

FEBRUARY 2025

ECARES TRAINING FOR ECD REGISTRATION DRIVE BRONZE REVIEW & APPROVAL

PROVINCIAL AND DISTRICT EDUCATION OFFICIALS

INTRODUCTION TO ECARES



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The primary goal of the eCares system is to transition the Department of Basic Education's (DBE) administration of Early Childhood Development (ECD) service delivery from paper-based to digital, enhancing the effectiveness and efficiency of business processes. It will provide robust data collection and reporting capabilities, enabling the DBE to monitor programme progress and make informed decisions based on real-time information.

This system will enhance the DBE's ability to deliver high-quality and responsive administrative, regulatory, and funding services to Early Learning Programmes (ELPs) and the children they serve, ultimately contributing to improved effectiveness, transparency, and accountability in the administration of ECD services.

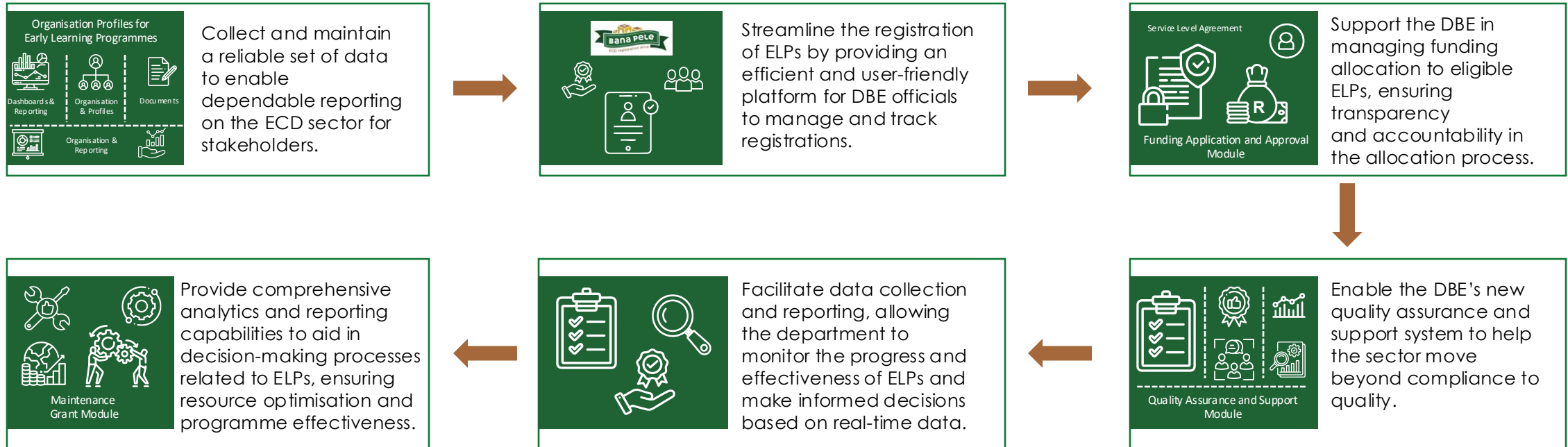


The system is intended to be released in a modular fashion over six releases.



INTRODUCTION TO ECARES

In this section, we remind you of the new streamlined ECD registration process and the long-term vision for eCares.



OVERVIEW OF THE BRONZE ECD REGISTRATION PROCESS

RE-CAP: WHY ARE WE INTRODUCING A NEW BRONZE REGISTRATION PROCESS?

In this section, we remind you of the new streamlined ECD registration process.

The Children's Act is not achieving the aim of drawing all ECD programmes into a regulatory net – about half of all ECD programmes are not registered.

BUT the Children's Act gives wide-ranging powers to provinces to adopt developmental approaches to registration

Since 2019, the Registration Framework has provided a precedent for accepting progressive compliance with some registration requirements.



WHAT ARE THE AIMS OF THE MASS REGISTRATION DRIVE?

1

To enable government to have oversight of every out-of-home setting where children are cared for.

2

To support ECD programmes to comply with legal requirements.

3

To make the registration administration processes quicker and less resource- intensive for officials and social service professionals

4

To enable government to have oversight of every out-of-home setting where children are cared for.

WHICH PART OF THE REGISTRATION PROCESS DOES THE BRONZE ECARES MODULE SUPPORT?



