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# Clinical Course & Exam Refund Scheme (CCERS)

Medical ManpowerUsers  
*NDTP – DIME*

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## 1. Introduction:

The Clinical Course and Exam Refund Scheme (CCERS) is part of the suite of educational supports for NCHDs provided by HSE-NDTP. The scheme provides funding towards an approved list of clinical courses and exams. All doctors employed under the 2010 NCHD contract are eligible to apply for refunds under the CCERS. For further information on the CCER Scheme, or the other supports offered by NDTP, please see link to the CCERS policy: <https://www.hse.ie/eng/staff/leadership-education-development/met/ed/fin/>

## 2. CCERS on NER:

In order for the NCHD to create a CCERS Application, they must submit an application via the ClinicalCourse & Exam Refund Section on their NER Account.



Once they have selected the CCERS icon on their NER Dashboard they will be directed to the CCERSHome page

The home page has five sections within, as described below:

- Section 1: Make New Application
- Section 2: Edit Application (only New, Further Info and Unprocessed applications can be edited)
- Section 3: Delete Application (only if it has not been submitted to Medical Manpower i.e.status New)
- Section 4: Log of Applications TSS and CCERS
- Section 5: Guidance Document

**CLINICAL COURSE AND EXAM REFUND SCHEME** | [NER Portal](#) → [Dashboard](#) → [CCERS](#)

Welcome to the Clinical Course and Exam Refund Scheme section of NER.

[MAKE NEW APPLICATION](#)   [EDIT APPLICATION](#)   [DELETE APPLICATION](#)

[LOG OF APPLICATIONS TSS AND CCERS](#)   [GUIDANCE DOCUMENT](#)

If the NCHD is not post matched they will not be able to make an application. They will see a padlock symbol on the “Make New Application” section and a toaster message should display saying:

Health Service Executive | [NER Portal](#) → [Dashboard](#) → [CCERS](#) | [Registered Numbers](#) | [Change Password](#) | [Help](#) | [Log Off](#)

**CLINICAL COURSE AND EXAM REFUND SCHEME**

Welcome to the Clinical Course and Exam Refund Scheme section of NER.

[🔒 MAKE NEW APPLICATION](#)   [EDIT APPLICATION](#)   [DELETE APPLICATION](#)

[LOG OF APPLICATIONS TSS AND CCERS](#)   [GUIDANCE DOCUMENT](#)

**NCHD must be matched to a post to make an application.**

## 2.1 Make New Application:

The NCHD will be required to complete three sections in the CCERS application form:

- **Section 1: Application Details**
- **Section 2: Attach Documents**
- **Section 3: Declaration**

### 2.1.1 Section 1: Application Details

The NCHD will click on the “Make New Application” button. This will open up the CCERS applicationform page below:

CLINICAL COURSE AND EXAM REFUND SCHEME APPLICATION FORM

Application Details
▶
Attach Documents
▶
Declaration

When making a claim:

1. Please refer to the **Guidance Document** on the home screen which provides information on what may be applied for under the terms of the Clinical of the Course and Exam Refund Scheme (CCERS).
2. Applications for refund from NCHDs must be made to their current employer within 6 months of the date of undertaking the clinical course/examination.
3. Once you are satisfied that your application is eligible for reimbursement please complete the Clinical Course and Exam Refund Scheme (CCERS) application form below in order to submit a claim to Medical HR/Manpower.
4. All mandatory fields marked with a **red asterisk \*** must be completed in order to progress to the next stage of the application process, which involves attaching documents e.g. proof of attendance, relevant receipts etc.
5. Please use the further details field below if you wish to provide any further information regarding your application.
6. If you wish to save this application to edit at a later stage, prior to submission, then click save and exit. Your application will be stored in the **Edit Application** section and will not be visible by Medical Manpower until submitted.
7. With the exception of those examinations which have an asterisk beside them, all identified examinations must be undertaken in the Republic of Ireland, under the auspices of the relevant Irish postgraduate training body. All clinical courses must be taken in the Republic of Ireland or Northern Ireland.

<p style="font-size: x-small; margin: 0;">Application type*</p> <input style="width: 95%; border: 1px solid #ccc;" type="text"/>	<p style="font-size: x-small; margin: 0;">PPSN*</p> <input style="width: 95%; border: 1px solid #ccc;" type="text"/>
<p style="font-size: x-small; margin: 0;">Application Category*</p> <input style="width: 95%; border: 1px solid #ccc;" type="text"/>	<p style="font-size: x-small; margin: 0;"><input type="checkbox"/> Please tick this box if the training lasted for more than a day and enter the end date of the training below.</p>
<p style="font-size: x-small; margin: 0;">Date Attended From*</p> <input style="width: 95%; border: 1px solid #ccc;" type="text"/>	<p style="font-size: x-small; margin: 0;">Date Attended To (if training is for more than one day)</p> <input style="width: 95%; border: 1px solid #ccc;" type="text"/>

Further Details

(Please expand on details of your claim)

✖ CLEAR
💾 SAVE & EXIT
💾 SAVE & CONTINUE

A CCERS application can only be submitted to the Medical Manpower Department for verification after completion of All Mandatory requirements of each Section. Mandatory fields will be denoted by a Red Asterisk \*

**NB:** The NCHD should click “Save & Continue” to progress to the next stage of the application. Clicking “Save & Exit” will save the application for editing later (“Edit Application” Section) but the application will **not** be visible to the Medical Manpower Department until the online declaration is signed by the NCHD and the application is submitted.




## 2.1.2 Section 2: Attach Documents

**CLINICAL COURSE AND EXAM REFUND SCHEME APPLICATION FORM**

Application Details ▶
Attach Documents ▶

*1. Please upload receipt, proof of attendance and evidence of passing the examination below to support your clinical course and exam refund scheme application.*  
*2. Documents must be saved in PDF, JPEG, PNG or ZIP format and cannot exceed a maximum file size of 5MB per document. Please upload required pages only.*  
*3. Please ensure that all documents are legible and relevant to the submitted application.*  
*4. You cannot progress to the next stage of viewing the online Declaration Form and submitting your application until at least 1 supporting document has been uploaded in this section. You can however save and exit the application and edit it at a later date.*  
*5. The CCER Scheme covers the cost of the relevant course/exam only. Travel costs associated with these courses/exams may be claimed via TSS.*

**Attachment(s)**



Drag & Drop or [Browse](#) for a file

SAVE & EXIT
SAVE & CONTINUE

To attach a document the NCHD can click on the “**Browse**” button, which will allow them to browse for a specific document on their PC and add it to the application. Otherwise they can use the drop box to “drag & drop” the document they want to attach with their application. They can upload multiple documents in this section. Please note the following regarding file uploads:

### Validation & Mandatory Requirements for Document Uploads on NER:

- It is mandatory to upload at least one document.
- The document should not exceed 5mb file size.
- Only documents in PDF, JPEG or PNG format can be uploaded
- The file compressed into a ZIP file can also be uploaded in the attach documents section as a supporting document.

