

Appendix J – QICC Model Concept

This section provides an introduction to the Quarantine Import Conditions Content (QICC) model. This model will support the information and activities required for clients to prepare consignments for importation and for AQIS to process those goods subject to quarantine and/or imported food safety. The QICC model will be implemented by information systems to streamline these activities.

1. Import conditions principles

Must be timely

- The import conditions knowledgebase must be **easy to locate** from the AQIS and ACS websites
- Locating a commodity's import conditions must be **user friendly** to ensure import conditions are locatable **efficiently**. This could be done by:
 - **Merging industry language** (e.g. tariff code, product description) and **Quarantine language** (e.g. commodity, end use and synonyms)
 - **Suggest commodities** that are *close* to the search criteria provided (e.g. phonetic, 'Did you mean...?')
 - **Integrating import conditions** (including alerts and changed conditions) with their import processes and systems¹ via tariff/product codes that automatically locates candidate conditions
- Searches for import conditions must be **intuitive** requiring no training or quarantine knowledge
- **Group commodities** to guide users in their search and avoid obvious exclusions
- Organise import conditions **in a workflow** reflecting the natural *Pre-border, Border and Post-Border* activities
- Notify stakeholders about **relevant changed import conditions** and **alerts** (e.g. subscribe to commodities)
- Clients must have an ability to **apply and pay for permits** (as required) when researching import conditions and be **electronically notified immediately of the application result** where possible.
- Clients must be **warned about expiring permits** (as required)

Must be clear

- Information must be **unambiguous**
- Information must be presented in a **logical order** to support comprehension and preparation
- Information must be presented **free from quarantine jargon** (i.e. glossary links should be provided where necessary)
- Ensure that a commodity is **immediately identifiable** as **prohibited**, requiring an **import permit**, or as **not having import conditions** (and the mechanism for pursuing the importation of the goods)

Must be concise

- Information must be **summarised** providing the key requirements succinctly to facilitate effective and efficient searching, and comprehension
- Information must **not be duplicated**

Must be accurate

- Information must be up to date and accurate that reflects the quarantine policy of the day

¹ Some users have this integrated with the Declaration software.

Must be complete

- **All import conditions** must be determinable from the search including commodity, commodity specific contamination and general non-commodity requirements providing a set of import conditions for a single consignment
- Information that **supports the understanding** and **compliance** of import conditions must be provided to streamline the import clearance process

Must be justified

- Import condition requirements must:
 - Define in detail what condition will be verified by AQIS
 - Be traceable to the relevant **AQIS verification process** and
 - Identify the **quarantine concerns** being addressed
- Comply with quarantine legislation
- Comply with quarantine policy (which is SPS compliant)

Must be consistently applied

- Import conditions must be **consistently applied** by AQIS to manage expectation through the various quarantine processes (where required):
 - Permit application
 - Overseas export preparation
 - Document Assessment
 - Inspection
 - Inspections
 - Identification of pests and diseases
 - Analytical testing
 - Treatment
 - Treatments
 - Post Entry Quarantine
 - Further Processing
 - Release or Re-exportation or Destruction
 - Surveillance (nb: this will not be included in the import conditions)