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To achieve a system with accessible entry-points into and simplified pathways through an end-to-end registration process, every ECD programme will move through three stages:

- **APPLY:** The ECD programme submits an application through an online platform or WhatsApp Bot and receives an initial Bronze certificate.
- **COMPLY:** The ECD programme receives site visits to check that they comply with the norms and standards and submits remaining documentation.
- **COMPLETE:** The ECD programme receives a Silver or Gold certificate.

WHICH PART OF THE REGISTRATION PROCESS DOES THE BRONZE ECARES MODULE SUPPORT?

Stage 1 – APPLY

What is the APPLY stage?

APPLY is the first step in the registration journey. The goal of this stage is to get every ECD programme into the system. ECD programmes that complete the APPLY stage will receive a Bronze certificate for one year, in which time the ECD programme must complete all remaining stages.

What is the process for APPLY?

The **APPLY** process works as follows:

- An unregistered ECD programme will be sent a link to an online application form, either via the WhatsApp bot or through other communication channels.
- The ECD programme then completes the online application process.
- The Education District checks the application and particularly checks the staff against the National Child Protection Register and decides whether to approve or reject it.
- Successful ECD programmes receive a Bronze Certificate and information on next steps.

WHAT ARE THE BENEFITS OF THE NEW APPLY STAGE?

- Fully digital application, review and approval process through eCares.
- No need for ECDs to collect forms or come to offices to submit.
- Online application process will check that the correct information is completed, and the right documents uploaded – less back and forth.
- SWs, Supervisors and ECD Directors can review applications on their laptop/desktop device and send notes to ECDs if there are issues.
- Different roles in the system will allow for review and approval process to flow and for certificates to be generated automatically after approval.
- No need for paper files to be kept and transported between offices or stored. All information will be available online.



KEY POINT:

A digital system will help to make the application process simpler and quicker for both ECD programmes and Education Districts.

WHAT IS THE OLD WAY FOR APPLICATION SUBMISSION REVIEW AND APPROVAL?

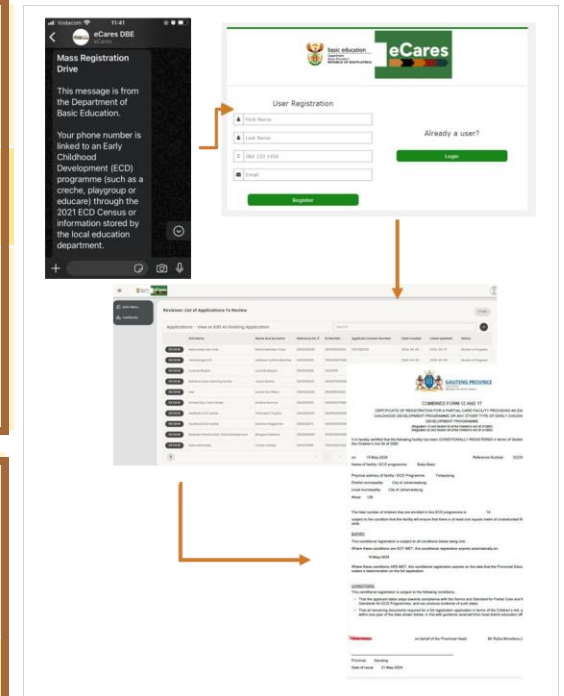
1. Site Identification	Sites come to PED offices / SWs find sites.
2. Jamboree	A day set aside to invite a group of ECD sites to find out about what PCR is and what they need to do to get registered.
3. Application Submission	A day set aside for ECD sites to return all the documents and forms required for PCR registration.
4. Site Verification	This is required only for problem sites who are difficult to contact or repeatedly fail to attend scheduled dates. The social worker would visit these sites to confirm their existence and try to encourage them into the registration process.
5. Site Visits	Environmental health practitioners and social workers visit the site to check it against the norms and standards for partial care registration.
6. EHP Report	Based on the site visit, the EHP draws up a report on how the site meets or fails to meet the norms and standards for PCR registration and other local municipal by-laws.
7. File Compilation	The social worker as the custodian of PCR, collates the information gathered and reviews the EHP report in order to make a recommendation for full registration, conditional registration or closure.
8. Certification	The file is sent to the district manager who reviews the recommendation and issues registration certificates.



