basic education
Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

eCares Early Childhood Administration & Reporting System

eCares PROFILE MANAGEMENT FAQs

General

1. User Management

- **Q: How can I create a new user in the system?**
  - **A:** As an administrator, you can create a new user through the user management interface. You'll need to provide essential details (such as name, role, and geographical location) and assign appropriate access rights and permissions for the user.
- **Q: Can I restrict access based on a user's location?**
  - **A:** Yes, the system allows you to restrict users' access to data based on their geographical location. When creating a user, you can specify the location they are permitted to access, ensuring they only see data relevant to their region.
- **Q: What roles and permissions can I assign to a user?**
  - **A:** You can assign different roles such as administrator, DBE user, PED user, registered ECD programme user, etc. Each role comes with predefined permissions that limit access to certain data and functionalities. You can customize permissions based on user needs.

2. ECD Programme Access

- **Q: How do I filter the list of ECD programmes by geographical location?**
  - **A:** On the ECD Programme listing page, use the filter options to specify a geographical location (e.g., province or district). This will display only the programmes available within that location.
- **Q: Can I see all the fields associated with each ECD Programme?**
  - **A:** Yes, when viewing an ECD Programme, all associated fields such as programme name, location, status, capacity, and contact details will be displayed. You can also filter based on specific fields to find the information you need.

3. Profile Editing

- **Q: How do I edit an ECD Programme profile?**
  - **A:** To edit an ECD Programme profile, select the programme from the listing and navigate to the "EDIT" button. Then navigate to the "Programme Details" page on the navigation panel on the left-hand side of your screen. You can

update information in different tabs or sections. Don't forget to save your changes at each step if needed.

- **Q: Can I save my changes in stages while editing?**
    - **A:** Yes, the system allows you to save your changes at multiple points. You can edit a section, save it, and continue working without losing previous progress.
- **Q: How is the ECD Programme data updated after I save changes?**
    - **A:** Once you save changes, the system automatically updates the relevant database entries. Any modified fields will reflect in the ECD Programme record, and the data will be available to other users immediately.

4. Application Submission

- **Q: How does the system determine if an application corresponds to an existing record?**
    - **A:** The system automatically checks the application against the ECD Master Database by comparing key identifiers (such as programme name, location, and other unique fields). If a match is found, the system will update the existing record instead of creating a new one.
- **Q: What happens if the application is for a new ECD Programme?**
    - **A:** If the application relates to a new ECD Programme, the system will create a new record in the database and populate it with the relevant information from the application form.
- **Q: How does the system update existing records when a new application is submitted?**
    - **A:** When a new application corresponds to an existing ECD Programme, the system updates key fields (such as programme status, capacity, or other details) in the existing record, ensuring the database remains accurate and up-to-date.

5. Mobile Access

- **Q: Can I access and update ECD Programme profiles from my mobile device?**
    - **A:** Yes, DBE users can access the system on their mobile devices. You can view ECD Programme profiles, make updates, and submit changes while conducting site visits.
- **Q: What features are available for DBE users from my mobile device?**
    - **A:** DBE users can view ECD Programmes, access detailed profiles, update data, and submit changes directly from the mobile app. It supports location-based functionality to ensure data accuracy.

6. Annual Enrolment Register

- **Q: How can I view my ECD Programme's Annual Enrolment Register?**
    - **A:** Registered users can access the Annual Enrolment Register through the Applicant Portal. Simply navigate to the “Children Enrolment” section and view the list of enrolled children and related details.
- **Q: Can I update the Annual Enrolment Register online or from my mobile device?**
    - **A:** Yes, both through the web portal and the mobile app, you can view, update, and manage your Annual Enrolment Register. Any changes will be reflected in real-time.

7. Child Profile Management

- **Q: How do I add a new child profile to the system?**
    - **A:** To add a child profile, select the ECD Programme, navigate to “Children Enrolment”, and click on the "Add Child Enrolment” Button. You’ll then be prompted to fill in the relevant information (e.g., child’s name, age, health status, etc.).
- **Q: What happens if a child is already in the system when I try to add them?**
    - **A:** If the child already exists in the system, the system will notify you and prompt you to select the existing profile. You can then update the profile if needed.
- **Q: How do I edit a child’s profile once it’s been added?**
    - **A:** To edit a child’s profile, simply select the child from the list and click "Edit." You can modify any relevant fields and save the changes. The updated profile will then be stored in the database.

8. Staff Profile Management

- **Q: How do I add new staff members to an ECD Programme?**
    - **A:** To add new staff members, select the ECD Programme and navigate to the “Staff” section. From there, click on the “Add Staff” button to add staff details, including their qualifications and role in the programme.
- **Q: Can I edit or remove existing staff profiles?**
    - **A:** Yes, you can edit staff profiles by selecting the staff member and updating their details. If a staff member is no longer employed with the ECD Programme, you can remove them, but the staff profile will remain in the database for historical purposes.
- **Q: How is staff information linked to the ECD Programme?**

- **A:** Staff information is linked through the Staff Employment table, which records which staff are associated with specific ECD Programmes and their roles within those programmes.

9. Reporting & Analytics

- **Q: How do I generate reports for ECD Programmes, Child, or Staff profiles?**
  - **A:** Users with report rights can generate reports by selecting the relevant data (e.g., ECD Programmes, Children, or Staff profiles) and specifying filters. The reports can be downloaded for further analysis.
- **Q: Can I download reports for analysis?**
  - **A:** Yes, after generating reports, you can download them in various formats (e.g., CSV, PDF) for offline analysis and sharing.
- **Q: How do I view analytics and trends on a dashboard?**
  - **A:** The system provides a dashboard where you can view key analytics and trends based on the data collected across the ECD Programmes, Child profiles, and Staff profiles. The dashboard allows filtering and drill-down options for in-depth analysis.

10. Compliance & Verification

- **Q: How is data verified against national databases (e.g., NCPR, DOH)?**
  - **A:** The system will integrate with national databases to verify staff and child identities against the National Child Protection Register (NCPR), Department of Health (DOH) database, and the DSD's SocPEN grants database. This ensures compliance with child protection and other regulatory standards.
- **Q: How does the system ensure compliance with POPIA and security standards?**
  - **A:** The system complies with POPIA by ensuring that all personal data is securely stored, only accessible to authorised users, and processed in compliance with data protection regulations. Security measures like encryption and access control are in place to protect sensitive information.

11. Training & Adoption

- **Q: How can I track training events for ECD Programme staff?**
  - **A:** The system tracks training events by logging each training session attended by ECD Programme staff. You can view training records and monitor adoption levels from the training dashboard.
- **Q: How do I monitor the adoption levels of the system by users?**

- **A:** Adoption levels can be tracked through system usage analytics, including login frequency, feature usage, and completed tasks. Reports are available to monitor user engagement.

12. Data Migration

- **Q: How will historical data from the old system be integrated into eCares?**
  - **A:** Data from the previous system has been migrated into eCares through a data import process. The legacy data will be mapped to the new system's structure to ensure continuity.
- **Q: Can I access old system data after migration?**
  - **A:** Yes, after the migration, the old system's data will be accessible through eCares. Historical data will be integrated and available for viewing and reporting.