



Frequently asked questions

regarding

GRADE 1 applications:



Frequently asked questions regarding GRADE 1 applications:

Please familiarize yourself with this information

GENERAL QUESTIONS

When is the Department of Education's Admission Online Application System opening for parents to apply to Grade 1 and /or Grade 8 for the new academic year?

The online application period for learners to be admitted to schools in Grade 1 and / or Grade 8 will open at 08:00 on WEDNESDAY, 5 August 2026 and close at midnight on FRIDAY, 4 September 2026.

How do I complete an application?

Log on to www.gdeadmissions.gov.za and click on Register, to register parent details and learner details before you apply to a school. The System will guide you through each one of the 5 steps to make an application. Note that you will receive user details on SMS. Please keep the username and password to use when you need to return to the GDE portal to view progress with your application.

Where can I go to apply to Grade 1 or Grade 8 if I do not have a computer or internet at home?

You may go to any school, District Office in your area or the Provincial Head Office to be assisted to make an application online. The Department has also identified some community halls and libraries in the community to be used as Admissions Centres to help parents to make applications. The list of Decentralised venues is published in local newspaper, the GDE's Online Admissions Application Portal and the GDE Website

When will I know about the outcome of my application after applying to schools?

Parents will receive offers of placement via SMS during the Placement Period.

What will happen if I do not receive an offer of placement via SMS?

To receive an SMS, parents are urged to submit a reliable cell phone number when registering details during the Application Period. Parents may also login to their profile using the username and password to check the status of the application. Placement offers will be issued until all applicants are placed.

What if I do not receive an offer of placement for my child?

Placement offers will be issued until all learners are placed. All parents will receive offers of placement.

Will my child be placed in a school that offers my child's Home Language, First Additional Language and Language of Learning and Teaching?

All Applicant Parents who apply for children to be admitted to Grade 1 need to select a Language of Learning and Teaching.

Will applicants who apply first be placed first?

No. Applicants who live closest to the school and in the school feeder zone will be placed first

Do I have to apply on the first day when the System opens to ensure that my child is placed first?

No. You may apply on any day from the start of the Application Period at 08:00 on Wednesday, 5 AUGUST 2026 to the end at midnight on Friday, 4 SEPTEMBER 2026. Keep an eye on the GDE's Online Admissions Portal to confirm dates. The applicant who applied first will not be placed first, the applicant who lives in the school feeder zone at a verified home address that is closest to the school will be prioritised for placement based on available spaces at the school.

Do I have to apply for Grade 1 for my child that is currently in Grade R in a public school?

Yes. Grade R learners are not automatically progressed to Grade 1 at their current school. Placement for Grade R will be based on admissions criteria.

Will I be allowed to apply to a public school for Grade 1 if my child is not in Grade R in any school?

The child must be five (5), turning six (6) by 30 June in the year of admission

How old should my child be to be admitted to Grade 1?

The child must be five (5), turning six (6) by 30 June in the year of admission

Will I be able to apply to Grade 1 for my child that is older than six?

Yes. You may apply for children older than 6 years by 30 June 2026. Only apply for children who have never been in Grade 1.

May I apply for my friend's child or my sister's / brother's child?

Only if you friend, sister or brother gives you permission to do so. DO NOT register or apply for any child other than your own, on your profile under your name and details. You will need to create separate profile for your friend/ sister or brother. You must Register the details (ID Number, cell phone number, address) of your friend / sister / brother before you apply.

Can I use the GDE Admissions Online System to apply to schools in other provinces?

No. The GDE Admissions Online System makes provision for schools in Gauteng Province only

Can I apply online from a province outside Gauteng?

Yes. The GDE Admissions Online Application can be accessed nationally and internationally

Will the Department provide Admission Application user manuals to parents?

Yes. A Step-by-Step User Guide / Manual for Parents will be available on the Admission Online Application System. Login to www.gdeadmissions.gov.za . Click "Support" to find the Step-by-Step user-guide there once uploaded.

Will parents from different households be able to apply for the same learner?

