



Australian Government
Department of Agriculture,
Fisheries and Forestry

Compliance classifications for approved arrangement class 19

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Department of Agriculture, Fisheries, and Forestry

Postal address GPO Box 858 Canberra ACT 2601

Telephone 1800 900 090

Web agriculture.gov.au

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Acknowledgement of Country

We acknowledge the Traditional Custodians of Australia and their continuing connection to land and sea, waters, environment and community. We pay our respects to the Traditional Custodians of the lands we live and work on, their culture, and their Elders past and present.

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Approved arrangement manager responsibilities

Approved arrangement managers and accredited persons are responsible for complying with the requirements and conditions of approved arrangement class 19.

There are two approved arrangement class 19 subclasses – one covering entries with non-commodity biosecurity concerns; and the other for commodity based biosecurity concerns:

- class 19.1 – non-commodity for containerised cargo clearance
- class 19.2 – automatic entry processing for commodities.

If the approved arrangement manager or accredited person does not comply, the department:

- will use the compliance classifications to determine the department's response; and
- may take action against individual associates, including accredited persons resulting in suspension of the approved arrangement, or accreditation status.

How to comply with conditions

The following tables provide a guide on how to comply with the individual conditions, and how to understand the associated compliance classifications and enforcement actions for non-compliance for approved arrangement classes 19.1 and 19.2.

The compliance classification against each condition will be rated against the [Approved arrangements general policies](#).

Non-compliance against conditions relevant to document assessment verification are rated as minor, major or critical in the compliance classification table.

Where non-compliance is detected against multiple conditions on the same import declaration, the approved arrangement manager will be notified by a non-compliance advice notice and the response will be against the highest level classification.

Conditions that are not directly related to the document assessment verification are not classified in the table. The department may take non-compliance action as set out in the Approved arrangements general policies. These will be recorded in the table as 'Managed under Approved arrangement general policies'. This could include written advice or a show cause process to suspend or revoke the approved arrangement.

The tables do not replace any other regulatory or enforcement actions available to the department under the *Biosecurity Act 2015*. Definitions of terms used in this document can be found in the:

- [approved arrangements glossary](#)
- [Biosecurity Act – Part 2 Definitions](#).

This document refers to AQIS only where the term AQIS is used in IT systems.

Table 1 General conditions

Class 19.1 & 19.2 conditions	Non-compliance action	Compliance classification	How to comply
Condition 1	The accredited person has not maintained their continued biosecurity competency training.	Managed under <i>Approved arrangement general policies</i>	The accredited person maintains their training and accreditation by completing annual continued biosecurity competency training. See: Training and accreditation for approved arrangements class 19
Condition 2	The person lodging the import declaration was not accredited for approved arrangement class 19 at time of lodgement.	Critical	The approved arrangement manager must ensure all employed or contracted persons lodging full import declarations are accredited at the time of lodgement.
Condition 3	The approved arrangement manager has not notified the department when they cease to have at least one accredited person employed or contracted to them and continued to lodge consignments under approved arrangement class 19. The approved arrangement manager has not notified the department when the contact details of the approved arrangement manager has changed, or the approved arrangement manager has been replaced.	Managed under <i>Approved arrangement general policies</i>	The approved arrangement manager must notify the department in writing within 15 days when there is: a change to the site details; the contact details of the approved arrangement manager changes; the approved arrangement manager changes; when an accredited person is employed under the approved arrangement; when an accredited person ceases employment under the approved arrangement; and when no accredited person is employed or contracted under the approved arrangement. See: Variations and changes to approved arrangement class 19
Condition 4	The approved arrangement manager has not notified the department when they became aware of a change in status or to the status of their associates including accredited persons due to conviction of an offence or order to pay a pecuniary penalty or debt to the Commonwealth that is more than 28 days overdue and/or refusal, involuntary suspension, involuntary revocation, cancellation or involuntary variation of an import permit, approved arrangement site, or approved arrangement under the Biosecurity Act.	Managed under <i>Approved arrangement general policies</i>	The department must be notified within 15 working days when the approved arrangement manager becomes aware of any changes to their status or their associates due to conviction of an offence or order to pay pecuniary penalty under the Biosecurity Act, <i>Customs Act 1901</i> , <i>Criminal Code or Crimes Act 1914</i> and/or debt to the Commonwealth that is more than 28 days overdue and/or refusal, involuntary suspension, involuntary revocation or cancellation or involuntary variation of an import permit, approved arrangement site, or approved arrangement under the Biosecurity Act.

