



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](#).

Roles and responsibilities

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

Role	Responsibility
Applicant	<ul style="list-style-type: none"> Requesting an Instrument of Appointment. Paying all applicable fees and charges.

How do I request an Instrument of Appointment?

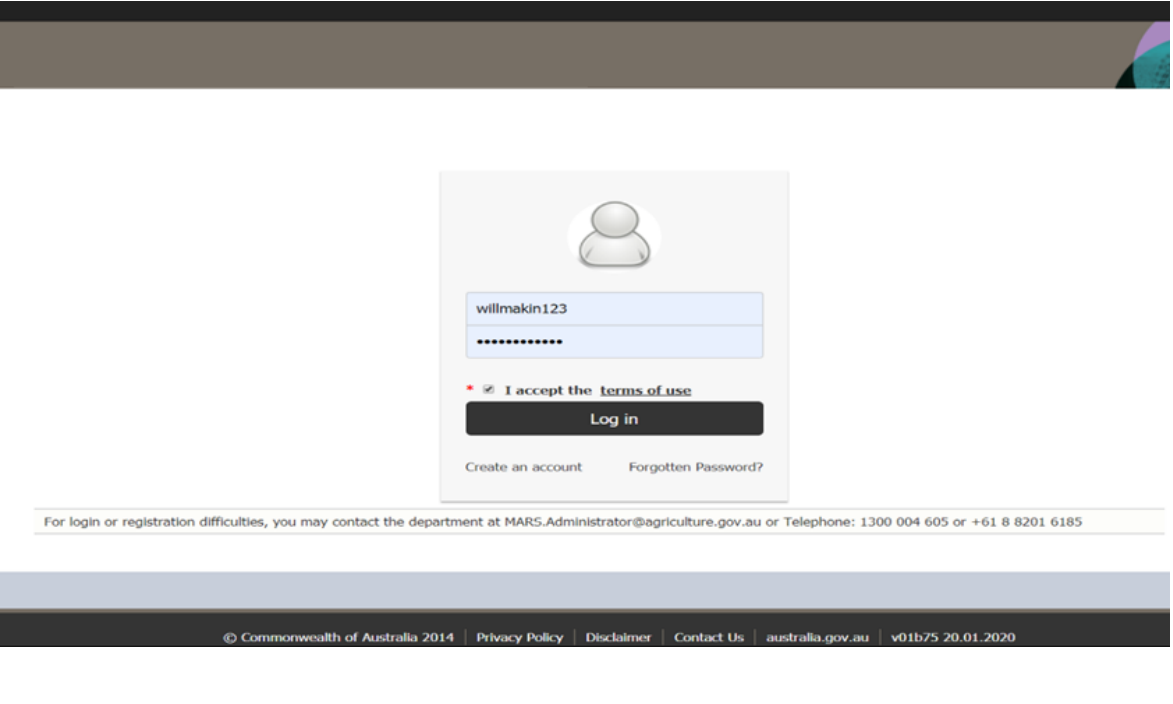
Persons wanting to receive their AO Instrument of Appointment must lodge a request online through PEMS following the procedure described in this work instruction.