### 2.1.3 Section 3: Declaration

In order to submit an application to the Medical Manpower Department, the NCHD needs to ensure that they sign the online declaration form. To do this they need to check the tick box shown in the below image and finally click the “Submit” button. If the NCHD clicks “Save and Exit” the application will not be visible to the Medical Manpower Department. However, they can edit this application in the “Edit Applications” section.

**CLINICAL COURSE AND EXAM REFUND SCHEME APPLICATION FORM**

Application Details ▶ Attach Documents ▶ **Declaration**

#### Declaration Acceptance

Applicant please read the declaration below carefully:

I declare that:

1. The information that I have provided as part of my Clinical Course and Exam Refund Scheme Application is accurate and complete
2. That supporting documentation uploaded are electronic versions of original documents
3. I have not already claimed and been reimbursed for this course/exam from the CCERS, TSS, any HSE funded scheme or any other source. I understand that if I claim twice for the same exam/course I will be required to repay the amount in full. I am aware that the provisions of any HSE funded scheme may be suspended or withdrawn if the terms of the scheme are breached
4. I will retain a copy of the original receipts for a period of 6 years and that these may be subject to audit

I am aware that my employer may reject my application if it is not eligible under the CCERS policy.

I agree to this information being kept electronically and confidentially.

[← BACK](#) [SAVE & EXIT](#) [SUBMIT →](#)

## 2.2 Edit Application:

NCHDs can edit applications with the following status only: New, Further Information Required and Unprocessed

### EDIT CCERS APPLICATION

You will only be able to view and edit applications with the following status assigned:

*New – You have initiated a new application however you have not yet submitted this to Medical HR/Manpower.*

*Further Info Required - Medical HR/Manpower have returned your application as they require additional information in order to process your application.*

*Unprocessed – Medical HR/Manpower have not processed your application.*

Action	Claim Category	Clinical Site	Submitted Date	Date of Action	Status	Further Info Reason	Details
	Approved Clinical Courses / Immediate Care Course – Cardiac	NDTP	03/09/2020 10:52:50	03/09/2020 10:52:50	New		
	Pathology Exams / *Fellowship of the RC of Pathologists, FRCPathUK1	NDTP	17/09/2020 10:36:23	17/09/2020 10:38:01	Further Info Required	Other	

**NB:** In order for the NCHD to submit an Application that was in “Edit Application” section, they must complete proceed through each of the 3 sections in the Application form and sign the declaration before submitting to the Medical Manpower Department.

## 2.3 Delete Application:

NCHDs will only be able to delete applications they have not yet submitted to the Medical Manpower Department i.e. “New” Applications.

### Delete Application

You will only be able to delete applications that have not yet been submitted to Medical HR/Manpower for review.

Action	Claim Category	Application Id	Details	Created Date
	Approved Clinical Courses / Immediate Care Course – Cardiac	CCERS31		03/09/2020

BACK

## 2.4 Log of TSS and CCERS Applications:

NCHDs will be able to view all applications that they have submitted to date under both the TSS and CCERS schemes in this section.

### LOG OF APPLICATIONS TSS AND CCERS

You will be able to view a list of all your Training Support Scheme (TSS) & Clinical Course and Exam Refund Scheme (CCERS) applications in the table below.

You will also have the functionality to download each application and supporting documentation by clicking on the Download option.

**Status Explanations:**

**New:** You have initiated a new application however you have not yet submitted this to Medical HR/Manpower.

**Submitted:** application has been submitted to Medical HR/Manpower and is awaiting processing or further information has been provided by the NCHD and it is awaiting processing from Medical HR/Manpower.

**Further Info Required:** Medical HR/Manpower have returned your application as they require additional information in order to process your application. Please click on Edit Application to make any necessary amendments to your application.

**Approved:** application has been approved by Medical HR/Manpower.

**Provisionally Approved:** application has been reviewed and is awaiting final approval by Medical HR/Manpower.

**Rejected:** The application is rejected if not in line with allowable expenses under this policy. Once an application has been rejected, no further action can occur. If an application was rejected in error the NCHD will have to submit the application again.

**Unprocessed:** Medical HR/Manpower have not processed your application.

App. Id	Scheme	Claim Category	Details	Clinical Site	Submission Date	Status	Action Date	Amount Approved	Rejection Reason	Download Application
8697	TSS	European Courses / Conferences			05/11/2020	Submitted	05/11/2020			<a href="#">Download</a>
83	CCERS	Ophthalmology Exams			05/11/2020	New	05/11/2020			<a href="#">Download</a>
55	CCERS	Approved Clinical Courses			06/10/2020	Submitted	05/11/2020			<a href="#">Download</a>

### 3. DIME: CCERS on DIME

#### 3.1 Accessing the CCERS Module

The DIME system can be only accessed from a PC / Laptop.

Please note that Internet Explorer 11 (IE11) is the recommended browser for accessing the portal.

Once you have logged onto NDTP-DIME the CCERS Module will be displayed on the left hand side of the screen.

There are three options within the CCERS Module:

- (i) **Applications** – this allows you to search for all CCERS Applications. The status is default to display any applications with status submitted as these applications will still require action. But the status filter can be changed as required.
- (ii) **Log of Applications** – the Medical Manpower Department will be able to view all previously approved applications (submitted online) from the current and previous training years. You will also be able to download all documents relating to a previously approved claim.
- (iii) **Reports** – There are a number of useful reports available in this section that you can use. For more details, please see section 3.4.

#### 3.2 Applications

##### *3.2.1 Searching for Applications*

**Applications** – This tab allows you to search for all the CCERS applications submitted by NCHDs currently matched to your clinical site. It also displays CCERS applications submitted by NCHDs for an additional 28 days after they rotate from your clinical site to allow any pending applications to be processed. After this time if the application has not been Approved/Rejected the application will become Unprocessed.

When the Medical Manpower Department opens the Applications Screen in the CCERS Module, the Application Status will be defaulted to Submitted. Please note when a Medical Manpower Department actions an application (i.e. changes the status of an application); the NCHD will receive an automated email informing them of the status update

NCHD Post Matching											
Application Id:	Mc Reg Number:	Forename:	Surname:	Application Type:	Submitted Date:	Date Actioned From:	Date Actioned To:	Clinical Site	Status		
				--ALL--	dd/MM/yyyy	dd/MM/yyyy	dd/MM/yyyy	--All--	Submitted		
App Id	Mc Reg Number	Forename	Surname	Application Type	Submitted Date	Date Attended From	Date Attended To	Possible Duplicate Application	Possible Duplicate Application Number	Clinical Site	Date
No data to display											

- [select all]
- Submitted
- Approved
- Rejected
- Further Info Required
- Unprocessed

There is also a “Possible Duplicate Application” column available in this section. This should help when trying to establish if an NCHD has submitted a duplicate application.

The system will highlight if there is a **possible** duplicate application made by this NCHD under TSS. It does this by checking if a previous application, submitted by this NCHD, has a “Date Attended From” within 7 days before or 7 days after the current applications “Date Attended From”. If so, the system will flag this as a possible duplicate application by displaying a tick in the “Possible Duplicate Application” Column and a link to the application(s) that the system has identified as possible duplicates in the “Possible Duplicate Application Number” column.

