Training Supports Module (TSM)

Guide for Medical HR Users

NDTP – DIME

NDTP Support Contact Details

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Training Supports Module – NDTP-DIME

Guide for Clinical Site Users

Contents

1. Introduction to Training Supports Scheme on NER

The Training Support Scheme (TSS) can be used to claim for exam, course or conference costs which satisfy the TSS Eligibility criteria. Please see the TSS policy for further information

https://www.hse.ie/eng/staff/leadership-education-development/met/ed/fin/tss-training-supports-policy-jan-23.pdf

The NCHD must submit an application via the Training Supports Scheme Section on their NER Account.

You can find the NER User Guides on the following link should you require to send to your NCHDs
https://www.hse.ie/eng/staff/leadership-education-development/met/database/userguides/

2. <u>Introduction to Training Supports Module (TSM):</u>

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

Link to DIME: <u>https://ndtp-dime.hse.ie/default.aspx</u>

Once you have logged onto NDTP-DIME the Training Supports Module can be located on the left hand side of the screen.

There are four options within this module:

(i) **Applications** – this allows you to search for all Training Supports Applications. The status is default to display any applications with status submitted or provisionally approved as these applications will still require action. But the status filter can be changed as required.

(ii) **Log of Applications** – you will be able to view all previously approved applications from the current and previous training years. You will also be able to download all documents relating to a previously approved claim.

(iii) **Balance Setting** –you will be able to update the balances for the NCHD either individually or via a Bulk Upload. They will also be able to view the balance set by the previous Clinical Site in this page.

(iv) **Reports** – There are a number of useful reports available in this section that you can use. For more details, please see section 7.

3. <u>Applications</u>

3.1 Searching for Applications

Applications – This tab allows you to search for all the TSS applications submitted by NCHDs matched to your clinical site. It also displays applications submitted by NCHDs for an additional 4 weeks after they rotate from your clinical site to allow any pending applications to be processed.

When the Medical Manpower Department opens the Applications Screen, the Application Status will be defaulted to Submitted and Provisionally Approved.

Please note when the 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

*Please note the above screen may appear differently due to local PC Setting! It is recommended that no higher than 100% zoom setting for PC's and 65% when using a laptop. Zoom setting can be adjusted in the Tools section, highlighted in the very top right corner of the above image. *

Application Statuses

All TSS Applications will have one of the following statuses:

- **New** – Application has been created by NCHD but not yet submitted to the Medical Manpower Department
- **Submitted** - Application has been submitted to the Medical Manpower Department and is awaiting Medical Manpower action
- **Provisionally Approved** – Application has been actioned by Medical Manpower, however is awaiting final approval.
- **Approved** – Application has been approved by Medical Manpower. It must be sent to Finance to ensure the NCHD receives payment for this application
- **Further Info Required** – The application has been returned to the NCHD for clarification / to get further information
- **Rejected** - Application has been rejected if not in line with the current CCERS policy
- **Unprocessed** – An application is considered unprocessed if Medical Manpower has not actioned an application within 4 weeks after the NCHD has left their post.

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 CCERS. 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 TSS Application ID 8613 and in the "Possible Duplicate Application Number" column the CCERS Application 40 is visible then the application 40 has a "Date Attended From" within 7 days before or 7 days after the "Date Attended From" for Application ID 8613.

Application Id	Mc Reg Number	Forename	Surname	Claim Category	Submitted Date	Date Attended From	Date Attended To	Possible Duplicate Application	Possible Duplicate Application Number	Clinical Site	Date Actioned	Status	Remaining Balance	Download
8613				European Courses / Conferences	10/07/2020	07/07/2020		✔	CCERS-40		10/07/2020	Submitted	€ 2500.00	Download
8691				National Courses / Conferences	01/10/2020	29/09/2020		✔	CCERS-52, CCERS-59, CCERS-66, CCERS-67		01/10/2020	Submitted	€ 5750.00	Download

3.2 Manage Application Status

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

How to get here:

- Navigate to the Training Supports Module and choose the Applications Icon
- Perform a search for the application
- Double click on the application highlighting it in orange

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

3.2.1 View Applications

The Medical Manpower Department will be able to view the PDF version of the application by clicking on the View Application button under the Manage Application Status window. You will also have the option to Print and Save the application as shown below.

3.2.2 View Attachments

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

As well as viewing the attachments in this pop-up box, the Medical Manpower Department have the option to Upload / Download / Remove and Rename supporting documents associated with the application.

3.2.3 Edit Application

The Medical Manpower Department will have the ability to edit details that were submitted by the NCHD on their application by clicking on the "Edit Application" button in the "Manage Application Status" window. Please note that the PPSN will not be an editable option.

3.2.4 Approve Application

The Medical Manpower Department can approve applications by clicking on the "Approve" button under the "Manage Application Status" window. When I click on Approve button and the following pop-up appears:

If I click 'No', I am directed to the usual pop-up window where I can approve the application. However, if I click 'Yes', I will get the following error message:

The Approve Application window will appear below containing the following information: Name of NCHD, IMC NO: and Current Balance for this training year.