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

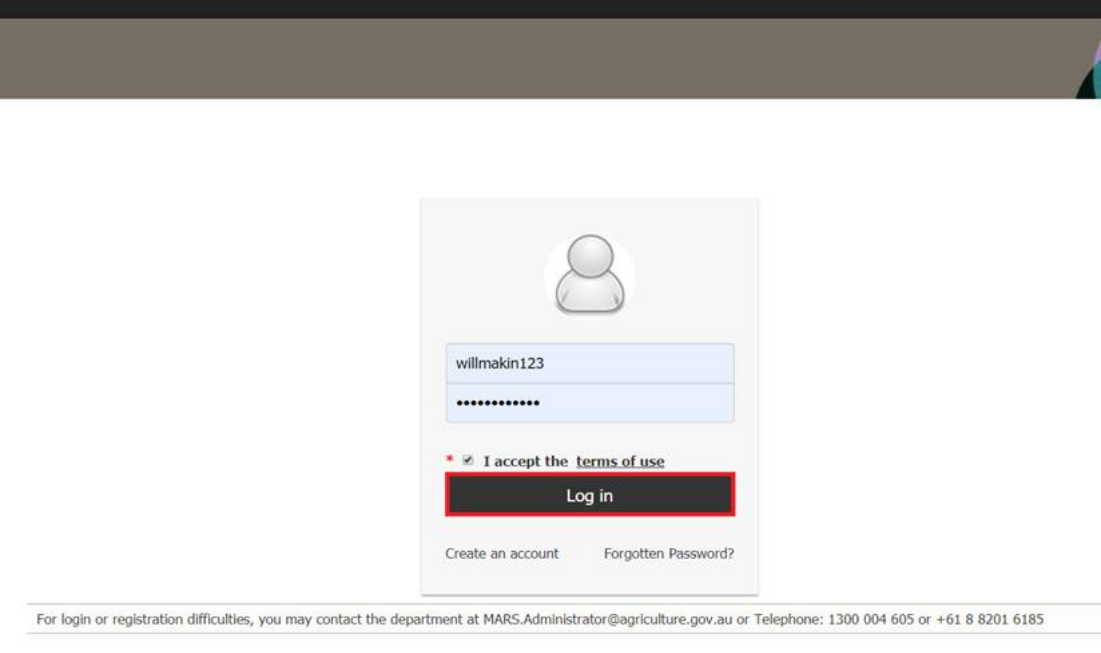
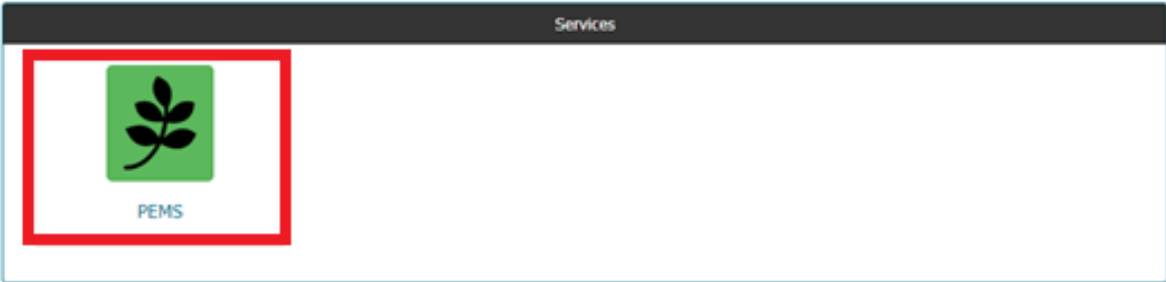
Create an Instrument of Appointment

