



Australian Government
**Department of Agriculture,
Fisheries and Forestry**

Exports work instruction

Requesting Authorised Officer assessment using the Plant Exports Management System

Direction to authorised officers

This is official instructional material of the Department of Agriculture, Fisheries and Forestry (the department). Failure to comply with it may result in a breach of relevant legislation and/or the code of conduct under section 13(5) of the *Public Service Act 1999*.

Purpose of this document

This document details the procedure to request Authorised Officer (AO) assessment using the Plant Exports Management System (PEMS).

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Policy statement

The policy, definitions and legislation related to this work instruction can be found in the Department policy: [Management of third party plant exports authorised officers](#).

Roles and responsibilities

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

Role	Responsibility
Applicant	Requesting assessment through PEMS.

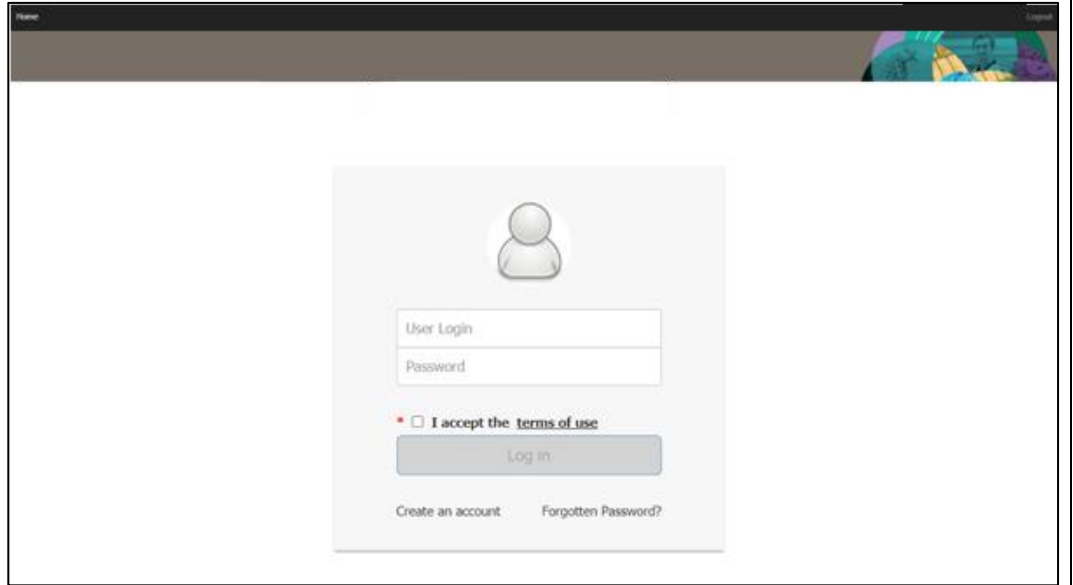
How do I request AO assessment?

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

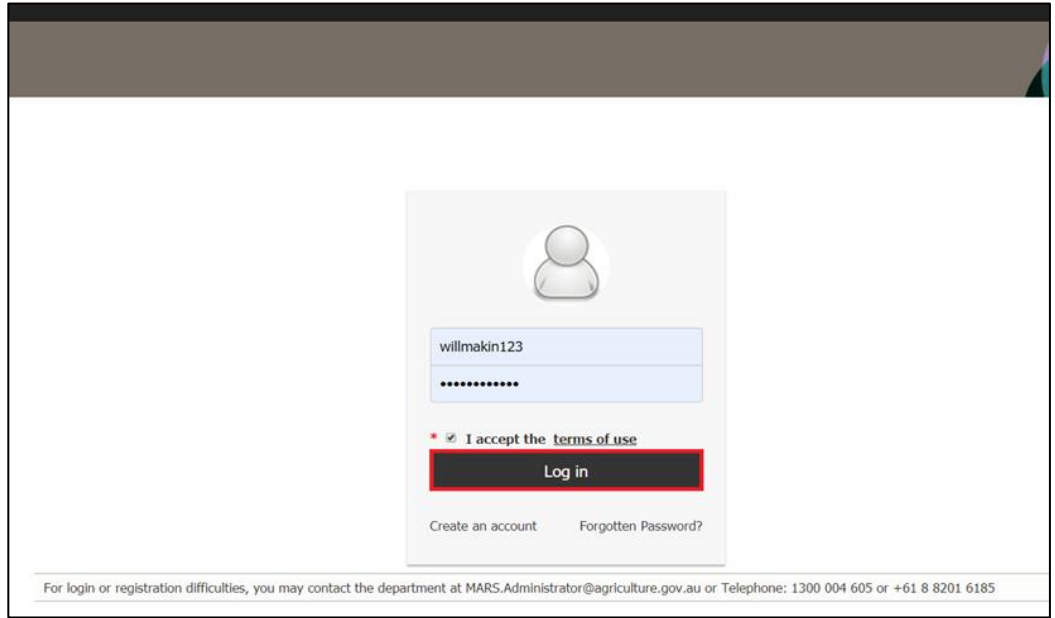
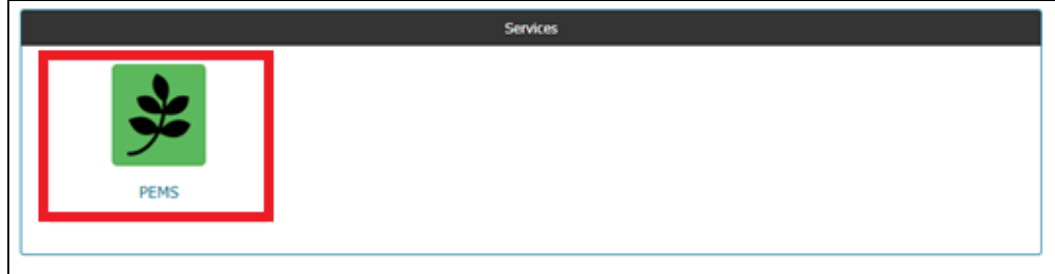
Important: Only complete the assessment request if you are ready to be assessed.