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Condition 5	<p>The approved arrangement manager has failed to notify the department of a reportable biosecurity incident as soon as practicable resulting in goods being released from biosecurity control without biosecurity intervention.</p> <p>The approved arrangement manager has failed to notify the department of a reportable biosecurity incident as soon as practicable. However, the goods remain under biosecurity control.</p>	Managed under <i>Approved arrangement general policies</i>	<p>The approved arrangement manager must notify the department of any reportable biosecurity incident as soon as practicable, in accordance with the determination made by the Director of Biosecurity.</p> <p>See: Reportable biosecurity incidents</p>
Condition 6	The biosecurity industry participant refuses site access to biosecurity officers, biosecurity enforcement officers and department approved auditors to perform the functions and exercise the powers conferred on them by the Biosecurity Act or another law of the Commonwealth.	Managed using powers under Chapter 7 of the Biosecurity Act	Under the Biosecurity Act, the biosecurity industry participant is required to provide access to biosecurity officers, biosecurity enforcement officers and department approved auditors to perform the functions and exercise the powers conferred on them by the Act or another law of the Commonwealth.
Condition 7	The biosecurity industry participant has not provided reasonable facilities and assistance as requested by biosecurity officers, biosecurity enforcement officers and department approved auditors.	Managed under <i>Approved arrangement general policies</i>	Under the Biosecurity Act, the biosecurity industry participant is required to provide access to departmental or department approved auditors with facilities and assistance as requested and any required documents (including electronic documents), records or items relevant to the audit.
Condition 8	The biosecurity industry participant has not allowed department approved auditors to collect evidence of compliance and non-compliance with approved arrangement conditions.	Managed using powers under Chapter 7 of the Biosecurity Act	Under the Biosecurity Act, the biosecurity industry participant is required to provide access to approved auditors to examine documents (including electronic documents) and collect information on compliance and non-compliance with approved arrangement conditions by performing actions such as copying documents and taking photographs.

The department conducts compliance checks using the documentation assessment verification process. The department will conduct verification on the initial documentation provided. Accredited persons are responsible for ensuring all required documentation is lodged in full and is correct as per the [Minimum documentary and import declaration requirements policy](#).

Table 2 Document assessment compliance (operating conditions)

Class 19.1 conditions	Class 19.2 conditions	Non-compliance action	Compliance classification	How to comply
n/a	Condition 9 and Condition 10	The approved arrangement manager does not have a BICON multi-user account that is registered in the 'class 19.2 AEPCOMM user access' category or did not add their employed accredited person(s) to their BICON multi- user AEPCOMM account.	Managed under <i>Approved arrangement general policies</i>	The approved arrangement manager must have a BICON multiple user account – 'class 19.2 AEPCOMM user access' and provide access to their employed accredited persons. See BICON help on how to upgrade and join an existing multiple user account
Condition 11 and Condition 13	Condition 14 and Condition 16	The accredited person assessed the consignment utilising approved arrangement class 19 without one or more mandatory documents required as per BICON conditions and/or minimum documentary and import declarations requirements policy and/or the accredited person did not provide evidence that they were in possession of all documents required to lodge the full import declaration and the goods were released from biosecurity control without the appropriate level of intervention, or the goods would have been released from biosecurity control if that had not been referred for random verification.	Critical	<p>The accredited person must:</p> <ul style="list-style-type: none"> ensure they have all required mandatory documentation to correctly answer import declaration requirement questions prior to entering an AEP NCCC or AEPCOMM code into the Integrated Cargo System (ICS) to generate a biosecurity direction present all the documentation used to assess their full import declaration to the department upon request comply with this condition by ensuring all documentation required to verify the assessment is presented to the department (including lodgement in Cargo Online Lodgement System (COLS)) upon initial request without the need for additional documentation requests. assess any eCertificates that are associated with the goods using the External Verification for eCertificates (EVE) webpage to ensure the government certification meets all BICON requirements.
		The accredited person assessed the consignment utilising approved arrangement class 19.1 and/or approved arrangement class 19.2 without one or more mandatory documents required as per BICON conditions and/or minimum documentary and import declarations requirements policy and/or the accredited person did not provide evidence that they were in possession of all documents required to lodge the full import declaration and the goods remain under biosecurity control for further biosecurity intervention (such as consignment is going for inspection).	Major	

