



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

Exports work instruction

Requesting Authorised Officer training 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) training 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	<ul style="list-style-type: none">• Requesting training through PEMS.• Paying all applicable fees and charges.

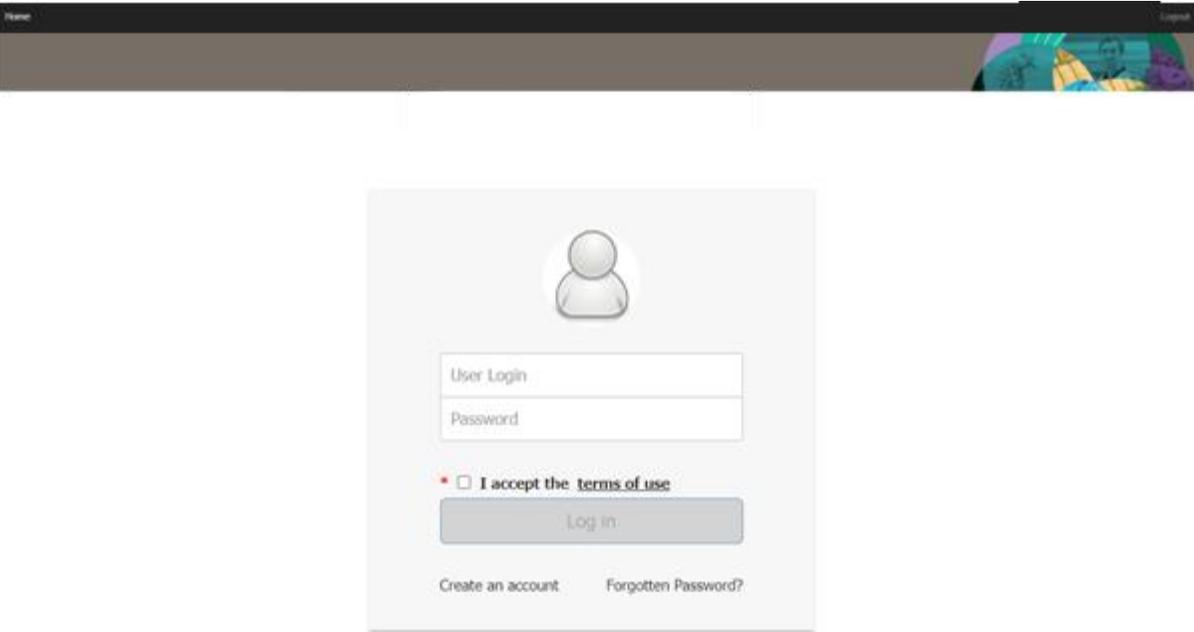
How do I request AO training?

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

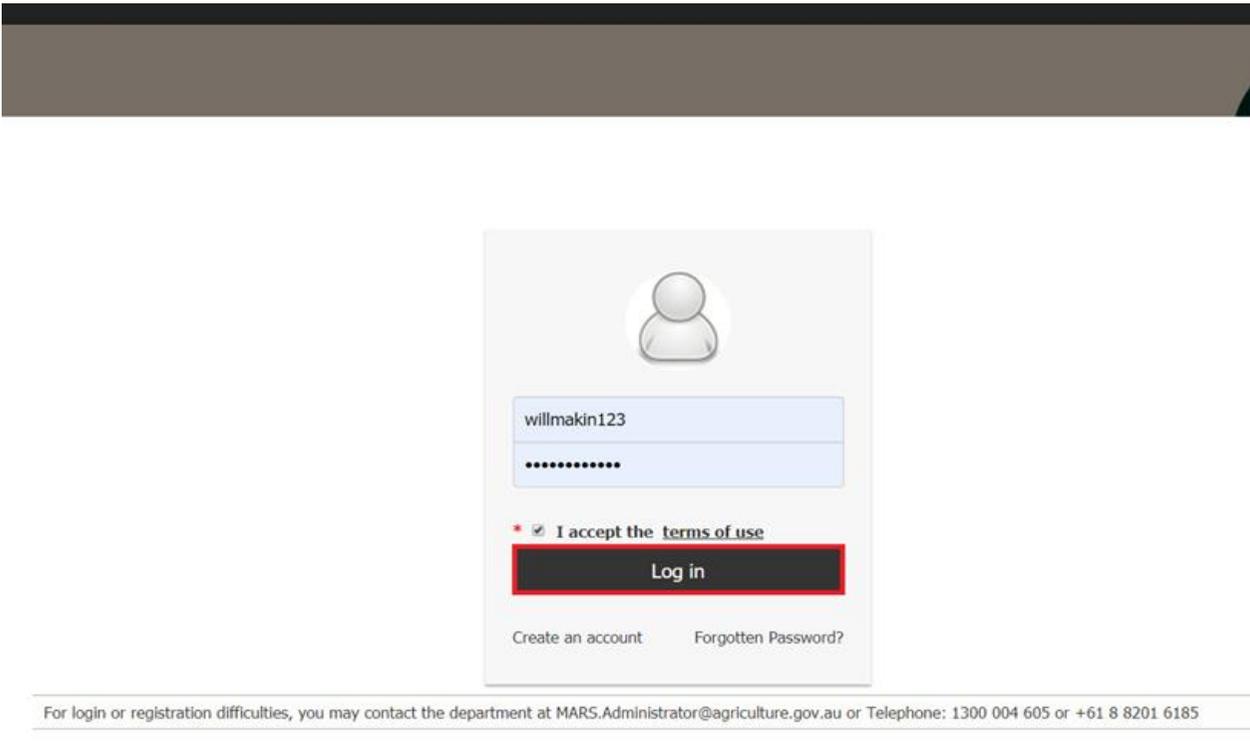
Important: Only complete the training request if you are ready to be trained.

