

ADMISSIONS ONLINE APPLICATION: FREQUENTLY ASKED QUESTIONS AND POSSIBLE SOLUTIONS

Frequently asked questions	Possible solutions
Application Period	
1. Can I apply for more than one child?	Yes, you can apply for as many children as possible. Enter information for another child in Step 2 and apply for the same child in Step 3
2. How many times can I apply for my child/ren	You can apply to schools in line with the application options that are provided in Step 3 in the App
3. Can the parent register and apply at the same time?	Yes, the system allows for the parent to register and apply at the same time
4. Can information be edited after application form is submitted?	Yes, the information can be edited at any stage, however parents must note that this will affect the application in terms of date and time and placement on the Waiting List
5. What if a parent uses incorrect /fraudulent information to apply?	Incorrect /fraudulent information provided will lead to disqualification of the application.
6. Will the system be able to detect if the ID or Passport number is valid?	The system will be able to validate South African ID numbers and identification for Foreign Nationals will be validated by Home Affairs
7. Will a non-South African be able to apply using the Passport number?	Yes, the parent must indicate if he/she is a non-South African in Step1 and 2
8. Will the Online Application allow me to apply at the school of my choice?	Yes, however parents first need to apply to a school closest to their home or work address.
9. How will I know if the school that I applied at has received my application?	The system will automatically send an SMS confirming successful submission of the application at that school but this does not mean the learner is placed at the school
10. How will I receive a Waiting List number if applying online?	The system will forward an automated Waiting List number via SMS
11. Can I change the schools closest to my home or work address that was given by the system when applying?	A parent must choose a school in the list provided to qualify to be on Waiting List A. However an option "school of choice" may be used to access a full list of schools to choose from
12. Will the system give me an order of preference of schools to my home or work address?	Schools are arranged in order from closest to furthest from home or work address
13. What will happen if I still want to queue at a school to submit my application?	No manual applications forms will be issued by schools for Grade 1 and 8
14. Can schools issue out hard copies of application forms as a backup?	No manual application forms will be handed out to parents

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15. Will the online application be open for all grades?	No, only Grade 1 and 8 applications will be submitted online
16. Will in-between grades be required to apply on line?	In-between grades applications will be done manually at the school
17. Will the issue of addresses be considered when I apply for Technical Schools, Schools of Specialisation” and “Schools with Boarding Facilities”	For every application option, a list of schools will be provided to inform the applicant about the type of school and the curriculum package offered by the school
18. Will the system accommodate boarding schools?	Yes. The parent will be able to apply to a school with a boarding facility by choosing “Schools with Boarding Facility” option in Step 3 and the applicant must visit the school to apply for accommodation
19. How will the system accommodate applications according to language?	Language (LoLT) is not an admissions criteria. The school first admit then determine the language of teaching based on the admitted population of learners and the resources available. The District Office will manage placement of the affected learners
20. What if the parent applied online at a school where the preferred language is not offered?	
21. Can I apply online for a child coming from an Independent school?	You can apply online to a Public school if the learner is in Grade 7
22. Can I apply to an English school if the learner’s medium of instruction was English at the primary school/ Independent school and does not qualify in terms of home and work address?	Yes, the applicant must choose “previous school” as an option to apply and the system will provide a list of the closest secondary schools to the primary school.
23. Will Grade R learners be required to apply online?	No. the system only caters for Grade1 applications. Applications for Grade R learners are a responsibility of the SGB and the School
System	
24. What happens if I forget my username and password?	Click the login tab to reset the username and password
25. Is my personal information secured?	Yes, data is hosted at SITA which is a government entity and information is for use by Education only
26. What if the school manipulates the information submitted by the parents?	The information cannot be changed by schools. Schools are only able to verify and edit document status as parents submit proof of documentation
27. If the school does not have any network, what is going to be done?	All schools are provided with the necessary infrastructure needed

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28. Does the Department have Plan B for cases where the system experiences problems	An application form will be provided as Plan B
29. System brings up schools in other provinces	The system has Gauteng Province schools only
30. Will I be able to delete my application on the system?	Yes. However this will affect the position of the application on the system i.t.o date and time.
31. Will I be able to restore my deleted applications?	No.
32. When I click 'Submit Parent Details' or "Submit Learner Details', the system does not submit	User must ensure that all mandatory fields are completed. The incomplete mandatory fields will be indicated by the system. The spacing is not recognised by the system when entering telephone numbers. Correct format is: 0820001113 or 0113550000
33. Will the system allow the form to be submitted without all fields completed?	
34. How will the system address combined schools?	Grade 1 will be the entry grade and parents can only apply for Grade1
35. Can the system accommodate parents who cannot read?	Staff will be made available at Call centres, Operational Centres, Libraries and schools to assist parents with online applications
36. How will the system address schools not found on the electronic list?	All schools have been listed. New schools opening late will be included. Where schools are not found on the electronic list, parents must alert the Department
37. Will GDE issue admission user manuals to schools and parents?	A User Guide for Parents has been uploaded on the Admission Online Application System on the Landing Page under "Support" menu and on the GDE website: www.education.gpg.gov.za
38. Will the system be able to identify the admission age of a learner for admission to Grade1?	The system will not be able to detect children who are younger than the school going age as determined in the Legislation and will not allow the applicant to proceed
PLACEMENT PERIOD (3 August 2018 – 28 September 2018)	
39. How long will it take to get a response on the progress of my application?	<ul style="list-style-type: none"> • Applicants will be notified via SMS to logon to the Admissions Online System for the outcome of their applications during the Placement Period on 3 August 2018 • Applicants who received no offers on 3 August 2018, will receive an sms to logon to the System on 31 August 2018 • Thereafter, the District will place all unplaced applicants • Applicants MUST confirm offers of placement within 7 days of receiving the sms, or the offer will be forfeited and given to the next applicant on the Waiting List

