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Approved by:	
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Clinical Course & Exam Refund Scheme (CCERS)

Guide for NCHDs

National Employment Record

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 our website: https://www.hse.ie/eng/staff/leadership-education-development/met/ed/fin/ . Please ensure that you are applying under the correct funding scheme before submitting your application.

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

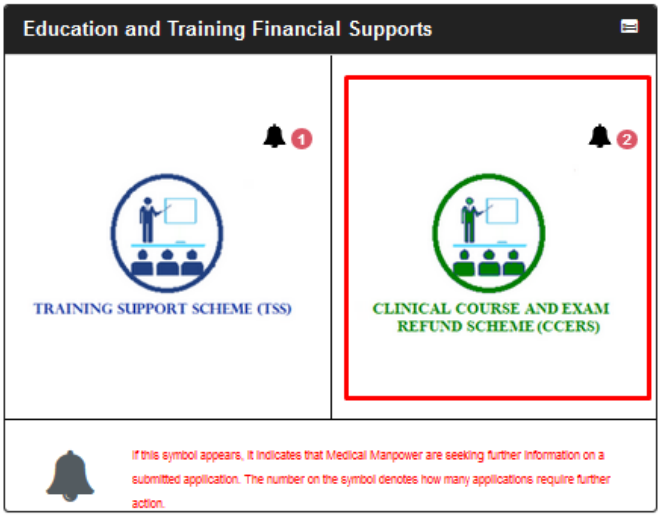


Figure 1: CCERS Icon

If the bell symbol appears, it indicates that your Medical Manpower is seeking further information on a submitted application. The number on the symbol denotes how many applications require further action. Once the NCHD has selected the CCERS icon on the NER Dashboard they will be directed to the CCERS home 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 the Medical Manpower Department i.e. status New)
- Section 4: Log of Applications TSS and CCERS
- Section 5: Guidance Document

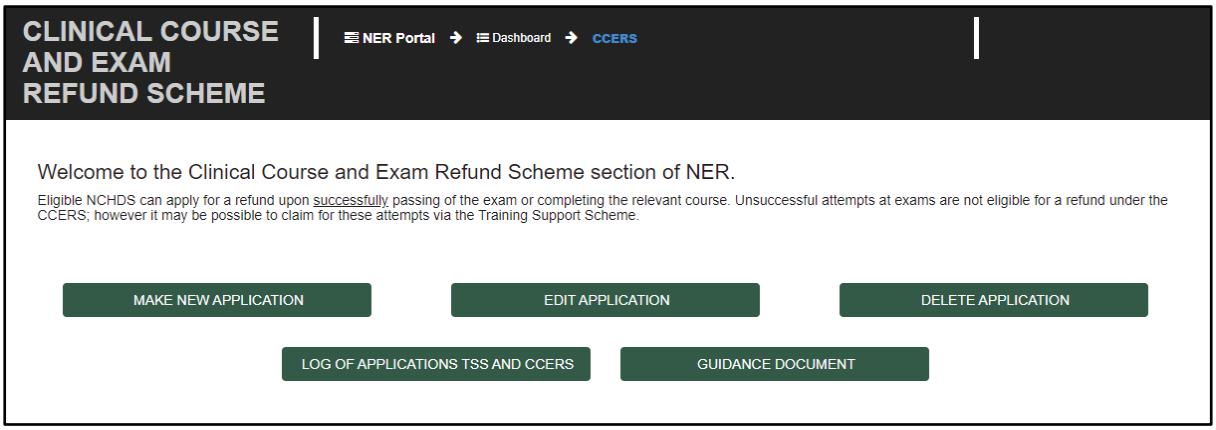


Figure 2: CCERS Home Page

If the NCHD is not post-matched they will not be able to submit a CCERS application. They will see a

padlock symbol on the “Make New Application” section and a toaster message should display saying:

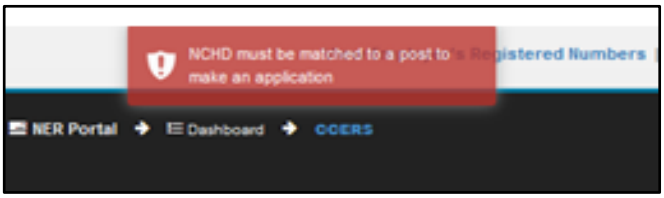


Figure 3: CCERS Pop Up

2. 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 Section 1: Application Details

