



Australian Government

**Department of Agriculture,
Fisheries and Forestry**

Exports work instruction

Requesting Authorised Officer eLearning 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 and pay for Authorised Officer (AO) eLearning using the Plant Exports Management System (PEMS).

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Policy statement

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

Roles and responsibilities

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

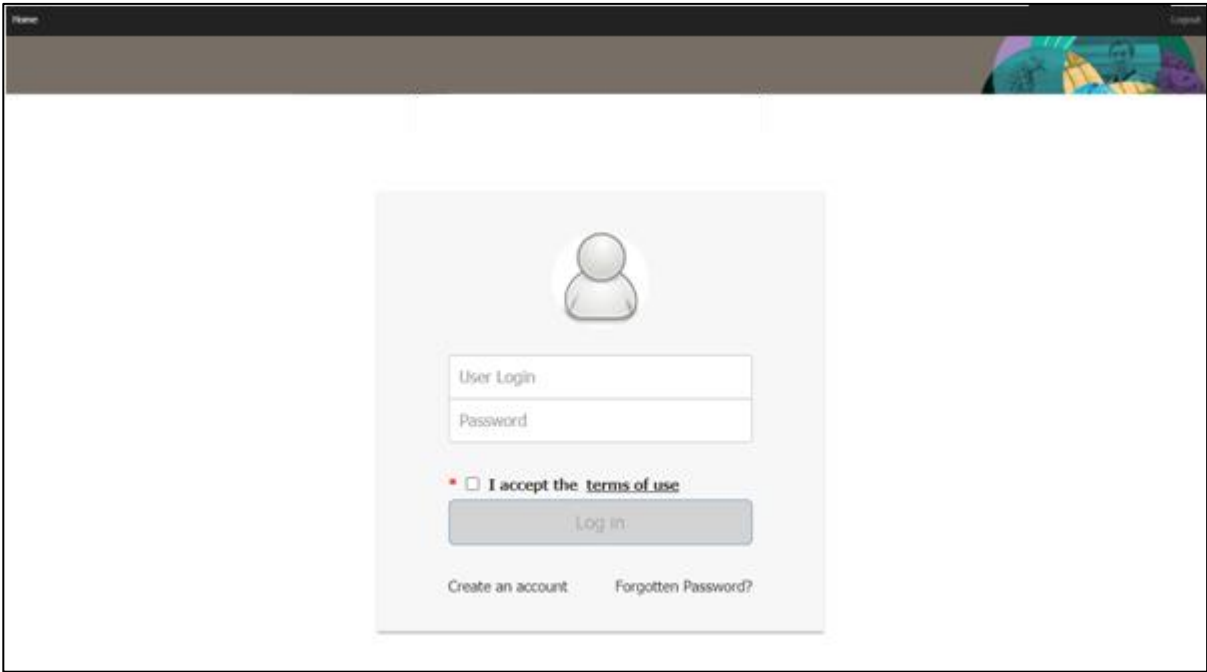
Role	Responsibility
Applicant	• Requesting eLearning through PEMS. • Paying all applicable fees and charges.