Request training

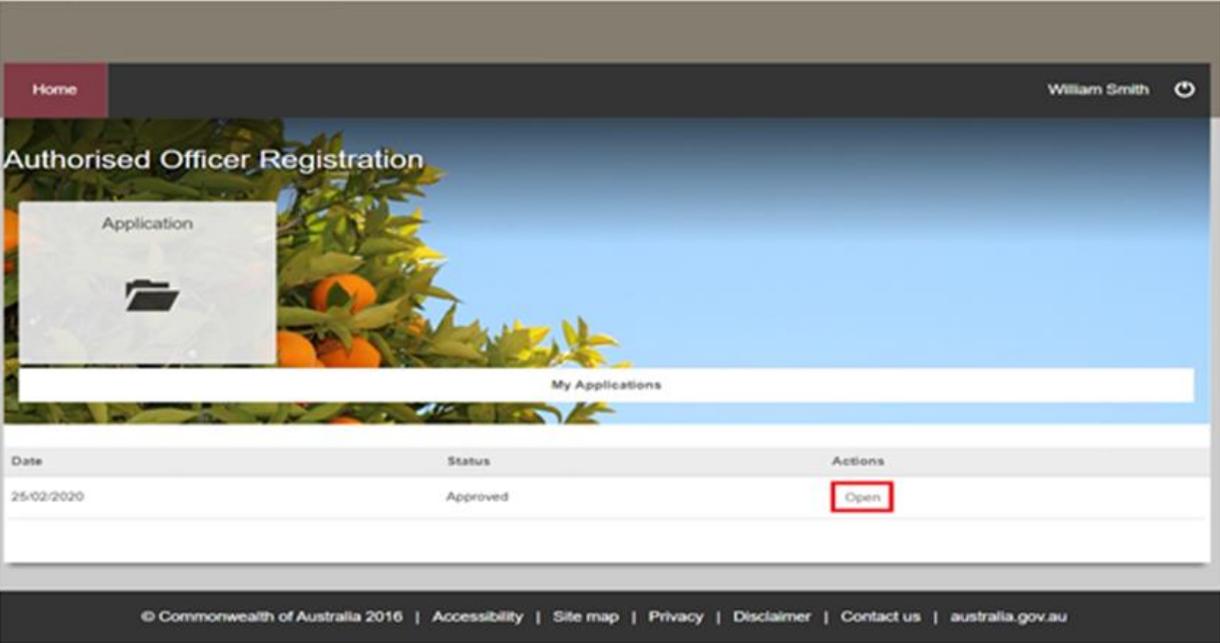
The following table outlines how to request training.

Step	Action	Graphic
1.	Go to https://online.agriculture.gov.au/selfservice Note: The log in page will display.	 A screenshot of a web application's login page. At the top, there is a dark navigation bar with a 'Home' link on the left and a 'Logout' link on the right. Below this is a banner image showing a colorful agricultural landscape. The main content area is white and contains a login form. The form has a user icon at the top, followed by two input fields labeled 'User Login' and 'Password'. Below the fields is a checkbox labeled 'I accept the terms of use' with a red asterisk. A 'Log in' button is positioned below the checkbox. At the bottom of the form, there are two links: 'Create an account' and 'Forgotten Password?'. The entire page is enclosed in a thin black border.

