



# WORK INSTRUCTION

## Inspecting processed plant products for export produced under quality systems recognition

### Direction to staff

You must comply with this instructional material under the Practice Statement Framework.

### Direction to authorised officers

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

### Summary of main points

This document outlines the procedures for inspection authorised officers (AOs) to follow when inspecting processed plant products for export produced under quality systems recognition (QSR). It includes:

- pre-inspection tasks
- inspection tasks
- pass-and-failure procedures
- documentation requirements.

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## Purpose of this document

This document details the procedure for inspecting processed plant products for export produced under QSR.

## Definitions

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

## Policy statement

- The policy and process related to this work instruction can be found in the guideline. AOs must read and comply with the policy and process set out in the guideline 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.

## Legislative framework

The legislation that applies to the phytosanitary inspection of processed plant products for export can be found in the guideline.

## Roles and responsibilities

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

Role	Responsibility
Inspection AOs	<ul style="list-style-type: none"><li>• Validating supporting documents.</li><li>• Inspecting processed plant products for export.</li><li>• Recording and submitting the results of the inspection.</li></ul>

## Work health and safety

- Inspection AOs must read and be familiar with Reference: [Work health and safety in the plant export environment](#).
- They must read, consider and comply with 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 personal protective equipment (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 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 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.	<p>Review the inspection request details.</p> <table> <tr> <th>If you are...</th><th>Then...</th></tr> <tr> <td>an State/Territory government officer or third-party AO</td><td> <ul style="list-style-type: none"> <li>the inspection request must include the               <ul style="list-style-type: none"> <li>inspection appointment details</li> <li>request for permit (RFP)</li> </ul> </li> <li><b>continue to Step 2.</b></li> </ul> </td></tr> <tr> <td>a departmental AO</td><td><b>continue to Step 2.</b></td></tr> </table>	If you are...	Then...	an State/Territory government officer or third-party AO	<ul style="list-style-type: none"> <li>the inspection request must include the               <ul style="list-style-type: none"> <li>inspection appointment details</li> <li>request for permit (RFP)</li> </ul> </li> <li><b>continue to Step 2.</b></li> </ul>	a departmental AO	<b>continue to Step 2.</b>		
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a departmental AO	<b>continue to Step 2.</b>								
2.	<p>Determine if the inspection is for a new consignment, re-export consignment or a resubmitted consignment.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>Re-export RFPs will have endorsement number 6536.</li> <li>The requirements for re-export can be found in the guideline related to the commodity being inspected.</li> </ul> <table> <tr> <th>If the consignment...</th><th>Then...</th></tr> <tr> <td>is new</td><td><b>continue to Step 3.</b></td></tr> <tr> <td>for re-export</td><td> <ul style="list-style-type: none"> <li>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 Guideline: <a href="#">Supporting documents for plant export</a></li> <li><b>Note:</b> re-export RFPs will have endorsement number 6536</li> <li><b>continue to Step 3.</b></li> </ul> </td></tr> <tr> <td>is being resubmitted</td><td>go to <a href="#">Section 14: How do I inspect a resubmitted consignment?</a></td></tr> </table>	If the consignment...	Then...	is new	<b>continue to Step 3.</b>	for re-export	<ul style="list-style-type: none"> <li>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 Guideline: <a href="#">Supporting documents for plant export</a></li> <li><b>Note:</b> re-export RFPs will have endorsement number 6536</li> <li><b>continue to Step 3.</b></li> </ul>	is being resubmitted	go to <a href="#">Section 14: How do I inspect a resubmitted consignment?</a>
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is being resubmitted	go to <a href="#">Section 14: How do I inspect a resubmitted consignment?</a>								
3.	<p>Check the Reference: <a href="#">Table of plant export protocol markets</a> to determine if the consignment is for a protocol market.</p> <p><b>Note:</b> The <i>Export Criteria</i> section of the <a href="#">Micor</a> case also states whether it is a protocol market.</p>								

Step	Action						
4.	<p>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 Reference: <a href="#">Table of authorised officer job functions</a> and your <i>Instrument of appointment</i>.</p> <p><b>Important:</b> 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.</p> <table> <tr> <th>If you are...</th><th>Then...</th></tr> <tr> <td>accredited with the required job function/s</td><td><b>continue to Step 5.</b></td></tr> <tr> <td>not accredited with the required job function/s</td><td> <ul style="list-style-type: none"> <li>you cannot conduct the inspection</li> <li>inform the client</li> <li><b>do not continue.</b></li> </ul> </td></tr> </table>	If you are...	Then...	accredited with the required job function/s	<b>continue to Step 5.</b>	not accredited with the required job function/s	<ul style="list-style-type: none"> <li>you cannot conduct the inspection</li> <li>inform the client</li> <li><b>do not continue.</b></li> </ul>
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5.	<p>Check that the establishment number provided (for example, on the RFP) matches the registered establishment number where the inspection is to be conducted.</p> <table> <tr> <th>If the numbers...</th><th>Then...</th></tr> <tr> <td>match</td><td><b>continue to <a href="#">Section 2: How do I check the importing country's requirements?</a></b></td></tr> <tr> <td>do not match</td><td> <ul style="list-style-type: none"> <li>you cannot conduct the inspection</li> <li>inform the client</li> <li><b>do not continue.</b></li> </ul> </td></tr> </table>	If the numbers...	Then...	match	<b>continue to <a href="#">Section 2: How do I check the importing country's requirements?</a></b>	do not match	<ul style="list-style-type: none"> <li>you cannot conduct the inspection</li> <li>inform the client</li> <li><b>do not continue.</b></li> </ul>
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do not match	<ul style="list-style-type: none"> <li>you cannot conduct the inspection</li> <li>inform the client</li> <li><b>do not continue.</b></li> </ul>						

