table outlines the process for a periodic audit of an establishment with QSR.

| Stage | What happens | Responsible party |
|---|---|---|
| 1. | An entry meeting is held to discuss scope of periodic audit and QSR requirements. | Audit and Assurance Branch |
| 2. | • Documentation and records are given to the departmental auditor in relation to hygiene, pest control, waste management, maintenance systems and product/consignment traceability.<br>• Evidence of compliance with quality system, such as independent audit results, certificates and audit schedule, is also provided.<br>**Note:** The client may also provide any proposed changes to the quality system or operations of the establishment that may impact on the phytosanitary status of the product at that time. | Client |
| 3. | The periodic audit is conducted:<br>• documentation, records and other evidence of compliance are reviewed<br>• the quality system is viewed in operation. | Audit and Assurance Branch |

<table>
<tr><th>Stage</th><th>What happens</th><th>Responsible party</th></tr>
<tr><td>4.</td><td>An exit meeting is conducted where the audit findings are presented, non-compliances are identified, and any further actions are explained.
<table>
<tr><th>When non-compliances are…</th><th>Then…</th></tr>
<tr><td>identified</td><td>continue to Stage 5.</td></tr>
<tr><td>not identified</td><td>• the property passes the audit<br>• an audit report is completed and provided to the Grain and Seed Exports Program<br>• process ends here.</td></tr>
</table>
Note: Where several non-compliances are found at audit the auditor can defer the presentation of the findings.</td><td>Audit and Assurance Branch</td></tr>
<tr><td>5.</td><td>A determination is made as to the seriousness of the non-compliance.
<table>
<tr><th>When the non-compliance is…</th><th>Then…</th></tr>
<tr><td>• Minor (any issue including hygiene and/or traceability)<br>• Major (any issue except hygiene and/or traceability)</td><td>• a non-compliance notice (NCN) is issued<br>• an audit report is completed and provided to the Grain and Seed Exports Program<br>• continue to Stage 6.</td></tr>
<tr><td>• Major (hygiene and/or traceability issues)<br>• Critical (all)</td><td>go to Stage 8.</td></tr>
</table></td><td>Audit and Assurance Branch</td></tr>
<tr><td>6.</td><td>A written submission outlining how the NCN has been addressed is provided to AAB/GSEP within 14 days of the notice.</td><td>Client</td></tr>
<tr><td>7.</td><td>The written submission is reviewed, and a determination is made whether to close out the NCN.
<table>
<tr><th>When the NCN is…</th><th>Then…</th></tr>
<tr><td>closed out</td><td>• the property passes the audit<br>• process ends here.</td></tr>
<tr><td>not closed out</td><td>continue to Stage 8.</td></tr>
</table>
Note: Evidence may be gathered via a follow-up visit to the property or where appropriate, determined remotely (for example, the manager may email evidence of their corrective action).</td><td>Audit and Assurance Branch</td></tr>
</table>

| Stage | What happens | Responsible party |
|---|---|---|
| 8. | **Refer to** section 'Variations, suspension and revocation of registration, operations or functions' of the Exports process instruction: *Management of plant export registered establishments* for the process to follow. | Audit and Assurance Branch |

**Non-compliance ratings**

The following table outlines the non-compliance ratings given at periodic audits.

| Type | Description |
|---|---|
| Critical | When there is<br>• action, inaction or contravention of department requirements that<br>  ○ would be reasonably expected to result in the phytosanitary status of goods being compromised, or<br>  ○ results in a breach of the *Export Control Act 2020*.<br>• a deliberate failure to comply with legislative requirements<br>• a deliberate failure to follow a legal direction of an AO.<br>**Note:** Critical non-compliances may lead to suspension, revocation, refusal of registration, or criminal prosecution. |
| Major | When there is action, inaction or contravention of departmental requirements that<br>• results in a situation that may lead to the phytosanitary status of prescribed goods to be compromised<br>• may lead to export of prescribed goods that are not export compliant. |
| Minor | When there is action, inaction or contravention of departmental requirements that results in a situation that may compromise the integrity of systems, processes or premises that are designed to maintain phytosanitary status of prescribed goods. |

**Non-Compliances (NCs)**

A departmental auditor may issue non-compliance notices directly during an audit, or recommend to the Secretary, or a delegate thereof, to

- suspend the QSR approval or vary the registration to remove the QSR approval
- suspend a particular export operation for which approval was granted
- determine the period of suspension based on period of time necessary for site to correct issued non-compliances.

**Note:** When a QSR approval is suspended, the RE may be able to continue to export under other registered export operations but will require the full AO sampling and inspection procedure to be followed.

## Variation, suspension or revocation of QSR approval

For further information on the process to vary, suspend or revoke a RE and any QSR approval, see Exports process instruction: *Management of plant export registered establishments*. For information relating to internal review and appeals policies are contained in that guideline.

A QSR approval may be reinstated following:

- a period of suspension and where the suspension has been revoked
- where the client has subsequently applied for and been granted QSR approval again.

If QSR approval is reinstated, the establishment will be audited within 6 weeks or during the following quarter.

**Note:** Failure to pass the follow-up audit may result in the revocation of registration by the delegate.

## Record keeping

- Departmental officers must keep official files in accordance with the department's record keeping policy. All documentation must be version controlled.
- Where documents are not available in PEMS; clients, occupiers of REs and AOs must retain documentation for a period of at least 2 years.