Must have a feedback mechanism

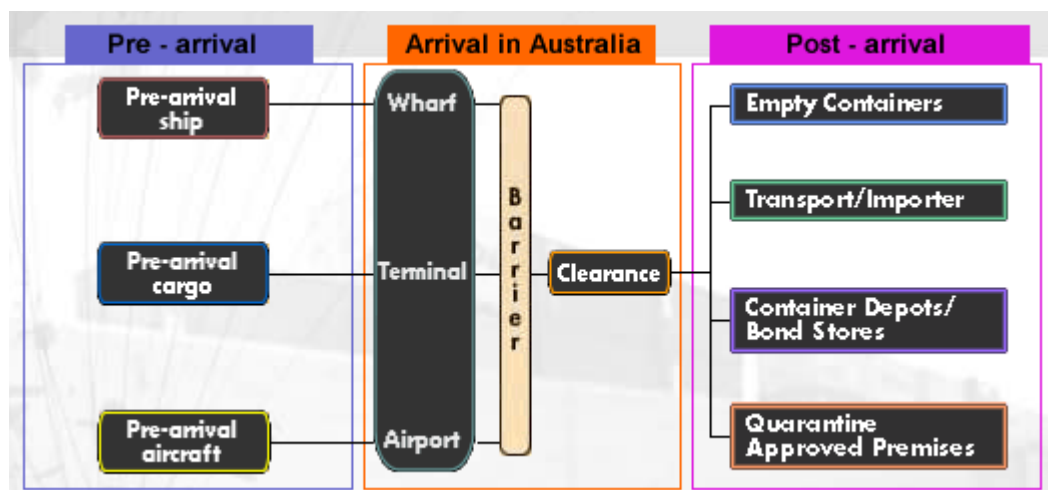
- There must be a mechanism to **provide feedback** to import conditions²
- The principles above must be applied in an **effective import conditions content model** that describes **import conditions** and related **support information** that streamlines and directs the user through the quarantine import clearance process. A suggested high-level content model is described below but will require further elaboration. Note that this model must support the needs of other stakeholders.
- Import conditions must be **categorised** and organised as follows (but aggregated to determine all of the consignment's import conditions):
 - Commodity Specific
 - Commodity Specific Contamination (e.g. Soil on mineral products, seed identity preservation assessment)
 - Non-Commodity (e.g. Those general container and packaging concerns specified in the cargo container manual)

² There is a generic email address provided on the ICON web site. Industry consults directly with operations and program areas to provide feedback and issues.

2. Import conditions standards

The **structure** should support the following **standards**.

- Requirements must be **summarised** revealing more information via hyperlinks as required
- Requirements should have a **title** and be **reusable**
- Requirements should have a **detail description** (i.e. Detailing the specific document, inspection, treatment, further processing or PEQ requirement)
- Requirements must stipulate whether they are
 - Mandatory
 - Conditional (in this case specify the condition)
 - Special (in this case specify the condition)
- Requirements must stipulate **why** they are needed (i.e. identify what quarantine concern(s) they address)
- Requirements must relate back to an **AQIS verification process**
- Requirements must be **ordered** in relation to the complete import clearance process:
 - Arranging importation pre-border (Importer View – this will include mandatory border and post border requirements)
 - Quarantine verification activities at the border (AQIS View)
 - Quarantine activities post-border (AQIS View)



- Link to supporting information (described later)

3. Import conditions structure

Condition Information

The **structure** should support the following **condition information** (and definitions).

Summary

- Documentary evidence to be verified
 - Commercial Documents (includes mandatory and optional offshore treatments and permits)
 - Commodity Specific Contamination Documents
 - Barrier Documents
- Items to be verified at Inspection
 - Visual (e.g. Free from animal and plant material)
 - Labelling (e.g. Seeds)
 - Analytical testing (e.g. Food)

- Other (e.g. Product state requirements)
- Mandatory onshore treatment(s)
 - Treatment / Treatment option
- What if scenarios in the event that any of the above requirements have not been met
 - Remedial measures
 - Documentation options
 - Inspection options
 - Treatment options
 - Seizure measures
 - Re-export options
 - Destruction options

Detailed Description

Document Assessment Phase

- Identify the Documents that must be verified
- Provide the detailed document import conditions (and support information)
- Provide work instructions that describe the import conditions and the document assessment activity in detail
- Identify the appropriate quarantine pathway following the completion of the document assessment, for example:
 - Docs OK – Order Release on Documentation
 - Docs OK – Order Mandatory Inspection
 - Docs OK – Order Mandatory Treatment
 - Docs NOT OK – Order Another Document Assessment
 - Docs NOT OK – Order Re-exportation or Destruction
 - If there are re-exportation or destruction options they must be provided as options
 - If there is a single mandatory re-exportation or destruction this must be suggested
 - Docs NOT OK – Remedial Action Required:
 - The prescribed quarantine pathway may be altered to consider activities that must be inserted or merged into it to manage a failed requirement. For example
 - An inspection may be required (*inserted*) to confirm the nature of the goods in lieu of appropriate documentation before it can be released
- Allow the user to select an alternative quarantine pathway under special circumstances – a reason must be supplied in this event from a set of predefined reasons
 - Reinforces the principal of transparency and provides a decision trail if questioned
- Allow the selection of a more appropriate commodity (NB: Normally should make them re-declare)