WHAT IS THE NEW WAY FOR BRONZE APPLICATION SUBMISSION, REVIEW AND APPROVAL?

1. Site ID through WhatsApp and Call centre	Unregistered ECDs listed in the census get WhatsApp messages or phone calls from a call centre. They can also message a WhatsApp bot to get the details. Or get the online application form link sent to them via NGOs or forums.
2. Application submission online	ECDs register on eCares and get the details of what they need to apply. The application form is digital and can be completed in stages. Documents for staff are uploaded straight into the application.
3. Initial application review online	ECDs submit their applications online. Immediately the 1st PED role – the application administrator will see it and can review the details and documents. If anything is missing they can send it back for correction. They also check each staff member on the NCPR system and upload certificates to the application.

1. SW Review of online “file”	When the application administrator is happy that the application is complete they can forward it for review by a Social Worker (Application Reviewer role). They will double check the documents and the NCPR certificates. They will then make a recommendation to Approve Bronze or Reject registration and submit for approval.
2. Approval and automatic certificate	Once submitted by the Reviewer, the Approver will see the application in their list and can do a last check, read the SW recommendation and approve or reject the application. Once approved, a certificate can be automatically generated by the system.



REQUIREMENTS FOR BRONZE LEVEL REGISTRATION:

- Complete an online application form – combined Form 11 and Form 16.
- Complete an online health and safety self-assessment confirming minimum standards have been/will be met.
- Provide information and documents so that all staff members can be checked against the National Child Protection Register.



KEY POINT:

Bronze Apply requirements ensure safe adults and minimum standards are met.

WHICH PART OF THE REGISTRATION PROCESS DOES THE BRONZE ECARES MODULE SUPPORT?

- *Whether we issue a certificate or not, the ECD exists, and children are in it. DBE would prefer to know about these ECDs and be able to work with them to move towards compliance and improved health and safety for children rather than pretend they don't exist.*
- *There is case history where children have died in ECDs and the courts have held the ECD responsible for meeting the requirements, not government.*



COMMON QUESTION.

Q: How can we issue a certificate to an ECD we have never visited.

Aren't we at legal risk if something goes wrong?



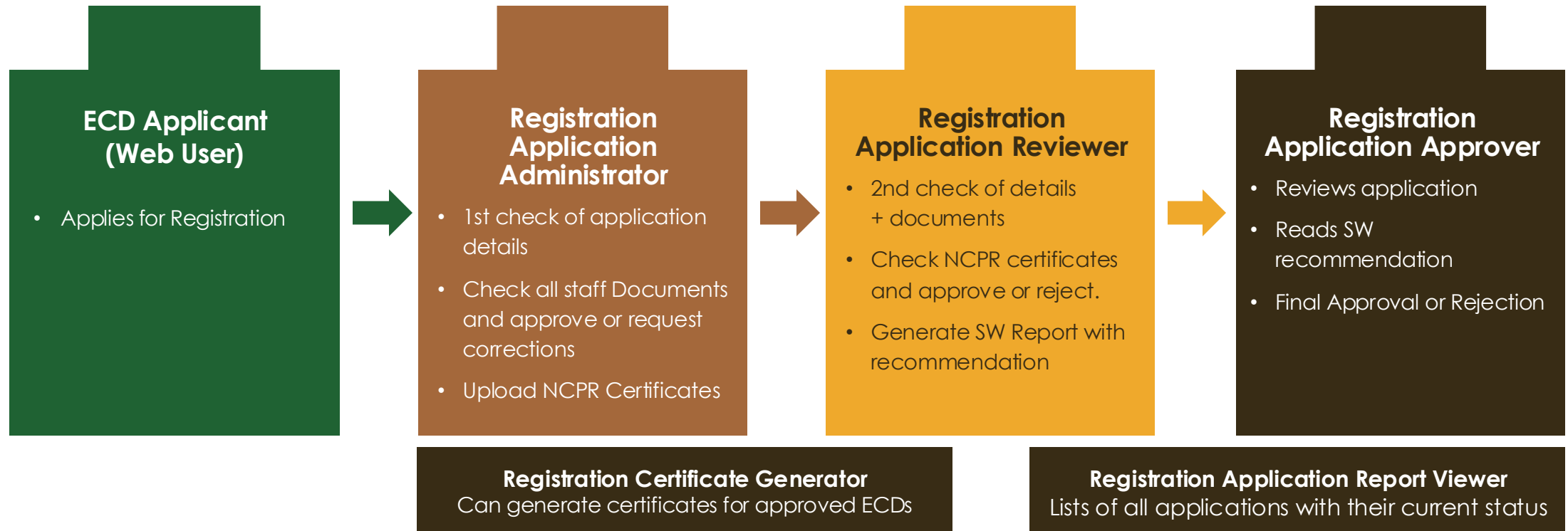
WHERE IS THERE MORE INFORMATION?