## 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: *Management of plant export registered establishments*
    - Exports process instruction: *Audit of plant export registered establishments*
    - Exports process instruction: *Supporting documents for plant exports*
    - Exports work instruction: *Inspecting processed plant products for export produced under quality systems recognition*
    - Exports work instruction: *Completing plant export inspection and treatment records*
    - Exports reference: *Plant exports guide – equipment*
    - Exports reference: *Table of authorised officer job functions*
    - Exports reference: *Work health and safety in the plant export environment.*

## Contact information

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

## Document information

The following table contains administrative metadata.

| | |
|---|---|
| **Instructional Material Library document ID** | IMLS-9-4192 |
| **Instructional material owner** | Director, Grain and Seeds Export Program |

| | |
|---|---|
| **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 | 06/07/2015 | 06/07/2015 | New Document | First publication of this guideline. |
| 2.0 | 04/11/2016 | 04/11/2016 | Minor change | Changes to policy. |
| 3.0 | 12/10/2018 | 12/10/2018 | Major change | New QSR application and packaging requirements. |
| 4.0 | 2/03/2020 | 2/03/2020 | Major change | Addition of policy for trade description. |
| 5.0 | 24/04/2020 | 24/04/2020 | Major change | Amendment to the audit result required to maintain RE registration. |
| 6.0 | 3/06/2020 | 3/06/2020 | Major change | Document re-published from IML Archive with no changes. |
| 7.0 | 3/06/2020 | 3/06/2020 | Major change | • Amendment to the non-compliance ratings.<br>• Update to the Audit and Assurance Group name. |
| 8.0 | 28/03/2021 | 28/03/2021 | Major change | Updates to reflect the commencement of the *Export Control Act 2020* and associated Plant Rules, and new streamlined RE application processes. |
| 9.0 | 24/11/2023 | 24/11/2023 | Major change | Updated department branding, email addresses and the references related to registered establishments to ensure clarity of the content and to prevent mis intended interpretation. |
| 10.0 | 27/07/2026 | 27/07/2026 | Major change | Updated roles and responsibility section and amended instructions for inspection AO inspecting the processed plant products approved under the QSR. |

## Appendix A: Definitions

The following table defines terms used in this document.

| Term | Definition |
|---|---|
| Australian export regulation framework | The *Export Control Act 2020* and the Export Control (Plant and Plant Product) Rules 2021. |
| Authorised officer (AO) | A person authorised under section 291 of the *Export Control Act 2020* to be an authorised officer. The authorised officer may exercise powers and functions conferred on them through an instrument of authorisation.<br>**Note:** An authorised officer may be a Commonwealth, State or Territory government officer or third party individual. Examples of third party individuals include, but are not limited to:<br>• employees of REs<br>• employees of an exporter<br>• self-employed individuals/sole traders. |
| Client | The exporter, exporter's representative or person responsible for plants and plant products for export. |
| **Contaminant** | Any foreign matter, that is included in, on, or with prescribed goods whether organic or inorganic, that may include but not limited to, ergot, cereal, smut, earth (sand and soil etc.), live non-injurious pests (including insects), weed seeds, leaves, stems, sticks, husks, rocks, odour, pickling compounds, artificial colouring or other extraneous material. |
| Establishment Register (ER) database | A database maintained and administered by the department with the status and details of all REs. |
| Export permit | A permit issued by the department under chapter 7 of the *Export Control Act 2020* and required under the Export Control (Plants and Plant Product) Rules 2021 for the lawful export of prescribed plants and plant products. |
| Registered Establishment (RE) | An establishment that is registered under chapter 4 of the *Export Control Act 2020* for a kind of export operations in relation to a kind of prescribed plants or plant products. |
| Inspection authorised officer (Inspection AO) | An AO approved to inspect plants, plant products, empty containers or empty bulk vessels for export, or supervise phytosanitary treatments.<br>**Note:** This role can be performed by departmental and State/Territory and third-party AOs. |
| Inspection Record | The approved form for an AO to record the findings and result of an inspection of plants and plant products for export. |
| Plant Export Operations Manual (PEOM) | A webpage maintained by the department that outlines the policy and processes for exporting plants and plant products from Australia. It also lists instructional material, forms and user guides related to the export certification process. |

| Term | Definition |
|---|---|
| Processed products | Products that have been processed in a way that eliminates the risk of live pests and contaminants being present in the final product. |
| Quality System | An independently audited system that includes sampling and inspection procedures to control the quality of products. |
| Quality System Recognition (QSR) | The approval of an RE's auditable quality system that effectively manages phytosanitary risks of products prepared for export in lieu of full sampling and phytosanitary inspection by an AO to meet departmental and importing country requirements. |
| Securely packaged | Sealed packaging that eliminates or sufficiently reduces the likelihood of infestation or contamination of the product to the satisfaction of the department. |

## Appendix B: Legislation and related policy framework

The following list outlines the legislation that applies to QSR:

- *Export Control Act 2020* and Export Control (Plant and Plant Products) Rule 2021 (Plant Rules)
  - Chapter 4 – Registered Establishments
  - Part 1 of Chapter 8 – Notice of intention to export
  - Part 2 of Chapter 8 – Trade descriptions
  - Part 1 of Chapter 9 – Audits
  - Part 2 of Chapter 9 – Assessment of goods
  - Section 410 Act – Methods for taking, testing and analysing certain samples
  - Part 1 of Chapter 11 Plant Rules – Records
- Export Control (Fees and Payments) Rules 2021
- *Work Health and Safety Act 2011.*