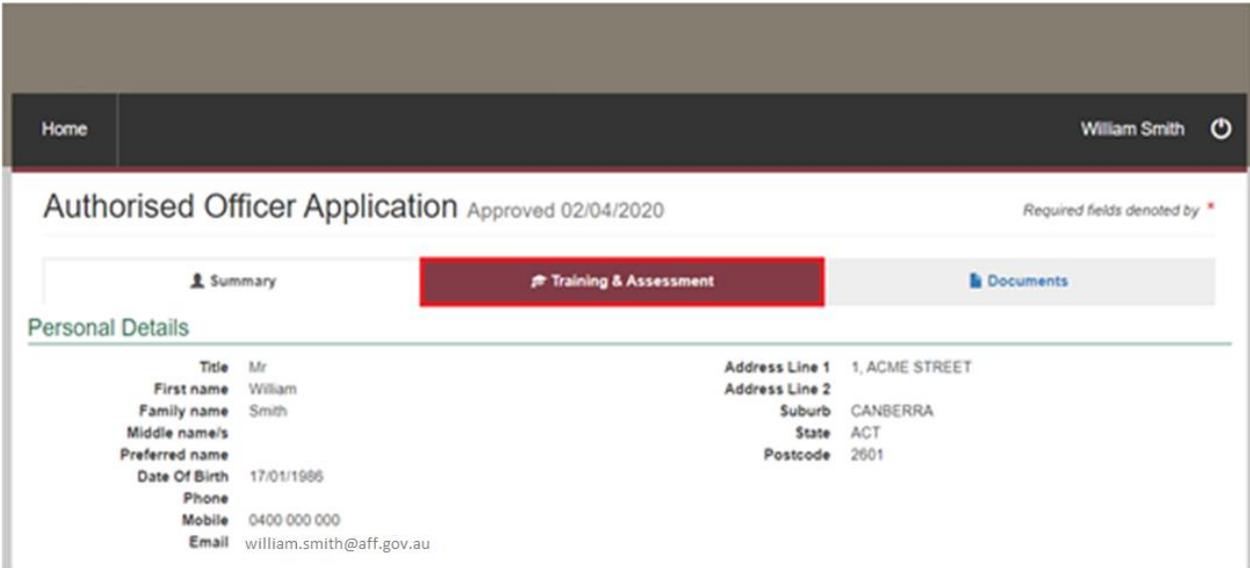
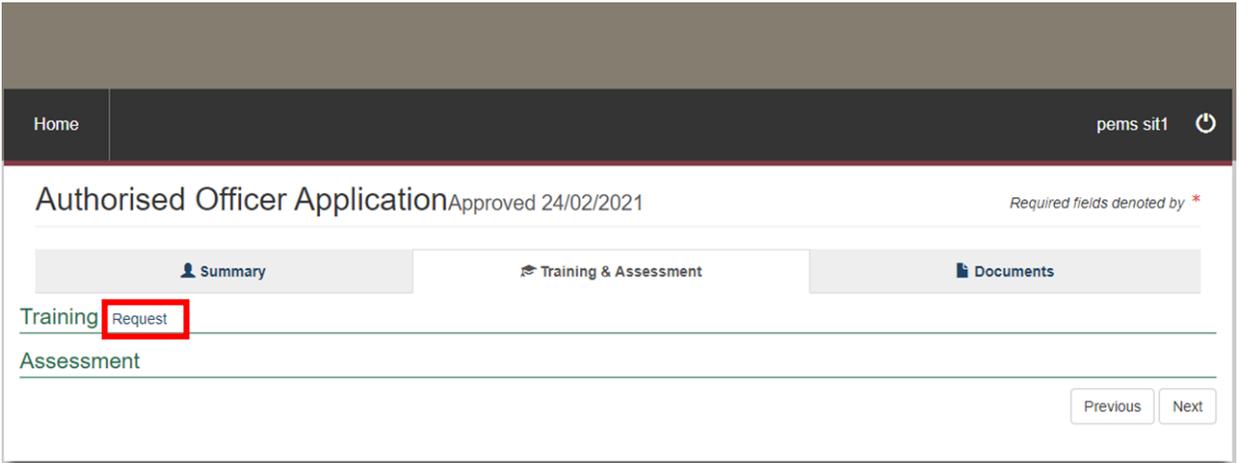
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic
2.	<ul style="list-style-type: none"> • Enter your User Login and Password. Note: This information will have been circulated to you via email following registration. • Check the 'I accept the terms of use' box. • Click 'Log in'. 	 <p>The screenshot shows a login interface. At the top is a dark header. Below it is a light gray box containing a user icon, a text input field with the username 'willmakin123', a password input field with masked characters, a checked checkbox for 'I accept the terms of use', and a red-bordered 'Log in' button. Below the button are links for 'Create an account' and 'Forgotten Password?'. At the bottom of the page, there is a footer with contact information: 'For login or registration difficulties, you may contact the department at MARS.Administrator@agriculture.gov.au or Telephone: 1300 004 605 or +61 8 8201 6185'.</p>
3.	<p>Click the 'PEMS' button to enter the PEMS home page.</p> <p>Note: You will not be able to complete this step until your access has been approved by the department.</p>	 <p>The screenshot shows a 'Services' page with a dark header. A large white button with a green leaf icon and the text 'PEMS' is centered on the page.</p>