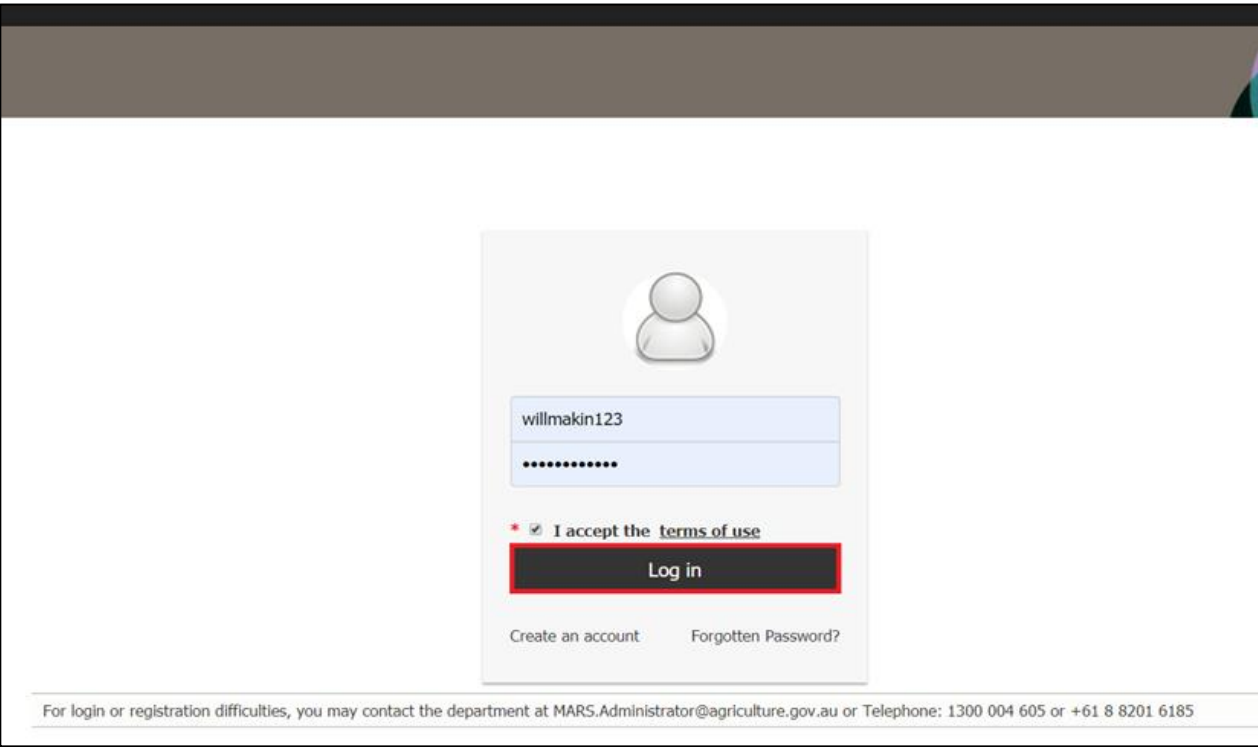
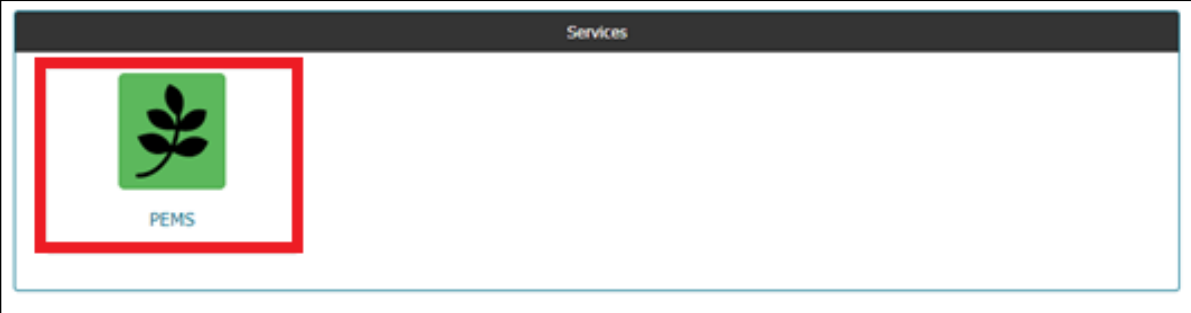
How do I request access to the AO eLearning?

Persons wanting to access the eLearning for their chosen AO job function/s must lodge their request online through PEMS.