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Condition 12	Condition 15	<p>The accredited person has accepted a document that does not meet department policies and/or BICON. For example:</p> <ul style="list-style-type: none"> • missing a required statement and the goods were released from biosecurity control or would have been released from biosecurity control if they had not been referred for random verification • missing overarching minimum documentary and import declaration requirements (endorsement, consignment specific link, letterhead) and the goods were released from biosecurity control or would have been released from biosecurity control had they not been referred for random document verification. 	Critical	<p>The accredited person must ensure:</p> <ul style="list-style-type: none"> • they have obtained all relevant statements required to support an assessment (in accordance with BICON conditions) • documentation meets documentary requirements utilising the most current versions of relevant policies (Minimum documentary and import declarations requirements policy and Non-commodity information requirements policy).
		<p>The accredited person has accepted a document that does not meet department policies and/or BICON, for example:</p> <ul style="list-style-type: none"> • missing a required statement and the goods remain under biosecurity control for further biosecurity intervention (such as consignment is going for inspection) • missing overarching minimum documentary and import declaration requirements (endorsement, consignment specific link, letterhead) and the goods remain under biosecurity control for further biosecurity intervention (such as consignment is going for inspection), or • an incorrectly worded statement and the goods were released from biosecurity control or would have been released from biosecurity control had they not been referred for random verification. 	Major	
		<p>The accredited person has accepted a document that does not meet department policies and/or BICON. For example, an incorrectly worded statement and the goods remain under biosecurity control.</p>	Minor	

Table 3 Import declaration compliance (operating conditions)

Class 19.1 conditions	Class 19.2 conditions	Non-compliance action	Compliance classification	How to comply
Condition 9	Condition 12	A non-accredited person assessed and lodged import declarations covered by the arrangement.	Managed under <i>Approved arrangement general policies</i>	The approved arrangement manager must ensure only the accredited person assess documentation and lodge import declarations covered by the arrangement.
n/a	Condition 11	The accredited person has lodged a commodity that is out of scope and ineligible for approved arrangement class 19.2 according to the approved arrangement class 19.2 commodities web page and class 19.2 AEPCOMM approved BICON pathway. A system generated direction has resulted in the goods being released from biosecurity control or would have been released from biosecurity control had they not been referred for random verification.	Critical	<p>Prior to directing goods using approved arrangement class 19.2 the accredited person must ensure the commodity is in scope of the arrangement by referring to the:</p> <ul style="list-style-type: none"> • Requirements and conditions for approved arrangement class 19.2 – automatic entry processing for commodities
		The accredited person has lodged a commodity that is out of scope and ineligible for approved arrangement class 19.2 according to the approved arrangement class 19.2 commodities web page and class 19.2 AEPCOMM approved BICON pathway. A system generated direction for the goods remain under biosecurity control has been generated (such as consignment is going for inspection).	Major	<ul style="list-style-type: none"> • Approved arrangement class 19.2 commodities • applicable BICON pathway and obtaining the correct AEP code. <p>Accredited persons must use their BICON AEPCOMM user account to view the relevant approved arrangement class 19.2 information.</p>

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Condition 10	Condition 13	<p>The accredited person did not report all biosecurity concerns to the department through their import declaration lodgements resulting in:</p> <ul style="list-style-type: none"> goods being released from biosecurity control without correct intervention. (For example, downgrading Community Protection (CP) profile question for unfinished timber of pathogen risk species), or goods being directed for onshore biosecurity intervention, when onshore intervention is not permitted (For example, downgrading a CP profile question for an open top/flat rack container that does not meet mandatory offshore treatment requirements). 	Critical	The accredited person must provide information in the declaration that accurately reflects the consignment and all necessary fields that are specific to biosecurity are completed. This includes ensuring community protection questions are answered correctly.
		<p>The accredited person did not report all biosecurity concerns to the department through their import declaration lodgement. However, goods remain under biosecurity control.</p>	Major	
Condition 14	n/a	<p>The accredited person did not assess the unpack destination correctly, goods were delivered to a rural location and released from biosecurity control without intervention.</p>	Critical	The accredited person correctly assesses the unpack destination postcodes for FCL and FCX sea freight in accordance with documents relevant to the approved arrangement class 19.1 as stated in Condition 9.
		<p>The accredited person did not assess the unpack destination correctly, goods were delivered to a rural location and the goods remain under biosecurity control for further biosecurity intervention (such as the consignment going for inspection).</p>	Major	
Condition 14	n/a	<p>The accredited person did not report any non-commodity concerns to the department through their import declaration and the consignment was released from biosecurity control or would have been released from biosecurity control had they not been referred for random verification.</p>	Critical	The accredited person must correctly answer the department's general declaration questions and declare all non-commodity concerns in the ICS.
		<p>The accredited person did not report any non-commodity concerns to the department through their import declaration. However, goods remain under biosecurity control.</p>	Major	
		<p>The accredited person did not report all non-commodity concerns to the department through their import declaration. However, the consignment was referred for biosecurity intervention. (For example, a consignment declared as being unpacked in a rural destination but had timber packing concerns that were not declared to the department</p>	Minor	