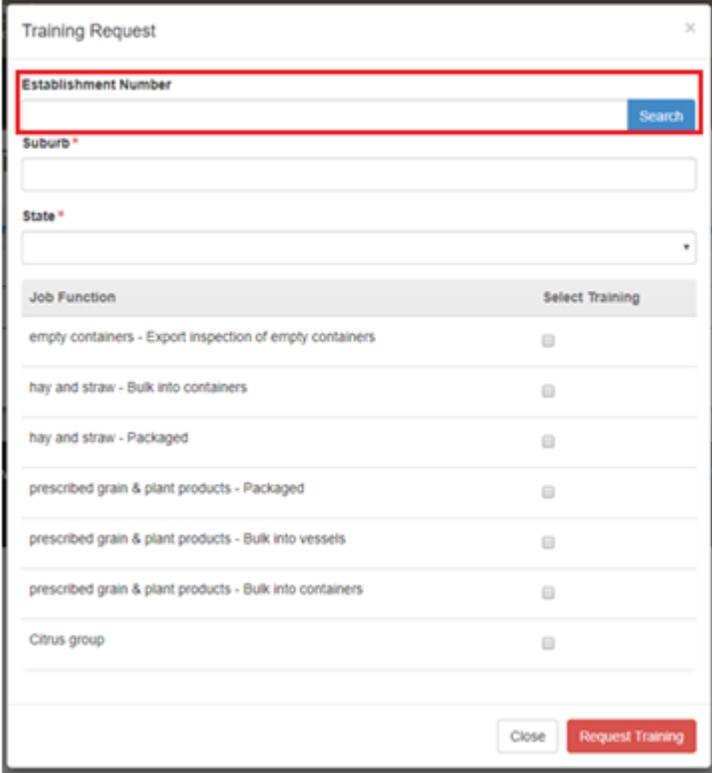
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Step	Action	Graphic
4.	Click on 'Open'.	 <p>The screenshot shows a web interface for 'Authorised Officer Registration'. At the top, there is a navigation bar with 'Home' on the left and 'William Smith' on the right. Below this is a large banner area with the title 'Authorised Officer Registration' and a background image of oranges. A white box labeled 'Application' with a folder icon is overlaid on the banner. Below the banner is a section titled 'My Applications' which contains a table. The table has three columns: 'Date', 'Status', and 'Actions'. The first row of data shows '25/02/2020' in the Date column, 'Approved' in the Status column, and 'Open' in the Actions column. The 'Open' link is highlighted with a red rectangular box. At the bottom of the page, there is a footer with copyright information and links for Accessibility, Site map, Privacy, Disclaimer, Contact us, and australia.gov.au.</p>

