

## Targeted training for administrative officers

**Policy Number:** G14 (QH-POL-238)

**Publication date:** June 2021

**Purpose:** To outline the eligibility provisions for administrative officers to 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 administrative officers at:

- classification levels AO2 to AO4 regarding the allowance; and
- classification levels AO2 to AO5 regarding the administrative incentive fund.

AO5 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. 10) 2019 (EB10)

**Related policy or documents:**

- [Targeted training for administrative officer \(AO2-AO4\) - approved qualifications list](#)
- [Administrative Officers' Employee Training and Development Education Incentive Fund Implementation Guide](#)
- [Administrative Officers' Employee Training and Development Incentive Fund – Frequently Asked Questions](#)

**Policy subject:**

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## 1 Policy statement

Queensland Health is committed to recognising the knowledge and skill of public sector employees through the payment of a targeted training allowance to eligible administrative 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 administrative stream employees per year for the life of the EB10 Agreement to be reimbursed up to \$1,800 per qualification under the fund to study a qualification relevant to their role.

### 1.1 Administrative targeted training allowance

Employees completing any approved programs or other relevant competency based qualification may also be eligible to receive the administrative stream targeted training allowance, in accordance with the following criteria:

- Possess a higher competency based qualification which is relevant to the administrative stream (i.e. AO2 - Certificate III or higher qualification, AO3 - Certificate IV or higher qualification, AO4 - Diploma or higher qualification) or any Australian University degree level qualification.
- Provides a certified copy of the qualification or satisfactory evidence of the qualification such as the original, in order that a copy may be added to their personnel file.
- Reached the maximum pay point of the specified classification level in the administrative stream.
- Spent one calendar year (or equivalent) on the maximum pay point.

Employees who meet these criteria are to be paid an allowance in accordance with clause 2.5.4 of the EB10 Agreement. Payment of the allowance is to be approved by the delegated authority.

Eligible part-time or casual employees are entitled to the allowance on a pro rata basis, based on the number of ordinary hours worked.

For the purposes of the administrative targeted training allowance, university based qualifications are deemed to satisfy the higher qualification under the targeted training provisions.

### 1.2 Recognition of accredited qualifications

All qualifications relevant to the administrative stream are to feature the nationally recognised training logo (as shown below) and to indicate alignment with the Australian qualifications framework (AQF).



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

An AO2 is to have a Certificate III (or higher), an AO3 is to have a Certificate IV (or higher), and an AO4 is to have a diploma (or higher) from the [Targeted training for administrative officers \(AO2-AO4\) - approved qualifications list](#).

When an employee holds a qualification which does not appear on the approved qualifications list and they feel they are eligible, the employee is to provide a copy of their qualification/s to their local Hospital and Health Service (HHS) or Department of Health (DoH) people and culture/HR unit to be submitted through Human Resources Branch, DoH, for consideration by the EB10 Implementation Group (EB10IG).

Employees holding international qualifications are to apply to have them assessed by the Department of Employment, Small Business and Training (DESBT) before making an application.

### 1.3 Administrative employees training and development education incentive fund

Eligible DoH (including Queensland Ambulance Service) and HHS Administrative Officers Level AO2 to AO5 may apply for funding assistance (up to \$1,800) to attain an AQF certificate relevant to their role, in accordance with the following criteria:

- The employee is a full time or part-time permanent AO2 to AO5 employee.
- The employee is a temporary employee with greater than 12 months' continuous service, and the EB10IG 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 the following documents:

- [Administrative Officers' Employee Training and Development Education Incentive Fund – Implementation Guide](#)
- [Administrative Officers' Employee Training and Development Incentive Fund – Frequently Asked Questions.](#)