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

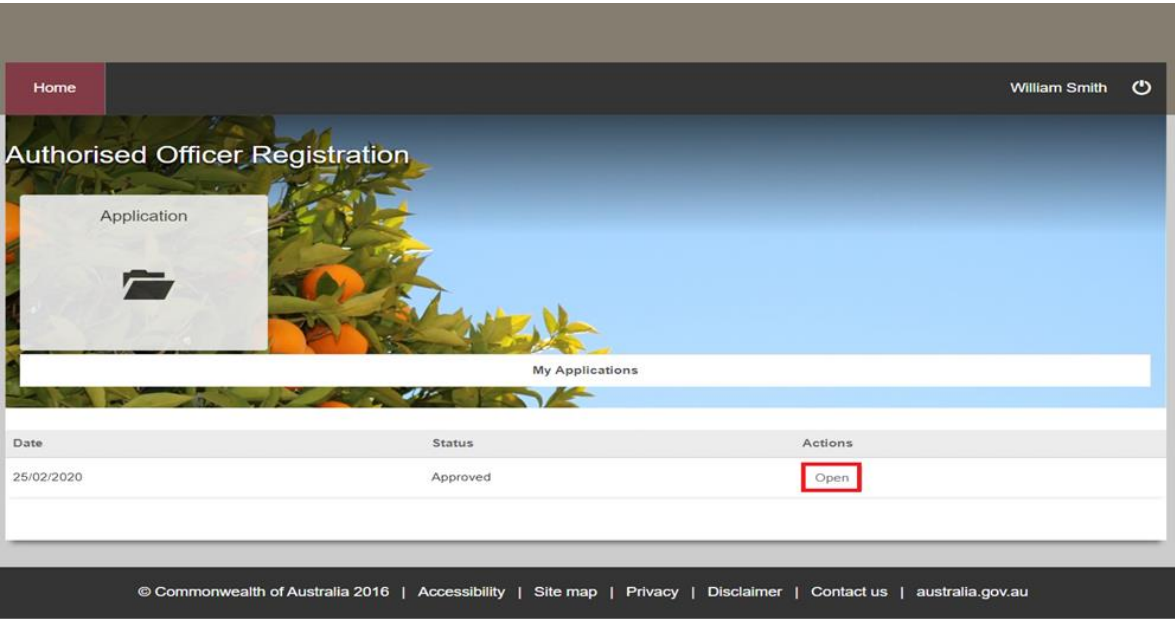
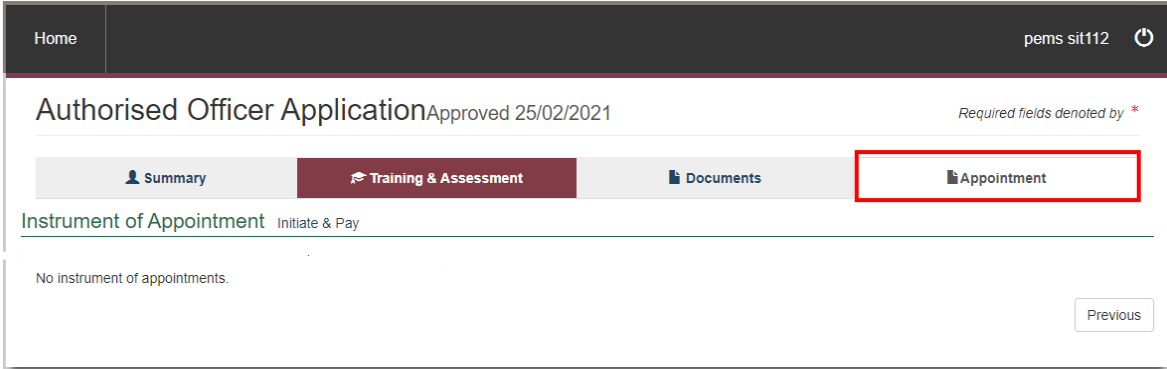
The following table outlines how to create an Instrument of Appointment.

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

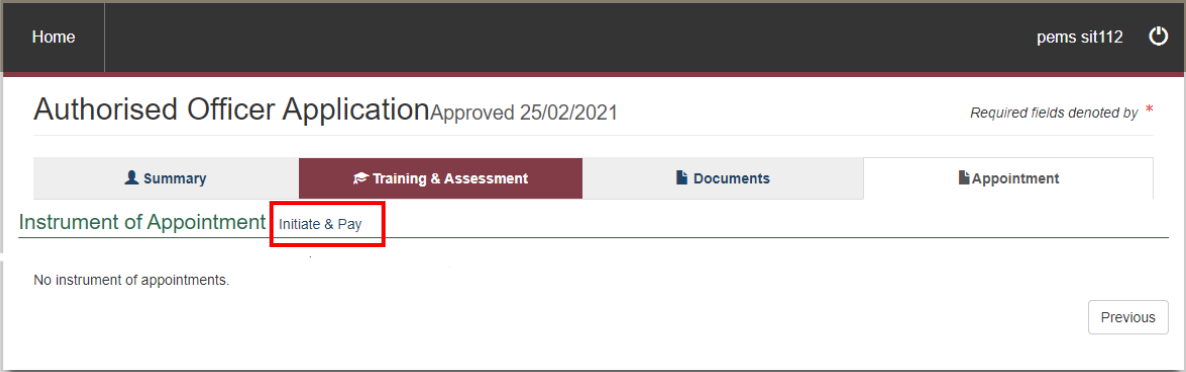
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Step	Action	Graphic
2.	<ul style="list-style-type: none"> Enter your User Login and Password. Note: This information will have been circulated to you via email following registration. Check the 'I accept the terms of use' box. Click 'Log in'. 	 <p>The screenshot shows a login interface. At the top is a dark header. Below it is a light grey 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 login box 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 red-bordered box highlights a green square button with a leaf icon and the text 'PEMS' below it.</p>

