

FAQS ON PRESCHOOL SEARCH PORTAL –

SEARCHING FOR PRESCHOOLS AND SUBMISSION OF INTEREST IN CHILD CARE CENTRES

Searching for a Preschool

1. How do I go about searching for a preschool?

You can visit the Preschool Search Portal at <http://cms.ecda.gov.sg/preschool> to search for a suitable preschool nearest to your location by entering your address or postal code. Under the 'By Location' tab, enter your street name or postal code of your preferred location, select the correct result from the drop-down list and click 'Search'.

You may also choose to search by Centre Name by clicking on the 'By Centre Name' tab above the search bar and click 'Search'.

If you encounter a 'No centres were found for this search' error, after searching by location, please search again using the search bar. Ensure that you select the correct result from the drop-down list before clicking 'Search'.

2. Can I search only for Anchor-Operator Preschools (AOPs) or Partner Operator Preschools (POPs)?

You can search for Anchor-Operator preschools (AOPs) by clicking on 'By Centre Name' tab and enter the name of the centre. There are currently five AOPs on the scheme, E-Bridge, My First Skool, MY World, PCF Sparkletots and Skool4Kidz.

You may find more information on AOPs and the POPs on our website:

Anchor Operator Scheme – www.ecda.gov.sg/Parents/Pages/AOP.aspx

Partner Operator Scheme – www.ecda.gov.sg/Parents/Pages/POP.aspx

3. Can I search and filter using other criteria?

After searching by location or by centre name, on the search results page, click on 'All filters' at the top left of the page. You can sort by distance, vacancies, fees and centre name. You can also indicate the level and service that you require.

4. How do I search for infant care centres? How do I know if the centre offers infant care?

Some centres provide infant care for infants aged 2 months to 18 months. After searching by location or by centre name, on the search results page, click on 'All filters' at the top left of the page. Select 'Infant Care' as the level to filter out centres that provide infant care.

You can also click on the search result for each centre to view the centre details and the levels offered.

In the centre details, you can also further indicate the programme type and level to view the fees before subsidies.

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

The availability of child care places by levels in centres are indicated in the Search Results page. Green indicates that there are immediate vacancies, red means there may be vacancies within 1 year and grey means it may take more than a year for a vacancy to be available. The results are accurate as at the last update provided by the centre. Centres are encouraged to keep this information up to date and hopefully will help parents to manage their expectations when planning for the enrolment of their child.

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

The Preschool Search Portal assists 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 the Preschool Search Portal at <http://www.cms.ecda.gov.sg/preschool> to search for a suitable preschool. You may choose to indicate your interest in up to 10 child care 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.

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.

Indicating Interest for Child Care Centres

7. How do I go about indicating my interest for child care centres? Can I indicate my interest in kindergartens?

Indication of interest is currently only available for child care centres. For kindergartens, please contact the kindergartens directly using the contact details provided on the search results.

Visit the Preschool Search Portal at <http://cms.ecda.gov.sg/preschool> to search for a suitable preschool according nearest to your location by entering your address or postal code. Under the 'By Location' tab, enter your street name or postal code of your preferred location, select the correct result from the drop-down list and click 'Search'.

You may also choose to search by Centre Name by clicking on the 'By Centre Name' tab above the search bar and click 'Search'.

If you encounter a 'No centres were found for this search' error, after searching by location, please search again using the search bar. Ensure that you select the correct result from the drop-down list before clicking 'Search'.

On the Search Page Results, select your preferred centres by clicking the 'select' button on the right of the centres' name, or click the "Add to interest" button in the centre details page. You can shortlist up to 10 centres.

Click on 'Proceed to register your interest' at the top.

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.

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

You will see an acknowledgement page as well as a notification that will be sent to you by email or SMS.

9. 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 in the system, the child's registration will remain on the system or be removed as per your confirmation.

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

Go to the Preschool Search Portal at <http://www.cms.ecda.gov.sg/preschool> and login with your SingPass using the login button on the top right corner (or 'Menu' and 'Log In' if on mobile-version), then click on 'My Interests' from the dropdown menu on the right corner.

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

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

12. 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.

13. 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.

14. 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 arrangements.

15. I have been on the waitlist for very long. Can ECDA help prioritise 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 on the Preschool Search Portal at <http://www.cms.ecda.gov.sg/preschool> to locate other centres and filter 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.

16. 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.

17. I received an email to re-confirm my interest after 6 months. However, I do not see a re-confirmation button. How do I proceed?

If you received an early reminder, please log-in again in a few days when the re-confirmation is due to be able to click on the re-confirmation button.

SingPass & Account Issues

18. 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 for more information.

19. 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 <http://ww.cms.ecda.gov.sg/preschool> and login with your SingPass using the Login button on the top right corner (or 'Menu' and 'Log In' if on mobile-version)
- Click on 'My 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.