The NCHD should click on the “Make New Application” button. This will open up section 1 of the CCERS application form page below:

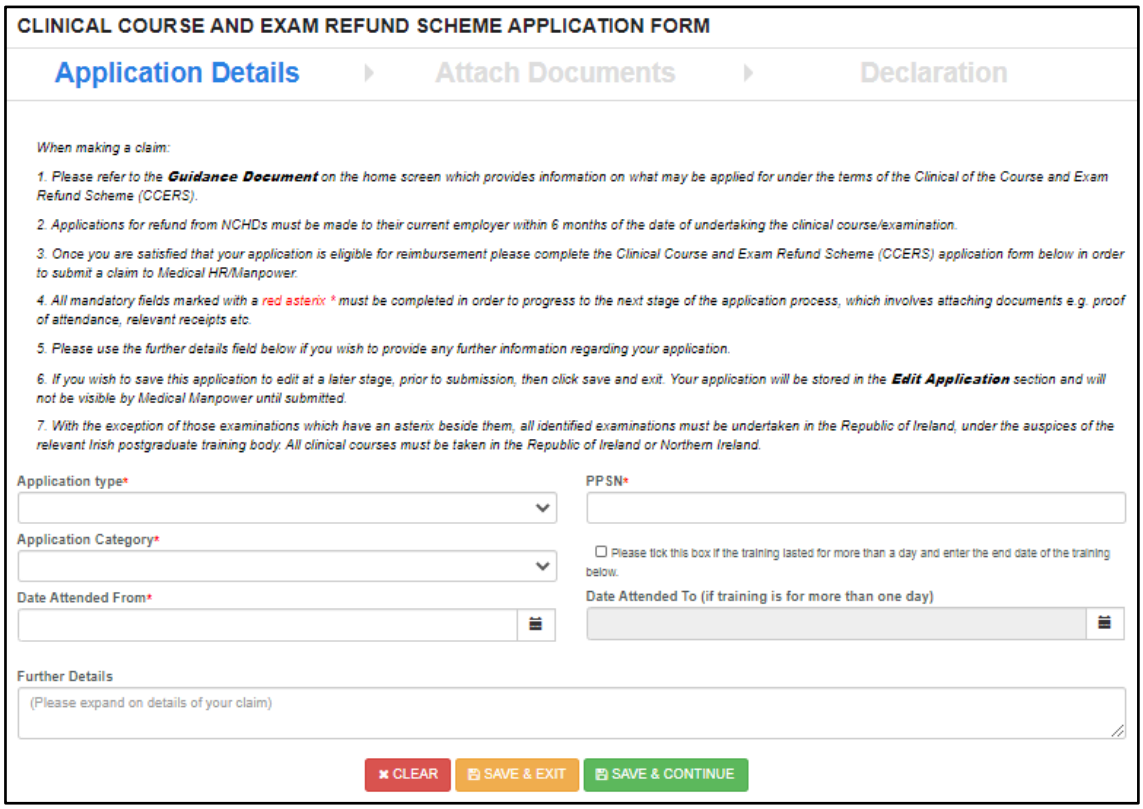


Figure 4: Claim Details Section of the CCERS Application Form

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 * Please note that the Further Details section is restricted to 3000 characters.

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.

