

# *Your guide to the **Administrative Officers'***

## **Employee Training and Development Education Incentive Fund**

Queensland Health is committed to supporting the continuing professional development of our people. The Administrative Officers' Employee Training and Development Incentive Fund (AO Fund) was introduced in 2009 via Enterprise Bargaining to support training and development for Administrative Officers. The [Queensland Public Health Sector Certified Agreement \(No.11\) 2022 \(EB11\)](#) continues this commitment.

Under the AO Fund, eligible Administrative Officers (AO2-AO5) in Queensland Health can access funding up to \$1,800 to complete a qualification relevant to their role. Funding is available for 200 Administrative Officers each financial year, with allocations based on the number of eligible AO2-AO5 employed in Department of Health and each Hospital and Health Service (HHS).

The AO Fund is administered on behalf of Queensland Health by the Cunningham Centre (Darling Downs Hospital and Health Service) and governed by the EB11 Implementation Group.

### **Am I eligible?**

Complete the eligibility checklist below to see if you can apply for the AO Fund.

I am employed by Queensland Health in a part-time or full-time capacity as a:

- permanent AO2, AO3, AO4 or AO5 or
- temporary AO2, AO3, AO4 or AO5 with greater than 12 months continuous service.

The qualification I want to study is relevant to my role.

The qualification I want to study is at Certificate II, Certificate III, Certificate IV or Diploma level under the [Australian Qualifications Framework](#).

The training provider I want to study with is a:

- [Registered Training Organisation \(RTO\)](#) or
- [Tertiary Education Quality and Standards Agency \(TEQSA\)](#) registered higher education provider.

I haven't applied for the AO Fund under the current [EB agreement \(EB11\)](#). The current agreement covers 3 financial years:

- Year 1 | 1 July 2023 – 30 June 2024
- Year 2 | 1 July 2024 – 30 June 2025
- Year 3 | 1 July 2025 – 30 June 2026.

**NOTE:** You can apply for funding to be considered for a relevant qualification completed in the last 12 months.

Please [contact our team](#) if you have any questions about your eligibility.

### **What can I study?**

It can be tricky to decide what you want to study and what career path you want to follow. We recommend checking out our guide to [choose your path](#) to help.

It is important to remember you can only apply for funding once per EB agreement and you can only use the funding for one qualification.

You should discuss your intentions with your Line Manager as part of your performance and development (PAD) process. You do not need to wait until your annual PAD review; you can discuss with your Line Manager and modify your existing PAD agreement as needed.

Other AOs have studied:

- Business studies
- Health administration
- Human resources
- Accounting
- Clinical coding
- Project management
- Leadership and management
- Quality auditing
- Training and assessment
- Workplace health and safety.

### **Why should I study?**

Studying can help to firm up existing skills or learn new skills to further your career. You may also be eligible to apply for the targeted training allowance when you complete your qualification (refer to [HR Policy G14 Targeted Training for Administrative Officers](#)).

## How do I pay for my course?

The maximum funding allocated for each applicant is \$1,800. This funding is for course fees and mandatory textbooks. You can't use the funding for accommodation or travel expenses related to your study.

You will receive detailed information if your funding application is successful, but there are two options to pay your course fees. You can:

- request an invoice from your training provider and submit it to the Program Officer, Cunningham Centre for direct payment
- pay the course fees directly to your training provider and request reimbursement via a staff expense claim.

If your course costs over \$1,800, you can pay the remaining balance or negotiate with your HHS to fund locally. You may be entitled to assistance under [HR Policy G10 Study and Research Assistance Scheme \(SARAS\)](#). Your HHS is responsible for assessing and approving your SARAS entitlements.

There may be fringe benefits tax (FBT) implications with your self-education expenses. You should review the [FBT and self-education guide](#) (on QHEPS) before applying.

## How do I apply?

Submit your completed application form to:  
[EB\\_Training@health.qld.gov.au](mailto:EB_Training@health.qld.gov.au)

You will receive an email notification on the outcome of your application.

If you are a temporary employee:

- you must include a statement of service or employee movement form confirming you have been employed for more than 12 months continuous service (no breaks)
- your application will be assessed by the EB11 Implementation Group and their decision is final.

## My funding application was successful – what next?

Your notification email will outline the next steps you need to take, including:

- enrolling with your training provider
- determining payment requirements with your training provider and liaising with the Program Officer, Cunningham Centre to arrange payment.

The Program Officer will notify your Line Manager and local learning and development unit of your successful funding application. You must enrol in your approved qualification within 6 months of receiving funding approval, or your funding may be re-allocated to another applicant.

## My funding application was unsuccessful – what can I do?

Your notification email will explain why your funding application was unsuccessful. Your application may be unsuccessful if:

- you haven't met the eligibility criteria
- the allocation for your HHS/Division has been exhausted.

You may appeal the decision if you feel you meet the eligibility criteria, and the qualification is relevant to your role. An allocation will be held vacant pending the outcome of your appeal. You can submit your appeal via email to: [EB\\_Training@health.qld.gov.au](mailto:EB_Training@health.qld.gov.au). You must outline the basis of your appeal and include any supporting documentation. Your appeal will be tabled at the next EB11 Implementation Group meeting, and the decision made by this Group will be final.

You cannot appeal the decision if your HHS/Division allocations are exhausted. Your application will be waitlisted for consideration in the next financial year.

**NOTE:** Being waitlisted doesn't guarantee funding allocation.

## I am a Line Manager – what should I know?

You should give all employees equal access to apply for this opportunity and support any applications that meet the eligibility criteria.

You should:

- assist your employee to find a suitable qualification
- discuss and document as part of their performance and development (PAD) process
- assist with the application and liaise with the Program Officer, Cunningham Centre if required.

You can find out more about the AO Fund via:

- the [Cunningham Centre website](#)
- the Program Officer, Cunningham Centre
- your local HR or learning and development unit.

### Contact our team

t. 4699 8091

e. [EB\\_Training@health.qld.gov.au](mailto:EB_Training@health.qld.gov.au)

w. [www.health.qld.gov.au/cunninghamcentre](http://www.health.qld.gov.au/cunninghamcentre)