Information, guidelines and tools will be added to DBE's web page as they become available.
Go to: <https://www.education.gov.za/Programmes/ECD/ECDMassRegistrationDrive.aspx>

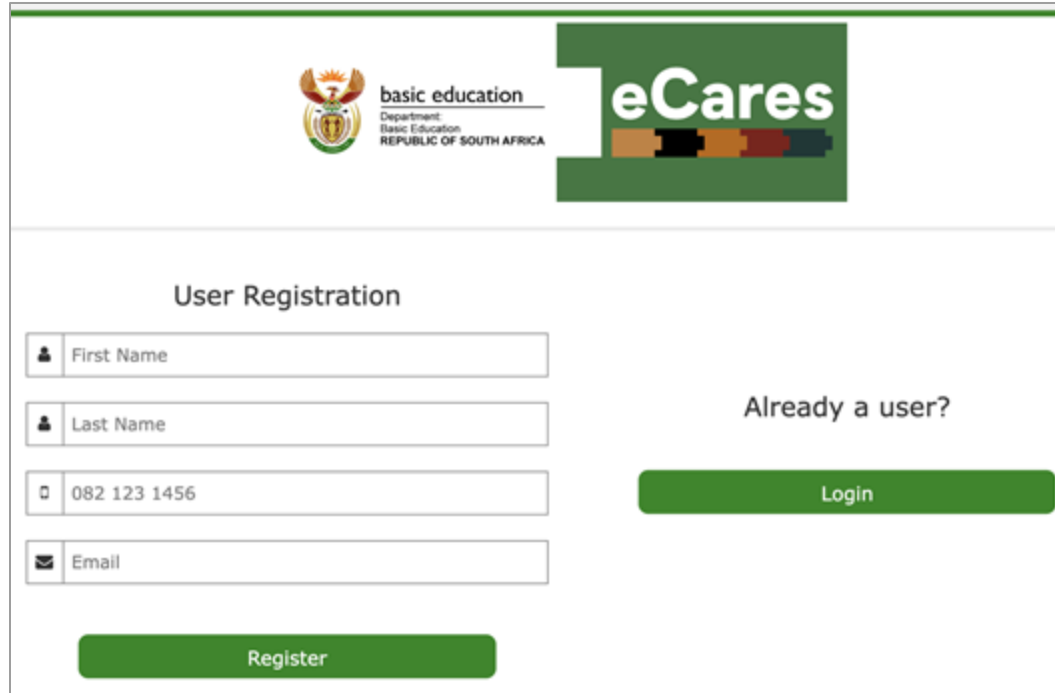
INTRODUCTION TO THE BRONZE ECD REGISTRATION MODULE IN ECARES

OVERVIEW OF THE USER ROLES



ACCESSING ECARES – USER SET UP; LOGIN AND PASSWORD RESETS

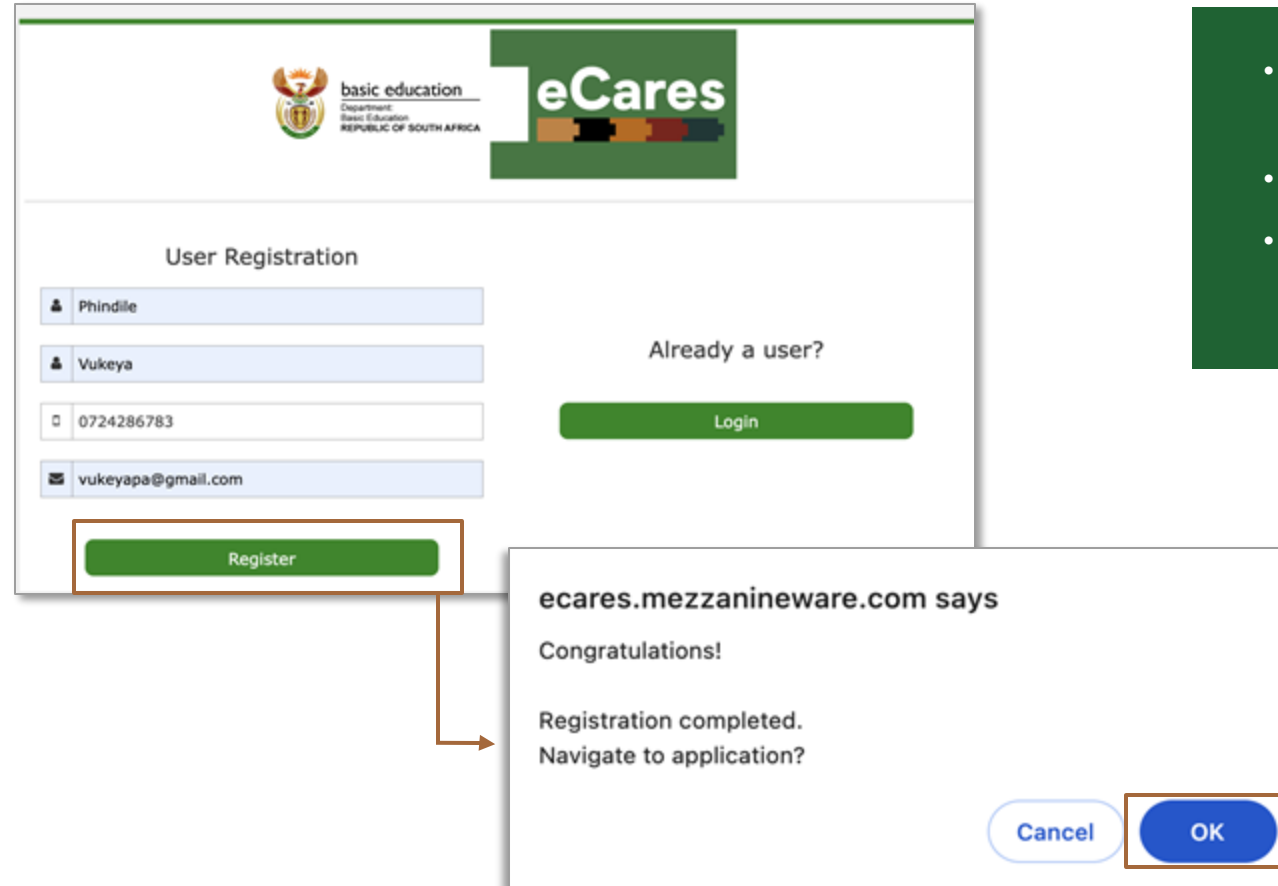
ECD APPLICANT - REGISTERING AS A USER ON ECARES



The screenshot shows the eCares User Registration page. At the top, there is a header with the South African coat of arms, the text 'basic education Department: Basic Education REPUBLIC OF SOUTH AFRICA', and the 'eCares' logo. Below the header, the page is titled 'User Registration'. On the left, there are four input fields: 'First Name', 'Last Name', 'Mobile Number' (with a phone icon and the number '082 123 1456' pre-filled), and 'Email'. A green 'Register' button is at the bottom left. On the right, there is a section titled 'Already a user?' with a green 'Login' button.

- Access the ECD web registration portal using a laptop or tablet at:
- <https://dbecares.dbe.gov.za/user-registration/>
- To begin registration, go to **User registration** and enter your first name, last name, mobile number, and email address (skip email address if you do not have one).
- After entering the details, click on '**Register**'.
- Upon successful registration, you can begin the process of submitting an ECD registration application on the eCares platform.
- Please note that this is the live platform – if you are testing it out please name any applications as **TESTxxxx** and **ARCHIVE** upon completion.