2.2 Section 2: Attach Documents

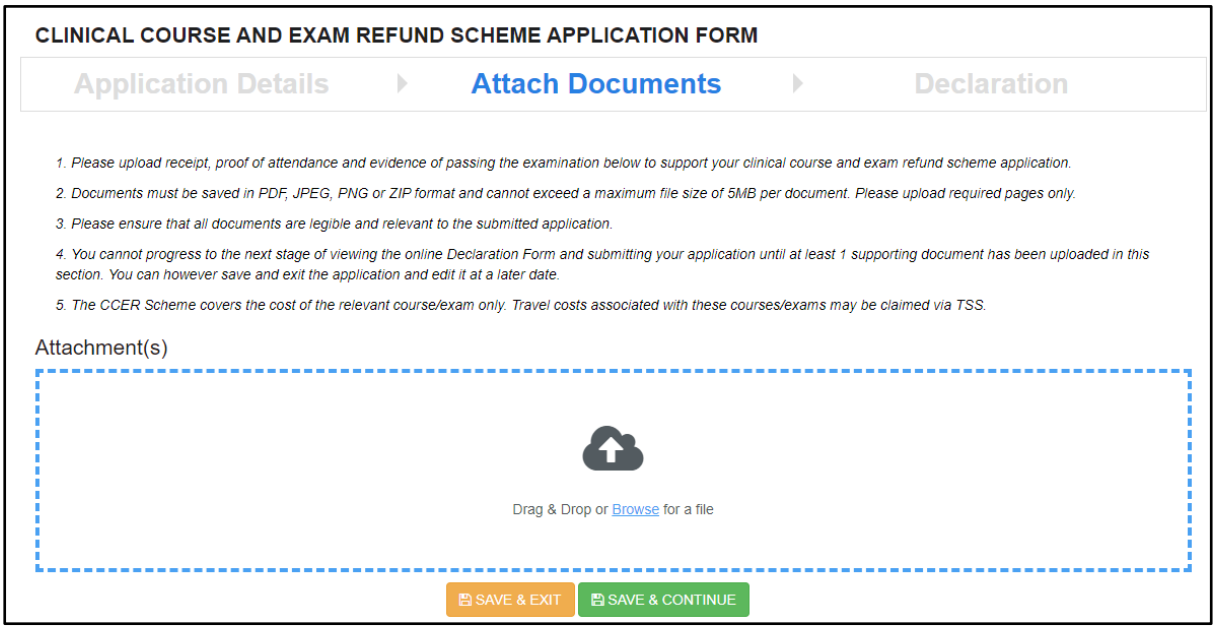


Figure 5: Attach Documents Section of the CCERS Application Form

To attach a document you can click on the **"Browse"** button, which will allow you to browse for a specific document on your PC and add it to the application. Otherwise you can use the drop box to "drag & drop" the document you want to attach with your application. You 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

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.

2.3 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.

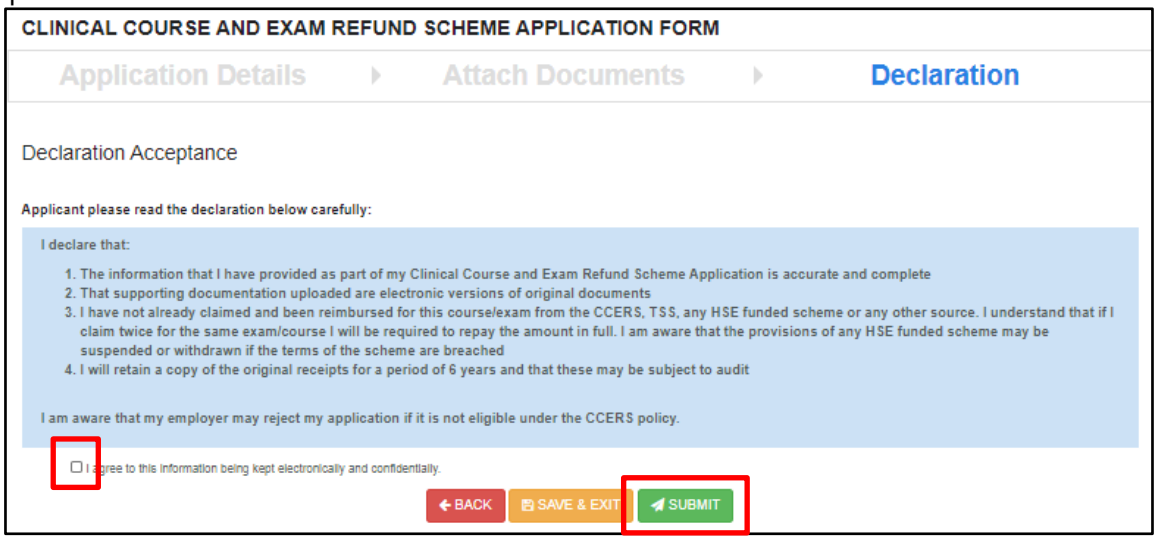


Figure 6: Declaration Section of the CCERS Application Form

2.4 Mandatory Cert Pop-Up (ACLS, APLS & BLS)

If you are submitting a CCERS application, claiming reimbursement for ACLS, APLS or BLS costs, once you have agreed and signed the Declaration a pop-up reminder as shown in figure 7 will be displayed as a reminder to upload your most up to date ACLS, APLS or BLS cert in the Training Cert section of the NER Portal.

