

# Targeted training for operational stream employees

## Human Resources Policy G13 (QH-POL-240)

### Purpose

To outline the eligibility provisions for operational stream employees to access the targeted training all-purpose allowance (the allowance), and the training and development education incentive fund (the incentive fund).

### Application

The following provisions are applicable to Queensland Health, Hospital and Health Services (HHS) and Queensland Ambulance Service operational officers at:

- classification levels 002 to 004 regarding the allowance; and
- classification levels 002 to 005 regarding the incentive fund.

005 classification level employees are eligible for the incentive fund only.

### Delegation

The 'delegate' is as listed in the relevant Department of Health Human Resource (HR) Delegations Manual, or Hospital and Health Services Human Resource (HR) Delegations Manual, as amended from time to time.

### Legislative or other authority

- *Queensland Public Health Sector Certified Agreement (No. 11) 2022 (EB11)*

### Related policy or documents

- *Salary Advancement HR Policy C16 (QH-POL-219)*
- *Targeted training for operational officer (002-005) endorsed qualifications list*
- Operational Officers' Employee Training and Development Education Incentive Fund – Implementation Guide
- Operational Officers' Employee Training and Development Education Incentive Fund – Frequently Asked Questions

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## Policy

### 1. Principles

Queensland Health is committed to recognising the knowledge and skill of public sector employees through the payment of a targeted training allowance to eligible operational stream employees who have successfully completed a higher recognised accredited qualification.

Queensland Health is also committed to encouraging the development of higher skills for public sector employees through establishing a training fund. This enables 180 eligible operational stream employees per year for the life of the EB11 agreement to be reimbursed up to \$1,800 per qualification under the fund to study a qualification relevant to their role.

### 2. Targeted training allowance

The *Queensland Public Health Sector Certified Agreement (No. 4) 2000* (EB4) provided for a targeted training all-purpose allowance (the allowance) for OO2, OO3 and OO4 employees who attain appropriate qualifications under the Australian Qualifications Framework (AQF). These provisions are continued in the *Queensland Public Health Sector Certified Agreement (No. 11) 2022* (EB11) for OO2, OO3 and OO4 operational services officers.

#### 2.1 Access to the targeted training allowance

An operational stream employee is entitled to payment of the allowance on condition:

- the employee has been employed at the top increment of their classification level for 12 months or more. For the purpose of this policy the top increment is OO2(4), OO3(4) or OO4(4) for the relevant classification level. An employee in receipt of the allowance will still be eligible to progress to OO2.4E and OO3.4E as per cl13.1 of EB11. This progression will not be affected by receiving this allowance, nor will the progression impact an employee receiving the allowance.
- the employee holds an approved AQF qualification and has provided a certified copy or satisfactory evidence of the qualification, such as the original, to Human Resources (HR) within the department or hospital and health Service (HHS) (refer Attachment One for the application of AQF and Attachment Two for the application of the allowance. The relevant AQF qualifications for each classification level are as follows:
  - OO2(4)
    - Access to low allowance – AQF certificate II or higher
    - Access to high allowance – AQF certificate III or higher

- 003(4)
  - Access to low allowance – AQF certificate III or higher
  - Access to high allowance – AQF certificate IV or higher
- 004(4)
  - Access to low allowance – AQF certificate IV or higher
  - Access to high allowance – AQF Diploma or higher
- the qualification is directly relevant to their role (refer to the [Targeted training for operational officer \(002-005\) - endorsed qualifications list](#))
- the AQF level of the qualification is appropriate for their classification level (refer clause 6 of Attachment 2).