## 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.	<p>Is there a case in <a href="#">Micor</a> for each commodity on the RFP?</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>yes</td><td><b>continue to Step 2.</b></td></tr> <tr> <td>no</td><td> <ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they need to <ul style="list-style-type: none"> <li>obtain the import requirements for each commodity from the importing country authority</li> <li>email these import requirements to the <a href="#">Micor administrator</a></li> </ul> </li> <li><b>do not continue.</b></li> </ul> </td></tr> </table>	If...	Then...	yes	<b>continue to Step 2.</b>	no	<ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they need to <ul style="list-style-type: none"> <li>obtain the import requirements for each commodity from the importing country authority</li> <li>email these import requirements to the <a href="#">Micor administrator</a></li> </ul> </li> <li><b>do not continue.</b></li> </ul>
If...	Then...						
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Step	Action						
2.	<p>Read the <i>Export Criteria</i> section of the Micor case to determine if there is a protocol for the importing country.</p> <table> <tr> <th>If the Micor case...</th><th>Then...</th></tr> <tr> <td>does not refer to a protocol</td><td> <ul style="list-style-type: none"> <li>continue with this work instruction, but do not complete the Steps that refer to protocol markets</li> <li><b>continue to Step 3.</b></li> </ul> </td></tr> <tr> <td>refers to a protocol</td><td> <ul style="list-style-type: none"> <li>open the link to protocols in the <i>Documents</i> section of Micor</li> <li>find the relevant protocol and reference material, and refer to this when prompted by this work instruction</li> <li><b>continue to Step 3.</b></li> </ul> </td></tr> </table>	If the Micor case...	Then...	does not refer to a protocol	<ul style="list-style-type: none"> <li>continue with this work instruction, but do not complete the Steps that refer to protocol markets</li> <li><b>continue to Step 3.</b></li> </ul>	refers to a protocol	<ul style="list-style-type: none"> <li>open the link to protocols in the <i>Documents</i> section of Micor</li> <li>find the relevant protocol and reference material, and refer to this when prompted by this work instruction</li> <li><b>continue to Step 3.</b></li> </ul>
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3.	<p>Check the Micor case for each commodity to see if an import permit is required.</p> <table> <tr> <th>If an import permit is...</th><th>Then...</th></tr> <tr> <td>required</td><td><b>continue to Step 4.</b></td></tr> <tr> <td>not required</td><td><b>go to Step 6.</b></td></tr> </table>	If an import permit is...	Then...	required	<b>continue to Step 4.</b>	not required	<b>go to Step 6.</b>
If an import permit is...	Then...						
required	<b>continue to Step 4.</b>						
not required	<b>go to Step 6.</b>						
4.	<p>Check that the client has provided an import permit and that it is valid as per the Guideline: <a href="#">Supporting documents for plant exports</a>.</p> <p><b>Note:</b> The import permit may be provided by the client to the AO directly or uploaded into PEMS.</p> <table> <tr> <th>If the client...</th><th>Then...</th></tr> <tr> <td>has provided an import permit and it is valid</td><td> <ul style="list-style-type: none"> <li>if the import permit is not in PEMS, take a copy of the import permit</li> <li><b>continue to Step 5.</b></li> </ul> </td></tr> <tr> <td> <ul style="list-style-type: none"> <li>has provided an import permit but it is not valid</li> <li>or</li> <li>has not provided an import permit</li> </ul> </td><td> <ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they need to provide a valid import permit</li> <li><b>do not continue.</b></li> </ul> </td></tr> </table>	If the client...	Then...	has provided an import permit and it is valid	<ul style="list-style-type: none"> <li>if the import permit is not in PEMS, take a copy of the import permit</li> <li><b>continue to Step 5.</b></li> </ul>	<ul style="list-style-type: none"> <li>has provided an import permit but it is not valid</li> <li>or</li> <li>has not provided an import permit</li> </ul>	<ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they need to provide a valid import permit</li> <li><b>do not continue.</b></li> </ul>
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Step	Action						
5.	<p>Check that the requirements on the import permit match the Micor case for each commodity.</p> <table> <tr> <th>If the import permit requirements...</th><th>Then...</th></tr> <tr> <td>match the Micor case/s</td><td><b>continue to Step 6.</b></td></tr> <tr> <td> <ul style="list-style-type: none"> <li>do not exist in Micor</li> <li>or</li> <li>do not match the Micor case/s</li> </ul> </td><td> <ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that <ul style="list-style-type: none"> <li>the import permit does not match the Micor case</li> <li>you cannot conduct the inspection until the Micor case has been updated</li> <li>they must email the import permit or instrument in writing to the <a href="#">Micor administrator</a></li> </ul> </li> <li><b>do not continue.</b></li> </ul> </td></tr> </table>	If the import permit requirements...	Then...	match the Micor case/s	<b>continue to Step 6.</b>	<ul style="list-style-type: none"> <li>do not exist in Micor</li> <li>or</li> <li>do not match the Micor case/s</li> </ul>	<ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that <ul style="list-style-type: none"> <li>the import permit does not match the Micor case</li> <li>you cannot conduct the inspection until the Micor case has been updated</li> <li>they must email the import permit or instrument in writing to the <a href="#">Micor administrator</a></li> </ul> </li> <li><b>do not continue.</b></li> </ul>
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6.	Read the Micor case (and protocol/work plan where applicable) for each commodity, to check for any documentation, sampling and inspection requirements.						
7.	<b>Continue to <a href="#">Section 3: How do I check the status of the RFP and supporting documentation?</a></b>						

### 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.	<p>Is the status on the RFP either initial (INIT) or final (FINL)?</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>yes</td><td><b>continue to Step 2.</b></td></tr> <tr> <td>no</td><td> <ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they must submit an RFP at either INIT or FINL status</li> <li><b>do not continue.</b></li> </ul> </td></tr> </table>	If...	Then...	yes	<b>continue to Step 2.</b>	no	<ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they must submit an RFP at either INIT or FINL status</li> <li><b>do not continue.</b></li> </ul>
If...	Then...						
yes	<b>continue to Step 2.</b>						
no	<ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they must submit an RFP at either INIT or FINL status</li> <li><b>do not continue.</b></li> </ul>						
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.						



Step	Action						
3.	<p>Has the client provided all supporting documents required before inspection as per the Reference: <a href="#">Plant export documents and treatments checklists</a> and the Micor case/s?</p> <p><b>Important:</b> 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.</p> <p><b>Note:</b> Supporting documents may be provided by the client to the AO directly or uploaded into PEMS.</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>yes</td><td><b>continue to Step 5.</b></td></tr> <tr> <td>no</td><td> <ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they need to provide all required supporting documents prior to inspection</li> <li><b>do not continue.</b></li> </ul> </td></tr> </table>	If...	Then...	yes	<b>continue to Step 5.</b>	no	<ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they need to provide all required supporting documents prior to inspection</li> <li><b>do not continue.</b></li> </ul>
If...	Then...						
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no	<ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they need to provide all required supporting documents prior to inspection</li> <li><b>do not continue.</b></li> </ul>						
4.	<p>Check that all the supporting documents you have received are valid as per the Guideline: <a href="#">Supporting documents for plant exports</a>.</p> <table> <tr> <th>If all supporting documents are...</th><th>Then...</th></tr> <tr> <td>valid</td><td> <ul style="list-style-type: none"> <li>if the supporting documents are not in PEMS, take copies of the documents</li> <li><b>continue to <a href="#">Section 4: How are the inspection results recorded?</a></b></li> </ul> </td></tr> <tr> <td>not valid</td><td> <ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they need to provide valid supporting documents</li> <li><b>do not continue.</b></li> </ul> </td></tr> </table>	If all supporting documents are...	Then...	valid	<ul style="list-style-type: none"> <li>if the supporting documents are not in PEMS, take copies of the documents</li> <li><b>continue to <a href="#">Section 4: How are the inspection results recorded?</a></b></li> </ul>	not valid	<ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they need to provide valid supporting documents</li> <li><b>do not continue.</b></li> </ul>
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not valid	<ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they need to provide valid supporting documents</li> <li><b>do not continue.</b></li> </ul>						

## Section 4. How are the inspection results recorded?

- Inspection records must be completed in accordance with the Work Instruction: [Completing plant export inspection and treatment records](#).
- Results must be recorded in PEMS. A manual inspection record may 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 in PEMS. A manual *Grain and plant products inspection record* may be used for contingency purposes only or if an exception applies.