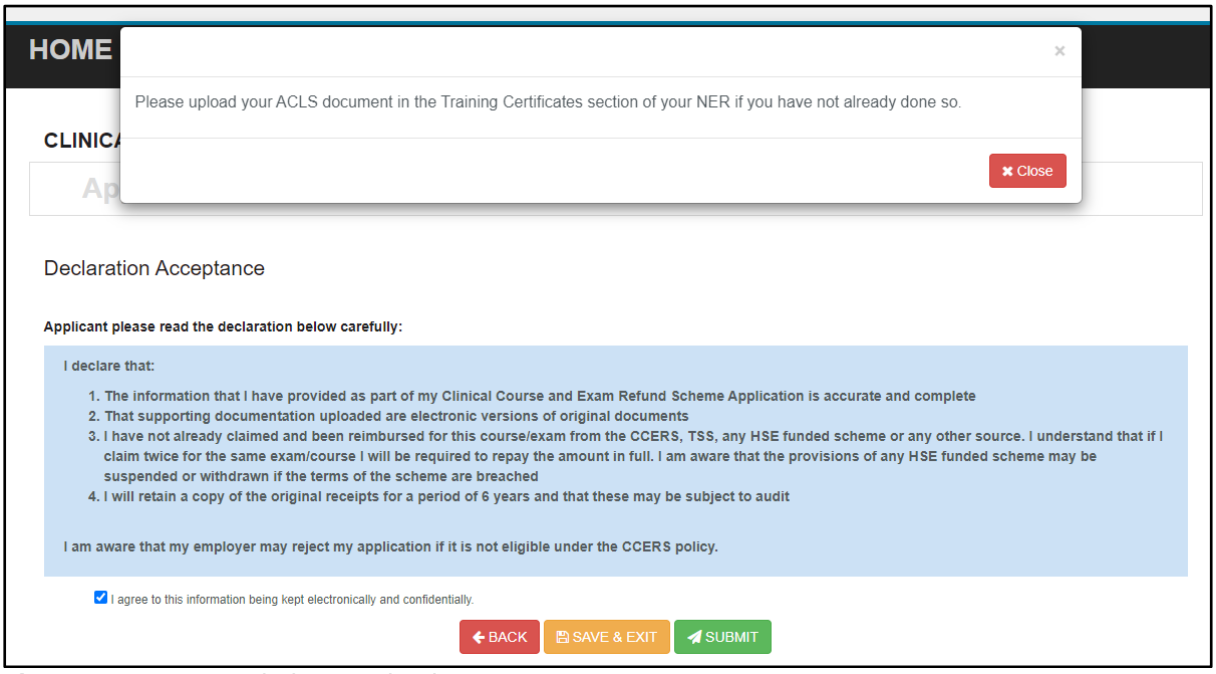
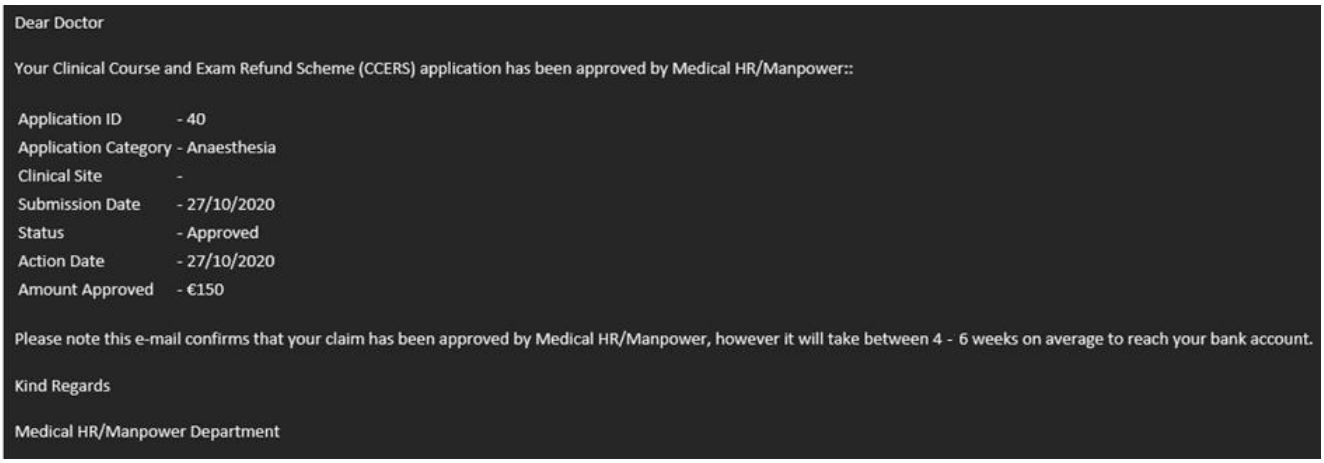