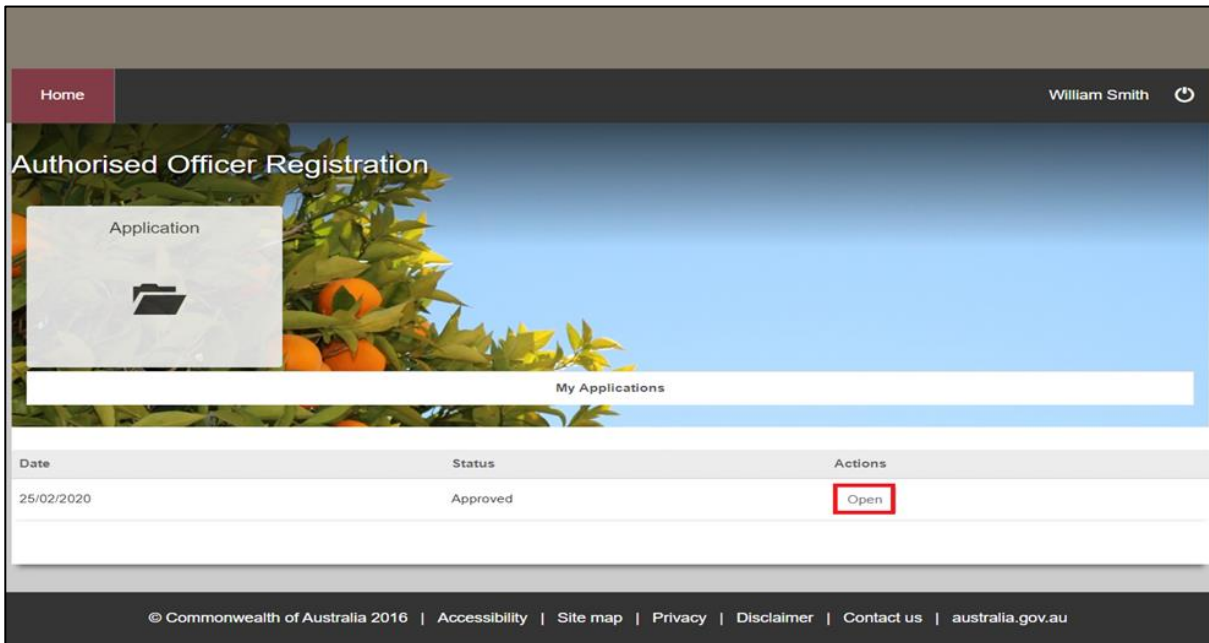
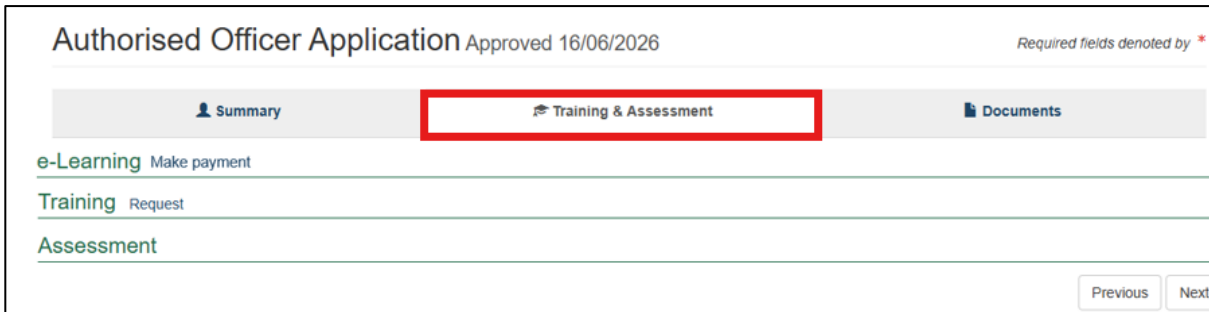
Section 1: Requesting and paying for eLearning

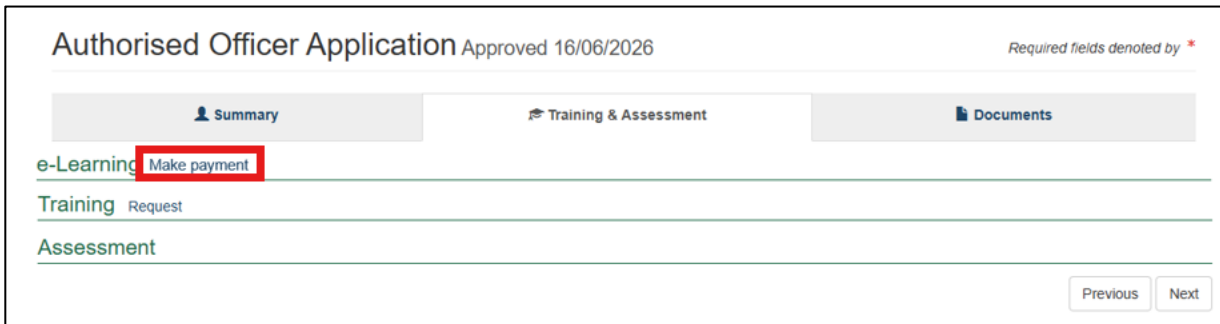
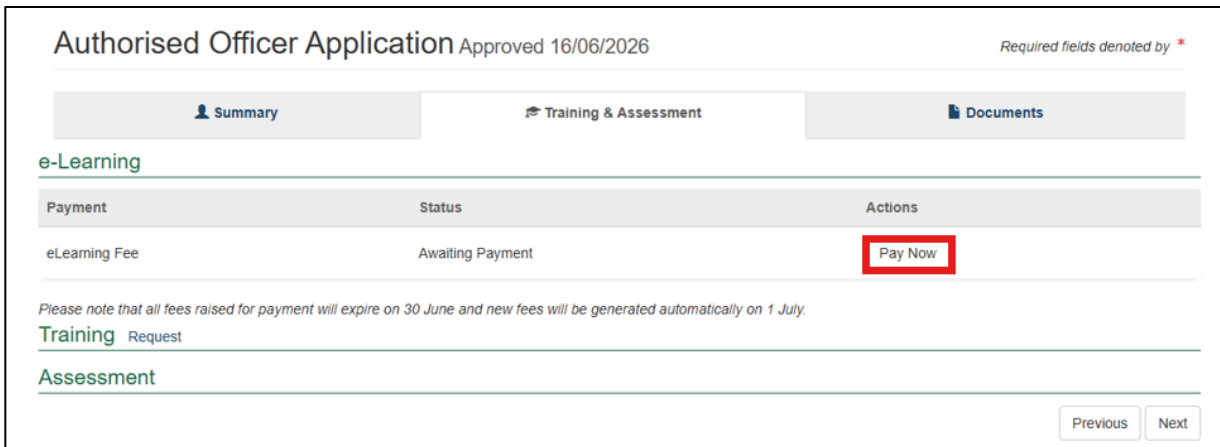
The following table outlines how to request access to, and pay for, AO eLearning.