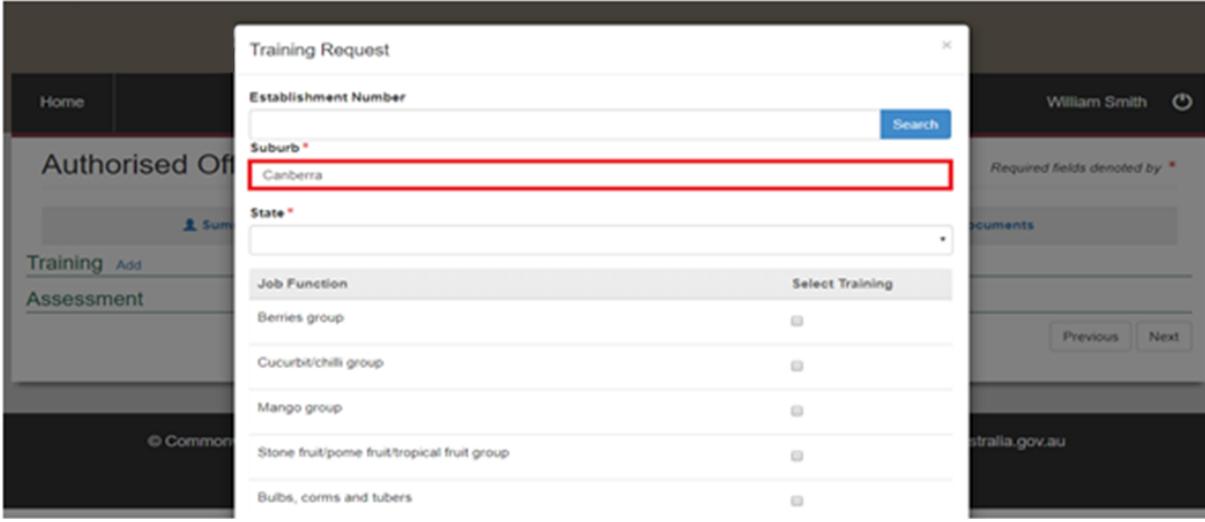
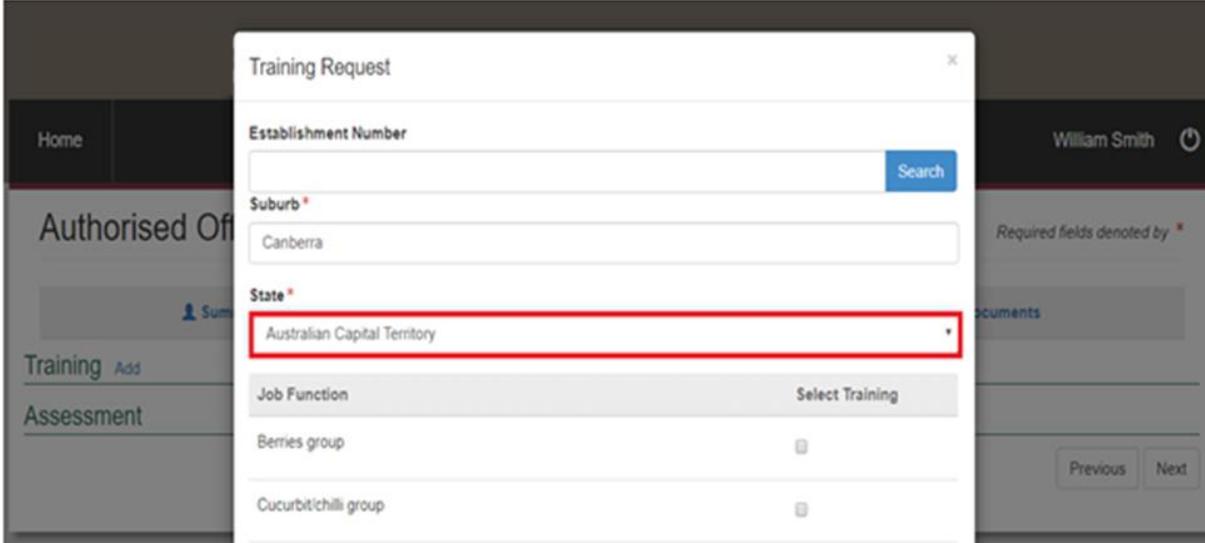
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Step	Action	Graphic
5.	Select the <i>Training and Assessment</i> tab.	 <p>The screenshot shows a user interface for an 'Authorized Officer Application' approved on 02/04/2020. The user is logged in as William Smith. There are three tabs: 'Summary', 'Training & Assessment' (which is highlighted in red), and 'Documents'. Below the tabs, the 'Personal Details' section is visible, listing information such as Title (Mr), First name (William), Family name (Smith), Date of Birth (17/01/1986), and Address (1, ACME STREET, CANBERRA, ACT, 2601).</p>
6.	Click on 'Request'.	 <p>The screenshot shows the same 'Authorized Officer Application' page, but now approved on 24/02/2021. The user is logged in as pems sit1. The 'Training & Assessment' tab is selected. Under the 'Training' section, a 'Request' button is highlighted with a red box. Below this, the 'Assessment' section is visible, and there are 'Previous' and 'Next' buttons at the bottom right.</p>