1. The Medical Manpower Department should enter the total cost of the Course/Exam/Conference into the first cell.
2. The Medical Manpower Department should enter the total cost of the travel (if applicable) into the second cell.
3. The total amount that the NCHD will receive can be seen in the last cell (highlighted yellow) which is automatically totalled by the system.
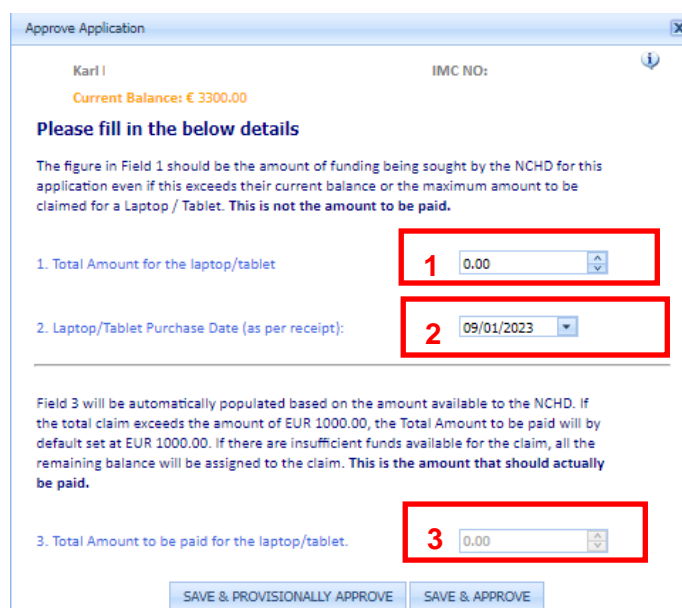

The Medical Manpower Department have the option to Save & Provisionally Approve or Save & Approve theapplication.

3.2.5 Approve Laptop/Tablet Applications

The Medical Manpower Department can approve TSS Laptop/ Tablet applications 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, IMC NO: and Current Balance for this training year.

1. The Medical Manpower Department should enter the total cost of the Laptop/Tablet into the first cell.
2. The Medical Manpower Department should update the purchase date (if appropriate) into the second cell.
3. The total amount that the NCHD will receive can be seen in the last cell which is automatically totalled by the system dependant on what the Current TSS Balance Remaining is.

The Medical Manpower Department have the option to Save & Provisionally Approve or Save & Approve the application.
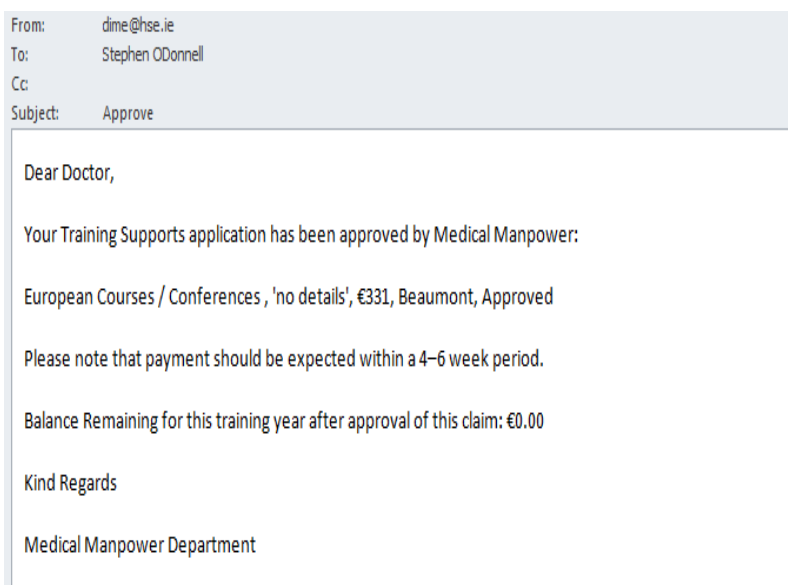
Save and Provisionally Approve

This option may be used if Travel & Subsistence expenses need to be calculated outside the System. The Medical Manpower Department can Provisionally Approve an application and then grant Final Approval once all information is available.

1. The status of the application changes to Provisionally Approved
2. Status will be updated on the NER Portal & DIME
3. No email will be sent to NCHD
4. The Medical Manpower Department should search under Provisionally Approve status in Applications section in order to locate and input additional info before final approval.

Save and Approve

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

From:	dime@hse.ie
To:	Stephen ODonnell
Cc:	
Subject:	Approve

Dear Doctor,

Your Training Supports application has been approved by Medical Manpower:

European Courses / Conferences , 'no details', €331, Beaumont, Approved

Please note that payment should be expected within a 4–6 week period.

Balance Remaining for this training year after approval of this claim: €0.00

Kind Regards

Medical Manpower Department

4. Balance remaining for NCHD will also be updated in NER Portal and DIME
5. All the fields in the approval window will appear as a small table 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:

1	Total amount for the course/exam	€ 300.00
2	Total amount for travel & subsistence	€ 31.00
3	Total amount	€ 331.00
4	Total amount to be paid for the course/exam	€ 300.00
5	Total amount to be paid for travel & subsistence	€ 31.00
6	Total amount to be paid	€ 331.00