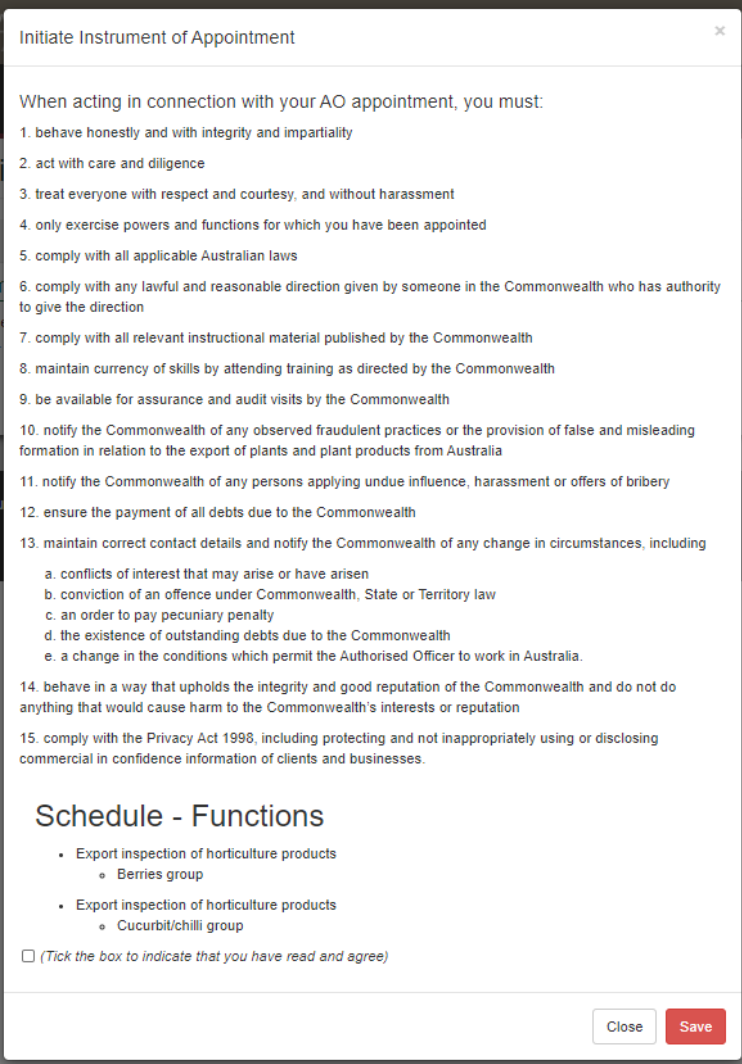
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the online version prior to use.

Step	Action	Graphic						
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 the navigation bar is a header area with the title 'Authorised Officer Registration' and a sub-header 'Application'. A 'My Applications' section contains a table with the following data:</p> <table border="1"> <thead> <tr> <th>Date</th> <th>Status</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>25/02/2020</td> <td>Approved</td> <td>Open</td> </tr> </tbody> </table> <p>The 'Open' button in the 'Actions' column is highlighted with a red 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>	Date	Status	Actions	25/02/2020	Approved	Open
Date	Status	Actions						
25/02/2020	Approved	Open						
5.	Select the <i>Appointment</i> tab.	 <p>The screenshot shows a detailed view of an 'Authorised Officer Application' approved on 25/02/2021. The page has a navigation bar with 'Home' on the left and 'pems sit112' on the right. Below the navigation bar is a header area with the title 'Authorised Officer Application' and the status 'Approved 25/02/2021'. A tabbed interface is shown with four tabs: 'Summary', 'Training & Assessment', 'Documents', and 'Appointment'. The 'Appointment' tab is highlighted with a red box. Below the tabs, there is a section titled 'Instrument of Appointment' with a sub-header 'Initiate & Pay'. The content of this section states 'No instrument of appointments.' and there is a 'Previous' button at the bottom right.</p>						

