

Frequently Asked Questions (FAQs)

This document addresses common questions and concerns that users may have while interacting with the system. It serves as a quick reference for troubleshooting and guidance.

These have been developed from learnings with eCares Release 0 implementation, and will continue to be updated as further releases happen

Release 2: SG Application Review

SITE ASSESSMENTS, REVIEWER AND APPROVER ROLE QUESTIONS:

Q1: What is the eCares JourneyApp?

A: The eCares JourneyApp is used by assessors to:

- Find and visit ECD sites
- Conduct assessments against the registration framework offline where needed
- Capture GPS co-ordinates, and update ECD name, address and contact details where needed.

Q2: How do I know which ECDs need a site visit?

A: In eCares, you can view all ECD applications that have submitted an Silver Application and have a site visit status of "Visit Outstanding"—but only within your assigned geographic area.

Q3: Can I prioritise visits based on urgency or readiness?

A: Yes. Your list includes a readiness assessment status based on a call from the call centre or NGO. This data is shared from their pre-assessment tool and may be updated weekly.

Q4: How can I plan my visits by location?

A: In the eCares JourneyApp, you can filter your list of ECD sites by local municipality, or suburb. This allows you to group visits by area. Each site includes address details to help you plan your route.

Q5: What types of visits can I conduct in the eCares JourneyApp?

A: The app has two main visit types:

- Registration Site Visits – for conducting site assessments and completing/updating the ECD profile. Only Bronze approved ECDs that haven't been visited will be visible
- In future we will develop a separate list for monitoring visits

Q6: Can I use the eCares JourneyApp offline during visits?

A: Yes. Once you've chosen to "Conduct Site Assessment" at a site, the eCares JourneyApp allows you to capture data offline. The information will sync when you're back online. Make sure you have refreshed the list on your JourneyApp while offline before you leave the office.

Q7: What does the site assessment tool include?

A: It includes the full registration framework grouped into logical sections for ease of use. The tool uses smart logic to show or hide sections based on the ECD programme type. You can also capture comments and supporting information.

Q8: Do I need to capture room measurements?

A: Ideally Yes to determine the capacity recommendation but not compulsory for centre-based if the EHP report provides capacity.

For each room used by the programme, you should record length and breadth in metres. Area = length x breadth. Divide this by 1,5 to get the capacity of the space.

Q9: Are comments mandatory in the site assessment?

A: Yes, when selecting "No" or "Yes—with conditions" for a standard. Comments are visible to the Application Reviewer and are required to explain conditions that must be reflected in the registration certificate.

Q10: Can I update the ECD's profile during a visit?

A: Yes. As part of a registration site visit, you must view and update a few key fields of the ECD profile. It will be pre-populated with existing information and should be updated if anything has changed.

Q11: Can I leave internal notes during a visit?

A: Yes. You can capture a comment at the end of a site assessment. These notes are internal and stored as part of the programme's record.

Q12: What happens once I finish a site assessment in the eCares JourneyApp?

A: Once I complete the digital site assessment, the app automatically calculates a registration outcome based on the framework. Possible outcomes include:

- Failed Silver (Passed Minimum Standards)
- Failed Silver – Failed Some Minimum Standards
- Passed Silver
- Passed Gold

Q13: Will I be able to see which standards were failed?

A: Yes. After submitting the assessment, I can go to the Responses button to see a summary of all the answers to standards so I can speak with the ECD about what they need to improve.

Q14: What happens after I submit the site assessment?

A: The application goes to a Reviewer who can view all completed Silver/Gold submissions in their geographical area. The Reviewer will check that all required documents are approved, the EHP report (if applicable) is uploaded and reviewed, and the site assessment and comments are complete. The Reviewer can return it to the administrator for document issues or continue with generating a Social Worker Report.

Q15: Who makes the final registration decision and what are the possible outcomes?

A: The Approver makes the final registration decision after reviewing the full application and the Social Worker Report. They can:

- Approve the recommended registration level (Conditional Registration – Silver or Full Registration – Gold)
- Return the application to the Reviewer with comments
- Issue a Refusal Notice or Refusal Notice with Closure

Q16: How does the ECD receive their outcome?

A: Once the Approver submits the final decision, and EMIS has approved, a certificate or notice can be generated. The ECD will receive a printed certificate from their District Official once it has been issued.