### 3. Operational employees training and development education incentive fund

Eligible operational stream employees at levels 002 to 005 may apply for funding assistance (up to \$1,800) to attain an AQF qualification relevant to their role, in accordance with the following criteria:

- The employee is a full time or part-time permanent 002 to 005 employee.
- The employee is a temporary employee with greater than 12 months’ continuous service, and the Operational Stream Oversight Committee (OSOC) has approved the employee to access the incentive fund, on the proviso it will not displace an eligible permanent employee.
- A performance and development process is completed with the employee’s line manager and a suitable AQF qualification relevant to the employee’s role has been identified.
- An expression of interest is completed and forwarded to the Program Officer, Cunningham Centre, Darling Downs Hospital and Health Service for approval to access funding.

Funding is conditional upon the student providing consent for the Cunningham Centre to be advised by the training provider of the student’s enrolment status, history of results and any instances of withdrawal or deferment. For more information please refer to [Operational Officers’ Employee Training and Development Education Incentive Fund – Implementation Guide](#).

## History

Date	Policy change
15 June 2023	<ul style="list-style-type: none"> <li>• Formatted as part of HR Policy review</li> <li>• Amended to update references and naming conventions</li> <li>• Public Hospital Oversight Committee has been renamed as the Operational Stream Oversight Committee (OSOC).</li> </ul>

Date	Policy change
June 2021	Policy <ul style="list-style-type: none"> <li>• amended to update references and naming conventions</li> <li>• updated payment table</li> </ul>
June 2020	Policy: <ul style="list-style-type: none"> <li>• formatted as part of the HR Policy review</li> <li>• amended to update references and naming conventions</li> <li>• application amended as a result of changes outlined in the Hospital and Health Boards (Changes to Prescribed Services) Amendment Regulation 2019.</li> </ul>
March 2018	<ul style="list-style-type: none"> <li>• Policy updated to clarify entitlement for eligible part-time or casual employees. Refer section 6 Attachment Two.</li> </ul>
January 2018	Policy: <ul style="list-style-type: none"> <li>• amended to update references, naming conventions and allowance rates</li> <li>• amended to include the training and development education incentive fund criteria.</li> </ul>
March 2017	Policy: <ul style="list-style-type: none"> <li>• formatted as part of the HR Policy review</li> <li>• amended to update references, naming conventions and allowance rates</li> <li>• updated to separate the list of endorsed qualifications as at 10 December 2016 from the HR policy.</li> </ul>
June 2014	Updated to include recognition of university based degrees and post graduate qualifications as outlined in Schedule Two, and the following additional qualifications endorsed by PHOC: <ul style="list-style-type: none"> <li>– Certificate II in Health Support Services HLT21212</li> <li>– Certificate II in Health Support Services (Cleaning Support Services) HLT20802</li> <li>– Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care HLT33212</li> <li>– Certificate III in Allied Health Assistance HLT32412</li> <li>– Certificate III in Community Pharmacy SIR30107</li> <li>– Certificate III in Health Service Assistance (Pathology Assistance) HLT32607</li> <li>– Certificate III in Health Services Assistance (Sterilisation Services) HLT31107</li> <li>– Certificate III in Health Support Services HLT32812</li> <li>– Certificate III in Warehousing Operations TLI31610</li> <li>– Certificate IV in Training and Assessment TAE40110</li> <li>– Certificate IV in Allied Health Assistance HLT42512</li> <li>– Certificate IV in Cast Technology HLT41412</li> <li>– Certificate IV in Training &amp; Assessment TAE40110</li> <li>– Diploma of Community Services (Lifestyle and Leisure) CHC5082.</li> </ul>