Section 1: Request assessment

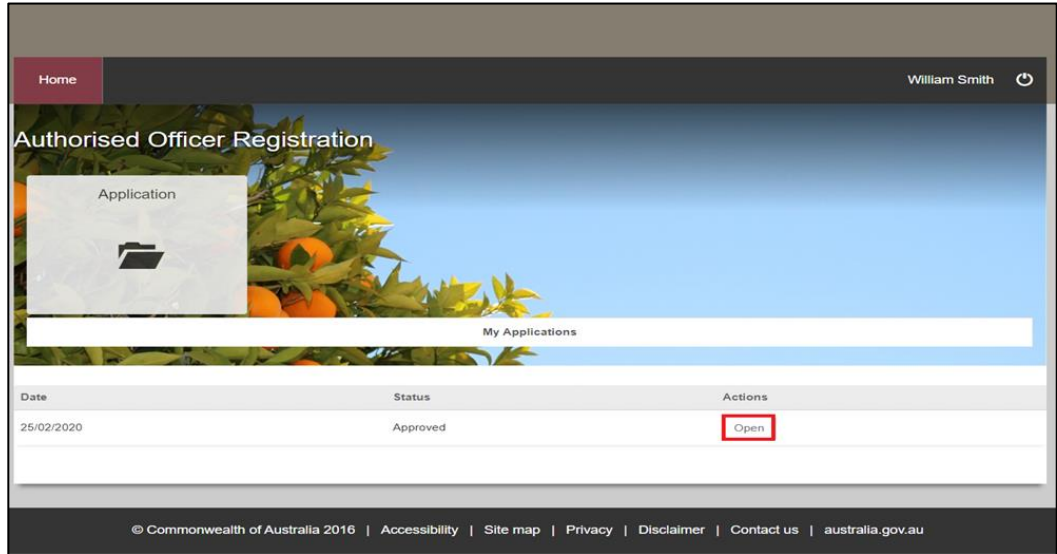
The following table outlines how to request assessment.