For example, if you are reviewing CCERS Application ID 52 and in the “Possible Duplicate Application

Number” column the TSS Application 8691 is visible then the application 8691 has a “Date AttendedFrom” within 7 days before or 7 days after the “Date Attended From” for Application ID 52.

Application Id:	Mc Reg Number:	Forename:	Surname:	Application Type:	Submitted Date:	Date Actioned From:	Date Actioned To:	Clinical Site	Status				
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	--ALL--	dd/MM/yyyy	dd/MM/yyyy	dd/MM/yyyy	--All--	Submitter, .....				
Application Id	Mc Reg Number	Forename	Surname	Application Type	Submitted Date	Date Attended From	Date Attended To	Possible Duplicate Application	Possible Duplicate Application Number	Clinical Site	Date Actioned	Status	Download
52				Obstetrics & Gynaecology Exams	01/10/2020	29/09/2020		<input checked="" type="checkbox"/>	<a href="#">TSS-8691</a>		01/10/2020	Submitted	<a href="#">Download</a>
53				Obstetrics & Gynaecology Exams	05/10/2020	20/08/2020		<input checked="" type="checkbox"/>	<a href="#">TSS-8683</a>		05/10/2020	Submitted	<a href="#">Download</a>

### 3.2.2 Reviewing and Managing Application Status

The Medical Manpower Department, you will be able to manage CCERS Application by selecting the options displayed in the Manage Application Status window below.

#### How to get here:

Navigate to the CCERS Module and choose the Applications button  
 Perform a search for the CCERS application  
 Double click on the application highlighting it in orange



NCHD Post Matching

Consultant Post Matching

NER

CAP

OH Module

Training Supports

CCERS

Applications

Log Of Applications

Reports

Common

Logged in As

Log Out

System Version

4.1.6.UAT CCERS

Application Id:	Mc Reg Number:	Forename:	Surname:	Application Type:	Submitted Date:	Date Actioned From:	Date Actioned To:	Clinical Site:	Status:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	--ALL--	dd/MM/yyyy	dd/MM/yyyy	dd/MM/yyyy	--All--	Submitted

Application Id	Mc Reg Number	Forename	Surname	Application Type	Submitted Date	Date Attended From	Date Attended To	Possible Duplicate Application	Possible Duplicate Application Number	Clinical Site	Date Actioned	Status	Download
25				Approved Clinical Courses	31/08/2020	07/08/2020		<input type="checkbox"/>			31/08/2020	Submitted	<a href="#">Download</a>

Page 1 of 3 (23 items) < 1 2 3 >

**Application Details**

<b>Application Id</b>	25	<b>Application Type</b>	Approved Clinical Courses
<b>MC Reg Number</b>	-----	<b>Application Category</b>	Acute Medical Emergencies: The Practical Approach
<b>Date Submitted</b>	31/08/2020	<b>Forename</b>	
<b>Date Attended From</b>	07/08/2020	<b>Surname</b>	
<b>Date Attended To</b>	--Not Set--	<b>Status</b>	Submitted
<b>Possible Duplicate Application</b>	--Not Set--		

**Manage Application Status**

VIEW APPLICATION	EDIT APPLICATION
VIEW ATTACHMENT	APPROVE
REJECT	FURTHER INFO REQUIRED
CURRENCY CONVERTER	GUIDANCE DOCUMENT

**Email Logs**

Application Id	Date Time	Sent By	Status	Message
25	31/08/2020 15:59:18		Submitted	
25	31/08/2020 15:58:28		Further Info Required	
25	31/08/2020 15:49:20		Submitted	



In the Manage Application Status section you will be able to do the following:

**Manage Application Status**

VIEW APPLICATION	EDIT APPLICATION
VIEW ATTACHMENT	APPROVE
REJECT	FURTHER INFO REQUIRED
CURRENCY CONVERTER	GUIDANCE DOCUMENT

### 3.2.2.1 View Application

The Medical Manpower Department will be able to view the PDF version of the CCERS Application by clicking on the “View Application” button under the “Manage Application Status” window.

Application Id: 28

#### Clinical Course & Examinations Refund Scheme Application

##### GENERAL PERSON DETAILS

SURNAME

FORENAME

TITLE

Dr.

MOBILE NUMBER

EMAIL ADDRESS

PPS NUMBER

##### TRAINING DETAILS

Application Type

Approved Clinical Courses

Application Category

ACLS – Advanced Cardiac Life Support ACLS

DATE ATTENDED FROM - TO

31/08/2020

FURTHER DETAILS

-----

##### DECLARATION

I declare that:

1. The information that I have provided as part of my Clinical Course and Exam Refund Scheme Application is accurate and complete
2. That supporting documentation uploaded are electronic versions of original documents
3. I have not already claimed and been reimbursed for this course/exam/conference from the TSS, CCERS, any HSE funded scheme or any other source. I am aware that the provisions of the CCERS may be suspended or withdrawn if the terms of the scheme are breached
4. I will retain a copy of the original receipts for a period of 6 years and that these may be subject to audit

I am aware that my employer may reject my application if it is not eligible under the CCERS policy.

Total Amount to be paid For the Course/Exam

€ 100.00

Submitted By: |

Approved By: Aimee Maguire

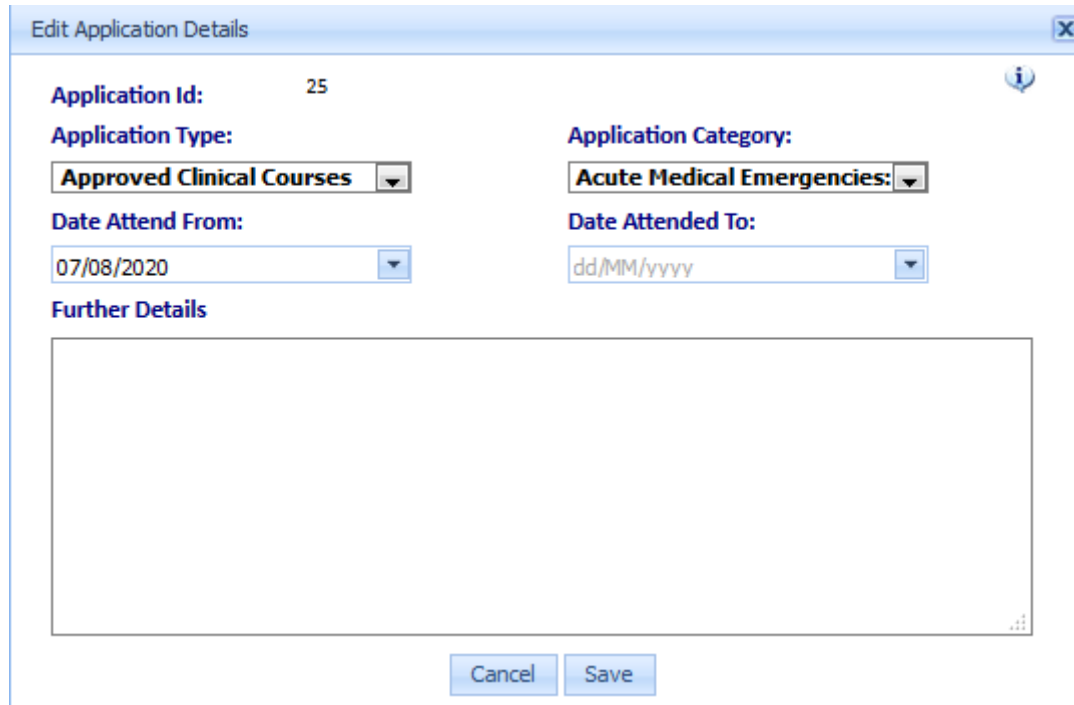
Submitted Date Time: 01/09/2020 11:36:31

Approved Date Time: 04/09/2020 11:15:48

You will also have the option to Print and Save the application.