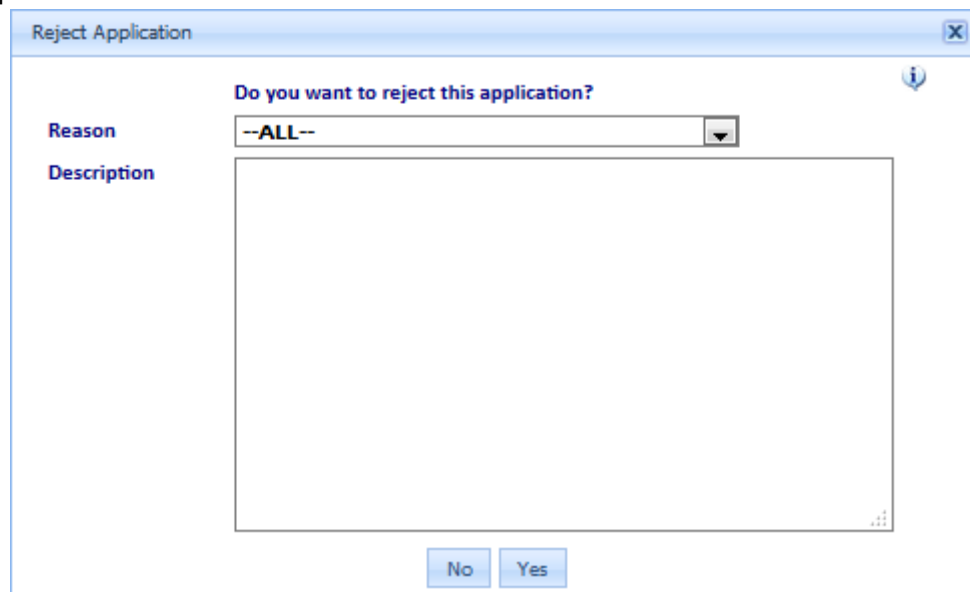Submitted By: Joe Bloggs   Approved By: User

Submitted Date Time: 27/09/2019 12:06:31   Approved Date Time: 13/07/2020 11:54:45
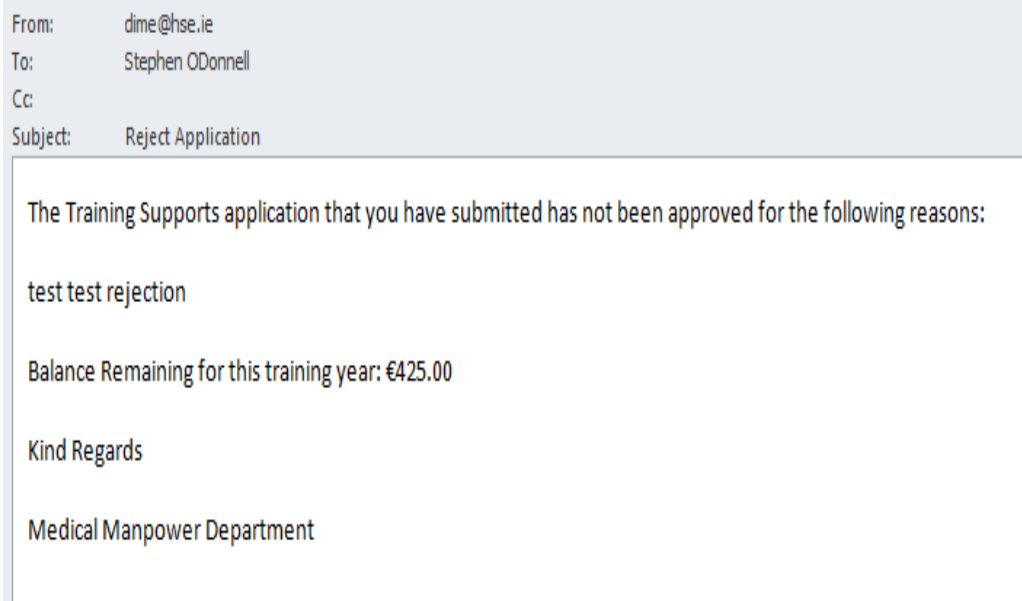
3.2.6 Reject Application

The Medical Manpower Department can reject applications by clicking on the "Reject" button under the "Manage Application Status" window.

When the Medical Manpower Department rejects an application
1. The status of the application will be updated to Rejected.
2. A rejection email will also be sent to the NCHD
3. The NER Portal will be updated

3.2.7 Further Info Required

The Medical Manpower Department can seek further information from an NCHD for a particular application by clicking on the "Further Info required" button under the "Manage Application Status" window.

When the Medical Manpower Department seeks Further Information,

1. The status of the application will be updated to Further Info Required,
2. An email will be sent to the NCHD, informing them that further information is required,
3. They will be directed to make the necessary updates in their NER Portal (Edit Application section).

4. There will also be an Alert Symbol on the NER Portal, notifying the NCHD that action is required.
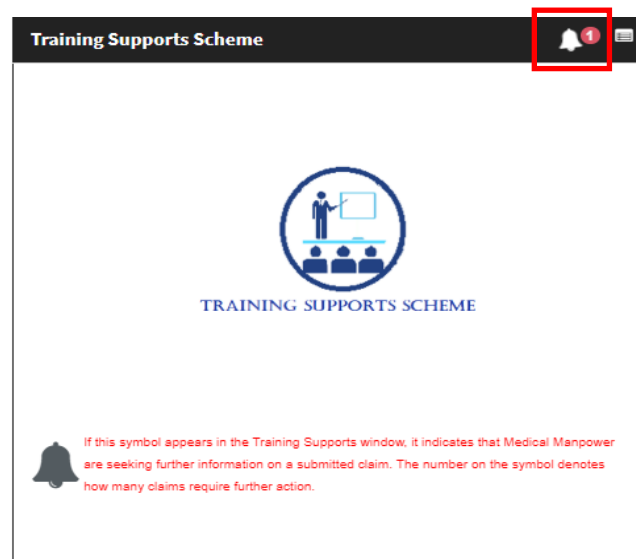
3.2.8 Currency Converter

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.