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Step	Action	Graphic
6.	Click on 'Initiate & Pay'.	 <p>The screenshot shows a web application interface for 'Authorised Officer Application' with a sub-header 'Approved 25/02/2021'. The top navigation bar includes 'Home' and 'pems sit112'. Below the header, there are four tabs: 'Summary', 'Training & Assessment', 'Documents', and 'Appointment'. Under the 'Training & Assessment' tab, there is a section titled 'Instrument of Appointment' with a sub-section 'Initiate & Pay' highlighted by a red box. Below this, it says 'No instrument of appointments.' and there is a 'Previous' button at the bottom right.</p>

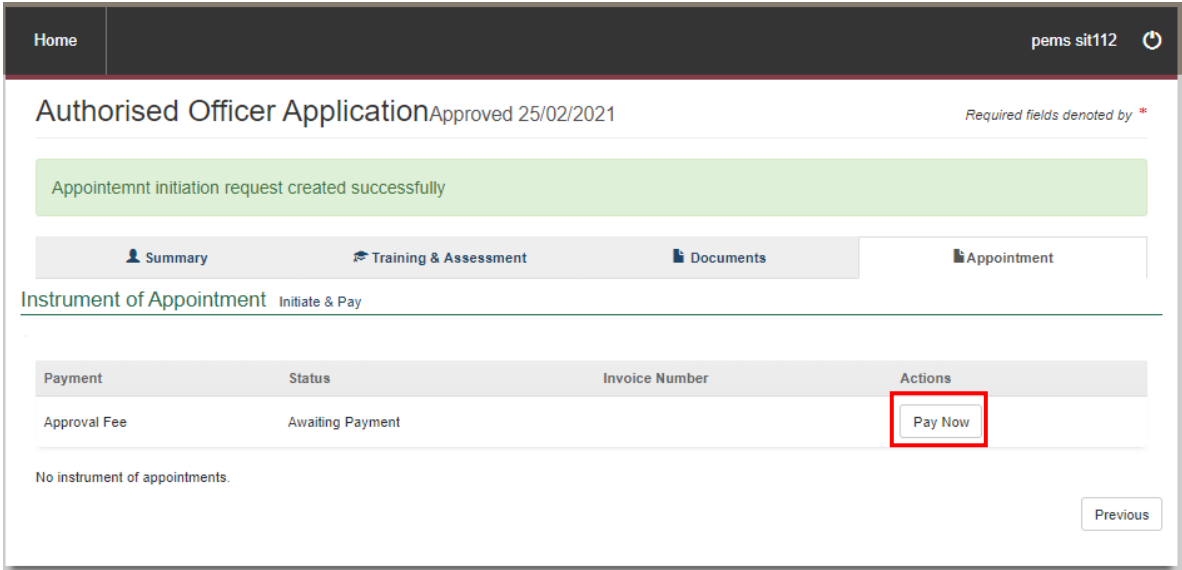
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Step	Action	Graphic
7.	<ul style="list-style-type: none"> Read through the Instrument of Appointment information. Tick the box to indicate that you have read and agree to the terms. Important: If you do not agree to the terms, you will not be appointed as an AO. Click 'Save'. Go to 'Pay the approval fee'. 	 <p>The screenshot shows a window titled "Initiate Instrument of Appointment". It contains the following text:</p> <p>When acting in connection with your AO appointment, you must:</p> <ol style="list-style-type: none"> behave honestly and with integrity and impartiality act with care and diligence treat everyone with respect and courtesy, and without harassment only exercise powers and functions for which you have been appointed comply with all applicable Australian laws comply with any lawful and reasonable direction given by someone in the Commonwealth who has authority to give the direction comply with all relevant instructional material published by the Commonwealth maintain currency of skills by attending training as directed by the Commonwealth be available for assurance and audit visits by the Commonwealth notify the Commonwealth of any observed fraudulent practices or the provision of false and misleading information in relation to the export of plants and plant products from Australia notify the Commonwealth of any persons applying undue influence, harassment or offers of bribery ensure the payment of all debts due to the Commonwealth maintain correct contact details and notify the Commonwealth of any change in circumstances, including <ol style="list-style-type: none"> conflicts of interest that may arise or have arisen conviction of an offence under Commonwealth, State or Territory law an order to pay pecuniary penalty the existence of outstanding debts due to the Commonwealth a change in the conditions which permit the Authorised Officer to work in Australia. behave in a way that upholds the integrity and good reputation of the Commonwealth and do not do anything that would cause harm to the Commonwealth's interests or reputation comply with the Privacy Act 1998, including protecting and not inappropriately using or disclosing commercial in confidence information of clients and businesses. <p>Schedule - Functions</p> <ul style="list-style-type: none"> Export inspection of horticulture products <ul style="list-style-type: none"> Berries group Export inspection of horticulture products <ul style="list-style-type: none"> Cucurbit/chilli group <p><input type="checkbox"/> (Tick the box to indicate that you have read and agree)</p> <p>Buttons: Close, Save</p>