ECD APPLICANT - REGISTERING AS A USER ON ECARES



The screenshot shows the 'User Registration' form on the eCares website. The form includes fields for 'Phindile', 'Vukeya', a phone number '0724286783', and an email 'vukeyapa@gmail.com'. A green 'Register' button is highlighted with a red box. To the right of the form is a 'Login' button. Below the form, a pop-up window displays the message: 'ecares.mezzanineware.com says Congratulations! Registration completed. Navigate to application?'. The pop-up has 'Cancel' and 'OK' buttons, with the 'OK' button highlighted by a red box. An arrow points from the 'Register' button to the pop-up.

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eCares

User Registration

Phindile

Vukeya

0724286783

vukeyapa@gmail.com

Register

Already a user?

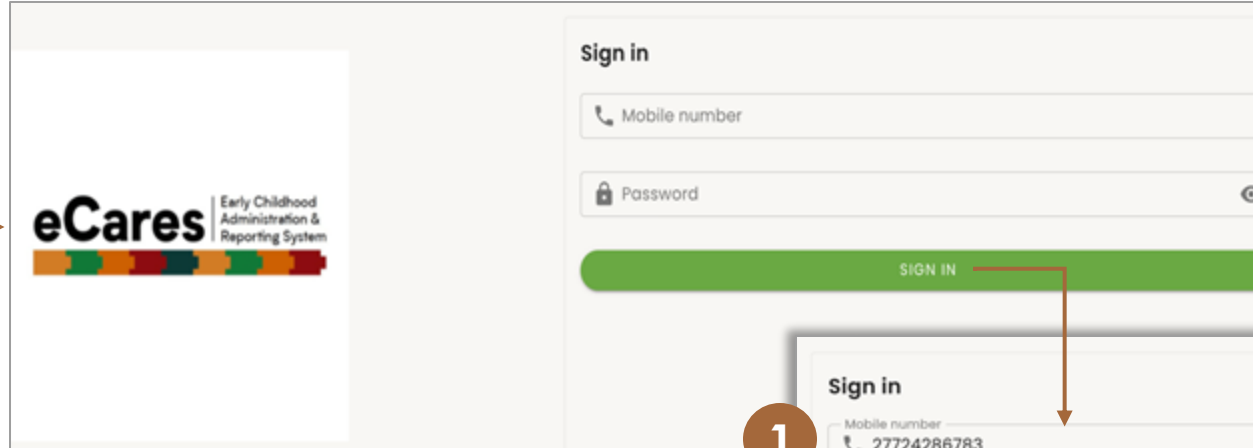
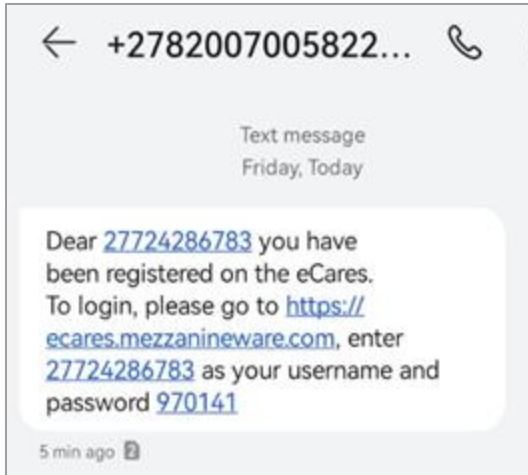
Login

ecares.mezzanineware.com says
Congratulations!
Registration completed.
Navigate to application?

Cancel OK

- After clicking on **"Register,"** a pop-up will appear indicating that registration is complete.
- Click **"OK"** to navigate to <https://dbecares.dbe.gov.za/>
- Following registration, you will receive an SMS and email confirming successful registration

ECD APPLICANT - REGISTERING AS A USER ON ECARES

A zoomed-in view of the sign-in form with three numbered steps: 1. Enter mobile number (27724286783). 2. Enter password (*****). 3. Click the green 'SIGN IN' button. Below the button is a link to 'Recover your password' and the mezzanine logo.

- You will receive an **SMS** confirming your registration. The SMS will also contain a temporary login password. After registration, the website will take you to the sign-in page.
- Enter the mobile number you used to register, **starting with 27 (RSA dialing code), followed by the rest of your cell number.**
- Enter the password you received via SMS.
- Click on **'SIGN IN'** in to continue.