Date	Policy change
February 2014	<ul style="list-style-type: none"> <li>• Policy formatted as part of the HR Policy Simplification Project.</li> <li>• Updated references, allowance rates in section 8.6 (refer clause 6 of Schedule One), and included additional qualifications endorsed by the Public Hospital Oversight Committee (PHOC): <ul style="list-style-type: none"> <li>– Certificate III in Aggressive Behaviour Management 30900QLD</li> <li>– Certificate III in Security (Guarding) PRS30198</li> <li>– Certificate III in Community Pharmacy WRP30102</li> <li>– Certificate III in Health Care Support Services (Mortuary Practices)</li> <li>– Certificate IV in Hospital/Health Services Pharmacy Support HLT40512</li> <li>– Certificate IV in Leisure &amp; Health CHC40608</li> <li>– Certificate IV in Mortuary Theatre Practice HLT41607</li> <li>– Certificate IV in Sterilisation Services HLT43812</li> <li>– Certificate IV in Training &amp; Assessment TAA40104</li> <li>– Diploma in Hospitality (Management) THH51297</li> <li>– Diploma in Paramedical Science (Anaesthesia) (HLT50612).</li> </ul> </li> </ul>
February 2011	<ul style="list-style-type: none"> <li>• Updated section 8.5.1 to clarify OO2 level eligible qualifications for recognition purposes.</li> </ul>
April 2010	<ul style="list-style-type: none"> <li>• Updated to include Certificate III in Transport and Logistics (Warehousing and Storage) TLI30107.</li> </ul>
December 2009	<ul style="list-style-type: none"> <li>• Updated Diploma of Management (CNO005) to include BSB51107</li> <li>• Updated Certificate III in Aggressive Behaviour Management –Operator 30554QLD to reflect required annual re-certification.</li> </ul>
November 2009	<ul style="list-style-type: none"> <li>• Updated to include Certificate III in Community Services (Community Work) CHC30699.</li> </ul>
September 2009	<ul style="list-style-type: none"> <li>• Updated with Certificate III Aggressive Behaviour Management recognised for OO2 employees participating on code black response teams.</li> </ul>
December 2008	<ul style="list-style-type: none"> <li>• Developed as a result of the HR policy consolidation project.</li> </ul>
Previous	<ul style="list-style-type: none"> <li>• IRM 3.7-6 Targeted Training for Operational Services Officers</li> <li>• Circulars 26/01, 55/01, 72/01, 92/01, 06/02, 11/02, 43/02, 67/02, 77/02, 24/03, 25/03, 37/03, 40/03, 47/03, 49/03, 67/03, 20/04, 53/04, 67/04, 28/05, 69/05, 85/05, 90/05, 23/06, 32/06, 35/05, 49/06, 56/06, 59/06, 61/06, 62/06, 03/07, 08/07, 16/07, 24/07, 34/07, 35/07, 44/07, 05/08.</li> </ul>

# Attachment 1 – AQF Qualifications

## 1. How to recognise Australian Qualifications Framework (AQF) qualifications

All vocational education and training qualifications issued under the framework include the following elements:

- Name, code and logo of issuing body
- Name of person receiving the qualification
- Nomenclature as in the framework, e.g. certificate I, diploma
- Date issued
- Authorised signatory.

Additionally, in the vocational education and training sector the following elements are to be included:

- Industry descriptor, e.g. engineering
- Occupational or functional stream, in brackets, e.g. fabrication
- The words... 'the qualification certified herein is recognised within the Australian Qualifications Framework'
- When appropriate include the words 'achieved through new apprenticeship arrangements'.

The qualification is also to include the nationally recognised training logo (see example below).



All Australian university based degree and post graduate qualifications are also to be accepted as higher qualifications for the purpose of the Operational stream targeted training allowance.

## Attachment 2 – Eligibility and application process

The following information is provided as the minimum mandatory standard practice, procedure or process to enable satisfactory compliance with this Queensland Health HR policy.

Local guidelines/procedures may be developed to facilitate implementation of this policy. Any local guidelines/procedures must be consistent with this policy and attachment and ensure employee entitlements continue to be met. Updated or new local guidelines/procedures must be tabled at a relevant Hospital Consultative Forum (HCF).

### 1. Australian Qualifications Framework (AQF)

The AQF is the current unified system of national qualifications. Registered training organisations (RTOs) are accredited to provide training and issue qualifications according to requirements of the AQF.

All accredited qualification certificates are to display the name and logo of the issuing RTO, the nationally recognised training logo, and the logo of the relevant state or territory training authority (refer Attachment One).