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

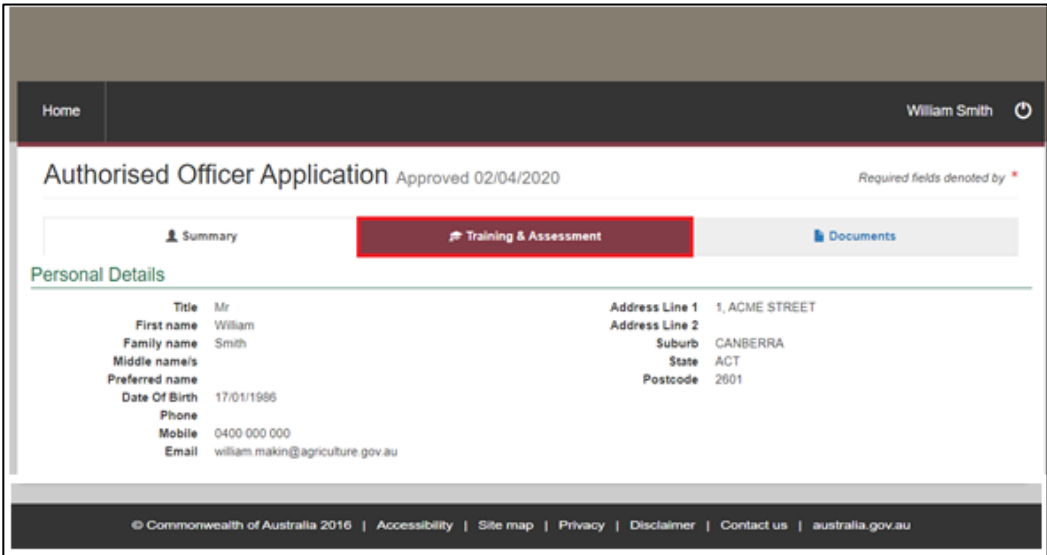
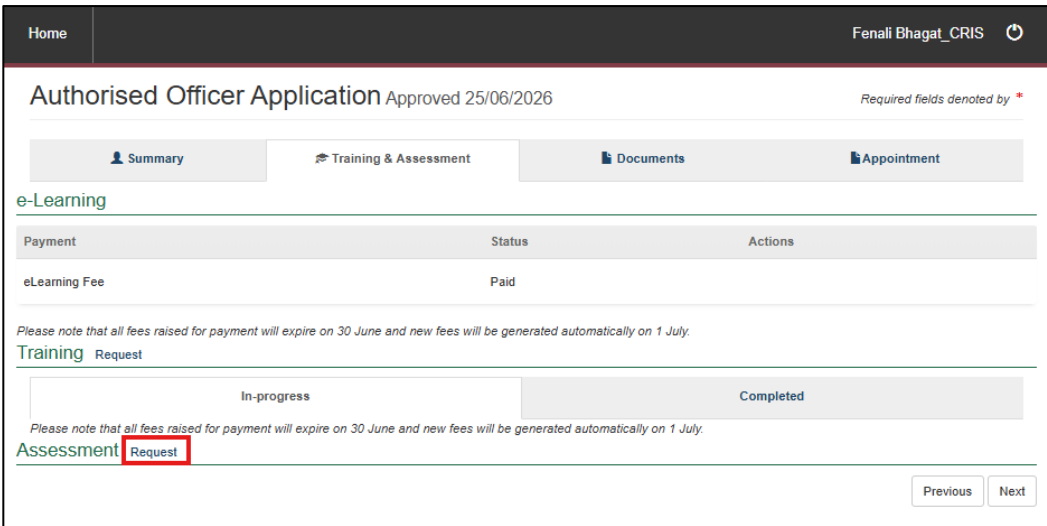
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic
2.	- Enter your Username and Password. Note: This information will have been circulated to you via email following registration. - Check the <i>I accept the terms of use</i> box. - Select <i>Log in</i>.	
3.	Select the <i>PEMS</i> button to enter the PEMS home page. Note: You will not be able to complete this step until your access has been approved by the department.	

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Step	Action	Graphic
4.	Select <i>Open</i> under the <i>Actions</i> column.	 The screenshot shows a web application titled 'Authorised Officer Registration'. It features a navigation bar with 'Home' and a user profile 'William Smith'. Below the header, there's a section for 'My Applications' with a table. The table has columns for 'Date', 'Status', and 'Actions'. One application is listed with the date '25/02/2020' and status 'Approved'. In the 'Actions' column for this application, the word 'Open' is highlighted with a red rectangular box. The footer of the application includes copyright information for the Commonwealth of Australia 2016 and links to Accessibility, Site map, Privacy, Disclaimer, Contact us, and australia.gov.au.

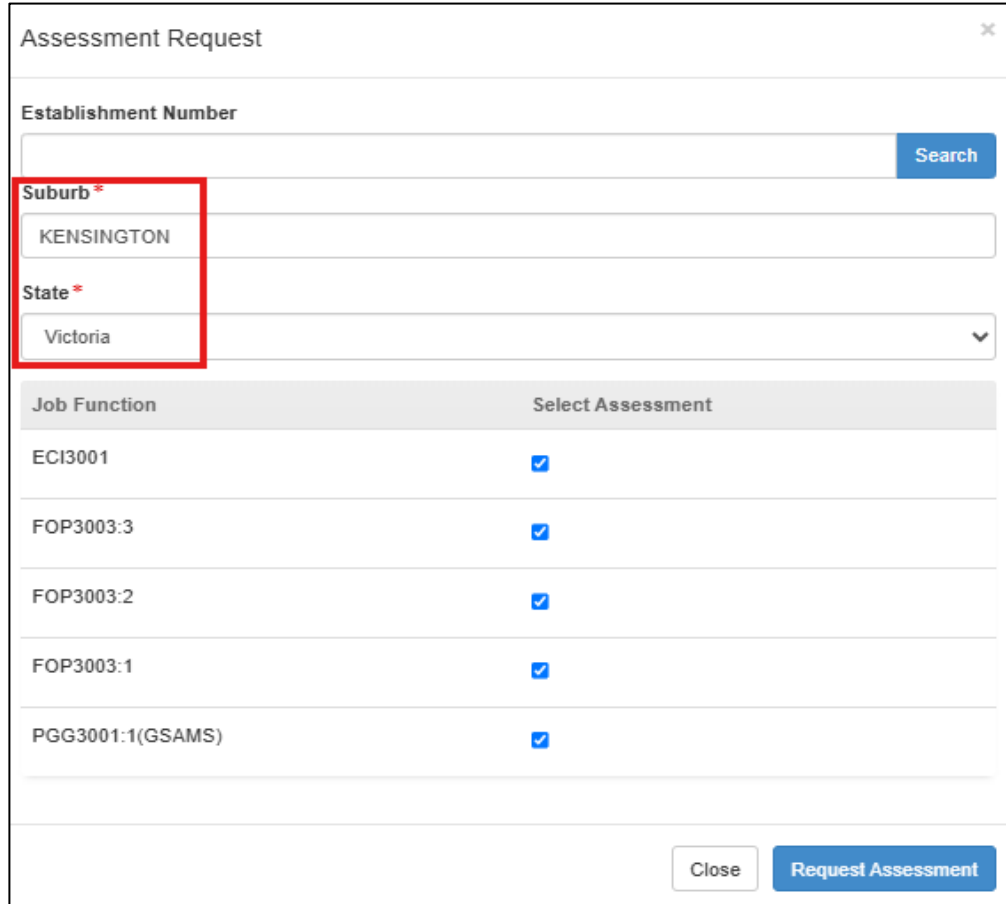
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