3.2.9 Guidance Document

The Medical Manpower Department can access the TSS Policy by clicking the Guidance Document link under the "Manage Application Status" window

3.2.10 Travel & Subsistence

The Medical Manpower Department can access the Travel & Subsistence page of the HSE website by clicking on the Travel & Subsistence option under the Manage Application Status.
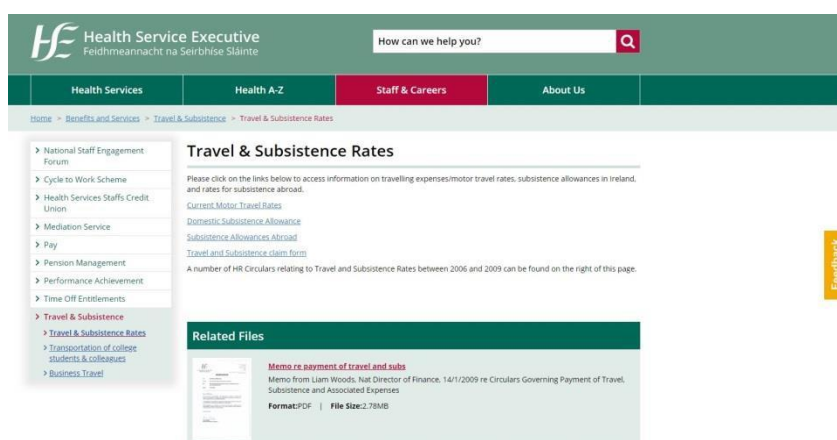
3.3 Email Logs

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 ›

3.4 Downloading Attachments

There is an option for the Medical Manpower Department 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 – 22022019). The download location shall vary according to the default download folder location.

How to get here:

1. Navigate to the Training Supports Module and choose the Applications icon
2. Perform a search for the application
3. Double click on the application highlighting it in orange
4. Downloading the Application to a Zip Folder may be done by selecting Download in the below highlighted download option

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

Do you want to save **TrainingSupport_134-201906061349.zip** (188 KB) from **testexternalmps.hse.ie**?   Save ▼   Cancel   X

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

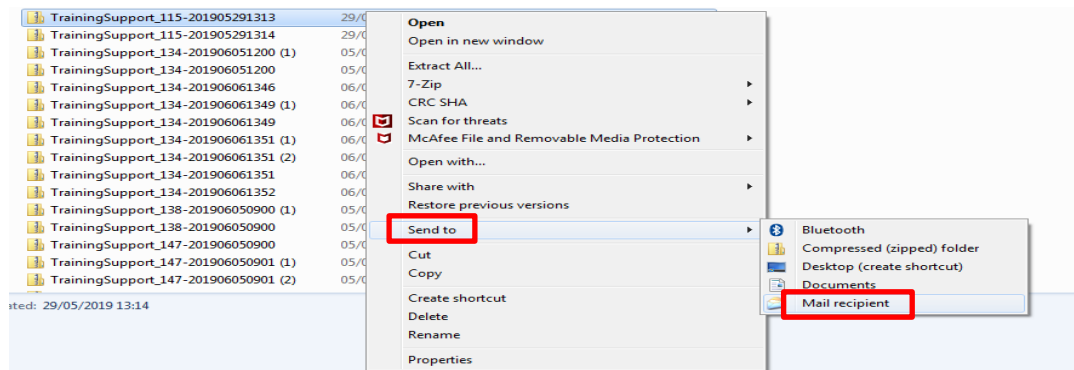The TrainingSupport_134-201906061352.zip download has completed.   Open ▼   Open folder   View downloads   X

Emailing the 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

The TrainingSupport_134-201906061352.zip download has completed. | Open ▼ | **Open folder** | View downloads | x

2. (Please click the **Open Folder** option) this will then direct you to the Zip Folder in your download items.

3. To email the Zip Folder (Please **Right click** on the folder and select **Send To** - **Mail Recipient** as per below image)

3.5 Amending Approved Application

The Medical Manpower Department can amend a TSA that has already been approved, if an error has been made.
How to get here:

1. Navigate to the Training Supports Module and choose the Applications icon
2. Perform a search for the application by filtering status to Approved
3. Double click on the application highlighting it in orange

4. Select Amend Application in the Manage Application Status Section and the below pop up will appear.
5. In the top right corner, the Medical Manpower Department can see the currentApproved Amount (highlighted yellow).
6. The Medical Manpower Department can amend the first two cells to award the NCHD the correct amount. The new amount that the Medical Manpower Department is awarding the NCHD can be seen in the last cell "Total Amount to be Paid"
7. The Medical Manpower Department should click "Update and Approve" once they are happy.

Once the Application has been amended,

1. The Training Supports Balance will be updated accordingly into the NCHDs current balance.
2. 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
3. Finance should be notified of this update, if the application has already been sent to them for processing.