### 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. A manual inspection record may be used for contingency purposes only or if an exception applies.

The following table outlines how to initiate the inspection record.

Step	Action						
1.	<p>Are you using PEMS or a manual inspection record to record the inspection results?</p> <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 <a href="#">Section 5: What do I do when I arrive at the registered establishment?</a></td></tr> </table>	If using...	Then...	PEMS	continue to Step 2.	the manual inspection record	go to <a href="#">Section 5: What do I do when I arrive at the registered establishment?</a>
If using...	Then...						
PEMS	continue to Step 2.						
the manual inspection record	go to <a href="#">Section 5: What do I do when I arrive at the registered establishment?</a>						
2.	<p>Initiate inspection record in PEMS.</p> <p><b>Note:</b> For information on how to use PEMS see the Reference: <a href="#">Plant Export Management System Authorised officer user guide</a>.</p>						
3.	<ul style="list-style-type: none"> <li>Upload the import permit, where applicable, and record a validation outcome. Where one exists, add the import permit expiry date.</li> <li>Upload all other supporting documents and record a validation outcome for each. This may include but is not limited to any of the following: <ul style="list-style-type: none"> <li>manufacturers declaration</li> <li>pest-free area declarations</li> <li>treatment certificates</li> <li>empty container inspection record</li> <li>gas-free certificates</li> <li>lab-analysis results</li> <li>crop-monitor records</li> <li>pest-identification reports.</li> </ul> </li> </ul>						
4.	Where internet connectivity is unreliable or unknown at the registered establishment, checkout the inspection record before arriving at the site to use PEMS offline.						
5.	Continue to <a href="#">Section 5: What do I do when I arrive at the registered establishment?</a>						

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

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

Step	Action
1.	<p>On arrival at the registered establishment:</p> <ul style="list-style-type: none"> <li>sign in at the office (if the AO is not already employee of the site)</li> <li>ask a staff member about any site-specific work health and safety requirements including mandatory personal protective equipment (PPE)</li> <li>put on the required PPE</li> <li>assess the site for safety</li> <li>ask a staff member to accompany you to the inspection area.</li> </ul>

Step	Action						
2.	<p>Is the consignment being resubmitted for inspection?</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>yes</td><td> <ul style="list-style-type: none"> <li>record that the inspection is a re-inspection and add the original RFP number on the inspection record</li> <li>add comments into the <i>comments</i> field on the method of treatment</li> <li><b>continue to Step 3.</b></li> </ul> </td></tr> <tr> <td>no</td><td><b>continue to Step 3.</b></td></tr> </table>	If...	Then...	yes	<ul style="list-style-type: none"> <li>record that the inspection is a re-inspection and add the original RFP number on the inspection record</li> <li>add comments into the <i>comments</i> field on the method of treatment</li> <li><b>continue to Step 3.</b></li> </ul>	no	<b>continue to Step 3.</b>
If...	Then...						
yes	<ul style="list-style-type: none"> <li>record that the inspection is a re-inspection and add the original RFP number on the inspection record</li> <li>add comments into the <i>comments</i> field on the method of treatment</li> <li><b>continue to Step 3.</b></li> </ul>						
no	<b>continue to Step 3.</b>						
3.	<p>Check whether the establishment is QSR-approved by:</p> <ul style="list-style-type: none"> <li>requesting to see and checking that the establishment's Certificate of Registration lists QSR as a registered operation</li> <li>sighting the establishment's QSR approval letter.</li> </ul> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>QSR-approved</td><td> <ul style="list-style-type: none"> <li>note the goods type, packaging type and size that the establishment is QSR-approved for</li> <li>record the QSR number for the establishment in the <i>Comments</i> field of the inspection record in the format QSR###</li> <li><b>continue to Step 4.</b></li> </ul> </td></tr> <tr> <td>not QSR-approved</td><td> <ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they need QSR-approval</li> <li>go to <a href="#">Section 9: How do I withdraw the inspection?</a></li> </ul> </td></tr> </table>	If...	Then...	QSR-approved	<ul style="list-style-type: none"> <li>note the goods type, packaging type and size that the establishment is QSR-approved for</li> <li>record the QSR number for the establishment in the <i>Comments</i> field of the inspection record in the format QSR###</li> <li><b>continue to Step 4.</b></li> </ul>	not QSR-approved	<ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they need QSR-approval</li> <li>go to <a href="#">Section 9: How do I withdraw the inspection?</a></li> </ul>
If...	Then...						
QSR-approved	<ul style="list-style-type: none"> <li>note the goods type, packaging type and size that the establishment is QSR-approved for</li> <li>record the QSR number for the establishment in the <i>Comments</i> field of the inspection record in the format QSR###</li> <li><b>continue to Step 4.</b></li> </ul>						
not QSR-approved	<ul style="list-style-type: none"> <li>the inspection request is not valid</li> <li>inform the client that they need QSR-approval</li> <li>go to <a href="#">Section 9: How do I withdraw the inspection?</a></li> </ul>						