For qualifications approved and accepted by Queensland Health for the purposes of accessing the allowance, refer to the Targeted training for operational stream employees - endorsed qualifications list.

An employee who possesses qualifications that are not recognised under the AQF may seek recognition of prior learning (RPL) or recognition of current competencies (RCC) from an RTO. Costs associated with recognition and award of qualifications by a training provider are the responsibility of the individual employee unless otherwise agreed between Queensland Health and the employee.

### 2. Appropriateness of qualifications

When it has been determined that an employee holds an AQF qualification, the department/HHS is to assess whether the qualification is appropriate and directly relevant to the employee's current position.

Only qualifications that directly contribute to an employee's ability to perform their current role, duties and responsibilities are to be deemed relevant.

### 3. Insufficient documentation of qualifications

The department/HHS is to ensure they sight evidence that the employee has been awarded the full qualification prior to paying either the additional increment or allowance. Information provided by the employee that demonstrates partial completion or a particular component of a qualification is not acceptable.

When the department/HHS is unable to make a determination as to the AQF level of a qualification due to insufficient detail provided, the employee is required to provide a certified copy of the qualification and any other relevant supporting documentation to the department/HHS for consideration. It is the employee's responsibility to liaise directly with the training provider to determine the AQF level.

The department/HHS is to forward information to HR Branch for verification only after all attempts have been made to determine the relevancy of the qualification to the employee's position and AQF qualification level. All supporting documentation is to be submitted including a certified copy of the qualification, details of the qualification's content and endorsement of how it is relevant to the role. All qualifications are then to be presented to the Operational Stream Oversight Committee (OSOC) and a decision is to be forwarded to the department/HHS.

#### **4. Statements of attainment/achievement and certificate of proficiency**

A statement of attainment is not acceptable, as this does not indicate the successful completion of an entire qualification. Any employee who has only provided the employer with a statement of attainment is required to produce further documentation to support their claim for the allowance.

A statement of attainment or statement of achievement from a training course such as an in-house program, or from organisations not registered as an RTO, are not acceptable and are not recognised for the purposes of accessing the allowance.

A certificate of proficiency, except those recognised under the AQF (refer Attachment One), are not recognised for the purpose of the allowance. Refer to Salary Advancement HR policy C16 for additional information for anaesthetic technicians.

#### **5. Other qualifications**

##### **5.1 Advanced diploma or higher qualification – OO4 employees only**

An OO4 employee who possesses a relevant advanced diploma or above (or recognised overseas equivalent) is deemed to possess a qualification equivalent to a diploma (certificate V) for the purposes of accessing the allowance.

##### **5.2 Overseas qualifications**

When an employee possesses an overseas qualification, it is the responsibility of the employee to provide a conversion statement and a complete list of the subjects completed.

The employee is to contact their local Department of Employment, Small Business and Training (DESBT) office to attain such a statement at their own expense. The employee may also be required to have their qualification assessed by an RTO to determine articulation to the AQF.

##### **5.3 Trade equivalence/apprenticeships**

When an employee presents a certificate of recognition from DESBT or its predecessors that indicates the employee has obtained trade equivalence, e.g. as a cook, the department/HHS is to note that most trade equivalent qualifications are recognised at AQF certificate III level. The department/HHS is to seek further clarification from the original training provider or DESBT to determine articulation to the AQF, except those outlined in the Targeted training for operational stream employees -endorsed qualifications list.



