

FAQS ON SUBMISSION OF INTEREST IN CHILD CARE CENTRES

Searching for a Child Care Centre

1. How do I go about searching for a child care centre?

You can visit <http://www.ecda.gov.sg> to search for a suitable child care centre according to various search parameters (eg: age of child, location etc). Please click on 'Search for Child Care Centre' under the Parents tab in 'Our Services'. Please select your preferred location, type of service from the drop-down lists and enter your child's age.

2. How do I know if there is a vacancy for my child in a child care centre?

The availability of child care places in centres are indicated in the Search Results page. The system was enhanced in early 2015 to allow parents to view the centre's vacancies by levels but this requires child care centres to provide updates on the vacancy numbers. Centres are enabled in the system to update vacancy information on child care places. This would then assist parents to conduct a more accurate search for centres that have vacancies at the required levels. However, should centres not update this information, the vacancies would not be reflected accordingly.

3. I need assistance with child care placement. Can ECDA help me?

We would like to highlight that child care centres are private business entities with their own administrative policies on enrolment matters. As such, we seek your understanding that the decision on children enrolment lies with the centre and the Early Childhood Development Agency (ECDA) is not in a position to intervene.

We are pleased to share that ECDA has launched a system to assist parents in their search and to indicate their interest in a child care centre. This is a self-help tool where parents can find out more about centres and indicate their interest in the child care centres a year prior to the expected date of commencement.

You may visit <http://www.ecda.gov.sg> to search for a suitable child care centre according to various search parameters. You may choose to indicate your interest in up to 10 centres, and centre operators will contact you should there be an available place for your child in the class level requested for. This system is available online and can be accessed via a mobile device for added convenience.

Indicating Interest For Child Care Centres

4. How do I go about indicating my interest for child care centres?

- Once you visit <http://www.ecda.gov.sg>, please click on 'Search for Child Care Centre' under the Parents tab in 'Our Services'. Please select your preferred location, type of service from the drop-down lists and enter your child's age.
- On the Search Page Results, select your preferred centres by checking the tickbox on the extreme left of the centres. You can select up to 10 centres.
- Click on 'Register for Child Care Centre' at the top/bottom left corner.
- Input your child's details etc and click Submit.
- Please note that this is a submission of your interest to place your child on the waitlists of centres only, not enrolment. The centres will contact you if there is a vacancy for your child.

5. How do I know if I have successfully submitted my interest for my child?

A 6-digit Temporary Password will be issued to you after you have successfully submitted your interest for child care centres on the acknowledgement page and will be sent to you by email or SMS. Please login with the temporary password within 24 hours and you will be prompted to

change your password. Failing which, your temporary password will expire and your child's account will be switched to inactive.

6. What happens after I submit my interest in a centre?

The centres will contact you should there be a vacancy for your child. Alternatively, you may also wish to contact the centres directly to follow up on your registration if you do not hear from the centres within 2 weeks. Once you have submitted your interest, you will receive an auto-email from the system at the 3rd month mark, and a list of suggested centres in the vicinity, which may have immediate vacancies, will be made available to you for your consideration. You will also receive a notification at the 6th month mark requesting you to login to re-confirm your interest. Once you re-confirm by clicking on Yes/No, the child's registration will remain on the system or be removed as per your confirmation.

7. How do I manage my registered centres?

- Go to ECDA's website (<http://www.ecda.gov.sg>) and click on 'Registration Management System' under the Parents tab in 'Our Services'. Then click on 'View Personal Registration'.
- Login with your child's Birth Certificate number and your password. Please click on "Reset Password" to change your password if you have forgotten it or if you are unable to login.

8. Can I make amendments to the registered list of centres?

Yes, you can edit your choices any time after you log in to "View Personal Registration" page.

9. It has been 2 months and I still have not received any response from my registered centres. What can I do?

You may wish to contact the centres directly to find out the estimated waiting time. You may also refer to the suggested list of centres in the vicinity (auto-generated based your search requirements) to explore other child care options. You are also encouraged to consider centres near your workplaces or the child's grandparents' homes if you are unable to secure a place near your home.

10. There is no Queue number or estimated time of waiting given. How do I know how long I have to wait before there is a vacancy for my child?

We understand parents' concerns. Every centre has its own enrolment procedures and is responsible for maintaining its own waitlist. As enrolment is dynamic, you may wish to check directly with the centres to find out the estimated waiting time.

11. I would only like to enrol my child in a centre 2 years later. Why am I unable to indicate my interest via the system first?

The system only allows parents to indicate their interest in centres up to a maximum of 1 year in advance. This is because enrolment is dynamic and centres are unable to confirm enrolment way in advance. Priority should also be given to parents who require immediate care arrangement.

12. I have been on the waitlist for very long. Can ECDA help me jump queue or expedite my child's enrolment?

Every centre has its own enrolment procedures and is responsible for maintaining its own waitlist. ECDA will only be able to share your request with preferred centres and request them to liaise with you once there is a vacancy. You may wish to expand your search options to locate centres with vacancies. You may also consider centres near your workplaces or the child's grandparents' homes if you are unable to secure a place near your home. Please refer to the ECDA website to search for centres and contact suitable centres directly to place your child on their waitlists.

13. Will my child's name remain on the waitlist if I am still unable to secure a placement after 6 months?

You will receive a notification at the 6th month mark to re-confirm your interest. Once you re-confirm by clicking on 'Yes', the child's registration will remain on the system for another 6 months.

Password Issues

14. I am trying to change my password. Is there any criteria?

Your password needs to be between 8-15 alphanumeric characters.

15. I have forgotten my password and am not able to log in to view my child's registrations. How do I reset my password?

Please follow the below steps to log in to view your child's registrations.

- Please reset your password by visiting the following link - https://childcarelink.gov.sg/ccls/mobile/CCLS_MWaitLstForgotPwd.jsp
- You will be asked to key in your child's BC number, following which, a link to change your password will be sent to you via email or mobile.
- Please select the Email option if you would like to reset your password immediately. Else, please note that it may take up to 2 hours for the link to be sent to you via SMS.
- After you receive the password reset link, click on it and you will need to input a password of your choice between 8-15 alphanumeric characters and click Submit.
- After this, you should be able to review your child's registration at https://childcarelink.gov.sg/ccls/mobile/CCLS_MChdCccLoginWaitLst.jsp.

16. I have already clicked on "Reset Password" but have not received the link. It has been so long. What do I do?

The link to reset your password will be sent to you via email or handphone according to your selection and the contact details you had indicated during registration. If you had selected the email option, you should receive the link in your inbox almost instantly. If you do not receive the link, please check your spam/junk folders. If you had selected the handphone option, it will take up to 2 hours for the link to be sent to you. If you have changed mobile numbers, you may not receive the link via SMS.