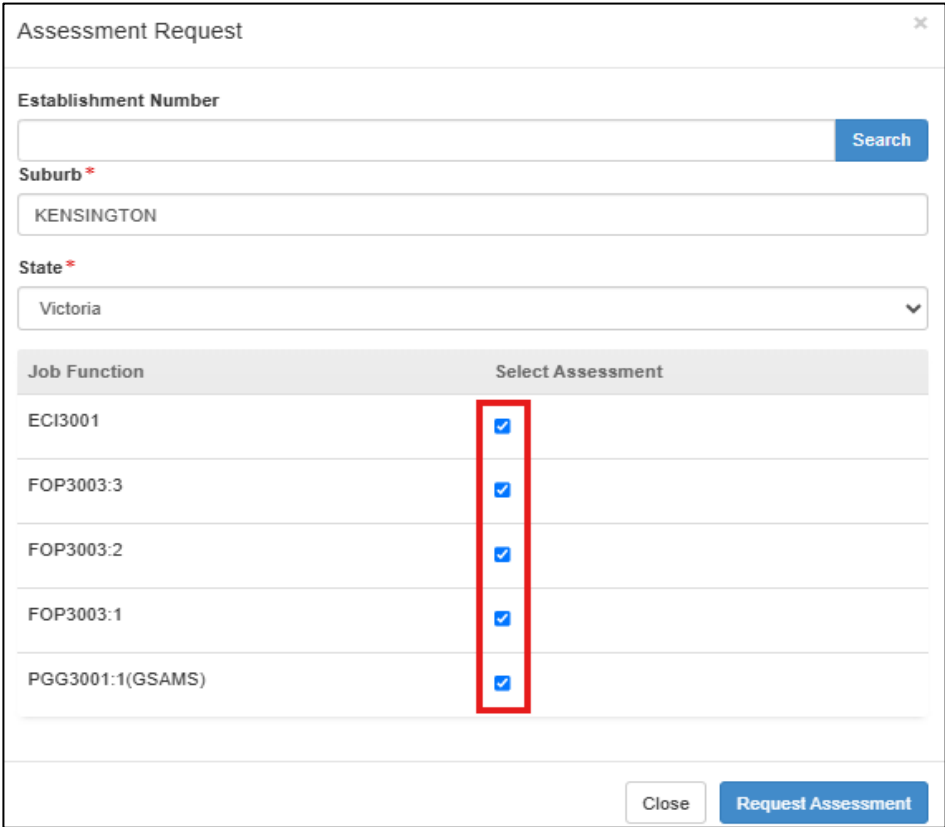
Step	Action	Graphic
5.	Select the <i>Training & Assessment</i> tab.	
6.	Select <i>Request</i> next to the heading <i>Assessment</i> .	