### Definitions:

Australian qualifications framework (AQF)	A unified system of national qualifications in schools, vocational education and training and the higher education sector.
Department of Health	The Department of Health includes: <ul style="list-style-type: none"> <li>• Aboriginal and Torres Strait Islander Health Division</li> <li>• Chief Health Officer and Prevention Division</li> <li>• Clinical Excellence Queensland</li> <li>• Corporate Services Division</li> <li>• eHealth Queensland</li> <li>• Health Support Queensland</li> <li>• Healthcare Purchasing and System Performance Division</li> <li>• Office of the Director-General</li> <li>• Queensland Ambulance Service</li> <li>• Strategy, Policy and Planning Division</li> <li>• any successor agency of those listed above however so named.</li> </ul>

## History:

June 2021	<ul style="list-style-type: none"> <li>• Policy: <ul style="list-style-type: none"> <li>– amended to update references and naming conventions</li> </ul> </li> </ul>
June 2020	<ul style="list-style-type: none"> <li>• 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> </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 1.1.</li> </ul>
November 2017	<p>Policy:</p> <ul style="list-style-type: none"> <li>– amended to update references and naming conventions in line with EB9</li> <li>– purpose and statement amended to better reflect the intent of the allowance.</li> </ul>
January 2017	<p>Policy:</p> <ul style="list-style-type: none"> <li>– formatted as part of the HR Policy review</li> <li>– amended to update references, naming conventions and endorsed qualifications</li> <li>– updated to separate the list of approved qualifications as at 29 July 2008 from the HR Policy.</li> </ul>
August 2015	<ul style="list-style-type: none"> <li>• Policy amended to reinstate original 2010 version policy provisions as a result of the restoration of conditions under the Industrial Relations Act 1999 effective 11 June 2015.</li> </ul>
July 2014	<ul style="list-style-type: none"> <li>• Policy amended to include the following additional qualifications endorsed by the EB8 Implementation Group: <ul style="list-style-type: none"> <li>– Diploma in Information Technology (effective from 28.11.2013) ICA50111</li> <li>– Diploma of Government (Occupational Health &amp; Safety) (effective from 26.06.2014) PSP51212.</li> </ul> </li> </ul>
March 2014	<ul style="list-style-type: none"> <li>• Policy formatted as part of the HR Policy Simplification project.</li> <li>• Policy amended to include the following additional qualifications endorsed by the EB8 Implementation Group: <ul style="list-style-type: none"> <li>– Certificate II in Government PSP20112</li> <li>– Certificate III in Business BSB30112</li> <li>– Certificate III in Business Administration (Medical) BSB31112</li> <li>– Certificate III in Work Health and Safety BSB30712</li> <li>– Certificate III in Financial Services FNS30111</li> <li>– Certificate III in Information, Digital Media and Technology ICA30111</li> <li>– Certificate III in Telecommunications ICT30210</li> <li>– Certificate III in Local Government LGA30104</li> <li>– Certificate III in Government PSP30112</li> <li>– Certificate IV in Frontline Management BSB40807</li> <li>– Certificate IV in Business BSB40212</li> <li>– Certificate IV in Frontline Management BSB40812</li> <li>– Certificate IV in Human Resources BSB41013</li> <li>– Certificate IV in Work Health and Safety BSB41412</li> <li>– Certificate IV in Project Management Practice BSB41513</li> <li>– Certificate IV in Youth Work CHC41812</li> <li>– Certificate IV in Mental Health CHC40512</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>- Certificate IV Financial Services FNS41811</li> <li>- Certificate IV in Information Technology ICA40111</li> <li>- Certificate IV in Local Government (Planning) LGA40708</li> <li>- Certificate IV in Government PSP40112</li> <li>- Certificate IV in Government (Project Management) PSP41212</li> <li>- Certificate IV in Laboratory Techniques MSL40109</li> <li>- Diploma of Library and Information Services CUL50111</li> <li>- Diploma of Accounting FNS50210</li> <li>- Diploma of Government PSP50112</li> <li>- Diploma of Government (Management) PSP51112</li> <li>- Diploma of Government (Project Management) PSP41312</li> <li>- Advanced Diploma of Business BSB60207</li> <li>- Advanced Diploma of Government (Human Resources) PSP60412</li> <li>- Advanced Diploma of Government (Procurement and Contracts) PSP61212.</li> </ul>
April 2013	<ul style="list-style-type: none"> <li>• Updated references and naming conventions; and included additional qualifications endorsed by the EB8 Implementation Group (EB8IG): <ul style="list-style-type: none"> <li>- Certificate IV in Business (Frontline Management) BSB41004</li> <li>- Certificate IV in Business Administration BSB40507</li> <li>- Certificate IV Financial Services (Accounting) FNS40604</li> <li>- Certificate IV Financial Services (Bookkeeping) FNS40207</li> <li>- Certificate IV Financial Services (Finance/Mortgage Broking) FNS40804</li> <li>- Certificate IV in Information Technology (Client Support Traineeship) ICA40199</li> <li>- Certificate IV in Local Government (Planning) LGA40704</li> <li>- Certificate IV in Occupational Health and Safety BSB41407</li> <li>- Certificate IV in Training and Evaluation TAE40110</li> <li>- Associate Diploma of Business (Travel) CN239</li> <li>- Diploma in Accounting FNB50202</li> <li>- Diploma in Government (Contract Management) PSP51504</li> <li>- Diploma in Human Resource Management BSB50607</li> <li>- Diploma in Multimedia CUF5071.</li> </ul> </li> </ul>
May 2010	<ul style="list-style-type: none"> <li>• Updated to reflect: <ul style="list-style-type: none"> <li>- CNOO05 superseded by BSB51107 Diploma of Management</li> <li>- BSB40801 Cert IV in Business superseded to Cert IV in Human Resources.</li> </ul> </li> </ul>
April 2010	<ul style="list-style-type: none"> <li>• Updated to reflect the Diploma of Business (Hospitality Management) - TAFE SA.</li> </ul>
December 2009	<ul style="list-style-type: none"> <li>• Updated Certificate IV in Government PSP40199 to reflect the updated PSP40104.</li> </ul>
October 2009	<ul style="list-style-type: none"> <li>• Amended to include the EB7IG endorsed qualifications: <ul style="list-style-type: none"> <li>- CN0232 Diploma of Public Sector Management</li> <li>- CN786 Advanced Certificate in Business (Management).</li> </ul> </li> </ul>
June 2009	<ul style="list-style-type: none"> <li>• Protected IRM 3.7-8 reformatted as part of the HR policy consolidation project in accordance with EB7.</li> </ul>
March 2007	<ul style="list-style-type: none"> <li>• IRM 3.7-8 (Queensland Public Health Sector Certified Agreement (No. 6) 2005 (EB6) and Administrative Stream Employees (Queensland Health) Certified Agreement 2006) amended.</li> </ul>