Figure 7: Pop-up reminder to upload ACLS Cert

3. Email Notifications

When an application has been actioned by the Medical HR/Manpower Department

- The status of the application will be updated on the NER portal
- An email will be sent to the NCHD notifying them that the status of the CCERS Application has been updated i.e. approved/rejected/Further Info Required



Dear Doctor

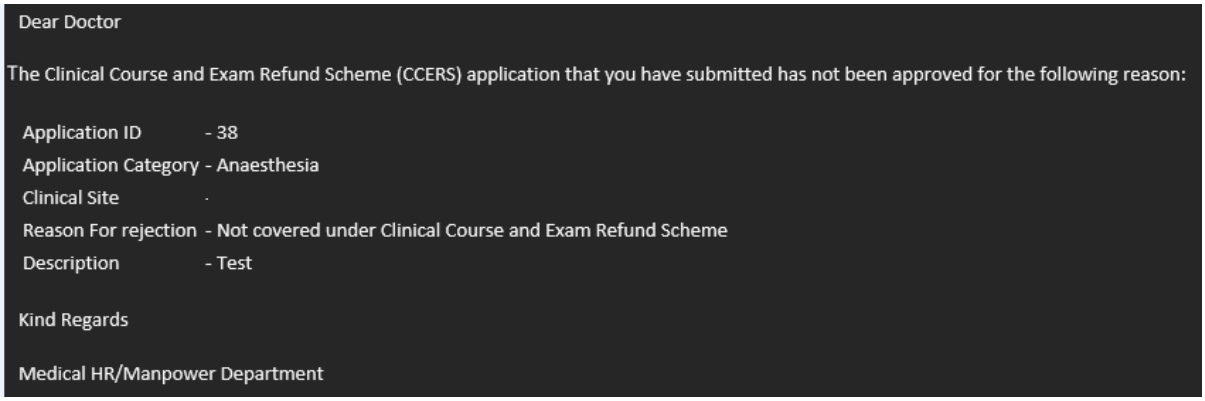
Your Clinical Course and Exam Refund Scheme (CCERS) application has been approved by Medical HR/Manpower::

Application ID - 40
Application Category - Anaesthesia
Clinical Site -
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