Yes. However, a maximum of 5 applications are allowed for each learner. If one parent has already applied to 5 schools, the second parent will not be able to apply for the same child.

How do I know that my application is complete?

You must complete a 5 Step Process as follows:

- Step 1: Register Personal Details
- Step 2: Register Address Details

- Step 3: Register Learner Details
- Step 4: Apply to a School
- Step 5: Upload / Submit Documents

When your application is complete, you will receive an SMS with a reference number and a “Thank You” message. The same will be displayed on the System and stored on your profile. Please save this reference number for later use

What is an acceptable proof of residence if parent does not have a municipal account or lease agreement?

Certified copies of following documents are accepted as Proof of Home Address. (Documents that are not certified will not be accepted):

Homeowners

- Municipal account/Utility bill not older than 3 months in the name of the applicant parent bearing the full residential address

Affidavits will NOT be accepted as proof of home address. It is not a valid proof of home address according to GDE regulations.

NOTE: Submission of FRAUDULANT / FALSIFIED documents is a CRIMINAL OFFENCE. Your application will be rejected or disqualified if you submitted fraudulent / falsified documents

Tenants / renters (ALL documents listed below)

- Municipal account/Utility bill not older than 3 months in the name of the landlord (homeowner) bearing the full physical residential address
- Valid Lease agreement signed by landlord and tenant, bearing the full physical residential address and details of the lessee. The lease must not have expired.
- ID copy of Landlord
- Rental Statement with full physical residential address and details of the lessee not older than 3 months
- Three month proof of payment of rent, not older than 3 months
- Statement of any account in the name of the applicant parent bearing the full physical residential address eg. Vodacom/MTN statement, clothing account statement. **No Capitek Bank statements will be accepted.**

Affidavits will NOT be accepted as proof of home address. It is not a valid proof of home address according to GDE regulations.

NOTE: Submission of FRAUDULANT / FALSIFIED documents is a CRIMINAL OFFENCE. Your application will be rejected or disqualified if you submitted fraudulent / falsified documents

I have lost my cell phone / changed my cell phone number. I now have a new cell phone number. How can I update it on the system after I made an application?

Log into your account with the username and password that you created. Click on My Profile. Click on edit cell phone number. Make the necessary changes.

Will I be able to edit numbers throughout the admission period or only during the application period?

Yes, you may edit your cell phone number at any time during the Admissions Period.

SCHOOL FEEDER ZONE

What is a school feeder zone?

A school feeder zone is a demarcated residential area and geographical location from which a school admits learners. The BPMS feeder zone map is available at www.bpms.co.za.

How do I know which feeder zone covers my home address?

To view School Feeder Zones that cover your home address, login to www.gdeadmissions.gov.za

- Select Home
- Type in your address
- All the schools with feeder zones that cover your home address will appear on a drop-down list

How can I make sure that my child is accepted at a school close to my home address?

Note the following:

- When Registering your details (Step 1), make sure that you type in your home address accurately. Your house number is compulsory.
- When Applying (Step 3), select **Home** Option to see the list of schools with feeder zones that cover your home address. Apply to the schools that are closest to your home address
- Note that placement is prioritised on Home Address within Feeder Zone and based on **the number of spaces available at the school**

The school that I want to apply to is within a 5 km radius of my home address but when I search, it does not come up under school feeder zone. Why?

The size and shape of the feeder zone of each school is different. It is possible that your home address is located outside of the parameters (boundaries) of a school feeder zone, irrespective of the distance from your home from the school.

REGISTRATION

STEP 1: REGISTER PARENT DETAILS

How do I apply?

Logon to www.gdeadmissions.gov.za and click on Register. The System will guide you through the 5 steps to make and submit an application

I do not have any documents. Can I still apply?

Yes, you can apply. In Step 1, click on No Documents and continue with your application

I have started to register my details, but I cannot go beyond the section of my ID. What should I do?

You need to do the following:

- Refresh the page.
- Make sure that you have entered your ID Number correctly.
- Your ID number is validated by the Department of Home Affairs (DHA)

- After DHA verification of your ID Number, the System will provide all the vowels in your name and surname, and you need to add the missing consonants to complete your name and surname.
- After adding the consonants, click OK / Submit to continue with your application.