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Step	Action	Graphic																		
7.	Do you have an Establishment Number? Important: If you are selecting Grain Storage Assets and Management Standard (GSAMS) job function/s, you must enter an Establishment Number. <table><tr><th>If...</th><th>Then...</th></tr><tr><td>yes</td><td> - enter the number - select <i>Search</i> - note the information that pre-populates continue to Step 8. </td></tr><tr><td>no</td><td>go to Step 10.</td></tr></table>	If...	Then...	yes	- enter the number - select <i>Search</i> - note the information that pre-populates continue to Step 8.	no	go to Step 10.	Assessment Request Establishment Number Search Suburb * State * <table><tr><th>Job Function</th><th>Select Assessment</th></tr><tr><td>ECI3001</td><td>☐</td></tr><tr><td>FOP3003:3</td><td>☐</td></tr><tr><td>FOP3003:2</td><td>☐</td></tr><tr><td>FOP3003:1</td><td>☐</td></tr><tr><td>PGG3001:1(GSAMS)</td><td>☐</td></tr></table> Close Request Assessment	Job Function	Select Assessment	ECI3001	☐	FOP3003:3	☐	FOP3003:2	☐	FOP3003:1	☐	PGG3001:1(GSAMS)	☐
If...	Then...																			
yes	- enter the number - select <i>Search</i> - note the information that pre-populates continue to Step 8.																			
no	go to Step 10.																			
Job Function	Select Assessment																			
ECI3001	☐																			
FOP3003:3	☐																			
FOP3003:2	☐																			
FOP3003:1	☐																			
PGG3001:1(GSAMS)	☐																			

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Step	Action	Graphic
8.	Enter your suburb and state.	

Step	Action	Graphic
9.	Check the boxes for the assessment you want to request.	
10.	• Select <i>Request Assessment</i>. • Continue to Section 2: Pay for assessment. Important: Your assessment request will not be submitted until you pay for assessment.	

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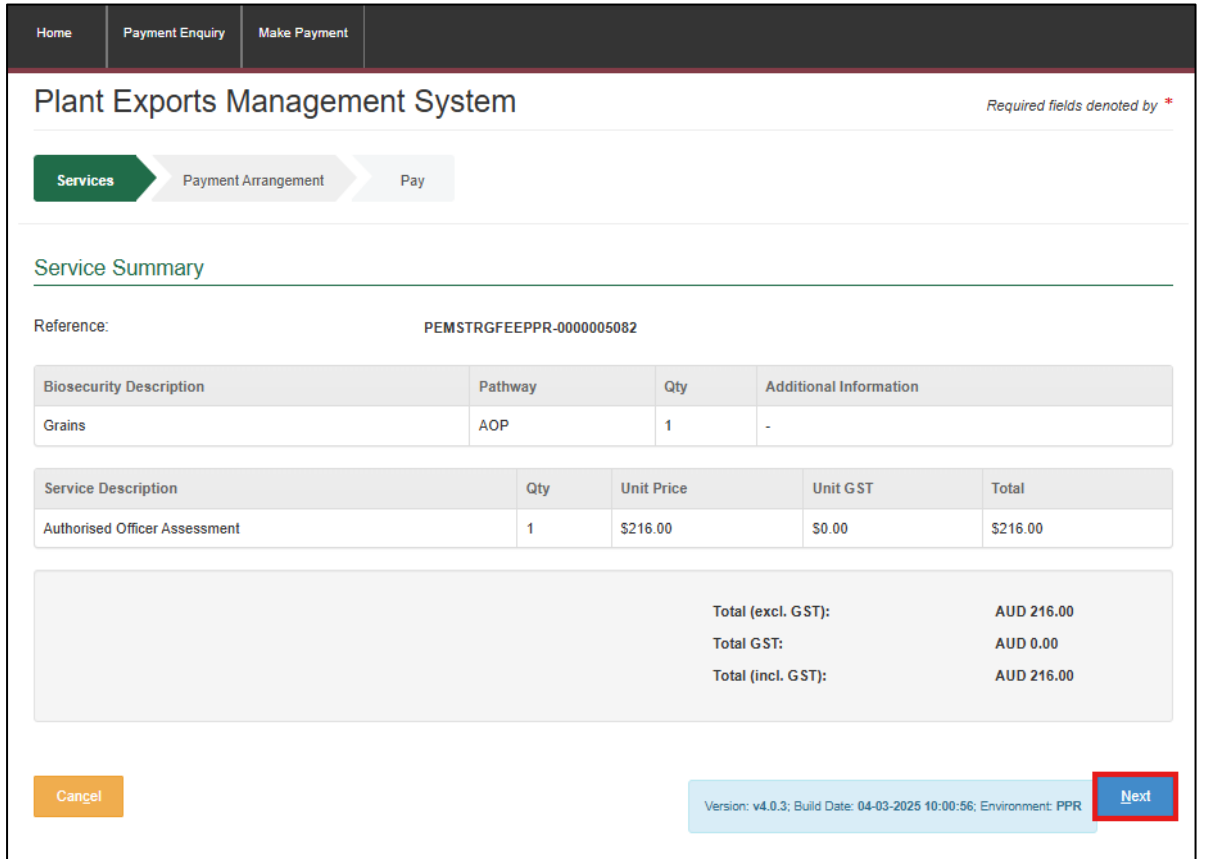
Section 2: Pay for Assessment

The following table outlines how to pay for assessment.