3.6 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 Departmentwill need to notify their Finance team, should the application have been originally sent to them for processing.
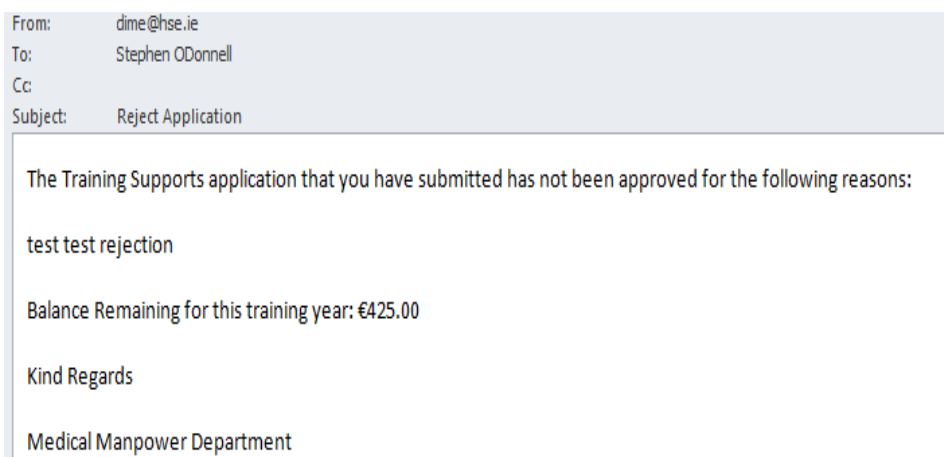
How to get here:
1. Navigate to the Training Supports Module and choose the Applications icon
2. Perform a search for the application
3. Double click on the application highlighting it in orange
4. Click the "Reject" button and the below pop up will display

When the Medical Manpower Department rejects an application,
1. The status of the application will be updated to Rejected,
2. A rejection email will also be sent to the NCHD
3. The NCHDs current TSS Balance will be updated accordingly.
4. The Medical Manpower Department will need to notify their Finance Team of this change, via email, should the application have been originally sent to them for processing

4. Log of Applications

When the Medical Manpower Department opens the Log of Applications Screen, the Application Status will be defaulted to Approved. The Medical HR/ Manpower 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 also if required.

How to get here:

1. Navigate to the Training Supports Module and choose the Log of Applications icon
2. Perform a search for the application
3. Double click on the application highlighting it in orange
4. Downloading the Application to a Zip Folder may be done by selecting Download in either of the below highlighted (yellow) download options

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

6. (Please click the **Save** option)
7. 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.**

5. Training Supports – Balance Setting

The Medical Manpower Department can allocate balances to NCHDs in two ways:
- Individual Balance Setting
- Bulk Upload Balance Setting

5.1 Individual Balance Setting

1. Ensure all NCHDs are post matched correctly to the appropriate site.

2. Click the Balance Setting section of the Training Supports Module.

3. Search the NCHDs in your site by selecting the appropriate Clinical Site from the dropdown menu and search.

4. Click "Edit" beside the NCHD that requires a TSS balance.

5. Enter the NCHDs TSS entitlement into "Additional Amount Granted" cell. You should not have to update the *"Funding Granted From"* and *"Funding Granted To"* cells as this will be prepopulated with the NCHDs start and end date from the post they are matched to.

6. Click the "Update" button and then the "Save" button to save this entry

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7. The value you just entered into the *"Additional Amount"* cell will now become visible in the *"Amount Last Granted"* cell.
8. The *"Total Amount Granted"* cell should now reflect the NCHDs TSS entitlement for the current Training Year.
9. Make sure to click "Save" once you have made all changes to your screen before moving screen again. Otherwise any changes will be lost. When the Balance has been allocated this will be updated and reflected on the NER Portal.

Please note the Maximum amount available under the TSS is €2500 for each Training Year when allocating balances (Grade: Intern = €1000, SHOs and Registrars = €1,750, and for SPRs/GP Registrars/Psychiatry SRs ona training scheme = €2500)

NB. *"Total Amount Granted"* refers to the total amount the NCHD is entitled to for the entire Training Year. It is not the same as what the NCHD has remaining. To check a NCHDs remaining balance you can do this by searching for the NCHD in the Applications section of the TSS Module or use the Current NCHD Balance Report

Previous Grant Allocated

If an NCHD rotates into a different Clinical Site during the training year and there was a certain amount allocated to this NCHD by the previous Clinical Site the amount allocated by the previous clinical site will be visible in the bottom half of the screen. The total amount available for all clinical sites for the current Training Year will be visible in the "Total Amount Granted" column.

5.2 Bulk Upload Balance Setting

If you have a large number of NCHDs in your site, it may be more efficient for you to use the bulk upload functionality. The Medical Manpower Department can download the entire table as an Excel File, update NCHDs balances in this file before uploading the file to DIME again.

1. Complete steps 1-3 as described in section 5.1.
2. (a) Click the download button which will extract the data on your screen into an Excel Document.
   (b) Click on the Excel Download pop up at the bottom of your screen to open the Excel Spread-sheet.

Or you may have to perform the below steps depending on what browser you are using:

Please 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. There are three editable columns in the spread-sheet ("*Funding Granted From", Funding Granted To*" and "*Additional Amount*"). All other columns are greyed out and cannot be edited. Please note that you will not have to update the "Funding Granted From" and "Funding Granted To" cells as this will be prepopulated with the NCHDs start and end date from the post they are matched to.

(a) You can enter the NCHDs TSS entitlement into the *"Additional Amount"* cell. You will notice how the *"New Total Amount Granted"* cell will update when an amount is entered into the "*Additional Amount*" cell (see below image). The "*Total Amount Granted*" cell is what the NCHD has received to date and the "*New Total Amount Granted*" cell is what the NCHD will have access to when you have re-uploaded the spread-sheet to DIME.