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40. When will I receive notification of successful /unsuccessful applications?	<ul style="list-style-type: none"> • Applicants will be notified via SMS to logon to the Admissions Online System for the outcome of their applications during the Placement Period on 3 August 2018. • Applicants who received no offers on 3 August 2018, will receive an sms to logon to the System on 31 August 2018 • Thereafter, the District will place all unplaced applicants • Applicants MUST confirm offers of placement within 7 days of receiving the sms, or the offer will be forfeited and given to the next applicant on the Waiting List
41. I have lost my username and password. What do I do?	<ul style="list-style-type: none"> • Please call 0860 000 789 where you will be assisted
42. I have lost my cell phone / changed my cell phone number I provided when I made the application	<ul style="list-style-type: none"> • Please call 0860 000 789 where you will be assisted. Note that you must provide a new cell phone number so that your login credentials may be forwarded to you
43. How many days I have to respond to an offer of placement?	<ul style="list-style-type: none"> • 7 school days after receiving an offer of placement • If the applicant does not respond within 7 days, the offer of placement will be forfeited and given to the next applicant on the Waiting List
44. Can I delete a confirmed offer of placement in one school to accept another offer in another school?	No. Once an offer of placement is confirmed, all other applications are deactivated and no longer available
45. I have not submitted any documents. How can I submit now?	Parents who have not submitted documents will be notified of a date to submit documents in due course
46. What can I do if the school requested additional documents such as registration fee, payslip / proof of employment, etc before processing the application?	Visit the District Office where the school is located and provide proof to the District Office that you have submitted documents to the school during the allocated period which was 16 April 2018 to 5 June 2018
47. What will happen if my application is unsuccessful at all the schools I have applied to?	The District will facilitate placement in a school where there is space available from September to the end of October 2018
48. What will happen if the schools that I have applied for are full?	The District will facilitate placement in a school where there is space available from September to the end of October 2018
49. Will I definitely be placed at one of the schools that I applied to?	<ul style="list-style-type: none"> • No. An Online Application does not a guarantee placement at any particular school • Placement is based on applicants meeting admission criteria as well as availability of space at the school

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<p>50. I applied using home address and I got schools that have African languages only and my child has been doing English as Home Language since Grade R. What will happen to my application?</p>	<p>Visit the District where the school is located and provide the child's Primary School (Grade 7) Report. The District will facilitate placement at a relevant school where there is space available. Note that learners who have not yet attended formal schooling can be placed at any school with available space</p>
<p>51. Can online applicants from other provinces apply to a school in Gauteng?</p>	<ul style="list-style-type: none"> • Yes. Applications can be made nationally and internationally • Placement is based on applicants meeting admission criteria and availability of space
<p>52. I have relocated to another area after applying, but area before my child was placed. How do I get placement based on my new address?</p>	<ul style="list-style-type: none"> • Applicants must inform the relevant District and submit proof of relocation (new residential address) as well as proof of residence at the address used during the application
<p>53. What can I do if I am not satisfied with the outcome of the application at a School?</p>	<ul style="list-style-type: none"> • The parent may lodge an Objection within 7 days of receiving the outcome of the application by completing an Objection Form (Annexure D) at the District Office or downloading the Objection Form from the Online Application System, completing it and submitting it to the District Office within 7 days • The parent should return to the District Office for a response within 15 Days of submitting the Objection • The District will upload a response to the parent on the System within 15 days of receipt of the Objection, and give a copy to the parent • Parents may also call the GDE Call Centre (08600 000 789), or visit the District Office or Head Office to request an Objection Form
<p>54. What should I do if I am not satisfied with the outcome of the Objection?</p>	<p>The parent may lodge an Appeal within 7 days of receiving the outcome of the Objection by completing an Appeal Form (Annexure E) at the District Office.</p>
<p>55. What can the applicant do if they are not satisfied with the outcome of the Appeal?</p>	<p>The MEC's decision on the Appeal is final and no further correspondence can be entered into</p>
<p>56. What documents are required to lodge an Appeal?</p>	<p>A checklist of documents required to lodge an Appeal is obtainable from the District Office or Head Office</p>
LATE APPLICATIONS	

Frequently asked questions	Possible solutions
57. When are, the late applications opening?	Late applications will be announced after all applicants who applied during the application period are placed.
58. Is there another way to apply other than online?	No. Applications for Grade 1 and 8 can only be made online.