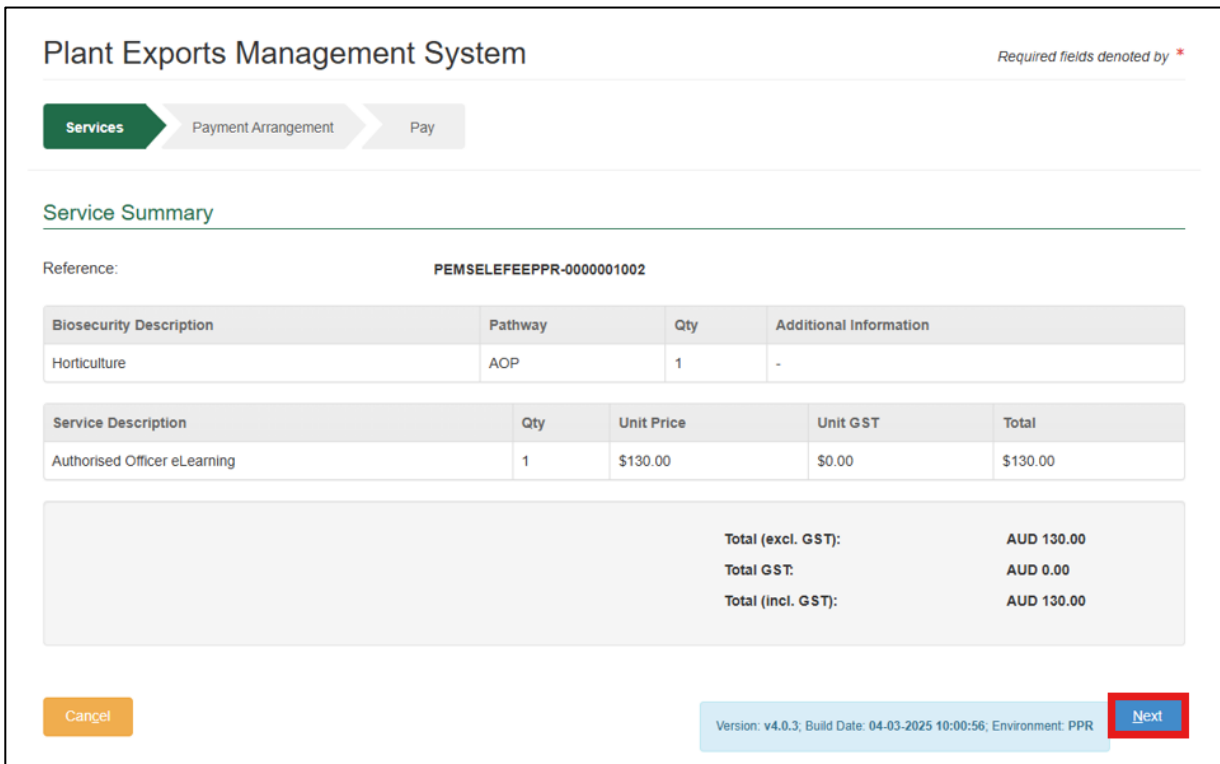
Step	Action	Graphic
1.	Go to https://online.agriculture.gov.au/selfservice Note: The log in page will display.	