## 6. Eligibility for payment of the allowance

In determining whether an employee is eligible to receive the allowance, the employee is to have been at the relevant classification level for 12 months or more and the level of the qualification is to correspond to the employee's classification level as follows:

Classification level	Qualification	Entitlement	Fortnightly Targeted training allowance (rate effective 1.9.2022)	Fortnightly targeted training allowance (rate effective 1.9.2023)	Fortnightly Targeted training allowance (rate effective 1.9.2024)
OO2(4)	AQF certificate II	Access low allowance	\$38.60	\$40.10	\$41.30
OO2(4)	AQF certificate III or higher	Access high allowance	\$76.20	\$79.20	\$81.57
OO3(4)	AQF certificate III	Access low allowance	\$45.54	\$47.36	\$48.78
OO3(4)	AQF certificate IV or higher	Access high allowance	\$74.79	\$77.78	\$80.11
OO4(4)	AQF certificate IV	Access low allowance	\$36.05	\$37.49	\$38.61
OO4(4)	AQF Diploma or higher	Access high allowance	\$78.04	\$81.16	\$83.59

The allowance is included in calculations of overtime, recall, shift penalties and leave loading.

- The QSuper Board of Trustees and Governor in Council gave approval for the allowance to be included as part of superannuable salary as follows:
  - effective 1 July 2001 for OO3 and OO4 employees
  - effective 31 May 2002 for OO2 employees.
- The allowance is paid on base pay worked (not contracted hours).
- Eligible part-time or casual employees are entitled to the allowance on a pro rata basis, based on the number of ordinary hours worked.

## 7. Approval date for recognising qualifications

All documentation is to be date stamped upon receipt. Payment is made from the date documentary evidence of the AQF qualification/s is received by the local HR unit.

The line manager is to endorse the direct relevance of the qualification to the employee's role prior to submission at OSOC. If the qualification is referred to OSOC and the qualification is endorsed, payment of the allowance is from the date the employee provided documentation to HR.

If an employee possesses an AQF qualification that meets the criteria outlined in this policy, but the employee has not been on the top increment for 12 months or more, documentary evidence of the qualification is to be placed on the employee's personnel file. It is the responsibility of the employee to advise their local HR unit in writing when the 12 months has elapsed and they are eligible to apply for the allowance.

Once the employee's qualifications have been assessed, the department/HHS is to contact the employee directly and advise them in writing whether or not they have been successful. Such advice is to contain either the details of their new entitlement or reasons why they were unsuccessful at that point in time. Information provided in this policy is to assist the department/HHS in communicating the relevant reasons to employees.

## 8. At least 12 months service on the maximum paypoint

The department /HHS is to ensure that an employee seeking payment of the allowance has spent at least 12 months with Queensland Health on the maximum pay point, for example OO3(4) or OO4(4). An employee is not required to work a minimum number of hours within the 12 month period to access the allowance.

## 9. Continued payment of the allowance

### 9.1 Cessation of allowance on transfer to another role

An employee who accesses the allowance and subsequently no longer occupies a position relevant to the AQF qualification is to cease receiving the allowance from the date of commencement in the new role.

### 9.2 Disciplinary processes

When an employee is subject to a disciplinary process, the subject of retention of the allowance is to be addressed in accordance with that process.

### 9.3 Retention of payment on deployment

When an employee is subject to the deployment process, they are to retain their original increment and allowance subject to the salary maintenance provisions applicable to surplus employees.

## 10. Higher duties

An employee who is receiving the allowance and relieves in a higher duties position, is to cease receiving the allowance for the higher duties period. If an employee relieves in higher duties and has a qualification relevant to the higher position and they fulfil the other requirements, including being on the highest paypoint for 12 months or more, they are then able to access the allowance for the higher position.

An employee in receipt of the allowance and relieving in higher duties, and as a result is receiving less remuneration than they were in their substantive position, is to be remunerated at the next highest paypoint of the higher level at which they will receive more remuneration than they receive in their substantive position (including the allowance). This may be the second or third paypoint of the higher level.

### **Example**

If an OO2(4)E who is receiving the allowance commences higher duties at OO3, the allowance is to cease. As the fortnightly pay of level of OO3(1) and level OO3(2) is less than OO2(4)E with the allowance, the employee is to be remunerated at OO3(3).

To receive the allowance in addition to the higher duties, the employee is to be at OO3(4) for at least 12 months.