### 3.2.2.2 Edit Application

The Medical Manpower Department will have the ability to edit some details that were entered by the NCHD on their CCERS Application by clicking on the “Edit Application” button in the “Manage Application Status” window.



**Edit Application Details**

Application Id: 25 i

Application Type: **Approved Clinical Courses** ▼

Application Category: **Acute Medical Emergencies** ▼

Date Attend From: 07/08/2020 ▼

Date Attended To: dd/MM/yyyy ▼

**Further Details**

Cancel Save

### 3.2.2.3 View Attachment

The Medical Manpower Department can view all supporting documentation submitted by the NCHD with their Application by clicking on the “View Attachments” button under the “Manage Application Status” window

View Attachment
✕

i

**Attachments**

Name	File Name	Action
Test Receipt	Test Receipt.pdf	<a href="#">View</a> <a href="#">Download</a> <a href="#">Remove</a> <a href="#">Rename</a>
Test File	Test File.pdf	<a href="#">View</a> <a href="#">Download</a> <a href="#">Remove</a> <a href="#">Rename</a>

**Add Attachments**

**Name:**

**File:**  No file selected.

As well as viewing the attachments in this pop-up box, the Medical Manpower Department will have the option to Upload / Download / Remove and Renamesupporting documents on to the application.

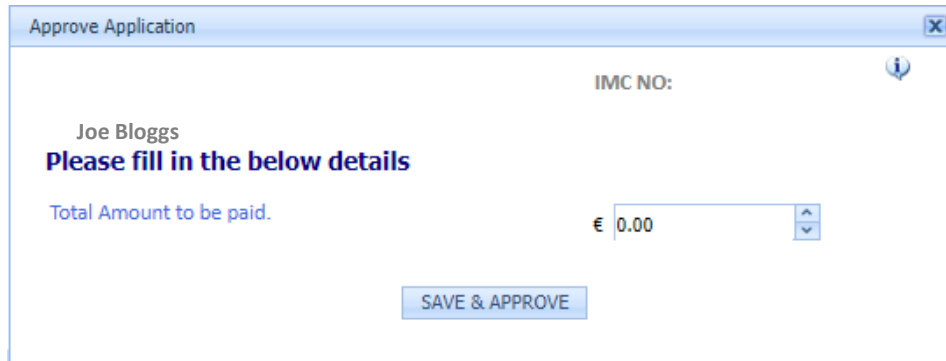
### 3.2.2.4 Approve Application

The Medical Manpower Department can approve applications (with status Submitted or Further Info Required), by clicking on the Approve button under the Manage Application Status window.

The Approve Application window will appear below containing the following information: Name of NCHD and IMC Number:

The Medical Manpower Department should enter the total cost of the Course/Exam into the active cell.

The Medical Manpower Department will have the option to Save & Approve or cancel the request by clicking the "X".



### Save and Approve

1. The CCERS Application status changes to Approved.
2. The status of the application will be updated in the NER Portal & DIME
3. Approval email will be sent to NCHD:

Dear Doctor

Your Clinical Course and Exam Refund Scheme (CCERS) application has been approved by Medical HR/Manpower::

Application ID - 40  
Application Category - Anaesthesia  
Clinical Site - Holles St.  
Submission Date - 27/10/2020  
Status - Approved  
Action Date - 27/10/2020  
Amount Approved - €150

Please note this e-mail confirms that your claim has been approved by Medical HR/Manpower, however it will take between 4 - 6 weeks on average to reach your bank account.

Kind Regards

Medical HR/Manpower Department

4. The amount approved will appear at the bottom of the PDF. The name of the approver and the date when it was approved will also appear at the bottom of the PDF as shown below:

Total Amount to be paid For the Course/Exam	€ 100.00
---	----------

Submitted By: Joe Bloggs

Approved By: Aimee Maguire

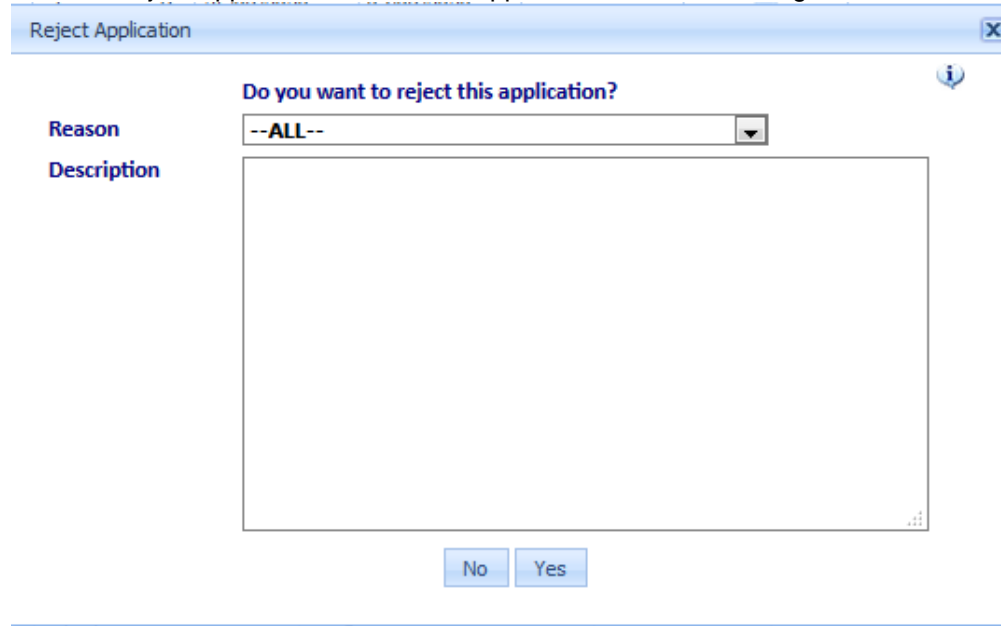
Submitted Date Time: 01/09/2020 11:36:31

Approved Date Time: 04/09/2020 11:15:48

### 3.2.2.5 Reject Application

The Medical Manpower Department can reject an application (with status Submitted, Approved or Further Info Required), by clicking on the Reject button under the ManageApplication Status window.

The Reject Application window will appear as in the below image:



Reject Application

Do you want to reject this application?