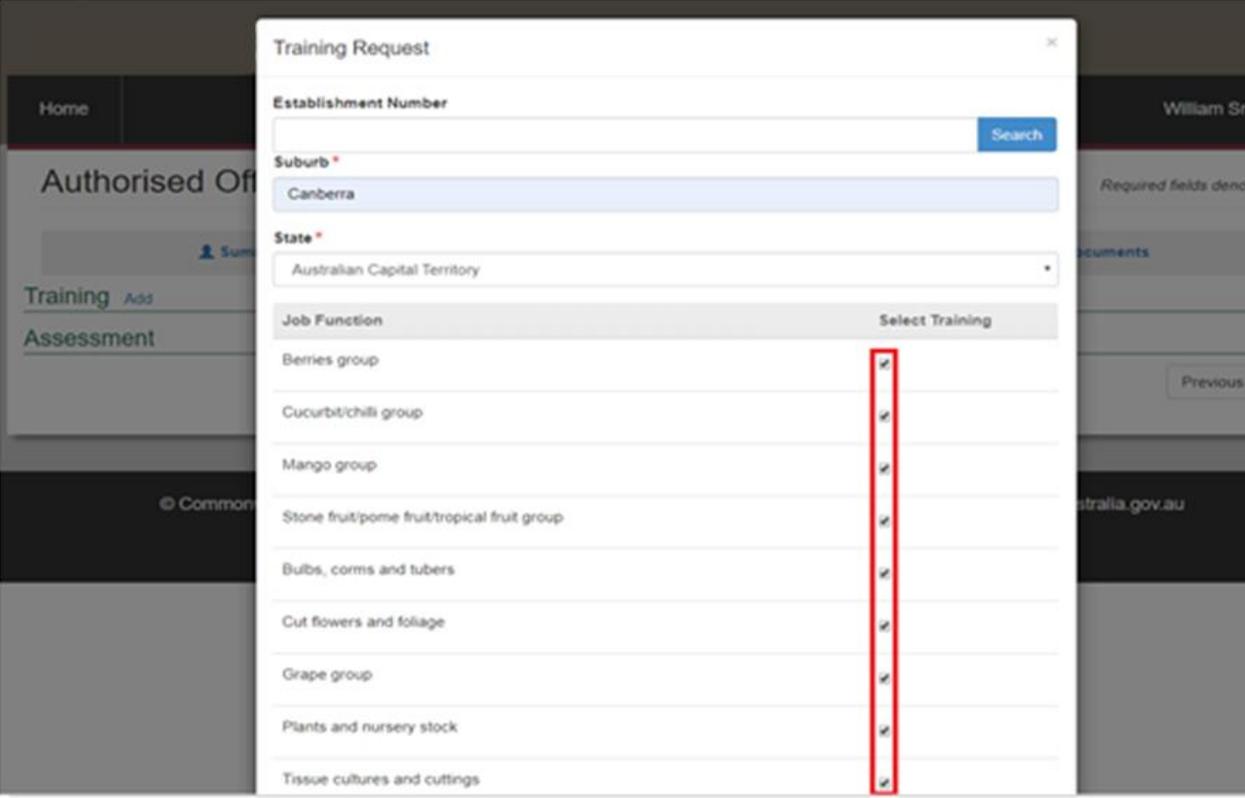
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Step	Action	Graphic						
7.	<p data-bbox="297 268 835 300">Do you have an Establishment Number?</p> <table border="1" data-bbox="297 316 835 667"> <thead> <tr> <th data-bbox="297 316 436 379">If you...</th> <th data-bbox="436 316 835 379">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="297 379 436 608">do</td> <td data-bbox="436 379 835 608"> <ul style="list-style-type: none"> • enter the number • click 'Search' • note the information that pre-populates • go to Step 10. </td> </tr> <tr> <td data-bbox="297 608 436 667">don't</td> <td data-bbox="436 608 835 667">continue to Step 8.</td> </tr> </tbody> </table>	If you...	Then...	do	<ul style="list-style-type: none"> • enter the number • click 'Search' • note the information that pre-populates • go to Step 10. 	don't	continue to Step 8.	
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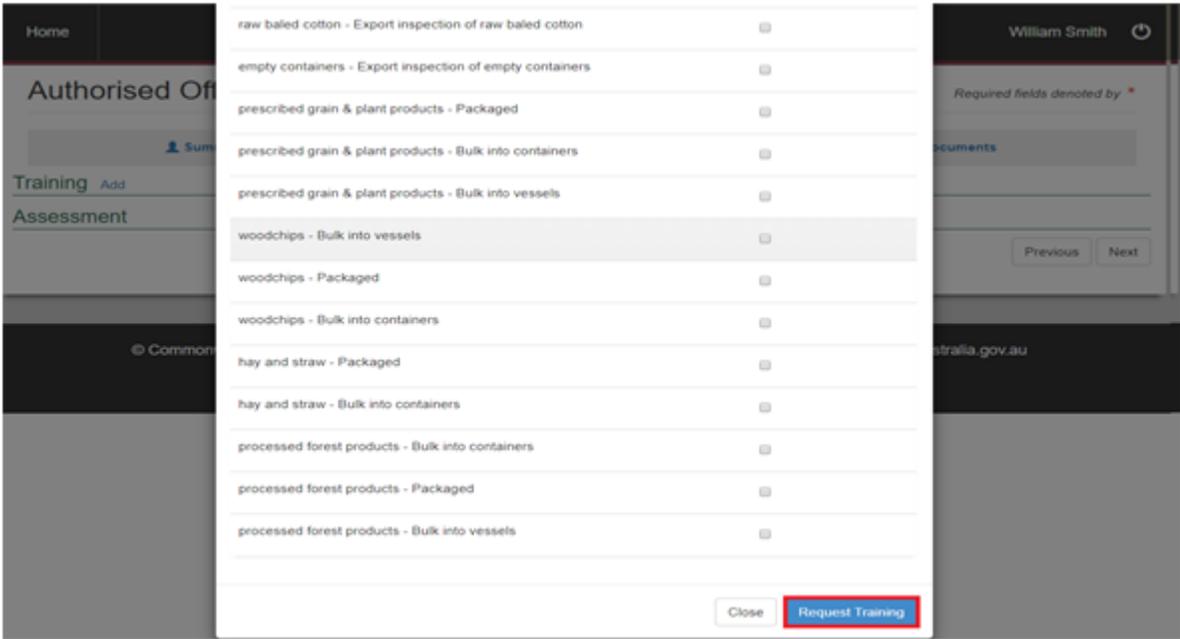
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic
8.	Enter your suburb.	 <p>The screenshot shows a mobile application interface for a 'Training Request' form. The background is a dark grey navigation menu with options like 'Home', 'Authorised Officer', 'Training', and 'Assessment'. The foreground is a white form with the following fields: 'Establishment Number' (with a search button), 'Suburb *' (containing 'Canberra' and highlighted with a red box), and 'State *' (a dropdown menu). Below these are 'Job Function' options: 'Berries group', 'Cucurbit/chilli group', 'Mango group', 'Stone fruit/pome fruit/tropical fruit group', and 'Bulbs, corms and tubers'. The form also includes a 'Select Training' button and 'Previous'/'Next' navigation buttons at the bottom.</p>
9.	Enter your state.	 <p>This screenshot is similar to the previous one, but the 'State *' dropdown menu is now open, and 'Australian Capital Territory' is selected and highlighted with a red box. The 'Suburb' field still contains 'Canberra'. The rest of the form and background navigation menu are identical to the previous screenshot.</p>