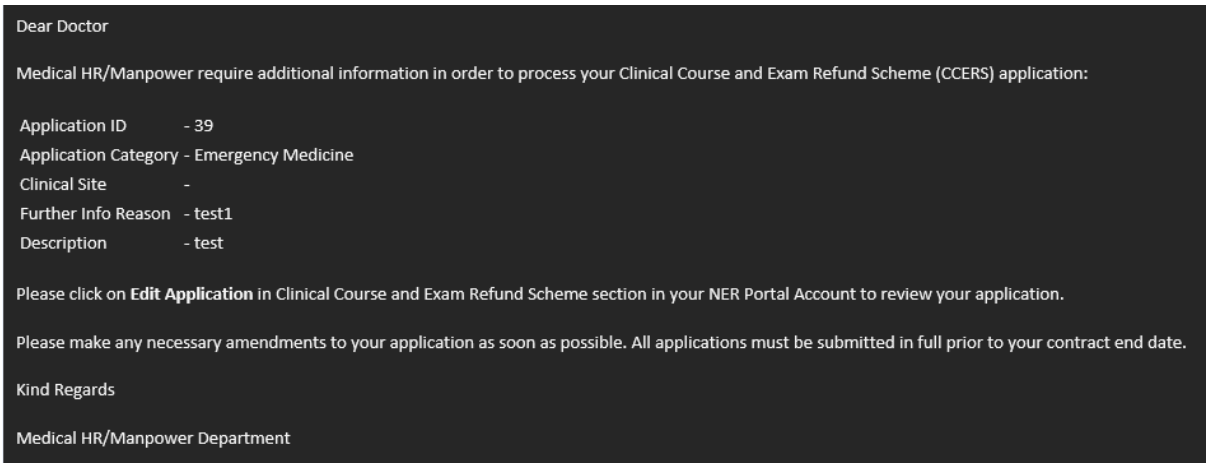
Dear Doctor

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 -
Reason For rejection - Not covered under Clinical Course and Exam Refund Scheme
Description - Test

Kind Regards

Medical HR/Manpower Department



Dear Doctor

Medical HR/Manpower require additional information in order to process your Clinical Course and Exam Refund Scheme (CCERS) application:

Application ID - 39
Application Category - Emergency Medicine
Clinical Site -
Further Info Reason - test1
Description - test

Please click on **Edit Application** in Clinical Course and Exam Refund Scheme section in your NER Portal Account to review your application.

Please make any necessary amendments to your application as soon as possible. All applications must be submitted in full prior to your contract end date.

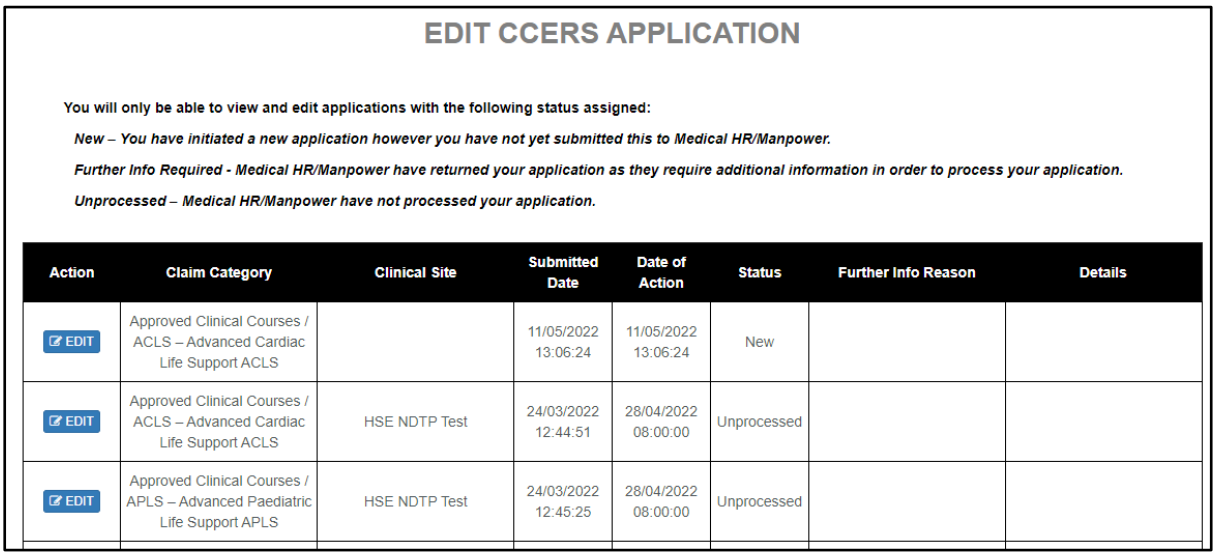
Kind Regards

Medical HR/Manpower Department

Figure 8: CCERS Email Notifications

4. 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.