ECD APPLICANT - REGISTERING AS A USER ON ECARES

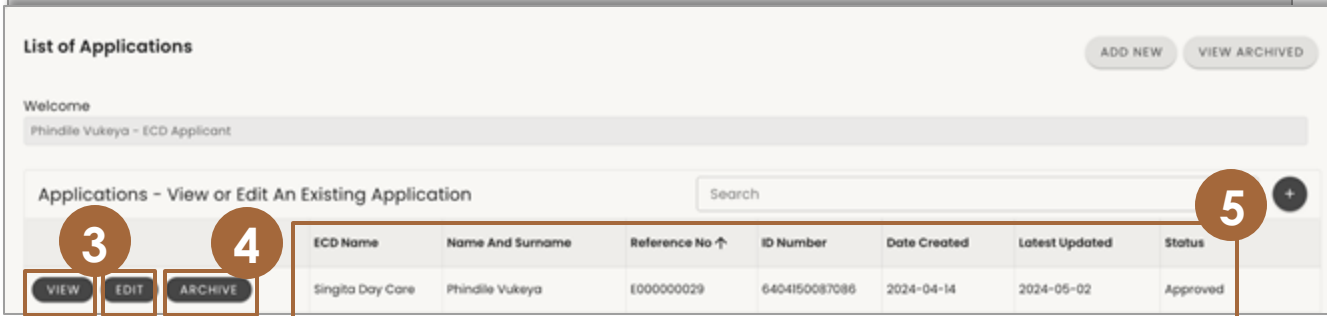
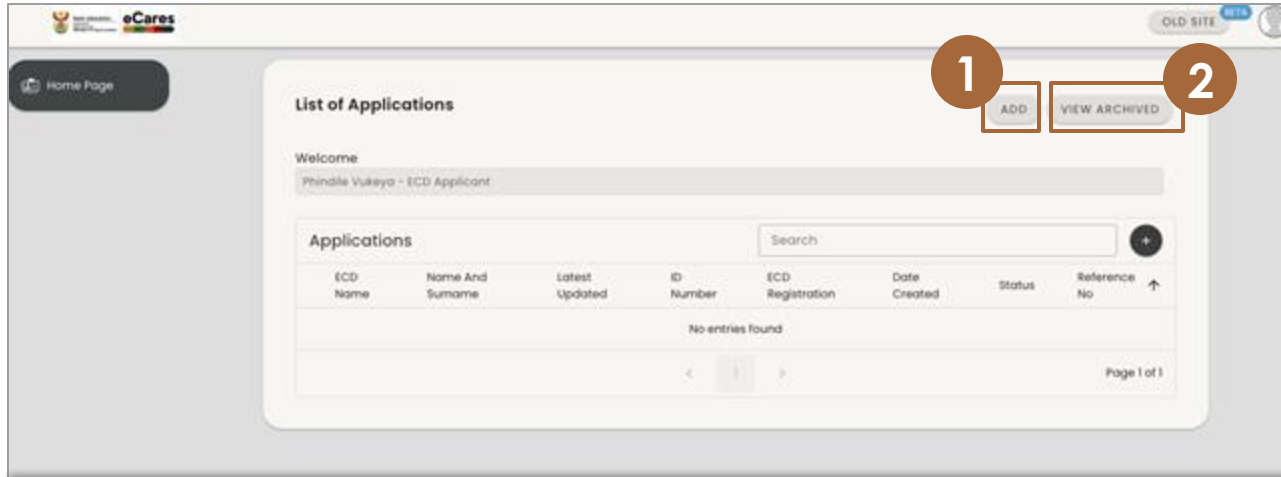
Change Password

i Your password was reset
Please select a password that conforms to password policy level 1:
Minimum of six characters.

CHANGE PASSWORD

- The system will now prompt you to change the password to your desired one. It must be **at least 6 characters long**.
- Enter your new password, confirm it, and click on **'Change Password'**.

ECD REGISTRATION APPLICATIONS LANDING PAGE



On your first login, you'll be directed to the '**List of Applications**' page, which will initially be blank.

On this page, as an applicant you are able to:

1. Create a New application by clicking on '**ADD NEW**' button.
2. View Archived applications.
3. View and Edit incomplete applications.
4. Archive an application.
5. Display all applications initiated and their statuses.

THANK YOU.



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