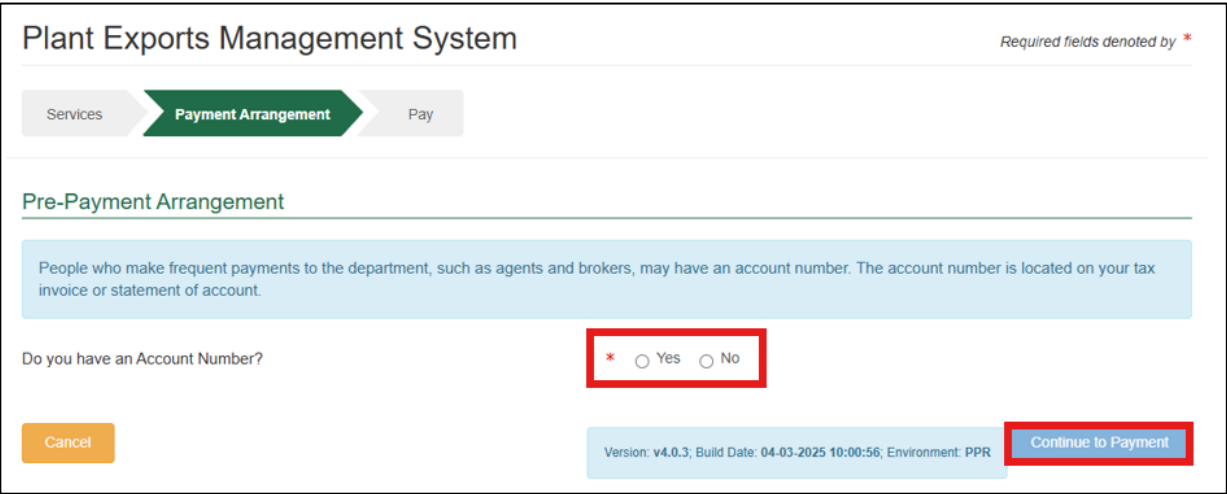
Step	Action	Graphic
2.	- Enter your Username and Password. - Check the <i>I accept the terms of use</i> box. - Click 'Log in'.	
3.	Select the <i>PEMS</i> button to enter the PEMS home page.	