Step	Action								
4.	<p>Ask the client to provide any additional supporting documents required at the time of inspection/re-inspection.</p> <p><b>Important:</b> If you have not checked the importing country requirements (Section 2) or the RFP (Section 3) prior to arriving at the registered establishment, you must return to the appropriate Section and complete the procedure as written.</p> <p><b>Note:</b> Supporting documents may be provided by the client to the AO directly or uploaded into PEMS.</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <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> <ul style="list-style-type: none"> <li>take copies of the supporting documents</li> <li>if using PEMS, upload them into PEMS</li> <li><b>continue to Step 5</b></li> </ul> </td></tr> <tr> <td>not all supporting documents have been provided</td><td> <ul style="list-style-type: none"> <li>inform the client that they need to provide all required supporting documents prior to inspection occurring</li> <li>add relevant comments into the comments field of the inspection record <b>go to <a href="#">Section 9: How do I withdraw the inspection?</a></b></li> </ul> </td></tr> </table>	If...	Then...	no further documents are required at the time of inspection	go to Step 6.	additional supporting documents are provided	<ul style="list-style-type: none"> <li>take copies of the supporting documents</li> <li>if using PEMS, upload them into PEMS</li> <li><b>continue to Step 5</b></li> </ul>	not all supporting documents have been provided	<ul style="list-style-type: none"> <li>inform the client that they need to provide all required supporting documents prior to inspection occurring</li> <li>add relevant comments into the comments field of the inspection record <b>go to <a href="#">Section 9: How do I withdraw the inspection?</a></b></li> </ul>
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5.	<ul style="list-style-type: none"> <li>Check that all the supporting documents you have received are valid as per the Work Instruction: <a href="#">Validating supporting documents for plant exports</a>.</li> <li>If the supporting documents are not in PEMS, take copies of the documents and upload them into PEMS.</li> </ul> <table> <tr> <th>If all supporting documents are...</th><th>Then...</th></tr> <tr> <td>valid</td><td> <ul style="list-style-type: none"> <li>record the validation outcome for each supporting document</li> <li><b>continue to Step 6.</b></li> </ul> </td></tr> <tr> <td>not valid</td><td> <ul style="list-style-type: none"> <li>record the validation outcome for each supporting document</li> <li>inform the client that they need to provide valid supporting documents</li> <li>add relevant comments into the comments field of the inspection record</li> <li><b>go to <a href="#">Section 9: How do I withdraw the inspection?</a></b></li> </ul> </td></tr> </table>	If all supporting documents are...	Then...	valid	<ul style="list-style-type: none"> <li>record the validation outcome for each supporting document</li> <li><b>continue to Step 6.</b></li> </ul>	not valid	<ul style="list-style-type: none"> <li>record the validation outcome for each supporting document</li> <li>inform the client that they need to provide valid supporting documents</li> <li>add relevant comments into the comments field of the inspection record</li> <li><b>go to <a href="#">Section 9: How do I withdraw the inspection?</a></b></li> </ul>		
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Step	Action								
6.	<p>If containers are to be loaded with prescribed processed plant products:</p> <ul style="list-style-type: none"> <li>the container must be approved/passed for loading, as indicated on the empty container inspection record</li> <li>the record must indicate whether the container is suitable to be loaded with consumable or non-consumable goods</li> <li>the container must be within 90 days of passing inspection</li> <li>the tamper evident seal must not have been removed or tampered with.</li> </ul> <p><b>or</b></p> <ul style="list-style-type: none"> <li>if an inspection sticker has been applied, the inspection sticker must <ul style="list-style-type: none"> <li>indicate whether the container is suitable to be loaded with consumable or non-consumable goods</li> <li>be within 90 days of passing inspection</li> <li>not been removed or tampered with.</li> </ul> </li> <li>the tamper evident seal must not have been removed or tampered with.</li> </ul> <p><b>Note:</b> If containers are not on site or goods are not being transported via container, there is no requirement to check container approval. Go to <a href="#">Section 6: How do I inspect the consignment?</a></p> <table> <tr> <th>If the container...</th><th>Then...</th></tr> <tr> <td>passed inspection within 90 days of inspection and the tamper evident seal is intact</td><td><b>go to Step 9.</b></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)  <b>Important:</b> Only an AO with the ECI3001 job function can issue container approval. </td><td> <ul style="list-style-type: none"> <li>add relevant comments into the <i>comments</i> field of the inspection record</li> <li><b>go to Step 9.</b></li> </ul> </td></tr> <tr> <td>non-compliant and <b>not</b> rectified whilst you are on-site</td><td><b>continue to Step 7.</b></td></tr> </table>	If the container...	Then...	passed inspection within 90 days of inspection and the tamper evident seal is intact	<b>go to Step 9.</b>	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) <b>Important:</b> Only an AO with the ECI3001 job function can issue container approval.	<ul style="list-style-type: none"> <li>add relevant comments into the <i>comments</i> field of the inspection record</li> <li><b>go to Step 9.</b></li> </ul>	non-compliant and <b>not</b> rectified whilst you are on-site	<b>continue to Step 7.</b>
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non-compliant and <b>not</b> rectified whilst you are on-site	<b>continue to Step 7.</b>								

Step	Action						
7.	<ul style="list-style-type: none"> <li>Inform the client that the               <ul style="list-style-type: none"> <li>container cannot be loaded in its current state</li> <li>in order for the container to be used, it must be reinspected and passed to a consumable level by an AO with the ECI3001 job function.</li> </ul> </li> <li>Add relevant comments into the <i>comments</i> field of the inspection record.</li> <li>Remove the inspection sticker (if applicable).</li> <li>Revoke the container approval.</li> </ul> <table border="1"> <thead> <tr> <th>If you are...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>using PEMS</td><td> <ul style="list-style-type: none"> <li><b>Refer to</b> the Reference: <a href="#">Plant Export Management System authorised officer user guide</a> and follow the instructions to revoke the container approval in PEMS</li> <li><b>continue to Step 8.</b></li> </ul> </td></tr> <tr> <td>not using PEMS</td><td> <ul style="list-style-type: none"> <li>record the revocation of the container approval, including the time, date and reasons in the <i>comments</i> field of the inspection record</li> <li>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</li> <li>initial the change to the empty container inspection record</li> <li>take a copy of the revoked empty container inspection record and provide a copy to the                   <ul style="list-style-type: none"> <li>client</li> <li><a href="#">Assessment and Client Contact Group</a></li> </ul> </li> <li><b>continue to Step 8.</b></li> </ul> </td></tr> </tbody> </table> <p><b>Note:</b> 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.</p>	If you are...	Then...	using PEMS	<ul style="list-style-type: none"> <li><b>Refer to</b> the Reference: <a href="#">Plant Export Management System authorised officer user guide</a> and follow the instructions to revoke the container approval in PEMS</li> <li><b>continue to Step 8.</b></li> </ul>	not using PEMS	<ul style="list-style-type: none"> <li>record the revocation of the container approval, including the time, date and reasons in the <i>comments</i> field of the inspection record</li> <li>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</li> <li>initial the change to the empty container inspection record</li> <li>take a copy of the revoked empty container inspection record and provide a copy to the                   <ul style="list-style-type: none"> <li>client</li> <li><a href="#">Assessment and Client Contact Group</a></li> </ul> </li> <li><b>continue to Step 8.</b></li> </ul>
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8.	<p>Ask the client if they wish to present an alternative container for loading.</p> <table border="1"> <thead> <tr> <th>If...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>yes</td><td><b>return to Step 6</b> and continue the inspection.</td></tr> <tr> <td>no</td><td> <ul style="list-style-type: none"> <li>add relevant comments into the <i>comments</i> field of the inspection record</li> <li><b>go to</b> <a href="#">Section 9: How do I withdraw the inspection?</a></li> </ul> </td></tr> </tbody> </table>	If...	Then...	yes	<b>return to Step 6</b> and continue the inspection.	no	<ul style="list-style-type: none"> <li>add relevant comments into the <i>comments</i> field of the inspection record</li> <li><b>go to</b> <a href="#">Section 9: How do I withdraw the inspection?</a></li> </ul>
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Step	Action								
9.	<p>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:</p> <ul style="list-style-type: none"> <li>• looking inside the container for pests, residues or contaminants that may infest or contaminate the goods</li> <li>• inspecting the outside of the container for pests and structural damage that may allow cross-infestation or contamination of the goods.</li> </ul> <table border="1"> <thead> <tr> <th>If pests, contamination or structural damage are...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>not observed</td><td>go to <a href="#">Section 6: How do I inspect the consignment?</a></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)  <b>Important:</b> Only an AO with the ECI3001 job function can issue container approval. </td><td> <ul style="list-style-type: none"> <li>• add relevant comments into the <i>comments</i> field of the inspection record</li> <li>• go to <a href="#">Section 6: How do I inspect the consignment?</a></li> </ul> </td></tr> <tr> <td>observed and <b>not</b> rectified whilst you are on-site</td><td> <ul style="list-style-type: none"> <li>• <b>return to Step 7</b> to revoke the container approval and continue the inspection.</li> </ul> </td></tr> </tbody> </table>	If pests, contamination or structural damage are...	Then...	not observed	go to <a href="#">Section 6: How do I inspect the consignment?</a>	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) <b>Important:</b> Only an AO with the ECI3001 job function can issue container approval.	<ul style="list-style-type: none"> <li>• add relevant comments into the <i>comments</i> field of the inspection record</li> <li>• go to <a href="#">Section 6: How do I inspect the consignment?</a></li> </ul>	observed and <b>not</b> rectified whilst you are on-site	<ul style="list-style-type: none"> <li>• <b>return to Step 7</b> to revoke the container approval and continue the inspection.</li> </ul>
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## Inspection procedure