What do I do if DHA Validation is not available?

Try three times. After the third attempt, you will be able to continue to add your personal details

I have been trying to register but cannot go to the next step after entering the password. What should I do?

Make sure that your password contains all the following characters:

- 1 lower case alphabetical character
- 1 upper case alphabetical character
- 1 numeric character
- 1 special character
- 8 or more characters

Enter the exact same password in Confirm Password OR Select **Forget Password** and create a new password.

I would like my child to repeat Grade 1. Do I apply online?

No. The retention of your child is based on the child's academic performance. If the child needs to repeat Grade 1 he/she will be retained in the same school.

STEP 2: ADDING PARENT ADDRESS

I'm trying to add my address, but I cannot find my location / address on the System

If your address does not appear on the dropdown list, follow one of the following options:

1. Click on **"Can't find address?", or**
2. In more remote areas (rural area / plot / farm / informal settlement), you will need to click on "Select address from map to proceed"; or
3. Move the red pin to a more accurate point on the map or click on **"use my location" If you are at your home address while making the application.** Once satisfied that you have found your address, click **"Select location"**. A confirmation message will appear with the selected address. If it is correct click **"Continue" and then "submit"**.

NB: Use "Use My Location" only when you are applying from your home or place of work

Can I use my Work Address to apply?

- Yes, you can use your Work Address to apply to schools with Feeder Zones that cover your Work Address however, if the school received many applicants with HOME ADDRESSES in the school Feeder Zone closest to the school, the school may not be able to place your child.
- Always apply using **Home Address within schools feeder zone** as well.

Will the School accept my child if I applied using my Work Address?

Placement is prioritised for home addresses that are within the school feeder zone and closest to the school. If your home address is not in the school feeder zone, you may receive an offer only if the

school has space available after all applicants in **the home address, previous and school sibling** categories are placed

I cannot find my work address on the System. What do I do?

Click on **Cannot find address** and you will be prompted to enter your work address, starting with the suburb/township/rural area/plot/farm/informal settlement

What application Options are available for applicants to choose from?

There are 5 application options, namely:

- **Option 1 – Home address within school feeder zone:** The applicant learner's place of residence is closest to the school within the feeder zone
- **Option 2 – Sibling / Previous School. NOTE: Previous School option is not available to Grade 1 applicants.** the applicant learner has a sibling attending the school
- **NOTE: Previous School option is not available to Grade 1 applicants**
- **Option 3 – Work address within school feeder zone:** the place of employment of at least one of the applicant learner's parents is within the feeder zone of the school.
- **Option 4 – Home address Within 30 kms of the school:** the applicant learner's place of residence is within a 30 kms radius of the school; or
- **Option 5 – Home address Beyond 30 kms from the school:** the applicant learner's place of residence is beyond a 30 kms radius of the school
- **Option 6 - School of Specialisation:** the applicant should write a placement test

I used an incorrect address when I registered my details on the System. Can I change my address?

Yes. Parents should be able to edit and change addresses during the Admissions Application Period, but if you change your home address all your applications will be deleted from the System, and you will have to apply again. Be reminded that placement is prioritised at the school closest to your home address. You will not be able to change your home address once the Application Period has closed.

STEP 3: REGISTER LEARNER DETAILS

How old should my child be to be admitted to Grade 1?

Remember the child must be five (5), turning six (6) by 30 June in the year they are going to Grade 1. You will not be able to apply for a child younger than this.

Will I be able to apply to Grade 1 for my child that is older than six?

Yes. Children turning 6 years by 30 June or turning seven (7) in the year of Grade 1 may apply. There is no age limit to apply to Grade 1. However, over-aged learners may be redirected for admission to a more relevant institution

My child does not have documents to identify him as a South African or Non- South-African citizen. Can I still apply for him/her?

Yes. Undocumented Applicants may still apply.

Can I apply for more than one child? How do I apply for my twins/triplets to go to Grade 1 at the same school?

