

## 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 click 'Search'.

#### 2. Can I search only for Anchor-Operator Preschools (AOPs)?

You can filter your search results in the 'More Options' menu.

#### 3. 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.

#### 4. 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

#### 5. 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 click on 'Search'.
- On the Search Page Results, select your preferred centres by clicking the 'select' button on the right of the centres' name. You can select up to 10 centres.
- Click on 'Proceed' at the top right corner.
- Input your child's details manually or autofill via MyInfo by logging in with your SingPass.
- 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.

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

An acknowledgement page will be sent to you by email or SMS.

**7. 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 3<sup>rd</sup> 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 6<sup>th</sup> month mark requesting you to login to re-confirm your interest. Once you re-confirm by clicking in the system, the child's registration will remain on the system or be removed as per your confirmation.

**8. How do I manage centres that I have indicated interests for?**

Go to ECDA's website (<http://www.ecda.gov.sg>) and click on 'Preschool Search Portal' under the Parents tab in 'Our Services'. Login with your Singpass using the login button on the top left corner, then click on 'Manage Interests' from the dropdown menu on the right corner.

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

Yes, you can edit your choices any time after you log in to "Manage Interests" page.

**10. 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.

**11. 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.

**12. 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.

**13. 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.

**14. 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 6<sup>th</sup> 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.

**SingPass & Account Issues**

**15. I do not have SingPass, can I still indicate interest?**

Yes. If you do not have SingPass, please approach the centres directly. Otherwise, for SingPass matters, please visit [ifaq.gov.sg](http://ifaq.gov.sg) for more information.

**16. After logging in, I can't see the centres I had previously selected.**

Please follow the steps below to link your account with your previous records.

- Visit ECDA's website (<http://www.ecda.gov.sg>) and click on 'Preschool Search Portal' under the Parents tab in 'Our Services'. Login with your Singpass using the login button on the top left corner,
- Click on 'Manage Interests' from the dropdown menu on the right corner,
- At the top of the screen, please click to retrieve your existing records,
- Follow the on-screen instructions to link your previous records with your new account.