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Step	Action	Graphic
10.	Check the boxes for the training you want to enroll in.	

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Step	Action	Graphic
11.	<ul style="list-style-type: none"> Click 'Request Training'. Go to 'Pay for training'. <p>Important: Your training request will not be submitted until you pay for training.</p> <p>Note: The learning and assessment fee is charged for every “package” of up to 5 job functions selected in your application. For example, if you requested 3 job functions in your application, you will be charged 1x learning and assessment fee, regardless of the number of job functions you have requested training in. Similarly, if you requested 6 job functions in your application, you will be charged 2x learning and assessment fees.</p>	 <p>The graphic shows a screenshot of a web application interface. On the left, there is a sidebar menu with options like 'Home', 'Authorised Off...', 'Training Add', and 'Assessment'. The main content area displays a list of job functions, each with a checkbox: 'raw baled cotton - Export inspection of raw baled cotton', 'empty containers - Export inspection of empty containers', 'prescribed grain & plant products - Packaged', 'prescribed grain & plant products - Bulk into containers', 'prescribed grain & plant products - Bulk into vessels', 'woodchips - Bulk into vessels', 'woodchips - Packaged', 'woodchips - Bulk into containers', 'hay and straw - Packaged', 'hay and straw - Bulk into containers', 'processed forest products - Bulk into containers', 'processed forest products - Packaged', and 'processed forest products - Bulk into vessels'. At the bottom right of this list, there are two buttons: 'Close' and 'Request Training', with the latter highlighted by a red box. On the right side of the screenshot, a user profile for 'William Smith' is visible, along with a form section for 'Required fields denoted by *' and 'Documents', and 'Previous' and 'Next' navigation buttons. The footer of the page shows 'Australia.gov.au'.</p>

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Pay for training

The following table outlines how to prepare to pay for training.