Reason --ALL--

Description

No Yes

When an application is rejected:

1. The status of the Application will be updated to Rejected.

2. A rejection email will also be sent to the NCHD

Dear Doctor

The Clinical Course and Exam Refund Scheme (CCERS) application that you have submitted has not been approved for the following reason:

Application ID - 38  
Application Category - Anaesthesia  
Clinical Site - Holles St.  
Reason For rejection - Not covered under Clinical Course and Exam Refund Scheme  
Description - Test

Kind Regards

Medical HR/Manpower Department

3. The NER Portal will be updated.



### 3.2.2.6 Further Info Required

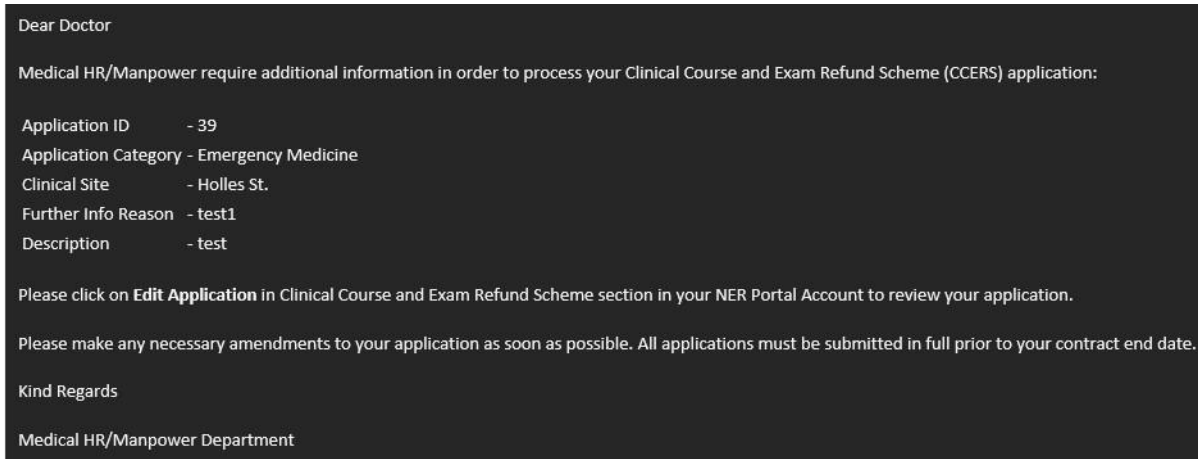
The Medical Manpower Department can seek Further Information for an application by clicking on the “Further Info Required” button under the “Manage Application Status” window.

The “Further Info Required Application” window will appear as in the below image:



When the Medical Manpower Department seeks Further Info Required,



4. The status of the Application will be updated to Further Info Required,
5. An email will be sent to the NCHD, informing them that further information is required,




6. They will be directed to make the necessary updates in their NER Portal (EditApplication section).
7. There will also be an Alert Symbol on the NER Portal, notifying the NCHD that action is required.

Education and Training Financial Supports

 TRAINING SUPPORT SCHEME (TSS)	 CLINICAL COURSE AND EXAM REFUND SCHEME (CCERS)
--	---

 If this symbol appears, it indicates that Medical Manpower are seeking further information on a submitted application. The number on the symbol denotes how many applications require further action.

### 3.2.2.7 Currency Converter

The Medical Manpower Department may want to use the currency convertor when dealing with an application that has been submitted with receipts in a currency other than euro.



### 3.2.2.8 Guidance Document

The CCERS Policy can be accessed by clicking the Guidance Document link under the Manage Application Status window



## Clinical Course & Examination Refund Scheme for NCHDs

Guidance Document for Employers & NCHDs

Title: NCHD Clinical Course & Examination Refund Scheme  
Lead author: HSE National Doctors Training & Planning A Drew  
Approved by: HSE National Doctors Training & Planning  
Effective from: 8<sup>th</sup> July 2024

### 3.2.2.9 Email Logs

A Log of Emails sent by the Medical Manpower Department will be shown in the Email Logs table. This will be visible beside the Manage



Application Status section in the lower half of the screen in Applications.

The Medical Manpower Department will also be able to see the progress of the application as the status and the date the application status was updated is also displayed here.

**Email Logs**

Application Id	Date Time	Sent By	Status	Message
10	14/09/2020 11:33:33	amaguire	Submitted	
10	14/09/2020 10:12:28	amaguire	Rejected	
10	08/09/2020 11:44:46	amaguire	Submitted	
10	28/08/2020 15:06:01	sa	Rejected	
10	26/08/2020 14:38:03	sa	Approved	
10	25/08/2020 15:40:46		Submitted	

Page 1 of 1 (6 items) < 1 >

## HSE NDTP - Clinical Course &

### 3.2.2.10 Downloading Attachments

There is an option to **download** all the supporting documents by clicking the **Download** button. This will download all the documents in a Zip Folder. The zip folder will have the name of the NCHD and today's date as the name (e.g. Jane Doe – 22092020). The download location shall vary according to the default download folder location set on a PC.

#### How to get here:

1. Navigate to the CCERS Module and choose the Applications section
2. Perform a search for the application and double click on the application highlighting it in orange
3. Select the "Download" button as shown in the below image to download the zip file



Application Id	Mc Reg Number	Forename	Surname	Application Type	Submitted Date	Date Attended From	Date Attended To	Possible Duplicate Application	Possible Duplicate Application Number	Clinical Site	Date Actioned	Status	Download
42				Approved Clinical Courses	17/09/2020	01/09/2020	02/09/2020	<input type="checkbox"/>		HSE NDTP	17/09/2020	Submitted	<a href="#">Download</a>
50				Approved Clinical Courses	22/09/2020	08/09/2020		<input type="checkbox"/>			22/09/2020	Submitted	<a href="#">Download</a>
51				Psychiatry Exams	28/09/2020	01/09/2020		<input checked="" type="checkbox"/>	TSS-8684, TSS-8685, TSS-8686		28/09/2020	Submitted	<a href="#">Download</a>

4. During the download application process, the below message will appear at the bottom of the screen



5. (Please click the **Save** option)
6. When the download has been completed, the below message will appear at the bottom of the screen and to view the application select **Open**.



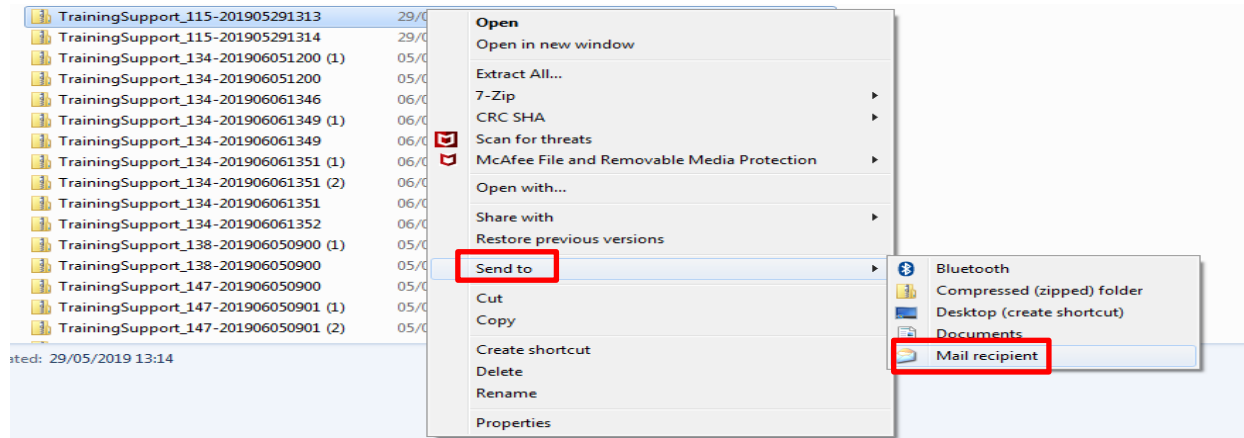
#### Emailing a Zip Folder

1. To email the zip folder, follow the above instructions and when the application download has been completed, the below message will appear at the bottom of the screen