AOs must:

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

### Section 6: How do I assess the consignment?

The following table outlines how to assess the consignment.

Step	Action								
1.	<p>Check that the consignment matches the quantity and commodities listed on the RFP.</p> <p><b>Note:</b> 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.</p> <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.								
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2.	<p>Inform the client that the consignment must match the RFP before the inspection can occur.</p> <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><ul style="list-style-type: none"><li>• add relevant comments into the <i>comments</i> field of the inspection record</li><li>• if using PEMS, record a time entry and withdraw the inspection record</li><li>• initiate the inspection record with the reloaded RFP information</li><li>• <b>continue to Step 3.</b></li></ul></td></tr><tr><td>does not amend the consignment or the RFP</td><td><ul style="list-style-type: none"><li>• add relevant comments into the <i>comments</i> field of the inspection record</li><li>• advise the client that you cannot proceed with the inspection</li><li>• <b>go to <a href="#">Section 8: How do I fail the consignment?</a></b></li></ul></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	<ul style="list-style-type: none"><li>• add relevant comments into the <i>comments</i> field of the inspection record</li><li>• if using PEMS, record a time entry and withdraw the inspection record</li><li>• initiate the inspection record with the reloaded RFP information</li><li>• <b>continue to Step 3.</b></li></ul>	does not amend the consignment or the RFP	<ul style="list-style-type: none"><li>• add relevant comments into the <i>comments</i> field of the inspection record</li><li>• advise the client that you cannot proceed with the inspection</li><li>• <b>go to <a href="#">Section 8: How do I fail the consignment?</a></b></li></ul>
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Step	Action						
3.	<p>Confirm whether the goods type, packaging type and package size match the establishment's QSR-approval letter (as noted in <a href="#">Section 5, Step 3.</a>)</p> <table> <tr> <th>If the consignment...</th><th>Then...</th></tr> <tr> <td>matches the establishment's QSR-approval</td><td> <ul style="list-style-type: none"> <li>add relevant comments into the <i>remarks</i> field of the inspection record</li> <li><b>go to Step 5.</b></li> </ul> </td></tr> <tr> <td>does not match the establishment's QSR-approval</td><td><b>continue to Step 4.</b></td></tr> </table>	If the consignment...	Then...	matches the establishment's QSR-approval	<ul style="list-style-type: none"> <li>add relevant comments into the <i>remarks</i> field of the inspection record</li> <li><b>go to Step 5.</b></li> </ul>	does not match the establishment's QSR-approval	<b>continue to Step 4.</b>
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does not match the establishment's QSR-approval	<b>continue to Step 4.</b>						
4.	<p>Inform the client that the goods type, packaging type and package size must match the QSR-approval before the inspection can occur.</p> <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><b>continue to Step 5.</b></td></tr> <tr> <td>does not remove unapproved goods from the consignment to match the QSR-approval letter</td><td> <ul style="list-style-type: none"> <li>add relevant comments into the <i>comments</i> field of the inspection record</li> <li>advise the client that you cannot proceed with the inspection</li> <li><b>go to <a href="#">Section 8: How do I fail the consignment?</a></b></li> </ul> </td></tr> </table> <p><b>Important:</b> 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.</p>	If the client...	Then...	removes unapproved goods from the consignment to match the QSR-approval letter	<b>continue to Step 5.</b>	does not remove unapproved goods from the consignment to match the QSR-approval letter	<ul style="list-style-type: none"> <li>add relevant comments into the <i>comments</i> field of the inspection record</li> <li>advise the client that you cannot proceed with the inspection</li> <li><b>go to <a href="#">Section 8: How do I fail the consignment?</a></b></li> </ul>
If the client...	Then...						
removes unapproved goods from the consignment to match the QSR-approval letter	<b>continue to Step 5.</b>						
does not remove unapproved goods from the consignment to match the QSR-approval letter	<ul style="list-style-type: none"> <li>add relevant comments into the <i>comments</i> field of the inspection record</li> <li>advise the client that you cannot proceed with the inspection</li> <li><b>go to <a href="#">Section 8: How do I fail the consignment?</a></b></li> </ul>						

