



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 in Gauteng (JHB South district), and will continue to be updated as further releases happen

[DO Frequently Asked Questions 06 11 24 v2.docx](#) – Release 0 and Release 1

Release 2: SG Application

APPLICANT QUESTIONS:

Q1: I've been approved for Bronze registration. What happens next?

A: Once approved, you'll receive a message with notice of your successful Bronze application and a link to information on how to submit your documents for your Silver/Gold application and next steps. Make sure you follow the link to begin the Silver/Gold application process.

Q2: How do I start my Silver/Gold application?

A: Log in to your eCares profile. From the menu on the left-hand side, select **Silver/Gold** to see your approved Bronze application that is ready for Silver/Gold submission. In the first step you will see instructions for what needs to be submitted. Follow the prompts and guidelines provided on screen.

Q3: What are the steps to complete a Silver/Gold application?

A: There are four steps:

1. Answer a short set of questions (to determine required documents)
2. Complete a declaration
3. Indicate which documents are available or on-site - Your document status will be recorded as "Documents on Site".
4. Upload documents (if possible) - Your document status will be recorded as "SG Document Submission Completed".

You can submit your application even if you haven't uploaded all documents. A support agent may assist you later.

Q4: I can't upload my documents. What should I do?

A: You need to ensure you have completed steps 1 to 3 in your application before uploading your documents. If you cannot upload documents a Call Centre Agent or Social Worker can upload them on your behalf.

Q5: What can a Call Centre Agent or Social Worker do to help me?

A: They can:

- View your Bronze-approved application
- Collect and upload your documents
- Submit your application once all documents are uploaded

You'll receive an SMS once submission is complete.

Q6: Can I check my application status?

A: Yes, you can log into your eCares profile at any time to view the status of your Silver/Gold submission.

Q7: What happens after I submit my application?

A: An Application Administrator will:

- Review your uploaded documents
- Approve or return them to request for corrections where information is missing or not clear
- Leave comments if anything is unclear

Once all documents are approved, your status will update to **"SG Document Review Complete."**

Q8: Can documents be rejected?

A: Yes. If documents are incomplete or unclear, they'll be sent back with comments explaining what needs to be corrected.

Q9: What is a site assessment?

A: A site assessment will be completed by a Social Worker or a designated official. This includes:

- Verifying the ECD Programme's space
- Checking standards and conditions
- Completing the ECD profile

Q10: What if I don't have an Environmental Health Certificate?

A: For centre-based ECD programmes, the District Official will work with the Municipality to coordinate a visit to the ECD that does not have an Environmental Health Certificate.

Q11. What happens after the site visit?

A: An automated result will be generated based on the site assessment, which includes:

- Pass/Fail of Silver level
- Summary of failed standards
- Any urgent issues or safety concerns

Q12. Will I receive feedback on what I need to improve?

A: You will receive a certificate, if approve, or a refusal notice listing all the standards that need to be complied with.

Q13. Who makes the final decision?

A: An Application Approver will:

- Review the whole application including the site assessment with notes and the Social Worker report and recommendations
- Decide on the registration level (Silver, Gold, or Refusal)
- Generate the official registration certificate or refusal notice

Q14. How will I know my final result?

A: You'll receive a message and can log into your eCares profile to download your certificate or notice.

Q15. When should I renew my registration?

A: You'll get a reminder 6 months before your registration expires. You can also apply earlier if:

- Your ECD programme moves, changes name or changes ownership
- You want to change your level or capacity
- You want to improve your registration level

Q16. Who can recommend cancellation of my registration?

A: Only authorised Reviewers—such as Social Worker supervisors—can recommend a cancellation. They must provide reasons for the cancellation and can upload any supporting evidence. Once submitted, an Approver will review and approve the cancellation. The ECD programme will then receive a notification, after which you can log in to view the letter of cancellation.

Q17. What is an EMIS number?

A: An EMIS number is a nationally unique number that identifies an education institution. This number can be seen on your certificate and is updated on the system when you view your application.