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Exports work instruction

# Requesting an Instrument of Appointment 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 an Authorised Officer (AO) Instrument of Appointment 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](#_Related_material).

## Roles and responsibilities

The following table outlines the roles and responsibilities undertaken when requesting an Instrument of Appointment.

| **Role** | **Responsibility** |
| --- | --- |
| Applicant | * Requesting an Instrument of Appointment. * Paying all applicable fees and charges. |

## How do I request an Instrument of Appointment?

Persons wanting to receive their AO Instrument of Appointment must lodge a request online through PEMS following the procedure described in this work instruction.

**Note:** Instruments of Appointment are only available to candidates who received a ‘Competent’ result at assessment.

## Create an Instrument of Appointment

This procedure initiates when an AO candidate receives a ‘Competent’ result at assessment.

The following table outlines how to create an Instrument of Appointment.

| Step | Action | Graphic |
| --- | --- | --- |
| 1. | Go to <https://online.agriculture.gov.au/selfservice>  **Note**: The log in page will display. |  |
| 2. | * 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’. |  |
| 3. | Click the ‘PEMS’ button to enter the PEMS home page.  **Note:** You will not be able to complete this step until your access has been approved by the department. | Image showing the action for this step |
| 4. | Click on ‘Open’. |  |
| 5. | Select the *Appointment* tab. | Image showing the action for this step. |
| 6. | Click on ‘Initiate & Pay’. | Image showing the action for this step. |
| 7. | * Read through the Instrument of Appointment information. * Tick the box to indicate that you have read and agree to the terms.   **Important:** If you do not agree to the terms, you will not be appointed as an AO.   * Click ‘Save’. * Go to ‘[Pay the approval fee’.](#_Pay_for_training) | Image showing the action for this step. |

## Pay the approval fee

The following table outlines how to pay the approval fee.

| Step | Action | Graphic |
| --- | --- | --- |
| 1. | * Note the status of ‘Awaiting Payment’. * Click ‘Pay Now’. | Image showing the action for this step. |
| 2. | * Review the details of the *Service Summary*. * Click ‘Next’. | Image showing the action for this step. |
| 3. | * Select ‘No’ to the question *Do you have an Account Number*? * Click ‘Continue to Payment’. |  |
| 4. | Enter your credit/debit card details. | Image showing the action for this step. |
| 5. | Click ‘Pay Now’. | Image showing the action for this step. |
| 6. | * Note the *Payment Confirmation* screen. * Click ‘Continue’. * Go to ‘[Download the Instrument of Appointment](#_Download_the_Instrument)’ | Image showing the action for this step. |

## Download the Instrument of Appointment

The following table outlines how to download the instrument of appointment.

| Step | Action | Graphic |
| --- | --- | --- |
| 1. | From the PEMS home screen, click ‘Open’ to open your application. | Image showing the action for this step. |
| 2 | * Click on ‘Download’. * Note your Instrument of Appointment. | Image showing the action for this step. |

## Contact

* Authorised Officer Program: [PlantExportTraining@aff.gov.au](mailto:PlantExportTraining@aff.gov.au)
* Authorised Officer Hotline: 1800851305

## Related material

The following related material is available online:

* [Authorised Officer webpage](https://www.agriculture.gov.au/export/controlled-goods/plants-plant-products/ao)
* 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 reference: *Requesting additional job functions in the Plant Exports Management System*
* [Plant Exports Management System](https://www.agriculture.gov.au/export/controlled-goods/plants-plant-products/plant-exports-management-system-information)
* [Plant Export Operations Manual](https://www.agriculture.gov.au/biosecurity-trade/export/controlled-goods/plants-plant-products/plantexportsmanual)
* Exports reference*: Plant Exports Management System Authorised officer user guide*
* Exports reference: *Table of authorised officer job functions*
* [Fees and charges](https://www.agriculture.gov.au/fees/charging-guidelines)
* [Privacy Policy](https://www.agriculture.gov.au/about/privacy)

## Document information

The following table contains administrative metadata.

| **Instructional Material Library document ID** | IMLS-9-7557 |
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| **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 *Export Control Act 2020* and associated Export Control (Plants and Plant Products) Rules 2021. |
| 4.0 | 28/02/2024 | 28/02/2024 | Major Change | * Updated department branding and contact information. * Converted to new exports templates. |
| 5.0 | 19/04/2024 | 19/04/2024 | Major Change | Updated screengrabs. |