4. Once you are happy with the balances you should save the file to your desktop.

5. Then re-upload your saved spread-sheet to DIME by clicking "Upload" and following the instructions in the image below.
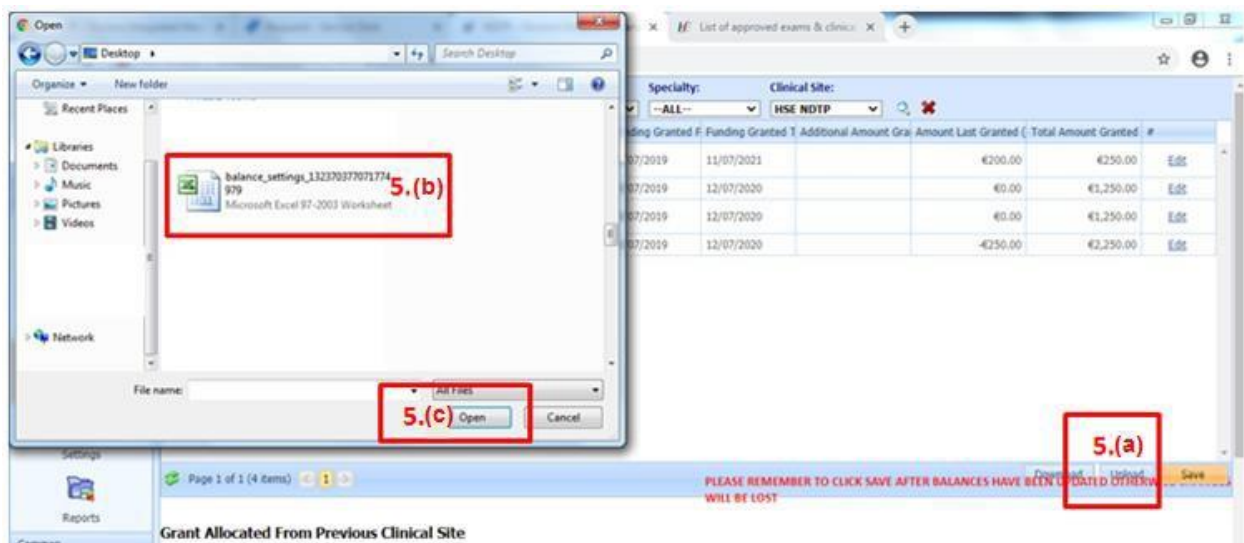
6. Click "Save" once you are happy with all the changes
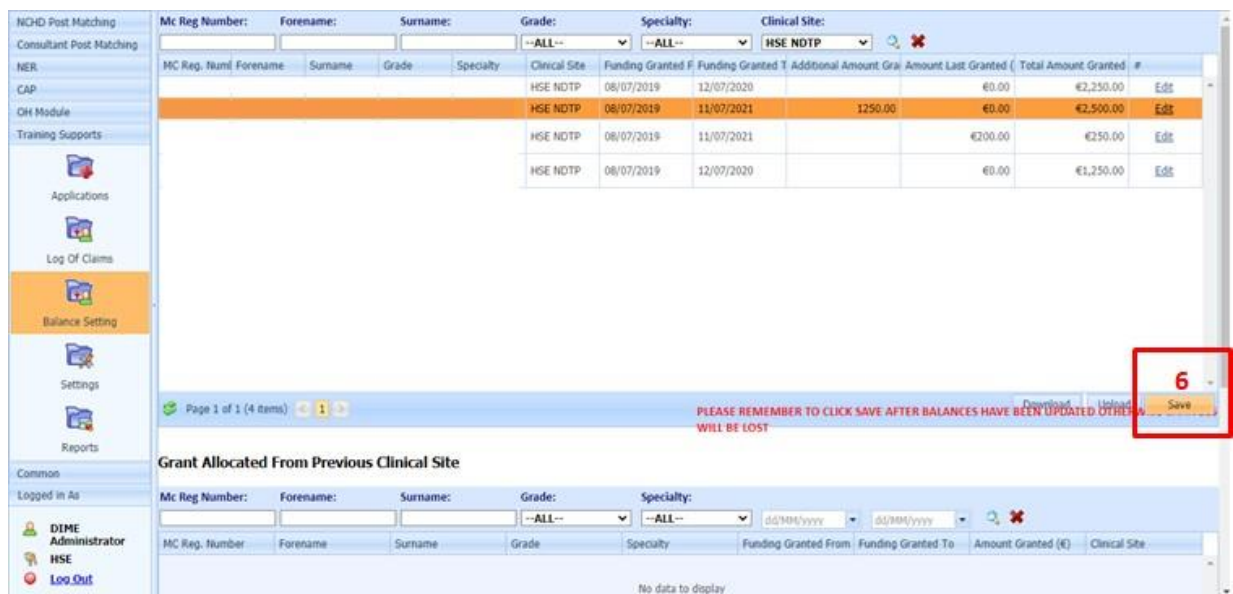
6. Training Supports – Reports

To access the TSS reports click the 'Reports' tab in the Training Supports Module

NCHD Post Matching	
Consultant Post Matching	**Select Report:** --Please Select-- ▼ ✖
NER	--Please Select--
CAP	**Summary Status of TSM Claims**
Training Supports	**Training Support - Application Status Report**
	Training Support - Clinical Site Balance
📁 Applications	**Training Support - Current NCHD Balance**
	Training Support - FundingProvidedToSites
📁 Log Of Applications	**Training Support - Payment**
📁 Balance Setting	
📁 Reports	