Step	Action										
5.	<p>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).</p> <table> <tr> <th>If the trade description is...</th><th>Then...</th></tr> <tr> <td>compliant</td><td> <ul style="list-style-type: none"> <li>record trade description compliance in on the inspection record</li> <li><b>continue to Step 6.</b></li> </ul> </td></tr> <tr> <td>non-compliant but rectified whilst you are on-site</td><td> <ul style="list-style-type: none"> <li>add relevant comments into the <i>comments</i> field of the inspection record</li> <li>record trade description compliance</li> <li><b>continue to Step 6.</b></li> </ul> </td></tr> <tr> <td>non-compliant and not rectified whilst you are on-site</td><td> <ul style="list-style-type: none"> <li>inform the client that they need to meet the trade-description requirements</li> <li>add relevant comments to the <i>comments</i> field of the inspection record</li> <li><b>go to <a href="#">Section 8: How do I fail the consignment?</a></b></li> </ul> </td></tr> <tr> <td>not on any packages</td><td><b>continue to Step 6.</b></td></tr> </table> <p><b>Important:</b> 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).</p>	If the trade description is...	Then...	compliant	<ul style="list-style-type: none"> <li>record trade description compliance in on the inspection record</li> <li><b>continue to Step 6.</b></li> </ul>	non-compliant but rectified whilst you are on-site	<ul style="list-style-type: none"> <li>add relevant comments into the <i>comments</i> field of the inspection record</li> <li>record trade description compliance</li> <li><b>continue to Step 6.</b></li> </ul>	non-compliant and not rectified whilst you are on-site	<ul style="list-style-type: none"> <li>inform the client that they need to meet the trade-description requirements</li> <li>add relevant comments to the <i>comments</i> field of the inspection record</li> <li><b>go to <a href="#">Section 8: How do I fail the consignment?</a></b></li> </ul>	not on any packages	<b>continue to Step 6.</b>
If the trade description is...	Then...										
compliant	<ul style="list-style-type: none"> <li>record trade description compliance in on the inspection record</li> <li><b>continue to Step 6.</b></li> </ul>										
non-compliant but rectified whilst you are on-site	<ul style="list-style-type: none"> <li>add relevant comments into the <i>comments</i> field of the inspection record</li> <li>record trade description compliance</li> <li><b>continue to Step 6.</b></li> </ul>										
non-compliant and not rectified whilst you are on-site	<ul style="list-style-type: none"> <li>inform the client that they need to meet the trade-description requirements</li> <li>add relevant comments to the <i>comments</i> field of the inspection record</li> <li><b>go to <a href="#">Section 8: How do I fail the consignment?</a></b></li> </ul>										
not on any packages	<b>continue to Step 6.</b>										
6.	<p>Check that the packaging is:</p> <ul style="list-style-type: none"> <li>secure</li> <li>intact</li> <li>undamaged</li> <li>complies with the policy in the guideline and legislative requirements</li> <li>complies with any specific importing-country requirements listed in Micor (and the protocol/work plan where applicable).</li> </ul> <table> <tr> <th>If the packaging material is...</th><th>Then...</th></tr> <tr> <td>compliant</td><td> <ul style="list-style-type: none"> <li>record the packaging type and compliance in the <i>remarks</i> field of the inspection record</li> <li><b>continue to Step 7.</b></li> </ul> </td></tr> <tr> <td>non-compliant</td><td> <ul style="list-style-type: none"> <li>inform the client that the packaging is not compliant</li> <li>add relevant comments to the <i>comments</i> field of the inspection record</li> <li><b>go to <a href="#">Section 8: How do I fail the consignment?</a></b></li> </ul> </td></tr> </table>	If the packaging material is...	Then...	compliant	<ul style="list-style-type: none"> <li>record the packaging type and compliance in the <i>remarks</i> field of the inspection record</li> <li><b>continue to Step 7.</b></li> </ul>	non-compliant	<ul style="list-style-type: none"> <li>inform the client that the packaging is not compliant</li> <li>add relevant comments to the <i>comments</i> field of the inspection record</li> <li><b>go to <a href="#">Section 8: How do I fail the consignment?</a></b></li> </ul>				
If the packaging material is...	Then...										
compliant	<ul style="list-style-type: none"> <li>record the packaging type and compliance in the <i>remarks</i> field of the inspection record</li> <li><b>continue to Step 7.</b></li> </ul>										
non-compliant	<ul style="list-style-type: none"> <li>inform the client that the packaging is not compliant</li> <li>add relevant comments to the <i>comments</i> field of the inspection record</li> <li><b>go to <a href="#">Section 8: How do I fail the consignment?</a></b></li> </ul>										

Step	Action						
7.	<p>If the container is present:</p> <ul style="list-style-type: none"> <li>check that the consignment being loaded into the container/s for export is the same consignment that was verified in <a href="#">Section 6: How do I inspect the consignment? Steps 3 and 6</a></li> <li>record the container number in the <i>comments</i> field of the inspection record.</li> </ul> <table> <tr> <th>If the consignment is...</th><th>Then...</th></tr> <tr> <td>the same consignment that was verified in <a href="#">Section 6: How do I inspect the consignment? Steps 3 and 6</a></td><td>continue to <a href="#">Section 7: How do I pass the consignment?</a></td></tr> <tr> <td>not the same consignment that was verified in <a href="#">Section 6: How do I inspect the consignment? Steps 3 and 6</a></td><td> <ul style="list-style-type: none"> <li>inform the client that the consignment must be the same consignment that was verified</li> <li>go to <a href="#">Section 9: How do I withdraw the inspection?</a></li> </ul> </td></tr> </table>	If the consignment is...	Then...	the same consignment that was verified in <a href="#">Section 6: How do I inspect the consignment? Steps 3 and 6</a>	continue to <a href="#">Section 7: How do I pass the consignment?</a>	not the same consignment that was verified in <a href="#">Section 6: How do I inspect the consignment? Steps 3 and 6</a>	<ul style="list-style-type: none"> <li>inform the client that the consignment must be the same consignment that was verified</li> <li>go to <a href="#">Section 9: How do I withdraw the inspection?</a></li> </ul>
If the consignment is...	Then...						
the same consignment that was verified in <a href="#">Section 6: How do I inspect the consignment? Steps 3 and 6</a>	continue to <a href="#">Section 7: How do I pass the consignment?</a>						
not the same consignment that was verified in <a href="#">Section 6: How do I inspect the consignment? Steps 3 and 6</a>	<ul style="list-style-type: none"> <li>inform the client that the consignment must be the same consignment that was verified</li> <li>go to <a href="#">Section 9: How do I withdraw the inspection?</a></li> </ul>						

# Passing, failing and withdrawing the consignment

## Section 7: How do I pass the consignment?

The following table outlines how to pass the inspection.

Step	Actions						
1.	<div>Record the passed result on the inspection record.</div> <table><tr><th>If you are...</th><th>Then...</th></tr><tr><td>using PEMS</td><td><ul style="list-style-type: none"><li>record the weight of each unit</li><li>if there are multiple product lines, record total weight passed in comments field, if no other is field available</li><li>for bulk liners, select container as the package type.</li><li>add a time entry for your inspection activities</li><li>complete any remaining fields as per the Work Instruction: <a href="#">Completing plant export inspection and treatment records</a></li><li>ensure the inspection record is checked in and then submit</li><li><b>continue to Step 2.</b></li></ul></td></tr><tr><td>not using PEMS</td><td><ul style="list-style-type: none"><li>record the weight of each unit in the <i>unit weight</i> field <b>Note:</b> if the consignment has more than one type of unit, enter these on separate lines.</li><li>record your finish time</li><li>complete any remaining fields as per the Work Instruction: <a href="#">Completing plant export inspection and treatment records</a></li><li><b>continue to Step 2.</b></li></ul></td></tr></table>	If you are...	Then...	using PEMS	<ul style="list-style-type: none"><li>record the weight of each unit</li><li>if there are multiple product lines, record total weight passed in comments field, if no other is field available</li><li>for bulk liners, select container as the package type.</li><li>add a time entry for your inspection activities</li><li>complete any remaining fields as per the Work Instruction: <a href="#">Completing plant export inspection and treatment records</a></li><li>ensure the inspection record is checked in and then submit</li><li><b>continue to Step 2.</b></li></ul>	not using PEMS	<ul style="list-style-type: none"><li>record the weight of each unit in the <i>unit weight</i> field <b>Note:</b> if the consignment has more than one type of unit, enter these on separate lines.</li><li>record your finish time</li><li>complete any remaining fields as per the Work Instruction: <a href="#">Completing plant export inspection and treatment records</a></li><li><b>continue to Step 2.</b></li></ul>
If you are...	Then...						
using PEMS	<ul style="list-style-type: none"><li>record the weight of each unit</li><li>if there are multiple product lines, record total weight passed in comments field, if no other is field available</li><li>for bulk liners, select container as the package type.</li><li>add a time entry for your inspection activities</li><li>complete any remaining fields as per the Work Instruction: <a href="#">Completing plant export inspection and treatment records</a></li><li>ensure the inspection record is checked in and then submit</li><li><b>continue to Step 2.</b></li></ul>						
not using PEMS	<ul style="list-style-type: none"><li>record the weight of each unit in the <i>unit weight</i> field <b>Note:</b> if the consignment has more than one type of unit, enter these on separate lines.</li><li>record your finish time</li><li>complete any remaining fields as per the Work Instruction: <a href="#">Completing plant export inspection and treatment records</a></li><li><b>continue to Step 2.</b></li></ul>						
2.	Advise the client that the consignment has passed.						
3.	<div>Inform the client that the passed consignment must be segregated and clearly distinguished from goods that failed or have not been assessed.</div> <p><b>Important:</b> For mixed consignments, do not pass the entire consignment until non-QSR goods have been inspected and passed by an AO/s with the appropriate job function.</p>						