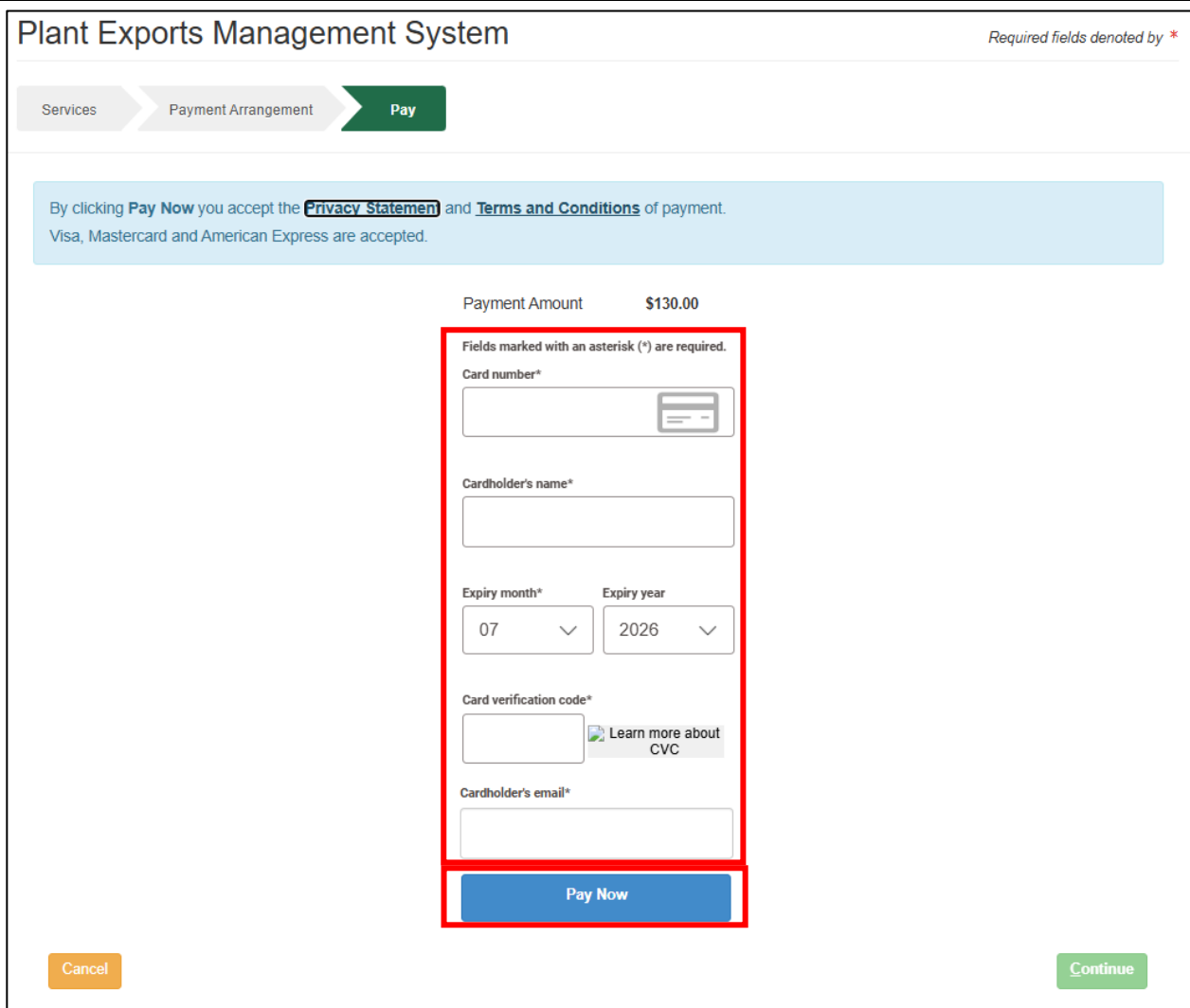
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the IML version prior to use.

Step	Action	Graphic						
4.	Click 'Open' under the <i>Actions</i> column.	 The screenshot shows the 'Authorised Officer Registration' page. At the top, there is a navigation bar with 'Home' and 'William Smith'. Below this is a banner image with the text 'Authorised Officer Registration'. A card titled 'Application' is visible. Below the card is a table with the following data: <table border="1"> <thead> <tr> <th>Date</th> <th>Status</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>25/02/2020</td> <td>Approved</td> <td>Open</td> </tr> </tbody> </table> The 'Open' link in the Actions column is highlighted with a red box.	Date	Status	Actions	25/02/2020	Approved	Open
Date	Status	Actions						
25/02/2020	Approved	Open						
5.	Select the <i>Training and Assessment</i> tab.	 The screenshot shows the 'Authorised Officer Application' page. At the top, it says 'Approved 16/06/2026'. Below this is a navigation bar with tabs: Summary, Training & Assessment, and Documents. The 'Training & Assessment' tab is highlighted with a red box. Below the tabs are links for 'e-Learning', 'Training', and 'Assessment'. The 'e-Learning' link has a sub-link 'Make payment'. The 'Training' link has a sub-link 'Request'. The 'Assessment' link has no sub-links. At the bottom right, there are 'Previous' and 'Next' buttons.						