Step	Action	Graphic
1.	Note the details of your training and the status of 'Awaiting Payment'.	<p>The screenshot displays the 'Authorised Officer Application' interface. At the top, there is a navigation bar with 'Home' and 'pems sit1'. The main heading is 'Authorised Officer Application Approved 24/02/2021'. A green message box indicates 'Training details has been added.'. Below this, there are three tabs: 'Summary', 'Training & Assessment', and 'Documents'. The 'Training & Assessment' tab is active, showing a table of training requests. The table has columns for 'Estb Number', 'Town/Suburb', 'State', 'Job Groups - Status - Date', 'Status', and 'Actions'. Two rows are visible, both with a status of 'Awaiting Payment' highlighted in a red box. Below the table is an 'Assessment' section with 'Previous' and 'Next' buttons.</p>

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Step	Action	Graphic
2.	Click 'Pay Now'.	<p>The screenshot displays the 'Authorised Officer Application' interface. At the top, it shows 'Home' and the user 'William Smith'. The main heading is 'Authorised Officer Application Approved 02/04/2020'. A green message box states 'Training details has been added.'. Below this are three tabs: 'Summary', 'Training & Assessment', and 'Documents'. The 'Training' section is active, showing a table of training requests. The table has columns for 'Estb Number', 'Town/Suburb', 'State', 'Job Groups - Status - Date', 'Status', and 'Actions'. One row is highlighted, showing 'Canberra ACT' with a status of 'Awaiting Payment' and a 'Pay Now' button highlighted in red. Other job groups listed include Berries, Cucurbit/chilli, Mango, Stone fruit/pome fruit/tropical fruit, Bulbs, corms and tubers, Cut flowers and foliage, Grape, Plants and nursery stock, and Tissue cultures and cuttings, all with a status of 'Training Requested'.</p>

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Step	Action	Graphic
3.	<ul style="list-style-type: none"> Review the details of the <i>Service Summary</i>. Click 'Next'. 	

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Step	Action	Graphic
4.	<ul style="list-style-type: none"> • Select 'No' to the question <i>Do you have an Account Number?</i> • Click 'Continue to Payment'. 	

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Step	Action	Graphic
5.	Enter your card details.	

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Step	Action	Graphic
6.	Click 'Pay Now'.	

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Step	Action	Graphic										
7.	<ul style="list-style-type: none"> Note the <i>Payment Confirmation</i> screen. Click 'Continue'. 	<p>Plant Exports Management System Required fields denoted by *</p> <p>Services > Payment Arrangement > Payment Details</p> <p>Please note: you must click the 'continue' button to finalise this transaction.</p> <h3>Payment Confirmation</h3> <table border="1"> <tr> <td>Transaction Date</td> <td>15 Jan 2020 11:46:49 AEDT</td> </tr> <tr> <td>Transaction Reference</td> <td>14459386</td> </tr> <tr> <td>Payment Reference Number</td> <td>10001028313</td> </tr> <tr> <td>Payment Amount</td> <td>1750.00</td> </tr> <tr> <td>Credit Card Type</td> <td>Visa</td> </tr> </table> <p>Cancel Continue</p>	Transaction Date	15 Jan 2020 11:46:49 AEDT	Transaction Reference	14459386	Payment Reference Number	10001028313	Payment Amount	1750.00	Credit Card Type	Visa
Transaction Date	15 Jan 2020 11:46:49 AEDT											
Transaction Reference	14459386											
Payment Reference Number	10001028313											
Payment Amount	1750.00											
Credit Card Type	Visa											

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Step	Action	Graphic
8.	<ul style="list-style-type: none"> Note the changed status of your application to 'Payment Confirmed' under the Training & Assessment tab. End of procedure. <p>Notes:</p> <ul style="list-style-type: none"> 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 training to be delivered. 	

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Contact

- 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 assessment 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-9-7544
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	Major 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	28/02/2024	28/02/2024	Major change	<ul style="list-style-type: none"> Updated department branding and contact information. Converted to new exports templates.
5.0	19/04/2024	19/04/2024	Major change	Updated screengrabs.
6	11/10/2024	11/10/2024	Major Change	Included information about the learning and assessment fee