Step	Actions						
4.	<p>Submit the inspection record and supporting documents.</p> <table> <tr> <th>If you are...</th><th>Then...</th></tr> <tr> <td>using PEMS</td><td> <ul style="list-style-type: none"> <li>download and print, or email a copy of, the inspection record for the client (if they request it)</li> <li><b>continue to Step 5.</b></li> </ul> </td></tr> <tr> <td>not using PEMS</td><td> <ul style="list-style-type: none"> <li>provide a copy of the inspection record to the client</li> <li>send a copy to along with any supporting documents to the <a href="#">Assessment and Client Contact Group</a></li> <li>keep the original and copies of the supporting documents for audit purposes for a minimum of two years</li> <li><b>continue to Step 5.</b></li> </ul> </td></tr> </table>	If you are...	Then...	using PEMS	<ul style="list-style-type: none"> <li>download and print, or email a copy of, the inspection record for the client (if they request it)</li> <li><b>continue to Step 5.</b></li> </ul>	not using PEMS	<ul style="list-style-type: none"> <li>provide a copy of the inspection record to the client</li> <li>send a copy to along with any supporting documents to the <a href="#">Assessment and Client Contact Group</a></li> <li>keep the original and copies of the supporting documents for audit purposes for a minimum of two years</li> <li><b>continue to Step 5.</b></li> </ul>
If you are...	Then...						
using PEMS	<ul style="list-style-type: none"> <li>download and print, or email a copy of, the inspection record for the client (if they request it)</li> <li><b>continue to Step 5.</b></li> </ul>						
not using PEMS	<ul style="list-style-type: none"> <li>provide a copy of the inspection record to the client</li> <li>send a copy to along with any supporting documents to the <a href="#">Assessment and Client Contact Group</a></li> <li>keep the original and copies of the supporting documents for audit purposes for a minimum of two years</li> <li><b>continue to Step 5.</b></li> </ul>						
5.	<ul style="list-style-type: none"> <li>For departmental AOs, invoice the client</li> </ul> <p><b>Note:</b> If you used PEMS, record the relevant invoice number under the <i>time entry</i> tab of the RFP record.</p> <ul style="list-style-type: none"> <li><b>Do not continue end of inspection.</b></li> </ul>						

## Section 8: How do I fail the consignment?

The following table outlines how to apply to.

Step	Actions						
1.	<p>Record the failed result on the inspection record.</p> <table> <tr> <th>If you are...</th><th>Then...</th></tr> <tr> <td>using PEMS</td><td> <ul style="list-style-type: none"> <li>add a time entry for your inspection activities and complete any remaining fields as per the Work Instruction: <a href="#">Completing plant export inspection and treatment records</a></li> <li>ensure the inspection record is checked in and then submit</li> <li><b>continue to Step 2.</b></li> </ul> </td></tr> <tr> <td>not using PEMS</td><td> <ul style="list-style-type: none"> <li>record your finish time and complete the remaining fields as per the Work Instruction: <a href="#">Completing plant export inspection and treatment records</a></li> <li><b>continue to Step 2.</b></li> </ul> </td></tr> </table>	If you are...	Then...	using PEMS	<ul style="list-style-type: none"> <li>add a time entry for your inspection activities and complete any remaining fields as per the Work Instruction: <a href="#">Completing plant export inspection and treatment records</a></li> <li>ensure the inspection record is checked in and then submit</li> <li><b>continue to Step 2.</b></li> </ul>	not using PEMS	<ul style="list-style-type: none"> <li>record your finish time and complete the remaining fields as per the Work Instruction: <a href="#">Completing plant export inspection and treatment records</a></li> <li><b>continue to Step 2.</b></li> </ul>
If you are...	Then...						
using PEMS	<ul style="list-style-type: none"> <li>add a time entry for your inspection activities and complete any remaining fields as per the Work Instruction: <a href="#">Completing plant export inspection and treatment records</a></li> <li>ensure the inspection record is checked in and then submit</li> <li><b>continue to Step 2.</b></li> </ul>						
not using PEMS	<ul style="list-style-type: none"> <li>record your finish time and complete the remaining fields as per the Work Instruction: <a href="#">Completing plant export inspection and treatment records</a></li> <li><b>continue to Step 2.</b></li> </ul>						
2.	<p>Advise the client that the goods have failed and the reasons why.</p> <p><b>Note:</b> Reasons may include:</p> <ul style="list-style-type: none"> <li>consignment does not match the RFP</li> <li>goods type/package type/package size does not match the establishment's QSR-approval letter</li> <li>packaging is not secure</li> </ul>						