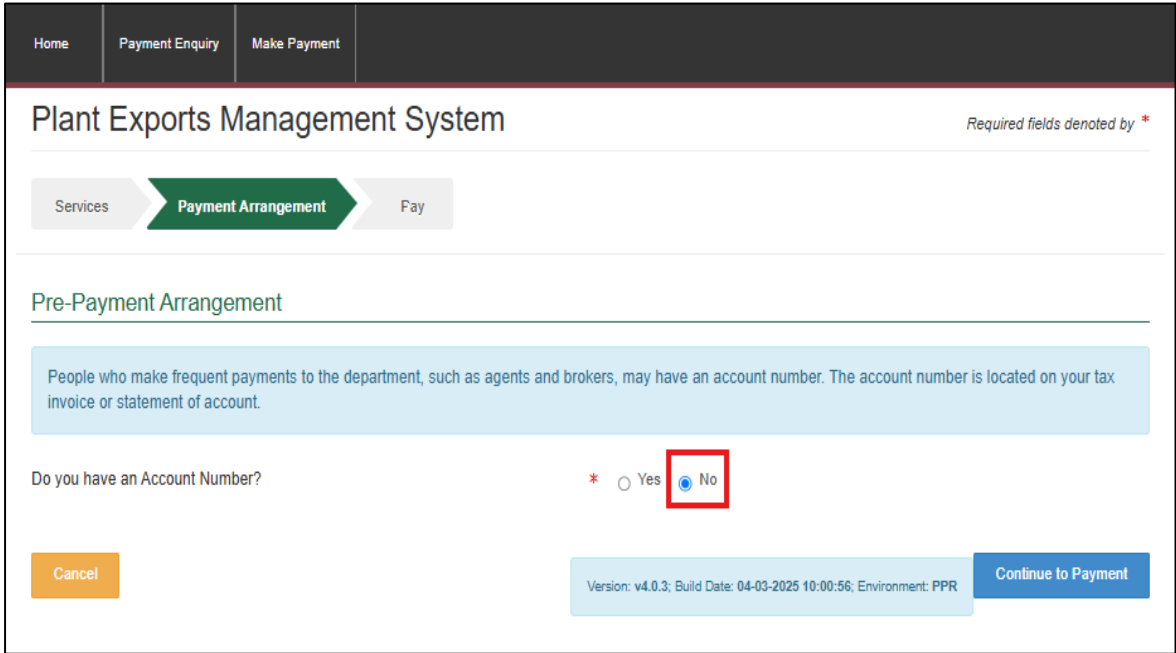
Step	Action	Graphic
1.	Note the details of your assessment request/s and the status of <i>Awaiting Payment</i> . Note: Your assessment will not be scheduled until payment has been made.	

Step	Action	Graphic
2.	Select <i>Pay Now</i> under the <i>Actions</i> column.	