When applying for twins or triplets, the learners will be linked to the ONE PARENT on the basis that their date of birth is the same. TWINS /TRIPLETS will be placed at the same school

STEP 4: APPLYING TO A SCHOOL

How do I know that my application is complete?

You must complete a 5 Step Process as follows:

- *Step 1: Register Personal Details*
- *Step 2: Register Address Details*
- *Step 3: Register Learner Details*
- *Step 4: Apply to a School*
- *Step 5: Upload / Submit Documents*

When your application is complete, you will receive an SMS with a reference number (Please save this information to view your application)

How do I ensure that my child finds a school?

- *Apply to more than one school with a feeder zone that covers your home address.*
- *Your application will not be prioritised if your home address is not in the school feeder zone closest to the school*
- *Upload or deliver certified copies of your home address and the other required documents on the system or submit the documents at the school/s you applied to.*
- ***NOTE: Submission of FRAUDULANT / FALSIFIED documents is a CRIMINAL OFFENCE. Your application may be rejected or disqualified if you submitted fraudulent / falsified documents***

I cannot find the name of the school where my child is currently attending Grade R or Grade 7 on the System

- *For Grade 1, This section is for statistical purposes only and not compulsory for Grade 1*

NOTE: Previous School application option is not applicable for Grade R applicants

I want to apply but do not see the schools in my area as options

- *Make sure that you have entered your home address correctly, and select the **Home Address within School Feeder Zone application option***
- *If your home address is within the school's feeder zone, the name of the school should appear in the drop-down list of schools*
- *If you do not see the school(s) that you are looking for, type the name of the school in the **Search** field*
- *If you still do not see the name of the school appearing, select **Home Address within 30km Radius** and type the name of the school in the Search field*
- *If the school's name should appears in the **Home Address within 30km Radius** drop-down list, it means your home address is not within that school's feeder zone*

STEP 5: UPLOADING OF DOCUMENTS

What documents do I need to submit to a school after I made an application?

Certified copies of the following Documents must be submitted within 7 days after making an application:

SOUTH AFRICAN CITIZENS:

- *Child birth certificate*
- *Parent/Guardian ID or Passport*
- *Child Clinic card for Grade1 application*
- *Valid Proof of Home/ Parent Work address*
- *Proof of guardianship if a guardian*

NON- SOUTH AFRICAN CITIZENS:

- *Passport OR*
- *Permanent Residence Permit OR*
- *Asylum Seeker Permit OR*
- *Refugee Permit OR*
- *Study Permit OR*
- *Parent Work Permit*
- *Valid Proof of Home/Work address*
- *Child Clinic card / proof of immunisation for Grade1 application*
- *Proof of guardianship if a guardian*

What if I do not have Proof of residence?

If you do not have valid proof of residence, your child will be placed at a school with available space after all learners with valid proof of residence are placed

What can the parent do if the school requested additional documents from parents before the child is placed at the school?

The schools may request additional documents to verify and confirm your proof of residence

Are schools allowed to do home visit as part of the Home address verification process?

- *Yes. Schools are allowed do home visits if the school is not convinced of the authenticity of documents submitted by the parent or if there is suspicion that the parent does not live/reside in the address that was provide. To verify and confirm proof of home address.*

NOTE: If fraudulent / falsified proof of residence is submitted, your application to the school will be rejected.

What options do I have to submit documents to school?

Applicants may:

- *Upload certified copies of required Documents ONLINE to ONE of the schools that they applied to. All other schools that you applied to will be able to view (see) the documents; Or*
- *Submit certified copies of required documents in hard copy to ALL schools applied to*
- *Parents may use any smart phone to scan and upload required documents*

How do I upload my documents online?

Please follow process below:

- Scan each document individually / separately from other documents
- Documents must be in the following format: **2MB per document, jpg or pdf or png**

Do I have to certify the documents before submission?

Yes. All documents must be certified

What will happen if my documents are not certified?