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 floppy disk icon and click "Excel" as shown below:
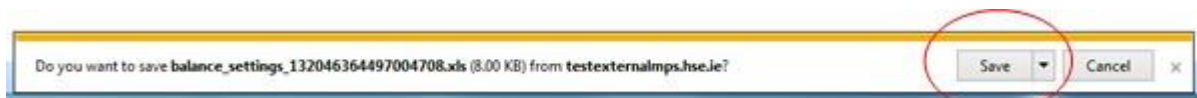
⏮ ◀	1	of 1 ▷ ▷▶	⟲		Find | Next	💾 ▾	🔄

Excel

Select the **Save** option

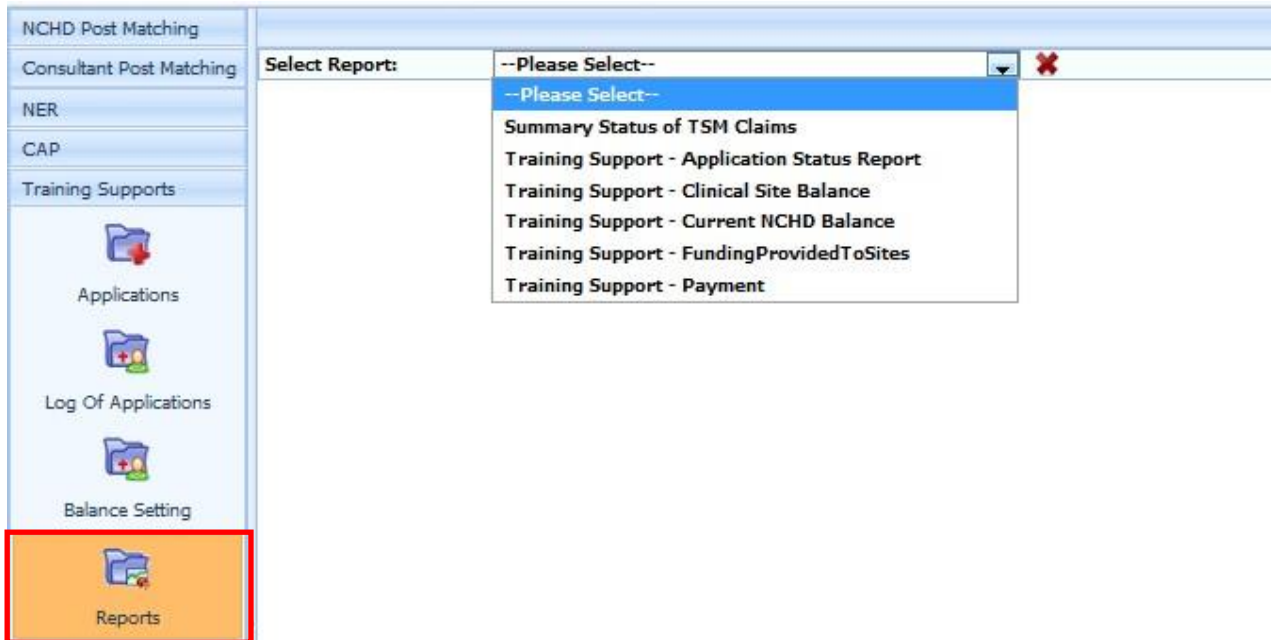Do you want to save **balance_settings_132046364497004708.xls** (8.00 KB) from **testexternalmps.hse.ie?**   Save ▼   Cancel   ✖

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

The balance_settings_132046368018086893.xls download has completed.   Open ▼   Open folder   View downloads   ✖

6.1 Summary Status of TSS Claims Report

This report can be used to view a summary of the status of applications at your clinical site as well as the funding situation for your site. Please note if there are no applications currently under any status at your site, then no data will be displayed for this report

Select Report:	Training Support – Summary Status of TSS Claims
Clinical Sites	HSE NDTP	Hospital Group	Children's Health Ireland, CHO 1, CHO
Date from	08/07/2019 00:00:00	Date to	14/10/2020 00:00:00
Status	Further Info Required, Provisionally A

Training Support – Summary Status of TSS Claims

Report parameters

Clinical site:	HSE NDTP
Hospital group:	All
Date from:	08/07/2019
Date to:	14/10/2020
Status:	Further Info Required, Provisionally Approved, Rejected, Submitted, Unprocessed

Hospital group	Clinical site	Total funding provided	Status	Total spent	Number of claims	Total remaining
N/a	HSE NDTP	13,000	Approved	10,000	27	3,000
			Rejected		10	
			Further Info Required		1	
		13,000		10,000	38	3,000
	Total	13,000		10,000	38	-2,000
Total		**13,000**		**10,000**	**38**	**3,000**

6.2 Application Status Report

This report can be used to establish the amount of applications per status for each clinical site. There is also a summary sheet at the front of this report, which will summarise the information in this report.

Select Report:	Training Support - Application Status Report
Clinical Sites	HSE NDTP	Hospital Group	Children's Health Ireland, CHO 1, CH
Date of report	14/10/2020	Status	Approved, Further Info Required, Pr

TSS - Application Status Report

Report parameters

Clinical site:	HSE NDTP
Hospital group:	All
Date of report:	14/10/2020
Status:	Approved, Further Info Required, Provisionally Approved, Rejected, Submitted, Unprocessed

Hospital group	Clinical site	Number of Applications						
		Submitted	Provisionally Approved	Approved	Rejected	Further information Required	Unprocessed	Total
Mental Health Services	HSE NDTP	9	1	10	4	1	0	25
		9	1	10	4	1	0	25
Total		9	1	10	4	1	0	25

6.3 Clinical Site Balance

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

Training Support Clinical Site Balance Report

Date of Report : 12/05/2022

Site	Total Funding Provided (€)	Total Spent (€)	Total Remaining (€)
HSE NDTP Test	11681.25	10561.00	1120.25
Total :	11681.25	10561.00	1120.25

6.4 Current NCHD Balance Report

This report can be used to check a NCHDs TSS balance as well as their spending to date.

