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Exports work instruction

# Requesting Authorised Officer assessment 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 Authorised Officer (AO) assessment 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 AO assessment.

| **Role** | **Responsibility** |
| --- | --- |
| Applicant | Requesting assessment through PEMS. |

## How do I request AO assessment?

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

**Important:** Only complete the assessment request if you are ready to be assessed.

## Request assessment

The following table outlines how to request assessment.

| Step | Action | Graphic |
| --- | --- | --- |
| 1. | Go to <https://online.agriculture.gov.au/selfservice>  **Note**: The log in page will display. | Image showing the action for this step |
| 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. |  |
| 4. | Click on ‘Open’. |  |
| 5. | Select the *Training & Assessment* tab. |  |
| 6. | Click on ‘Request’. | Image showing the action for this step. |
| 7. | Do you have an Establishment Number?   |  |  | | --- | --- | | If… | Then… | | yes | * enter the number * click ‘Search’ * note the information that pre-populates * **continue to Step 8.** | | no | **go to Step 10.** | | Image showing the action for this step. |
| 8. | Enter your suburb and state. |  |
| 9. | Check the boxes for the assessment you want to request. | Image showing the action for this step. |
| 10. | Click ‘Request Assessment’. | Image showing the action for this step. |
| 11. | * Note the confirmation of assessment request. * Go to ‘[Viewing my progress](#_Viewing_my_progress)’ | Image showing the action for this step. |

## Viewing my progress

The following table outlines how to view your progress.

| Step | Action | Graphic |
| --- | --- | --- |
| 1. | Click ‘Open’. |  |
| 2. | Note the information displayed in the *Assessment Request* window:   * where the assessment will take **place1** * what **Job Function2** will be assessed * what the **Assessment Status3** is * the **Schedule Date4**, that is, the date assessment has been scheduled for * the **Completion Date5** * **Assessment Outcome6**  |  |  | | --- | --- | | If your assessment outcome is… | Then… | | blank | * you have not yet been assessed * **no further action.** | | competent | **refer to** Exports work Instruction: [*Requesting an Instrument of Appointment using the Plant Export Management System*](#_Related_material). | | not yet competent (Level 1) | * you will require re-training before you can be re-assessed * **refer to** Exports work Instruction: [*Requesting for Authorised Officer training using the Plant Export Management System*](#_Related_material)   **Note:** There is an additional fee for re-training. | | not yet competent (Level 2) | * you will require re-assessment   **Note:** A request for re-assessment will populate automatically. | | 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 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](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.

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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 | Minor 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 | 6/05/2024 | 6/05/2024 | Minor change | Updated department logo, IM template and screengrabs. |