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n/a	Condition 17	The accredited person enters a class 19.2 AEPCOMM code or an AQIS Commodity Code (ACC) in the import declaration which does not match the code displayed on the onshore outcomes page of BICON for the relevant class 19.2 AEPCOMM pathway. A system generated direction has resulted in the goods being released from biosecurity control or they would have been released from biosecurity control had they not been referred for random verification.	Critical	The accredited person must enter class 19.2 AEPCOMM code or an ACC in accordance with the relevant commodity pathway in BICON. To access these codes the accredited person must utilise their BICON AEPCOMM user account.
		The accredited person enters a class 19.2 AEPCOMM code or an ACC for the goods in the import declaration which does not match the code displayed on the onshore outcomes page of BICON for the relevant class 19.2 AEPCOMM pathway. A system generated direction has resulted in the goods being treated or inspected at a lower level of biosecurity intervention than required or would have been directed for treatment or inspection at a lower rate than required had they not been referred for random verification.	Major	
		The accredited person enters a class 19.2 AEPCOMM code or an ACC in the import declaration which does not match the code displayed on the onshore outcomes page of BICON for the relevant class 19.2 AEPCOMM pathway. A system generated direction has resulted in the goods being treated or inspected at a higher level of biosecurity intervention than required or would have been directed for treatment or inspected at a higher rate than required had they not been referred for random verification.	Minor	
Condition 15	Condition 17	Where BICON requires goods to be managed at a specific class approved arrangement site and the accredited person has directed the goods to another class of approved arrangement site.	Minor	The accredited person must enter a correct site location to undertake appropriate biosecurity intervention. For non-commodity concerns this site must be an appropriate approved arrangement class 1 site. For commodity concerns, it must be as per BICON import conditions.

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Condition 16	Condition 18	<p>The accredited person has failed to enter the AQIS Entity Identifier (AEI) number in ICS and the treatment provider was:</p> <ul style="list-style-type: none"> • withdrawn, suspended or under investigation and the goods were released from biosecurity control, or • withdrawn/suspended/under investigation and the goods would have been released from biosecurity control had the consignment not been referred for random document verification. 	Critical	<p>The accredited person must ensure the AEI is entered into ICS for offshore treatment providers as per the requirements of the minimum documentary and import declarations requirements policy. AEI numbers must be entered in accordance with Entity identifier webpage.</p>
		<p>The accredited person has failed to enter the AEI number in ICS and the treatment provider was withdrawn/suspended/under investigation and the goods are still under biosecurity control for further biosecurity intervention (such as the consignment is going for inspection).</p>	Major	
		<p>The accredited person has failed to enter the AEI number in ICS and the treatment provider was an acceptable offshore treatment provider.</p>	Minor	
n/a	Condition 19	<p>The accredited person has failed to declare their electronic certificate (eCertificate) number in ICS and the goods would have been released from biosecurity control had the consignment not been referred for random document verification.</p>	Major	<p>It is a requirement of the minimum documentary and import declarations requirements policy that the accredited person must enter foreign government electronic certificate numbers in the AQIS document number field and document type in the AQIS document type field in ICS where the department has an agreed eCertificate exchange with a foreign government.</p>
		<p>The accredited person has failed to declare their eCertificate number in ICS. However, the goods remain under biosecurity control for further biosecurity intervention (such as the consignment going for inspection).</p>	Minor	

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n/a	Condition 20	The accredited person has failed to enter their government certificate number on the line description (such as a phytosanitary certificate number).	Minor	If BICON stipulates a government certificate is required for clearance of a commodity (such as a phytosanitary certificate), then the number must be recorded against the goods description field in ICS.
n/a	Condition 21	The accredited person has failed to enter the vehicle identification number (VIN) number(s) as required.	Minor	The accredited person must record the unique identifiers against the VIN field for each line in the import declaration of new and used vehicles.
		The accredited person has not included the VIN number in the VIN field in ICS. However, they have included the VIN number in the goods description field in ICS.	Nil non-compliance	
Condition 17	Condition 22	The approved arrangement manager has not complied with one or more biosecurity directions resulting in goods bypassing biosecurity controls without correct intervention.	Critical	The approved arrangement manager must ensure that biosecurity directions generated by Agriculture Import Management System (AIMS) are carried out or arranged to be carried out within the designated AIMS direction timeframe. If an approved arrangement manager becomes aware that a third party is not carrying out biosecurity directions, they are to inform the department as per Condition 5.
		The approved arrangement manager has not complied with one or more biosecurity directions. However, the goods remain under biosecurity control.	Major	
Condition 18	Condition 23	Goods have bypassed biosecurity controls and the arrangement manager has no evidence recorded of passing on any and/or all relevant directions to third parties within the designated AIMS direction timeframe.	Managed under <i>Approved arrangement general policies</i>	The approved arrangement manager must provide third parties with biosecurity directions to be carried out in accordance with their approved arrangement within the designated direction timeframe (that allows the biosecurity risk to be managed). If an approved arrangement manager becomes aware that a third party is not carrying out biosecurity directions, they are to inform the department as per Condition 5
		Goods have bypassed one or more biosecurity controls but some intervention has taken place (Inspection or treatment) and the arrangement manager has no evidence recorded of providing any and/or all of the relevant directions to third parties so that the direction can be carried out within the designated AIMS direction time frame.	Managed under <i>Approved arrangement general policies</i>	