## HSE NDTP - Clinical Course &



2. Please click the **Open Folder** option) this will then direct you to the ZipFolder in your download items.
3. To email the Zip Folder (Please **Right click** on the folder and select **Send To - MailRecipient** as per below image)



### 3.2.2.11 Amending the Status of an Application Actioned in Error

If you happen to action an application in error, leading to an application having the incorrect status you can amend the application as described below:

### 3.2.2.12 Amend an Approved Application

The Medical Manpower Department can amend a CCERS Application that has already been approved, if an error has been made. Applications with the following status can be amended: Approved or Rejected

#### How to get here:

- Navigate to the CCERS Module
- Choose the Applications icon
- Perform a search for the application you want to amend
- Double click on the application highlighting it in orange

The screenshot displays the CCERS Applications module interface. The left sidebar contains navigation icons, with the 'Applications' icon highlighted in orange. The main content area features a table of applications with columns for Application Id, Mc Reg Number, Forename, Surname, Application Type, Submitted Date, Date Attended From, Date Attended To, Possible Duplicate Application, Possible Duplicate Application Number, Clinical Site, Date Actioned, Status, and Download. The first row is highlighted in orange. Below the table, the 'Application Details' section shows information for Application Id 1, including Application Type (General Medicine Exams), Application Category (Occupational Medicine), Forename, Surname, and Status (Approved). The 'Manage Application Status' section contains buttons for 'VIEW APPLICATION', 'VIEW ATTACHMENT', 'AMEND APPLICATION' (highlighted with a red box), 'REJECT', 'CURRENCY CONVERTER', and 'GUIDANCE DOCUMENT'. The 'Email Logs' section shows a table of application events.

Application Id	Mc Reg Number	Forename	Surname	Application Type	Submitted Date	Date Attended From	Date Attended To	Possible Duplicate Application	Possible Duplicate Application Number	Clinical Site	Date Actioned	Status	Download
1	326757			General Medicine Exams	25/08/2020	25/08/2020					27/08/2020	Approved	Download
2				Obstetrics & Gynaecology Exams	25/08/2020	08/10/2020					04/09/2020	Approved	Download

Application Id	Date Time	Sent By	Status	Message
1	27/08/2020 14:21:49	sa	Approved	
1	25/08/2020 13:46:06		Submitted	

- Select Amend Application in the Manage Application Status Section and the below pop up will appear

Amended Application

IMC NO: :

Approved Amount: €1000.00

1. Total Amount for the course/exam etc. 1000.00

CANCEL UPDATE & APPROVE

The Approved amount in the top left hand corner displays the amount that was originally approved. Edit the cell as appropriate and click “Update and Approve” when you are happy with the changes. The “Total Amount for the course/exam etc.” that you enter is the total amount you are now awarding the NCHD for this application.

- Once the Application has been amended, the Medical Manpower Department should send an email outside the system to the NCHD advising of same, as no email will be automatically generated for this action
- Finance should be notified of this update, if the application has already been sent to them for processing.



### 3.2.2.13 Reject Approved Application

Similar to Amend Application, the Medical Manpower Department can Reject an application that has already been approved, if previously approved in error. Please note the Medical Manpower Department will need to notify their Finance team, should the application have been originally sent to them for processing.

#### How to get here:

- Navigate to the CCERS Module
- Choose the Applications icon
- Perform a search for the approved application you now want to reject
- Double click on the application highlighting it in orange

The screenshot shows the CCERS Applications interface. On the left sidebar, the 'Applications' icon is highlighted with a red box. The main area displays a table of applications with the following data:

Application Id	Mc Reg Number	Forename	Surname	Application Type	Submitted Date	Date Attended From	Date Attended To	Possible Duplicate Application	Possible Duplicate Application Number	Clinical Site	Date Actioned	Status	Download
1	326757			General Medicine Exams	25/08/2020	25/08/2020					27/08/2020	Approved	Download
2				Obstetrics & Gynaecology Exams	25/08/2020	08/10/2020					04/09/2020	Approved	Download

Below the table, the 'Application Details' for Application Id 1 are shown:

Application Id	1	Application Type	General Medicine Exams
MC Reg Number		Application Category	Occupational Medicine
Date Submitted	25/08/2020	Forename	
Date Attended From	25/08/2020	Surname	
Date Attended To	--Not Set--	Status	Approved
Possible Duplicate Application	--Not Set--		

In the 'Manage Application Status' section, the 'REJECT' button is highlighted with a red box. The 'Email Logs' table below it contains the following data:

Application Id	Date Time	Sent By	Status	Message
1	27/08/2020 14:21:49	sa	Approved	
1	25/08/2020 13:46:06		Submitted	

5. Select the "Reject" button and the below pop up will appear

Reject Application

Do you want to reject this application?

Reason: --ALL--

Description:

No Yes

- Enter the reason as to why you want to reject the application and a description if necessary. Then click “Yes” if you are happy to reject the application
- Once the Application has been rejected the NCHD should receive an email advising them that their application has been rejected
- The Medical Manpower Department will need to notify their Finance Team of this change, should the application have been originally sent to them for processing

### 3.2.2.14 Change Status of an Application

If an application is rejected in error, the status of the application can be returned to status“Submitted” so the status can be amended accordingly.

#### How to get here:

- 3.2.2.14.1 Navigate to the CCERS Module
- 3.2.2.14.2 Choose the Applications button
- 3.2.2.14.3 Perform a search for the rejected application you now want to amend
- 3.2.2.14.4 Double click on the application highlighting it in orange

The screenshot displays the CCERS Applications module interface. On the left sidebar, the 'Applications' button is highlighted with a red box. The main content area shows a search results table with the following data:


Application Id	Mc Reg Number	Forename	Surname	Application Type	Submitted Date	Date Attended From	Date Attended To	Possible Duplicate Application	Possible Duplicate Application Number	Clinical Site	Date Actioned	Status	Download
45				General Medicine Exams	21/09/2020	09/08/2020		<input checked="" type="checkbox"/>	TSS-8690		21/09/2020	Rejected	Download

Below the table, the 'Manage Application Status' section contains several buttons: 'VIEW APPLICATION', 'VIEW ATTACHMENT', 'AMEND APPLICATION', 'CURRENCY CONVERTER', 'GUIDANCE DOCUMENT', and 'CHANGE STATUS'. The 'CHANGE STATUS' button is highlighted with a red box. To the right, the 'Email Logs' table shows the following data:

Application Id	Date Time	Sent By	Status	Message
45	21/09/2020 11:53:35		Rejected	
45	21/09/2020 11:46:13		Submitted	
45	21/09/2020 11:39:50		Further Info Required	
45	21/09/2020 11:23:47		Submitted	

- 3.2.2.14.5 Click the Change Status button and the below pop up will appear. You can enter a description as to why you are amending the status and click “Yes” if you are happy to amend the status back to submitted

---

Do you want to change status for this application from reject to submitted? 