Step	Actions						
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.	<p>Ask the client if they intend to rectify the rejected consignment.</p> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>yes</td><td> <ul style="list-style-type: none"> <li>advise the client that rejected goods must be rectified and resubmitted for inspection</li> <li><b>continue to Step 5.</b></li> </ul> </td></tr> <tr> <td>no</td><td><b>continue to Step 5.</b></td></tr> </table>	If...	Then...	yes	<ul style="list-style-type: none"> <li>advise the client that rejected goods must be rectified and resubmitted for inspection</li> <li><b>continue to Step 5.</b></li> </ul>	no	<b>continue to Step 5.</b>
If...	Then...						
yes	<ul style="list-style-type: none"> <li>advise the client that rejected goods must be rectified and resubmitted for inspection</li> <li><b>continue to Step 5.</b></li> </ul>						
no	<b>continue to Step 5.</b>						
5.	<p>Submit the inspection record and supporting documents.</p> <table> <tr> <th>If you are...</th><th>Then...</th></tr> <tr> <td>using PEMS</td><td> <ul style="list-style-type: none"> <li>download and print, or email a copy of, the inspection record for the client (if they request it)</li> <li><b>continue to Step 6.</b></li> </ul> </td></tr> <tr> <td>not using PEMS</td><td> <ul style="list-style-type: none"> <li>provide a copy of the inspection record to the client</li> <li>send a copy to along with any supporting documents to the <a href="#">Assessment and Client Contact Group</a></li> <li>keep the original for audit purposes for a minimum of two years</li> <li><b>continue to Step 6.</b></li> </ul> </td></tr> </table>	If you are...	Then...	using PEMS	<ul style="list-style-type: none"> <li>download and print, or email a copy of, the inspection record for the client (if they request it)</li> <li><b>continue to Step 6.</b></li> </ul>	not using PEMS	<ul style="list-style-type: none"> <li>provide a copy of the inspection record to the client</li> <li>send a copy to along with any supporting documents to the <a href="#">Assessment and Client Contact Group</a></li> <li>keep the original for audit purposes for a minimum of two years</li> <li><b>continue to Step 6.</b></li> </ul>
If you are...	Then...						
using PEMS	<ul style="list-style-type: none"> <li>download and print, or email a copy of, the inspection record for the client (if they request it)</li> <li><b>continue to Step 6.</b></li> </ul>						
not using PEMS	<ul style="list-style-type: none"> <li>provide a copy of the inspection record to the client</li> <li>send a copy to along with any supporting documents to the <a href="#">Assessment and Client Contact Group</a></li> <li>keep the original for audit purposes for a minimum of two years</li> <li><b>continue to Step 6.</b></li> </ul>						
6.	<ul style="list-style-type: none"> <li>For departmental AOs, invoice the client</li> </ul> <p><b>Note:</b> If you used PEMS, record the relevant invoice number under the <i>time entry</i> tab of the RFP record.</p> <ul style="list-style-type: none"> <li><b>Do not continue end of inspection.</b></li> </ul>						

## Section 9: How do I withdraw the inspection?

The following table outlines how to withdraw the inspection.

Step	Actions						
1.	<p>Record the withdrawal on the inspection record.</p> <table> <tr> <th>If you are...</th><th>Then...</th></tr> <tr> <td>using PEMS</td><td> <ul style="list-style-type: none"> <li>select <i>withdraw</i></li> <li>add a time entry for your inspection activities.</li> </ul> </td></tr> <tr> <td>not using PEMS</td><td> <ul style="list-style-type: none"> <li>record 'withdraw' in the <i>comments</i> field</li> <li>record your finish time and complete the remaining fields.</li> </ul> </td></tr> </table>	If you are...	Then...	using PEMS	<ul style="list-style-type: none"> <li>select <i>withdraw</i></li> <li>add a time entry for your inspection activities.</li> </ul>	not using PEMS	<ul style="list-style-type: none"> <li>record 'withdraw' in the <i>comments</i> field</li> <li>record your finish time and complete the remaining fields.</li> </ul>
If you are...	Then...						
using PEMS	<ul style="list-style-type: none"> <li>select <i>withdraw</i></li> <li>add a time entry for your inspection activities.</li> </ul>						
not using PEMS	<ul style="list-style-type: none"> <li>record 'withdraw' in the <i>comments</i> field</li> <li>record your finish time and complete the remaining fields.</li> </ul>						

Step	Actions						
2.	Advise the client that the inspection has been withdrawn and the reasons why.						
3.	<div>Submit the inspection record and supporting documents.</div> <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> <ul style="list-style-type: none"> <li>provide a copy of the inspection record to the client</li> <li>send a copy to along with any supporting documents to the <a href="#">Assessment and Client Contact Group</a></li> <li>keep the original for audit purposes for a minimum of two years.</li> </ul> </td></tr> </table>	If you are...	Then...	using PEMS	download and print (or email) a copy to the client, if requested.	not using PEMS	<ul style="list-style-type: none"> <li>provide a copy of the inspection record to the client</li> <li>send a copy to along with any supporting documents to the <a href="#">Assessment and Client Contact Group</a></li> <li>keep the original for audit purposes for a minimum of two years.</li> </ul>
If you are...	Then...						
using PEMS	download and print (or email) a copy to the client, if requested.						
not using PEMS	<ul style="list-style-type: none"> <li>provide a copy of the inspection record to the client</li> <li>send a copy to along with any supporting documents to the <a href="#">Assessment and Client Contact Group</a></li> <li>keep the original for audit purposes for a minimum of two years.</li> </ul>						
4.	<ul style="list-style-type: none"> <li>For departmental AOs, invoice the client.</li> </ul> <p><b>Note:</b> If you used PEMS, record the relevant invoice number under the <i>time entry</i> tab of the RFP record.</p> <ul style="list-style-type: none"> <li><b>Do not continue, end of inspection.</b></li> </ul>						

## Section 14: 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: <ul style="list-style-type: none"> <li>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</li> <li>the client has provided written notification that the consignment previously failed inspection, and how it has been rectified.</li> </ul>
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 <b>Step 3 of <a href="#">Section 1: How do I receive a request for inspection?</a></b>

## 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](#)
  - Guideline: *Quality system recognition of processed plant products for export*
  - Guideline: *Supporting documents for plant exports*
  - Work Instruction: *Completing plant export inspection and treatment records*

- Work Instruction: *Inspecting prescribed grain and plant products for export*
- Reference: *Work health and safety in the plant export environment*
- Reference: *Plant exports guide—equipment*
- Reference: *Grain and plant products inspection record*
- Reference: *Empty container inspection record*
- Reference: *Plant export documents and treatments checklist*
- Reference: *Plant Export Management System Authorised officer user guide*
- Reference: *Table of authorised officer job functions*
- Reference: *Table of plant export protocol markets*

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

## Contact information

- Authorised Officer Program: [PlantExportTraining@awe.gov.au.au](mailto:PlantExportTraining@awe.gov.au.au)
- Authorised Officer Hotline: 1800 851 305
- Grain and Seed Export Program: [Grain.Export@awe.gov.au.au](mailto:Grain.Export@awe.gov.au.au)
- Grain and Seed Export Program Hotline: 02 6272 3229
- Assessment and Client Contact Group: [PlantExportsNDH@awe.gov.au.au](mailto:PlantExportsNDH@awe.gov.au.au)
- Micor administrator: [Micorplants@awe.gov.au.au](mailto:Micorplants@awe.gov.au.au)

## Document information

The following table contains administrative metadata.

Instructional Material Library document ID	Instructional material owner
IMLS-9-4422	Director, Grain and Seed Exports

## Version history

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

Version	Date	Amendment details
1	24/04/2020	First publication of this work instruction.
2	3/06/2020	Document re-published from IML Archive with no changes.
3	28/03/2021	Updates to reflect the commencement of the <i>Export Control Act 2020</i> and associated Plant Rules.