March 2003	<ul style="list-style-type: none"><li>IRM 3.7-8 Targeted Training for Administrative Stream Employees (AO2-AO4) – Administrative Training Arrangements and Allowance.</li></ul>
Previous	<ul style="list-style-type: none"><li>IRM 3.7-8 Targeted Training for Administrative Stream Employees (AO2-AO4) – Administrative Training Arrangements and Allowance</li><li>AQF National Public Sector Training Package.</li></ul>

## Attachment One – Payment of allowance

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 standard practice and ensure employee entitlements continue to be met.

### 1 Applying for payment of the targeted training allowance

Employees applying for the targeted training allowance are to complete the notification of qualification form (available on QHEPS) and forward it to the delegated authority.

### 2 Operative date for payment of allowance

General applications for administrative employees who hold:

- university degree level qualifications
- qualifications detailed on the endorsed qualification list or
- qualifications approved by the EB10 Implementation Group (EB10IG) as relevant

on condition the other criteria are satisfied, are to be eligible for payment of the allowance from the date of application.

Administrative employees who hold relevant qualifications and who subsequently become eligible by reaching the maximum pay point of their classification level, and have been at that level for a period of one calendar year or equivalent, are to be paid the administrative training allowance from the date at which they complete one calendar year or equivalent at the maximum pay point.

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. The employee is to provide a certified copy of the qualification or satisfactory evidence of the qualification such as the original, in order that a notated copy may be added to their personnel file.