Description

3.2.2.14.6 You should advise the NCHD, that their application was rejected in error and now has been returned to status submitted as they will not receive an automatic email generated by the system

### 3.3 Log of Applications

When the Log of Applications Screen is opened, the Application Status will be defaulted to Approved. The Medical Manpower Department can view and download all previously approved applications for their clinical site in this section. The Application Status can be adjusted to display all other application statuses.

#### How to get here:

1. Navigate to the CCERS Module
2. Choose the Log of Applications button
3. Perform a search for the application
4. Double click on the application highlighting it in orange
5. Downloading the Application to a Zip Folder may be done by selecting Download in either of the below highlighted download options

The screenshot shows the 'Log of Applications' interface. On the left, a sidebar contains navigation options: 'Applications', 'Log Of Applications' (highlighted in orange), 'Reports', 'Common', and 'Logged in As'. The main area displays a table of applications with columns: Application Id, Mc Reg Number, Forename, Surname, Application Type, Submitted Date, Date Attended From, Date Attended To, Possible Duplicate Application, Possible Duplicate Application Number, Clinical Site, Date Actioned, Status, and Download. Two rows are visible, with the first row (Application Id: 1) highlighted in orange. Below the table, the 'Application Details' for Application Id 1 are shown, including fields for Date Submitted, MC Reg Number, Forename, Surname, Application Type (General Medicine Exams), and Application Category (Occupational Medicine). A 'Download Ccers Application' button is highlighted in yellow at the bottom of the details view.

6. During the download application process, the below message will appear at the bottom of the screen



7. (Please click the **Save** option)
8. When the download has been completed, the below message will appear at the bottom of the screen and to view the application select **Open Folder**



**Application Status:**

**New:** Application has been created by NCHD but not yet submitted to Medical Manpower

**Submitted:** Awaiting Medical Manpower processing

**Approved:** Application has been approved by Medical Manpower.

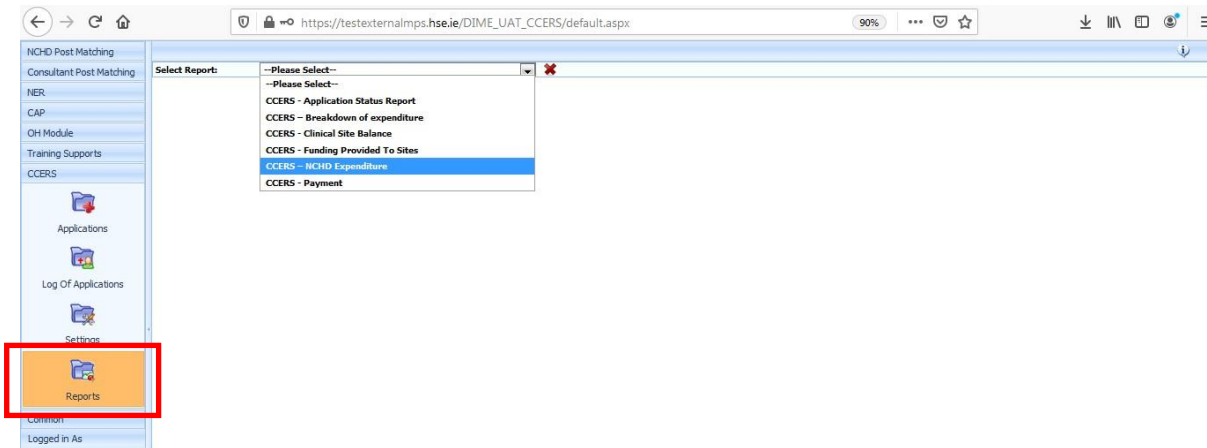
**Rejected:** The application is rejected if not in line with the current CCERS policy.

**Further Info Required:** The application has been returned to the NCHD for clarification / to get further information

**Unprocessed:** An application is considered unprocessed if Medical Manpower has not actioned an application within 4 weeks after the NCHD has left their post.

### 3.4 Reports

To access the CCERS reports click the “Reports” section in the CCERS Module:



The Reports available can be used to display a variety of information which may be useful for the Medical Manpower Department.

There is a filtering functionality available with all reports which allow the user to choose the information that is displayed in these reports as required. These filters vary, depending on the report chosen.

All reports can be exported and downloaded into an Excel file if necessary by selecting the blue floppydisk icon and click “Excel” as shown below:



Select the **Save** option



When the download has been completed, the below message will appear at the bottom of the screen and to view the application select **Open** this will open the excel file



### 3.4.1 CCERS - Application Status Report

This report can be used to establish the amount of applications per status for each clinical site.

Health Region	Clinical site	Number of Applications					Total
		Submitted	Approved	Rejected	Further information Required	Unprocessed	
N/a	HSE NDTP	1	3	2	0	0	6
		1	3	2	0	0	6
	Total	1	3	2	0	0	6



### 3.4.2 CCERS - Breakdown of Expenditure Report

This report can be used to determine a breakdown on the number of each Application Type and each Application Sub Category per clinical site.

Select Report: CCERS – Breakdown of expenditure

Application Type: Obstetrics & Gynaecology Exams, A | Application Sub Category: \* Fellowship of the Royal College of

Date From: 08/09/2019 | Date To: 06/10/2020

Clinical Sites: HSE NDTP

1 of 1 | Find | Next

## CCERS – Breakdown of expenditure

Application Type: All  
 Application Sub Category: All  
 Date from: 08/09/2019  
 Date to: 06/10/2020  
 Clinical Site: HSE NDTP

Clinical Site	Application Type	Application Sub Category	Number Attended	Amount Paid (€)
HSE NDTP	Approved Clinical Courses	APLS – Advanced Paediatric Life Support APLS	1	20.00
		PALS - Paediatric Advanced Life Support PALS	1	10.00
		<b>Total:</b>	<b>2</b>	<b>30.00</b>
	General Practice Exams	Membership of Irish College of General Practitioners – Clinical Competency MICGPCCT1	1	30.00
		<b>Total:</b>	<b>1</b>	<b>30.00</b>
	Occupational Medicine Exams	Membership of the Faculty of Occupational Medicine of Ireland Part 1 MFOMI 1	1	100.00
		<b>Total:</b>	<b>1</b>	<b>100.00</b>
<b>Total:</b>			<b>4</b>	<b>160.00</b>

### 3.4.3 CCERS - Clinical Site Balance Report

This report can be used to check the status of the funding that has been provided to your site byNDTP i.e. what your site has been given, what your site has spent, what your site has remaining

Select Report: CCERS - Clinical Site Balance

Health Region: Corporate, HSE Dublin & Midlands, HS Clinical Sites: HSE NDTP

Date Of Report: 08/10/2024 00:00:00

1 of 1 Find | Next

## CCERS - Clinical Site Balance

Clinical site: HSE NDTP  
Date of report: 08/10/2024

Clinical Site	Health Region	Total Funding Provided (€)	Total Spent (€)	Total Remaining (€)
HSE NDTP	N/a	100.00	1075.00	-975.00
<b>Total :</b>		<b>100.00</b>	<b>1075.00</b>	<b>-975.00</b>

### 3.4.4 CCERS - Funding Provided to Sites Report

This report can be used to check the amount of funding that was awarded to your site.