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Condition 20	Condition 25	Documentation was amended at the accredited person's request which did not relate to the factual condition of the consignment and/or the accredited person did not retain the necessary evidence to support the request for amendment and the consignment was released from biosecurity control.	Critical	If the accredited person requests amendments to documentation, they must document the request and response and retain the documentation as part of the clearance documentation for the consignment. The approved arrangement manager must ensure that an accredited person only request amendments to a document if these relate to the factual condition of the consignment.
		Documentation was amended at the accredited person's request which did not relate to the factual condition of the consignment and/or the accredited person did not retain the necessary evidence to support the request for amendment, but the consignment remains under biosecurity control.	Major	
Condition 19	Condition 24	Accredited person has made ICS amendments to import declaration(s) to avoid biosecurity goods management outcomes or has manipulated biosecurity goods management to gain a favourable and preferred outcome. Note: Accredited persons found to make amendments to deliberately circumvent biosecurity management will result in the individual's accreditation being revoked.	Managed under <i>Approved arrangement general policies</i>	The approved arrangement manager must adhere to biosecurity directions and outcomes of lodgement. Any amendments made must be documented and records maintained per approved arrangement class 19.1 Condition 21 and 23 and/or approved arrangement class 19.2 Condition 26 and Condition 28.

Table 4 Administration and management conditions

Class 19.1 conditions	Class 19.2 conditions	Non-compliance action	Compliance classification	How to comply
Condition 21	Condition 26	Failure to create and/or maintain lodgement records and documents. Note: this condition does not apply to government-to-government certificates accessed by the External Verification for eCertificates (EVE) webpage.	Managed under <i>Approved arrangement general policies</i>	The approved arrangement manager must ensure that records and documents for each lodgement are maintained for a minimum period of 5 years from the date of assessment.
Condition 22	Condition 27	Accredited person(s) has not maintained records of their training and accreditation (maintaining accreditation and up-to-date training is Condition 1 of both approved arrangement class 19.1 and approved arrangement class 19.2 requirements and conditions). Failure to be able to verify training will result in accreditation of the individual being suspended or cancelled.	Managed under <i>Approved arrangement general policies</i>	The approved arrangement manager must retain records of accredited persons maintaining up to date relevant training and accreditation, including continued biosecurity competency completion records.

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Condition 23	Condition 28	<p>The approved arrangement manager did not provide the department with records and/or documents within one business day or a timeframe specified by the department.</p> <p>Note: this condition does not apply to government-to-government certificates accessed by the External Verification for eCertificates (EVE) webpage.</p>	Major	<p>The approved arrangement manager must provide the department with records or documents within one business day, or within the timeframe specified by the department.</p>
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Further reading

Ensure you understand your obligations and comply with the requirements and conditions for your approved arrangement. See:

[Approved arrangements general policies](#) - Part 2 outlines how the department responds to approved arrangement class 19 non-compliance

[Requirements and conditions for approved arrangement class 19.1](#) – non-commodity for containerised cargo clearance

[Requirements and conditions for approved arrangement class 19.2](#) – automatic entry processing for commodities

[Electronic certification for imports \(eCertificates\)](#) webpage – information on how eCertificates are used by the department and requirements when lodging approved arrangement class 19.2 entries using an eCertificate

[Minimum documentary and import declaration requirements policy](#) - defines the mandatory minimum documentary and declaration requirements for imported goods

[Non-commodity information requirements policy](#) - defines the mandatory information requirements to support assessment of non-commodity concerns for imported goods

[Training and accreditation for class 19 approved arrangements](#) - outlines the mandatory requirements to become and remain an approved arrangement class 19 accredited person

[Entity Identifier](#) web page – information on the benefits and requirements of using the AEI field when lodging declarations in the ICS