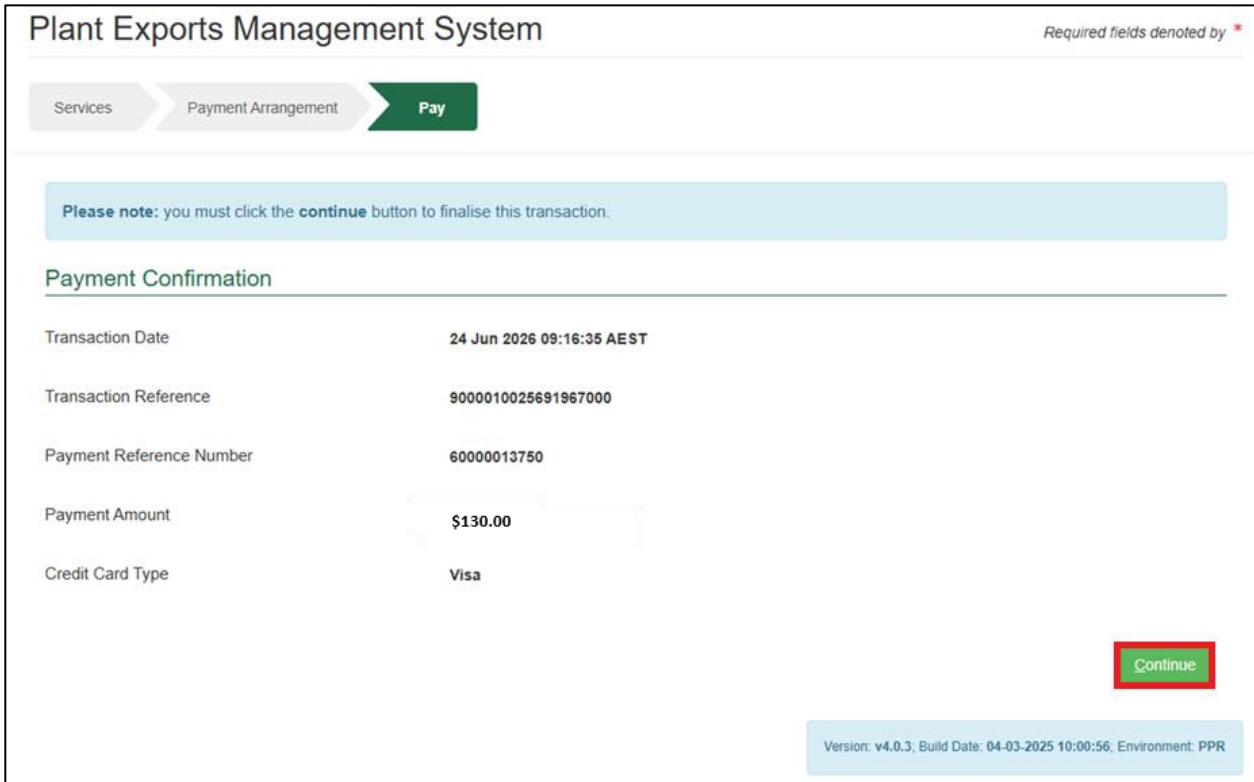
Step	Action	Graphic						
6.	Select <i>Make Payment</i> next to the <i>e-Learning</i> heading.	 The screenshot shows the 'Authorised Officer Application' page, approved on 16/06/2026. It features three tabs: 'Summary', 'Training & Assessment', and 'Documents'. The 'e-Learning' section is active, showing a 'Make payment' link highlighted with a red box. Below it are links for 'Training Request' and 'Assessment'. At the bottom right are 'Previous' and 'Next' buttons.						
7.	Click 'Pay Now' under the <i>Actions</i> heading.	 The screenshot shows the 'Authorised Officer Application' page, approved on 16/06/2026. It features three tabs: 'Summary', 'Training & Assessment', and 'Documents'. The 'e-Learning' section is active, displaying a table with payment details. The 'Pay Now' button in the 'Actions' column is highlighted with a red box. Below the table is a note about fee expiration and links for 'Training Request' and 'Assessment'. At the bottom right are 'Previous' and 'Next' buttons. <table border="1"> <thead> <tr> <th>Payment</th><th>Status</th><th>Actions</th></tr> </thead> <tbody> <tr> <td>eLearning Fee</td><td>Awaiting Payment</td><td>Pay Now</td></tr> </tbody> </table>	Payment	Status	Actions	eLearning Fee	Awaiting Payment	Pay Now
Payment	Status	Actions						
eLearning Fee	Awaiting Payment	Pay Now						