Select Report: CCERS - Funding Provided To Sites

Clinical Sites: HSE NDTP Date From: 08/07/2019

Date To: 06/10/2020

1 of 1 Find | Next

## CCERS – Funding Provided to Sites

Date from: 08/07/2019  
Date to: 06/10/2020  
Clinical Site: HSE NDTP

Clinical Site	Date Funds Transferred	Amount Given (€)	Total (€)
HSE NDTP	06/10/2020	2000.00	2000.00

### 3.4.5 CCERS - NCHD Expenditure Report

This report can be used to view a NCHDs spending under the CCERS

Select Report: **CCERS – NCHD Expenditure** [X]

Clinical Sites: **HSE NDTP** [v] Date of Report: **06/10/2020** [calendar]

Medical Discipline: **Anaesthesiology, EM, General Practic** [v] Grade of Incumbant: **Intern, Lecture, Reg, Reg IMGTI, Res** [v]

IMC No: [input]

1 of 1 [Find | Next] [refresh] [refresh]

## CCERS – NCHD Expenditure

Clinical Site: HSE NDTP  
Date of report: 06/10/2020  
Medical Discipline: All  
Grade of Incumbant: All

Clinical Site	Forename	Surname	IMC Number	Medical Discipline	Grade of Incumbent	Spent (€)
HSE NDTP				General Practice	Reg	60.00
HSE NDTP				Paediatrics	Reg	100.00
HSE NDTP	<b>Total :</b>					<b>160.00</b>
<b>Grand Total :</b>						<b>160.00</b>

### 3.4.6 CCERS – Payment Report

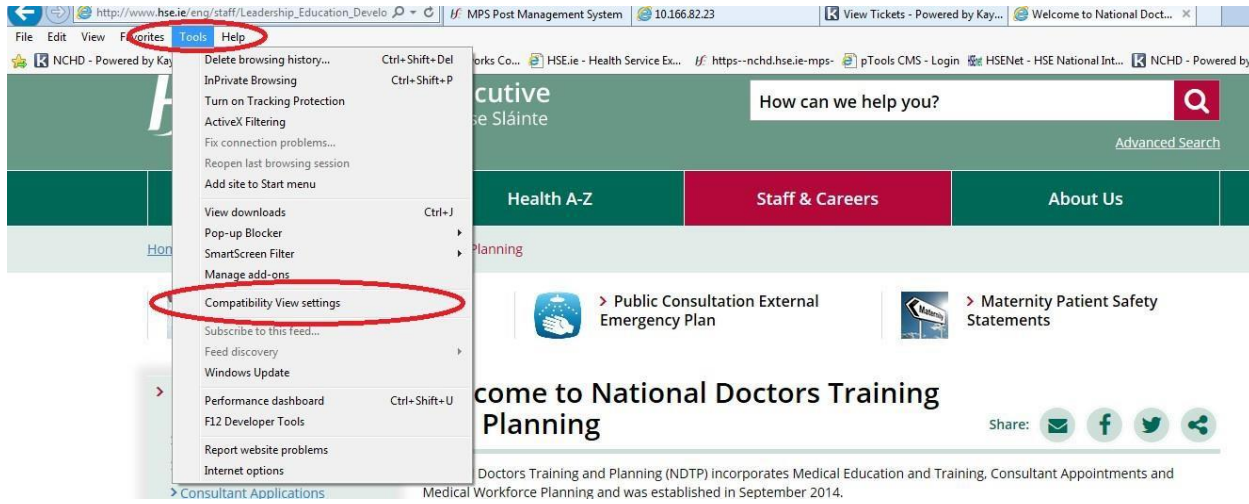
This report can be used to inform your appropriate finance department what is required to be processed and how much should be issued to the NCHD relating to any approved applications.

Select Report:		CCERS - Payment						
Clinical Sites	HSE NDTP	Date From	08/07/2019					
Date To	06/10/2020							
<b>CCERS Payment Report</b>								
Clinical Site:	HSE NDTP							
Date from:	08/07/2019							
Date to:	06/10/2020							
Clinical Site	Application ID	Forename	Surname	PPSN Number	Medical Discipline	Grade of Incumbent	Amount to be Paid Course/Exam (€)	Date Approved
HSE NDTP	24				Paediatrics	Reg	100.00	31/08/2020
HSE NDTP	23				General Practice	Reg	10.00	06/10/2020
HSE NDTP	32				General Practice	Reg	20.00	06/10/2020
HSE NDTP	38				General Practice	Reg	30.00	06/10/2020
HSE NDTP	<b>Total :</b>						<b>160.00</b>	
<b>Grand Total :</b>							<b>160.00</b>	

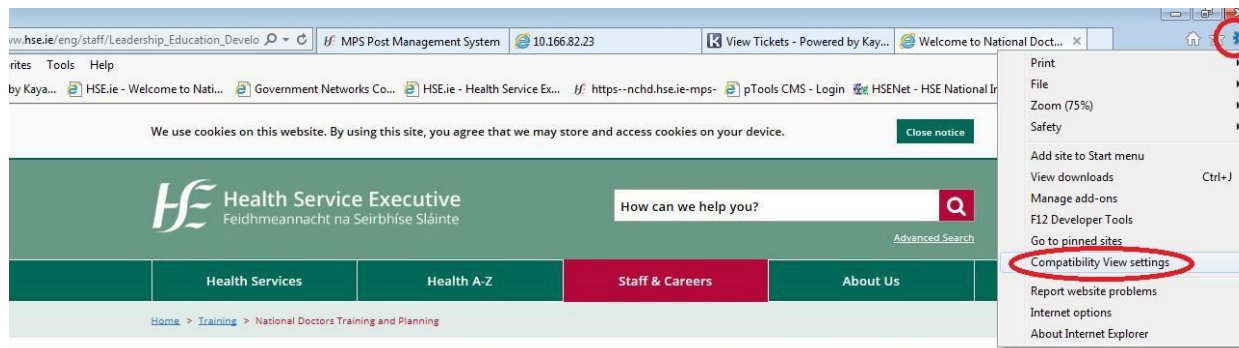
### 3.5 PC Compatibility Settings

Some browsers have settings automatically selected which will not allow you upload or rotate documents. These settings can be changed within the compatibility option of your browser. If you are having issues with this, please follow the below steps:

1. Select the Settings Cog or 'Tools' options:



OR



2. When the compatibility menu opens ensure that the tick boxes are unchecked as per the screenshot below