Inspection Phase

- Provide notification that an import condition has changed recently or an alert is active when preparing for inspections (e.g. day sheets and field records could be flagged to prompt AQIS Inspectors)
 - This will be particularly useful for mobile officers that do not have direct access to ICON and therefore require a different type of prompting when import conditions change
 - An extension to the above is to provide the 'reason for change' on these reports
- Identify the Inspection that must be performed:
 - Covering commodity, commodity specific contamination, and non-commodity concerns



- Covering Pest and Disease identification conditions (as required)
 - Covering analytical testing conditions (as required)
 - Covering failed requirements from an earlier activity (as required)
- Provide the detailed inspection import conditions (and support information)
- Provide work instructions that describe the import conditions and the inspection activity in detail
- Identify the appropriate quarantine pathway following the completion of the inspection, for example:
 - Inspection OK – Order Release After Inspection
 - Inspection OK – Order into PEQ
 - Inspection OK – Order Further Processing
 - Inspection OK – Order Mandatory Treatment
 - If there are treatment options they must be provided as options
 - If there is a single mandatory treatment this must be suggested
 - Inspection NOT OK – Order Another Inspection (type)
 - Inspection NOT OK – Order Re-exportation or Destruction
 - Inspection NOT OK – Remedial Action Required
 - Manage the commodity seizure process which results in either:
 - Treatment
 - Destruction / Re-export
 - The prescribed quarantine pathway may be altered to consider activities that must be inserted or merged into it to manage a failed requirement. For example:
 - Another inspection may be required (*inserted*) instead of proceeding to a mandatory treatment after inspection
 - A different treatment may address both (*merge*) the mandatory treatment requirements and the treatment to address quarantine concerns discovered during inspection
- Allow the Inspector to select an alternative quarantine pathway under special circumstances – a reason must be supplied in this event from a set of predefined reasons

Treatment Phase

- Provide notification that an import condition has changed recently or an alert is active when preparing for Treatments (see earlier comments)
- Identify the Treatment that must be performed:
 - Covering commodity, commodity specific contamination, and non-commodity concerns
 - Covering failed requirements from an earlier activity (as required)
- Provide the detailed Treatment import conditions (and support information)
- Provide work instructions that describe the import conditions and the treatment activity in detail
- Identify the appropriate quarantine pathway following the completion of the treatment, for example:
 - Treatment OK – Order Release After Treatment
 - Treatment OK – Order Mandatory Inspection
 - Treatment OK – Order into PEQ
 - Treatment OK – Order Further Processing
- Allow the Inspector to select an alternative quarantine pathway under special circumstances – a reason must be supplied in this event from a set of predefined reasons

Post Entry Quarantine Phase (PEQ)

- Provide work instructions that describe the import conditions and the PEQ activity in detail

Release or Re-exportation or Destruction Phase

- Provide notification that an import condition has changed recently or an alert is active when preparing for Re-exportation or Destruction (see earlier comments)
- Identify the Re-exportation or Destruction that must be performed
 - If there are re-exportation or destruction options they must be provided as options
 - If there is a single mandatory re-exportation or destruction this must be suggested
- Provide the detailed Re-exportation or Destruction import conditions (and support information)
- Provide work instructions that describe the import conditions and the Re-exportation or Destruction activity in detail

Monitoring and Surveillance

This is managed separately to the entry management activity but may result in feedback to the operational policy developer

Support Information

The **structure** should provide the following **support information** that facilitates **understanding** and **preparation** activities.

- **Commodity specific** information such as:
 - Definitions for specific documentation, inspections and treatments
 - How and where to obtain documentation from
 - Quarantine Approved Premises contact information for AQIS verification activities - inspections, treatments, PEQ, storage, analytical testing, pest and disease identification, further processing
 - Explanatory Notes
 - Information Sheets and Check Lists
 - Reference Data
- **General information**, that may be linked to commodities, commodity groups or in general and include the following information:
 - Entry management process overview (optional)
 - Quarantine Approved Premises contact information for inspections, treatments, PEQ, storage, analytical testing, pest and disease identification, further processing
 - Glossary of terms and quarantine activities
 - Fees and charging policy
 - Online permit application form, import conditions pre-filled where possible
 - Linkages to other related import clearance information (e.g. AQIS Web site)