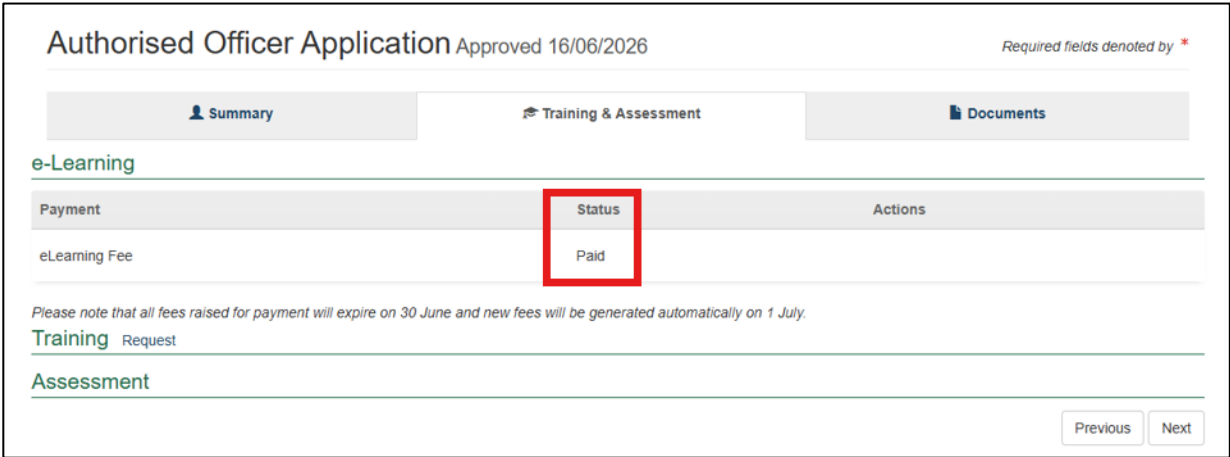
Step	Action	Graphic
8.	- Review the details of the <i>Service Summary</i>. - Click 'Next'.	 The screenshot displays the 'Plant Exports Management System' interface. At the top, a progress bar shows three steps: 'Services' (active), 'Payment Arrangement', and 'Pay'. Below this, the 'Service Summary' section is titled. It includes a reference number 'PEMSELEFEEPPR-0000001002'. Two tables are present: one for 'Biosecurity Description' showing 'Horticulture' with a quantity of 1, and another for 'Service Description' showing 'Authorised Officer eLearning' with a quantity of 1, unit price of \$130.00, and unit GST of \$0.00. A summary box at the bottom right shows totals: 'Total (excl. GST): AUD 130.00', 'Total GST: AUD 0.00', and 'Total (incl. GST): AUD 130.00'. Navigation buttons 'Cancel' and 'Next' are at the bottom. A footer bar contains version and build information, with the 'Next' button highlighted by a red box.

Step	Action	Graphic
9.	- Select 'No' in response to the question <i>Do you have an Account Number?</i> - Click 'Continue to Payment'. Note: Selecting 'Yes' will delay processing as the payment may not correctly link to your account.	 Plant Exports Management System Required fields denoted by * Services Payment Arrangement Pay <u>Pre-Payment Arrangement</u> People who make frequent payments to the department, such as agents and brokers, may have an account number. The account number is located on your tax invoice or statement of account. Do you have an Account Number? * ☐ Yes ☒ No Cancel Version: v4.0.3; Build Date: 04-03-2025 10:00:56; Environment: PPR Continue to Payment

Step	Action	Graphic
10.	- Enter the required payment details. - Click 'Pay Now'.	 Plant Exports Management System Required fields denoted by * Services > Payment Arrangement > Pay By clicking Pay Now you accept the Privacy Statement and Terms and Conditions of payment. Visa, Mastercard and American Express are accepted. Payment Amount \$130.00 Fields marked with an asterisk (*) are required. Card number* Cardholder's name* Expiry month* Expiry year 07 2026 Card verification code* Learn more about CVC Cardholder's email* Pay Now Cancel Continue

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Step	Action	Graphic
11.	- Note your payment confirmation. - Click 'Continue'.	

Step	Action	Graphic
12.	Confirm the payment has successfully processed and the status displays as <i>Paid</i>. Note: The status may take a few hours to update from <i>Payment Confirmed</i> to <i>Paid</i>.	

Contact information

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

Related material

The following related material is available online:

- [Authorised Officer webpage](#)
 - Exports Policy: *Management of third party plant exports authorised officers*
 - Exports work instruction: *Applying to become an Authorised Officer using the Plant Exports Management System*
 - Exports work instruction: *Requesting Authorised Officer training using the Plant Exports Management System*
 - Exports work instruction: *Requesting Authorised Officer assessment using the Plant Exports Management System*
 - Exports work instruction: *Requesting an Authorised Officer Instrument of Appointment using the Plant Exports Management System*
 - Exports work instruction: *Requesting additional job functions in the Plant Exports Management System*
 - Exports work instruction: *Requesting to remove 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-9-11622
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	26/08/2026	26/08/2030	New Document	First publication of this work instruction.