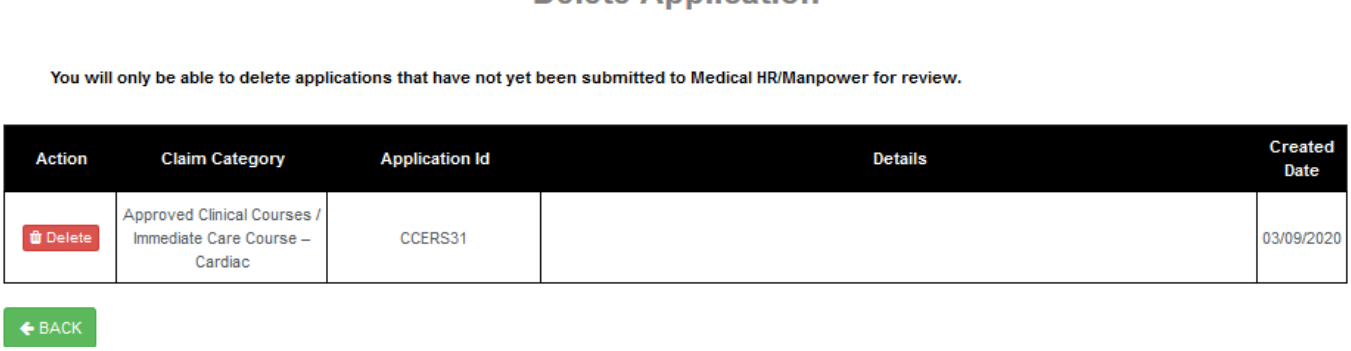
Action	Claim Category	Clinical Site	Submitted Date	Date of Action	Status	Further Info Reason	Details
EDIT	Approved Clinical Courses / ACLS – Advanced Cardiac Life Support ACLS		11/05/2022 13:06:24	11/05/2022 13:06:24	New		
EDIT	Approved Clinical Courses / ACLS – Advanced Cardiac Life Support ACLS	HSE NDTP Test	24/03/2022 12:44:51	28/04/2022 08:00:00	Unprocessed		
EDIT	Approved Clinical Courses / APLS – Advanced Paediatric Life Support APLS	HSE NDTP Test	24/03/2022 12:45:25	28/04/2022 08:00:00	Unprocessed		

Figure 9: Edit Application Screen

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.

5. 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.

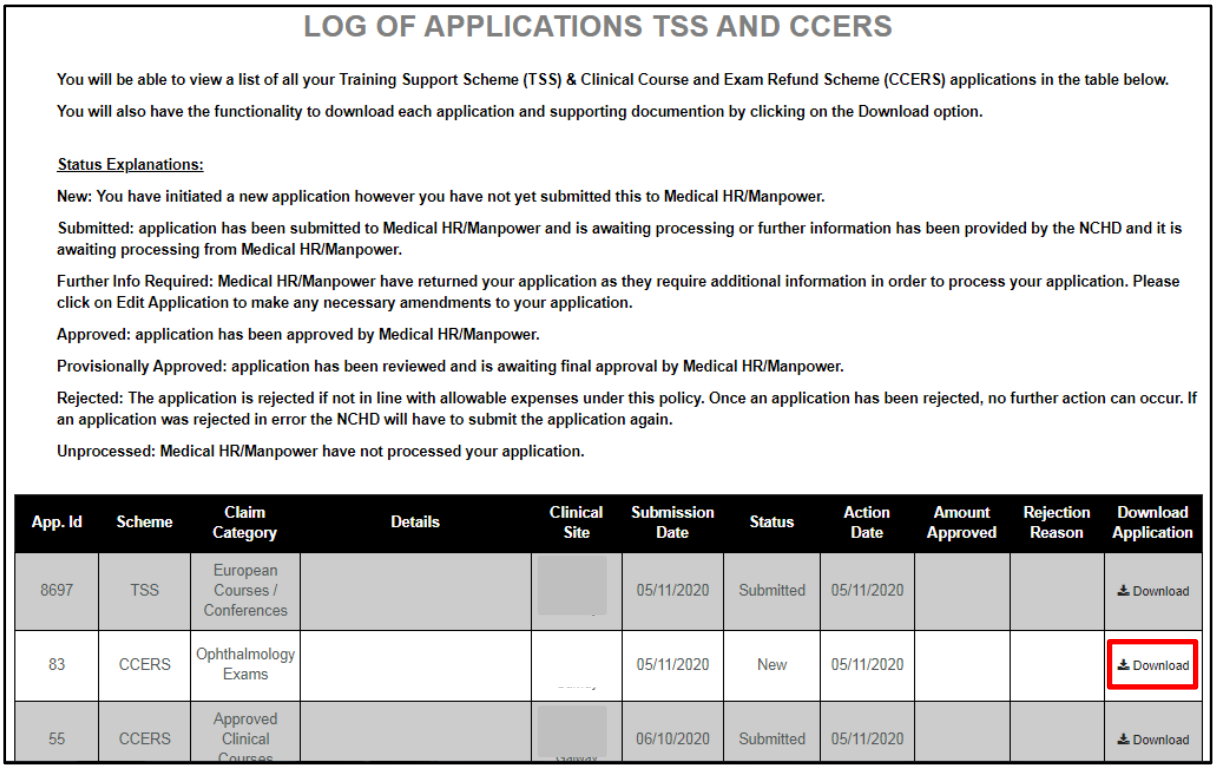
Action	Claim Category	Application Id	Details	Created Date
Delete	Approved Clinical Courses / Immediate Care Course – Cardiac	CCERS31		03/09/2020