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Pay the approval fee

The following table outlines how to pay the approval fee.

Step	Action	Graphic
1.	<ul style="list-style-type: none"> Note the status of 'Awaiting Payment'. Click 'Pay Now'. 	

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

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Step	Action	Graphic
3.	<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
4.	Enter your credit/debit card details.	

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Step	Action	Graphic
5.	Click 'Pay Now'.	

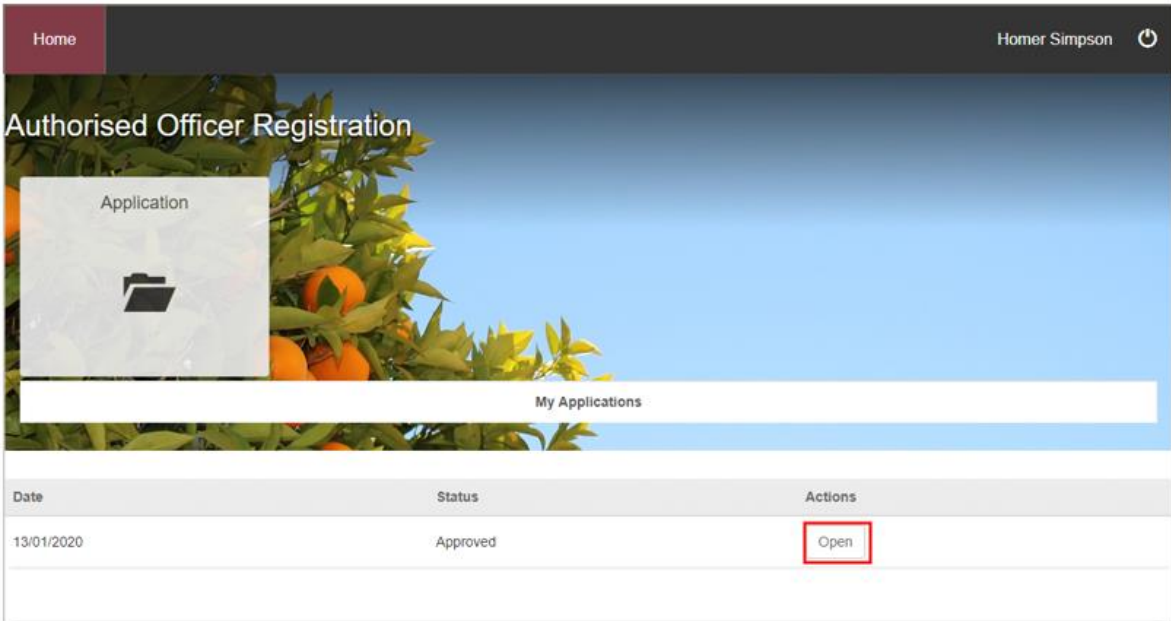
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Step	Action	Graphic										
6.	<ul style="list-style-type: none"> Note the <i>Payment Confirmation</i> screen. Click 'Continue'. Go to 'Download the Instrument of Appointment' 	<p>Plant Exports Management System Required fields denoted by *</p> <p>Services > Payment Arrangement > Payment Details</p> <p>Please note: you must click the 'continue' button to finalise this transaction.</p> <p>Payment Confirmation</p> <table border="1"> <tr> <td>Transaction Date</td> <td>03 Feb 2020 13:30:54 AEDT</td> </tr> <tr> <td>Transaction Reference</td> <td>14583937</td> </tr> <tr> <td>Payment Reference Number</td> <td>10001033497</td> </tr> <tr> <td>Payment Amount</td> <td>250.00</td> </tr> <tr> <td>Credit Card Type</td> <td>Visa</td> </tr> </table> <p>Cancel Continue</p>	Transaction Date	03 Feb 2020 13:30:54 AEDT	Transaction Reference	14583937	Payment Reference Number	10001033497	Payment Amount	250.00	Credit Card Type	Visa
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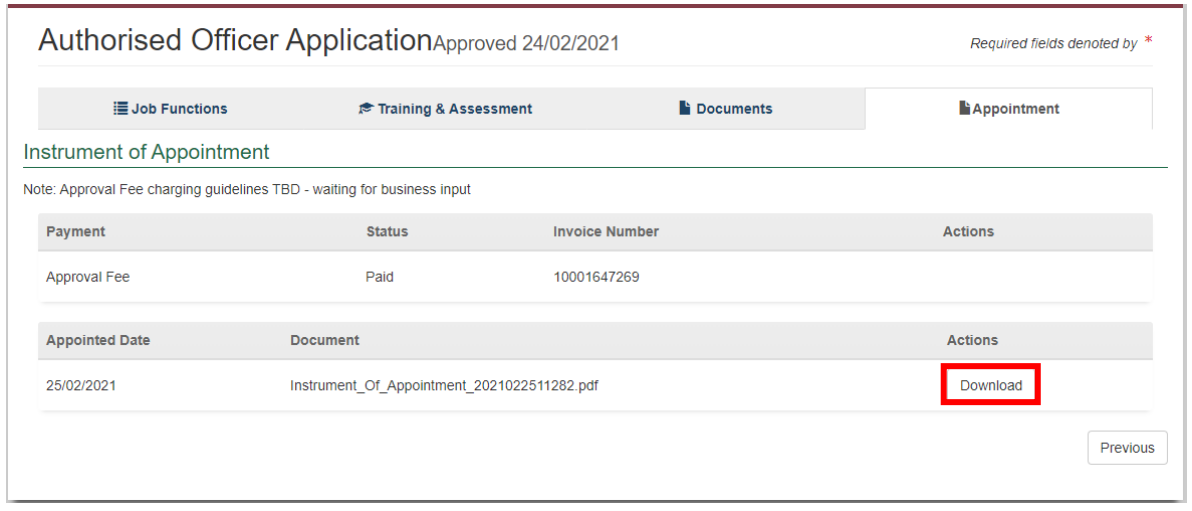
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Download the Instrument of Appointment

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.	 <table border="1" data-bbox="922 863 2089 1007"> <thead> <tr> <th>Date</th> <th>Status</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>13/01/2020</td> <td>Approved</td> <td>Open</td> </tr> </tbody> </table>	Date	Status	Actions	13/01/2020	Approved	Open
Date	Status	Actions						
13/01/2020	Approved	Open						

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Step	Action	Graphic
2	<ul style="list-style-type: none"> Click on 'Download'. Note your Instrument of Appointment. 	 <p>The screenshot shows a web application interface for an 'Authorised Officer Application' approved on 24/02/2021. It features a navigation menu with 'Job Functions', 'Training & Assessment', 'Documents', and 'Appointment'. The 'Appointment' section is active, displaying 'Instrument of Appointment' with a note about approval fees. Below this are two tables. The first table lists payment details: 'Approval Fee' with status 'Paid' and invoice number '10001647269'. The second table lists documents: 'Instrument_Of_Appointment_2021022511282.pdf' with an appointed date of '25/02/2021'. A 'Download' button is highlighted with a red box in the 'Actions' column of the second table. A 'Previous' button is visible at the bottom right.</p>

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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 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](#)
- [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-9-7557
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.

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