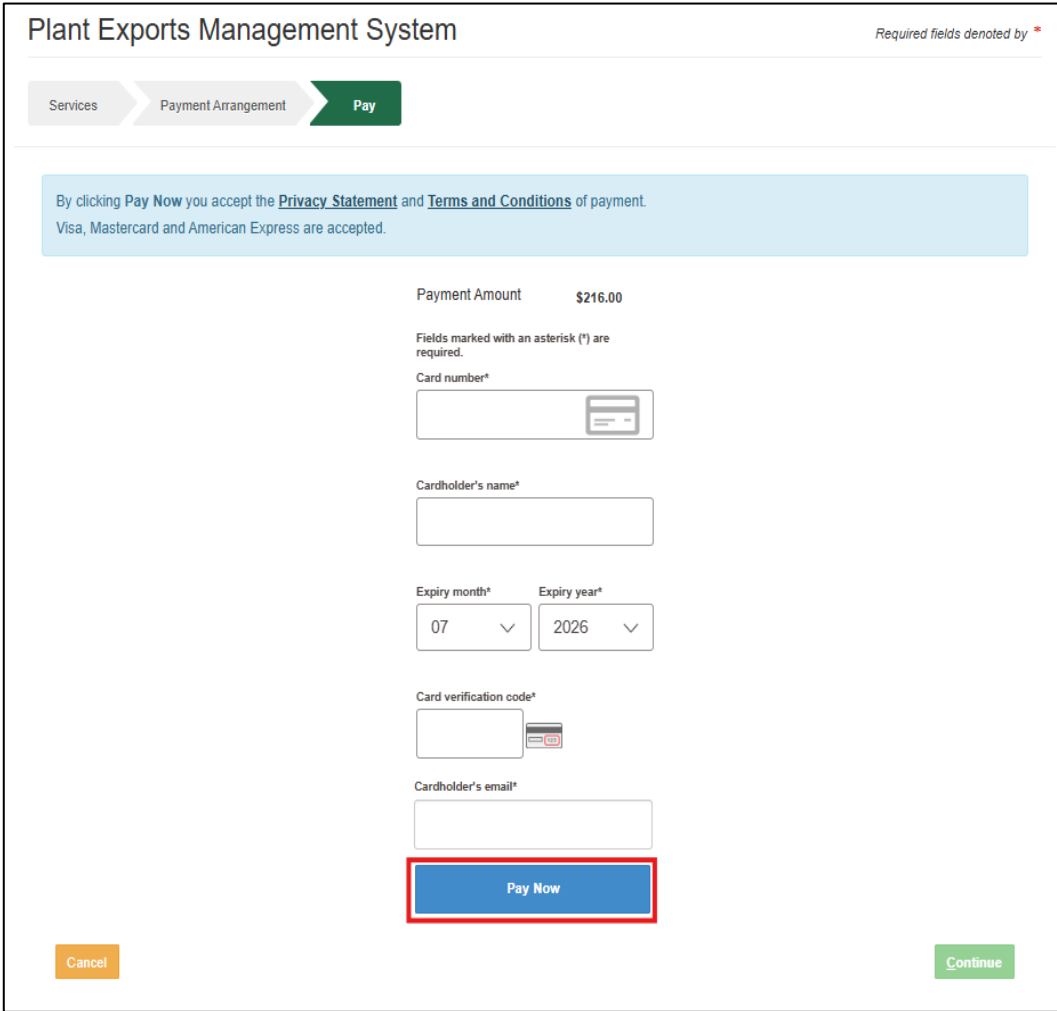
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Step	Action	Graphic
3.	- Review the details of the <i>Service Summary</i>. - Select <i>Next</i>.	 The screenshot displays the 'Plant Exports Management System' interface. At the top, there is a navigation bar with 'Home', 'Payment Enquiry', and 'Make Payment' links. Below this, the title 'Plant Exports Management System' is shown with a note 'Required fields denoted by *'. A progress bar indicates the current step is 'Services', followed by 'Payment Arrangement' and 'Pay'. The main section is titled 'Service Summary'. It includes a 'Reference:' field with the value 'PEMSTRGFEEPPR-0000005082'. Below this is a table with columns: 'Biosecurity Description', 'Pathway', 'Qty', and 'Additional Information'. The table contains one row: 'Grains', 'AOP', '1', and '-'. Another table below shows 'Service Description', 'Qty', 'Unit Price', 'Unit GST', and 'Total'. It contains one row: 'Authorised Officer Assessment', '1', '\$216.00', '\$0.00', and '\$216.00'. At the bottom right, there is a summary box with 'Total (excl. GST): AUD 216.00', 'Total GST: AUD 0.00', and 'Total (incl. GST): AUD 216.00'. At the bottom left is a 'Cancel' button, and at the bottom right is a 'Next' button. A footer bar at the bottom right shows 'Version: v4.0.3; Build Date: 04-03-2025 10:00:56; Environment: PPR'.

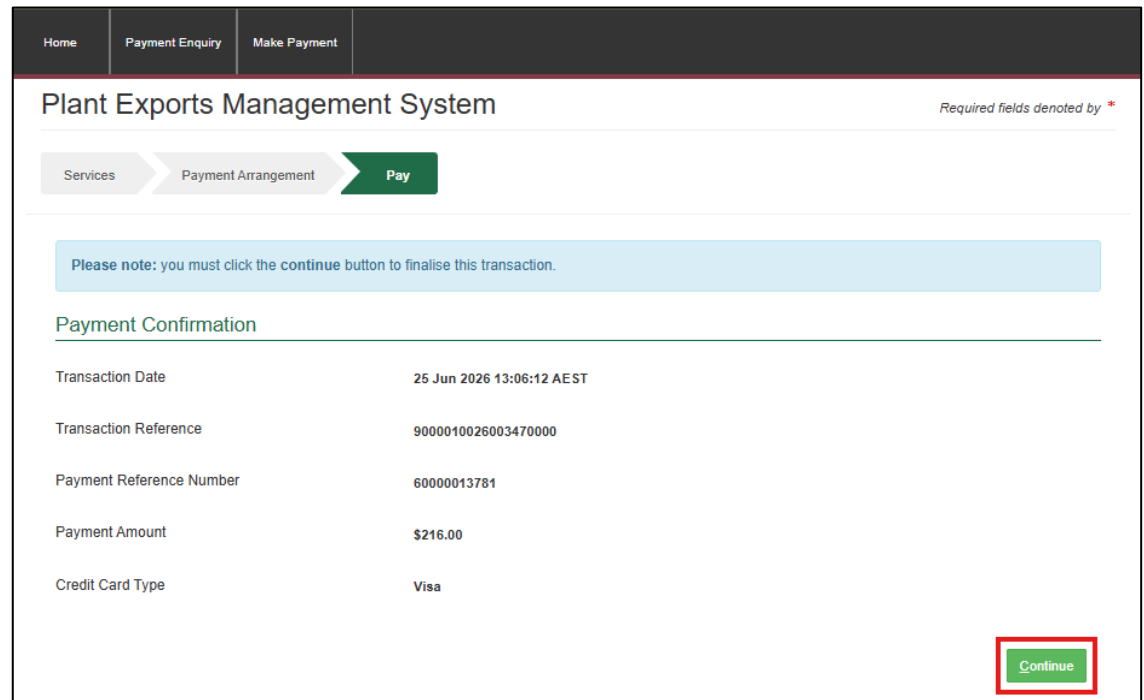
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Step	Action	Graphic
4.	- Select <i>No</i> to the question <i>Do you have an Account Number?</i> - Select <i>Continue to Payment</i>. Note: Selecting <i>Yes</i> will delay processing as the payment may not correctly link to your account.	