BACK

Figure 10: Delete Application Screen

6. 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 documention 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			Download
83	CCERS	Ophthalmology Exams			05/11/2020	New	05/11/2020			Download
55	CCERS	Approved Clinical Courses			06/10/2020	Submitted	05/11/2020			Download

Figure 11: Log of TSS and CCERS Applications

If the NCHD wishes to view their previous applications they can select the “Download” button as highlighted above

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.

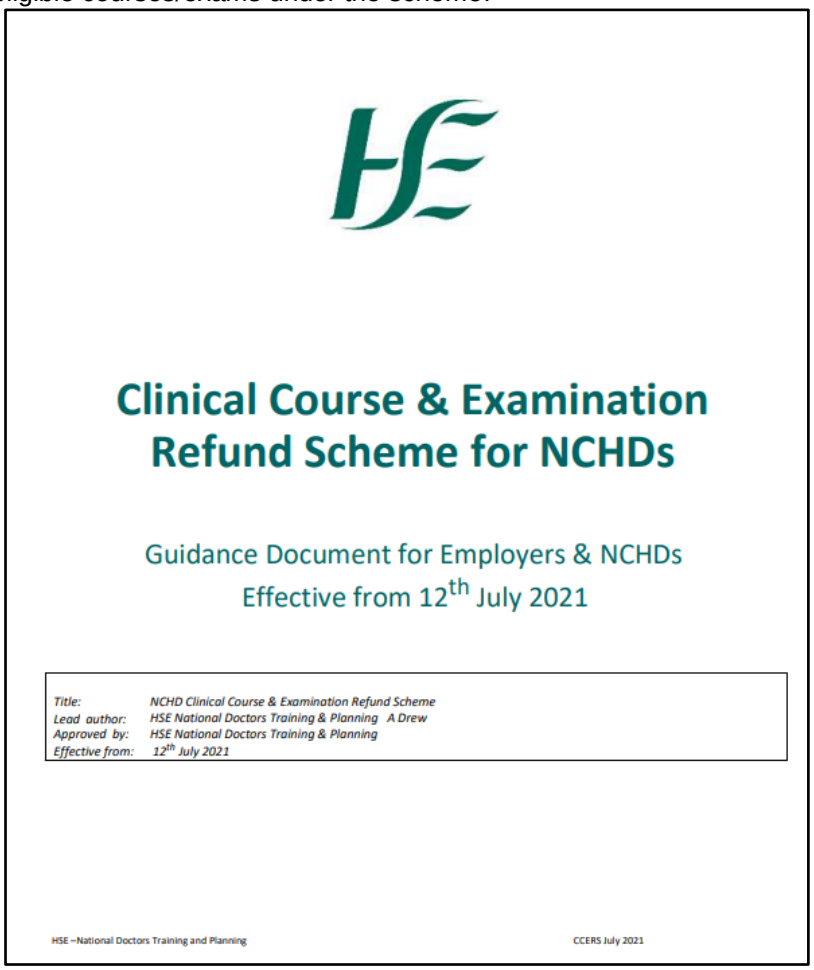
Rejected: The application is rejected if not in line with the current CCERS policy.

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.

7. Guidance Document

The CCERS Guidance Document can be accessed from the CCERS home page. This document will provide a list of eligible courses/exams under the scheme.



Clinical Course & Examination Refund Scheme for NCHDs

Guidance Document for Employers & NCHDs

Effective from 12th July 2021

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:	12th July 2021

HSE –National Doctors Training and Planning CCERS July 2021

Figure 12: CCERS Guidance/Policy Document