Training Support Current NCHD Balance Report

Date of Report : 14/10/2020

Site	Forename	Surname	IMC Number	Medical Discipline	Grade of Incumbent	Funds Allocated (€)	Spent (€)	Balance Remaining (€)
HSE NDTP				General Practice	Reg	2500.00	380.00	2120.00
HSE NDTP				Psychiatry	Reg	1750.00	749.00	1001.00
HSE NDTP				Obs & Gynae	Reg	2250.00	250.00	2000.00
HSE NDTP				Medicine	Intern	2800.00	0.00	2800.00
HSE NDTP	Total :					9300.00	1379.00	7921.00
Grand Total :						9300.00	1379.00	7921.00

6.5 Funding Provided to Sites Report

This report can be used to check the amount of funding that has been allocated to your site by NDTP

6.6 Payment Report

This report can be used to inform your appropriate finance department what is required to be processed and issued to the NCHD's with approved applications.
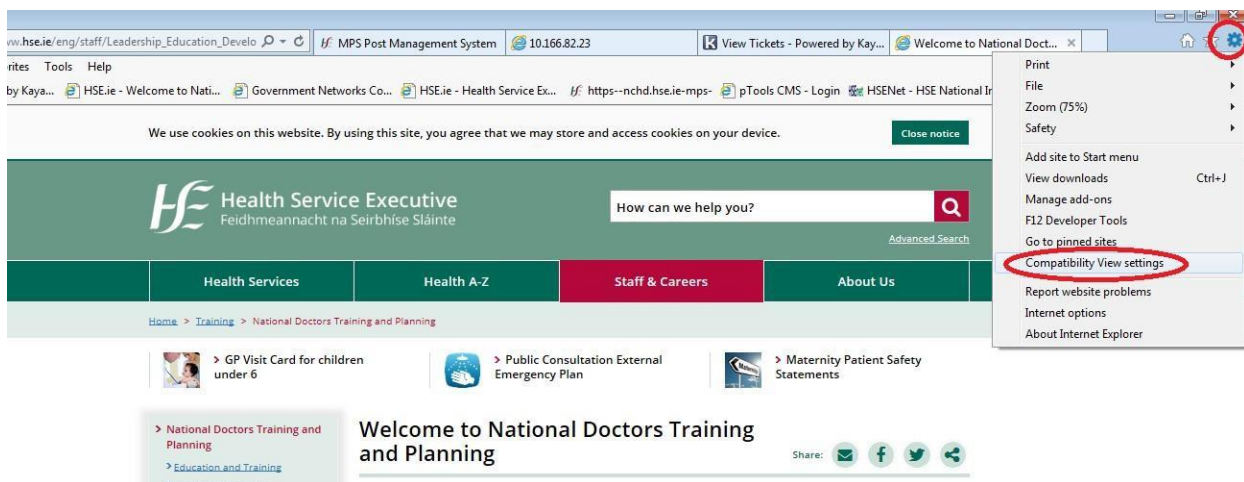
7. PC Compatibility Settings

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:
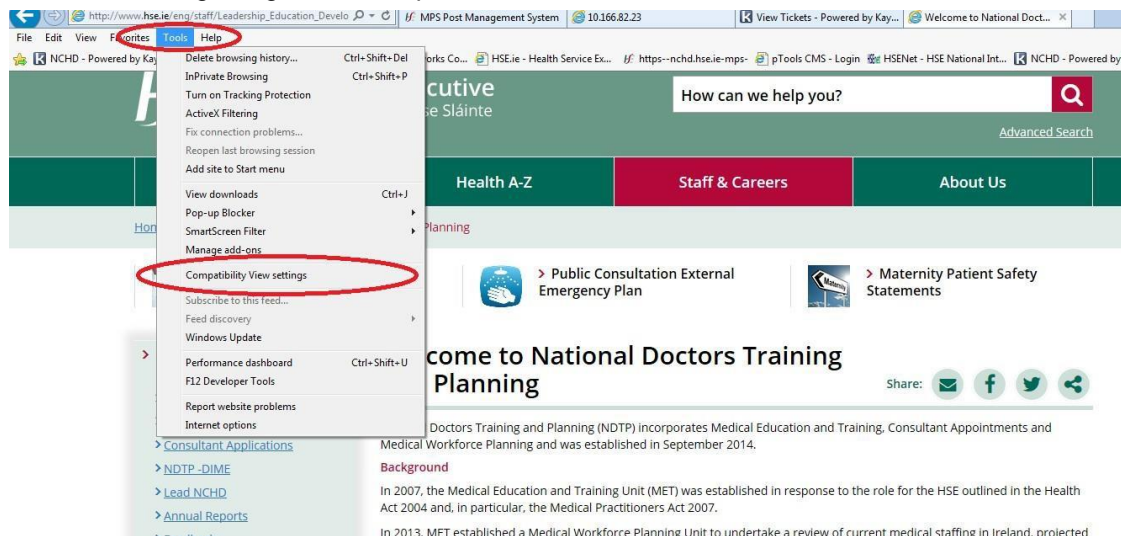
OR

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