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Step	Action	Graphic
5.	- Enter your payment details. - Select <i>Pay Now</i>.	

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Step	Action	Graphic										
6.	- Note the <i>Payment Confirmation</i> screen. - Select <i>Continue</i>.	 The screenshot displays the 'Plant Exports Management System' interface. At the top, there is a navigation bar with 'Home', 'Payment Enquiry', and 'Make Payment' links. Below this, a breadcrumb trail shows 'Services' > 'Payment Arrangement' > 'Pay'. A blue note box states: 'Please note: you must click the continue button to finalise this transaction.' The main section is titled 'Payment Confirmation' and contains the following details: <table><tr><td>Transaction Date</td><td>25 Jun 2026 13:06:12 AEST</td></tr><tr><td>Transaction Reference</td><td>9000010026003470000</td></tr><tr><td>Payment Reference Number</td><td>60000013781</td></tr><tr><td>Payment Amount</td><td>\$216.00</td></tr><tr><td>Credit Card Type</td><td>Visa</td></tr></table> A green 'Continue' button is located at the bottom right of the screen, highlighted with a red rectangular box.	Transaction Date	25 Jun 2026 13:06:12 AEST	Transaction Reference	9000010026003470000	Payment Reference Number	60000013781	Payment Amount	\$216.00	Credit Card Type	Visa
Transaction Date	25 Jun 2026 13:06:12 AEST											
Transaction Reference	9000010026003470000											
Payment Reference Number	60000013781											
Payment Amount	\$216.00											
Credit Card Type	Visa											

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Step	Action	Graphic
7.	- Note the changed status of your assesment to <i>Payment Confirmed</i> in the <i>Status</i> column. End of procedure. Notes: - You will receive an email receipt from the department. - A departmental Plant Export Assessor will contact you to arrange a suitable date and time for your assesment to be delivered.	

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Contact information

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

Related material

The following related material is available online:

- [Authorised Officer webpage](#)
 - Department policy: *Management of third party plant exports authorised officers*
 - Exports work instruction: *Applying to become an Authorised Officer using the Plant Exports Management System*
 - Exports work instruction: *Requesting Authorised Officer eLearning using the Plant Exports Management System*
 - Exports work instruction: *Requesting Authorised Officer training using the Plant Exports Management System*
 - Exports work instruction: *Requesting an Authorised Officer Instrument of Appointment using the Plant Exports Management System*
 - Exports reference: *Requesting additional job functions in the Plant Exports Management System*
- [Plant Exports Management System](#)
- [Plant Export Operations Manual](#)
 - Exports reference: *Plant Exports Management System Authorised Officer user guide*
 - Exports reference: *Table of authorised officer job functions*
- [Fees and charges](#)
- [Privacy Policy](#).

Document information

The following table contains administrative metadata.

Instructional Material Library document ID	IMLS-9-7545
Instructional material owner	Director, Authorised Officer Program
Risk rating	Low
Review period	Due for review within 4 years of the most recent approved date.

Version history

The following table details the published date and amendment details for this document.

Version	Date published	Date last approved	Review type	Summary of review
1.0	6/07/2020	6/07/2020	New document	First publication of this work instruction.
2.0	6/08/2020	6/08/2020	Minor change	Re-title of the WI: Requesting Authorised Officer training using the Plant Export Management System.
3.0	22/04/2021	22/04/2021	Major change	Updates for the commencement of the <i>Export Control Act 2020</i> and associated Export Control (Plants and Plant Products) Rules 2021.
4.0	6/05/2024	6/05/2024	Minor change	Updated department logo, IM template and screengrabs.
5	13/07/2026	13/07/2026	Major change	Updated to reflect revised AO fees.