- Your documents will not be verified by the schools applied to. You will receive an SMS notification that your documents are rejected. You may submit certified documents within the timeframe specified within the Application Period ONLY.
- Failure to submit certified copies of proof of residence will result in **your child being placed in a school with available space after all applicants with verified proof of home address are placed**

I am waiting for my ID or my child's Birth certificate from Home Affairs-What should I upload?

Upload the temporary ID / Birth certificate or the receipt provided by the Department of Home Affairs

What is the most important document to submit

- Your proof of residence (Home Address)
- Your proof of residence (Home Address) is most important as it is used to determine which school feeder zone covers your Home Address
- Placement is prioritised for applicants with home addresses within the school feeder zone closest to the school

Is submitting documents both in the System and school a must?

No. You do not have to submit your documents to the school if you have already uploaded them on the System. Only submit documents to the schools if you do not have facilities to upload them on the System NOTE: If you upload your documents once, all schools that you applied to can view and verify your documents. If you submit manually, you MUST submit to all the schools you applied to.

Can I upload all my documents as ONE PDF Document?

No. Each document must be scanned individually and uploaded separately in the space identified for each document

How do I know my documents were successfully uploaded?

- Login to view your profile
- You will see the attachment on the System to indicate that you have attached your documents
- You will also receive an SMS confirming submission of documents

What proof do I have that the school has received my uploaded documents?

- Login to view your profile
- If you see your attachment on the System, the school can also see it
- If you hand deliver documents to the school, the school issues a confirmation of receipt document

How will I know whether the school was able to verify my documents?

- Login to view your profile

- After the school verifies documents, the document status will change from “awaiting verification” to “documents verified”
- You should log into your profile to view the status of your application
- As the school verifies your documents, you will receive an SMS if there are documents missing
- You will also be able to view your document status on your profile on the System

Is my child automatically placed at the school when I have applied and submitted certified copies of required documents?

- No.
- After documents are submitted your documents are verified by the school and your application is queued for placement
- The Placement Period will commence as per the GDE Management plan and end when all learners are placed
- The **Placement Period** is also available on the Admissions Management Plan, published on the GDE Website and on the Online Admissions Application Portal
- If your application complies with admissions criteria, you will receive an offer of placement from a school that has sufficient space to accommodate your learner

Will parents receive a SMS after they have uploaded their documents?

Yes. You will receive an SMS to confirm submission of documents

Will applicants be allowed to upload documents at Walk-in centres, schools, or Districts?

- No.
- Do NOT submit documents to walk-in centres or District Offices or the Provincial Head Office
- Parents are advised to scan and upload documents using their Smart Phone or any computer device
- Hard copies of documents may only be submitted **to schools that the parent applied to**

Is it safe to apply and upload documents at an internet café?

Safety of Internet Cafes cannot be ensured. Parents are advised not to use internet cafes.

What is acceptable proof of work address?

Letter from the employer on the official letterhead, stating the name, surname and ID number of the parent as well as the address of the company

LANGUAGE

What if the school closest to my home address only offer a Language that my child is not doing?

- If you are applying to Grade 1, select any school that is offering your preferred Language of Learning and Teaching
- Placement will be offered at the next closest school with available space

PASSWORD AND LOGIN

I'm trying to reset a password, but it does not work

Contact the Department as follows:

- Call us on 0800 000 789
- WhatsApp us on 060 891 0361
- Email: admissions.hotline@gauteng.gov.za or gdeinfo@gauteng.gov.za
- Provide your full name, last name, and cell phone number to search for your credentials on the System
- You will be provided with a username that you need to use to login to your profile

How do I log-in to the System to view my application later?

After you complete Step1 (Register parent details), you will receive an SMS with your user- name and password. **Please SAVE this information and use it to login to view your applications at any time**

What happens if I forget my username and password?

When you click on the **Login** tab, you should click **Forgot Password** to reset your username and password. Keep your username and password in a safe place

EDITING / CHANGING OF INFORMATION

What information will I be able to edit / change on my profile?

Parents will be able to edit the following information:

- **NB! If you change any personal details** for example- ID Number, passport number, race, gender your entire profile and all your applications will be deleted. You will HAVE TO REGISTER AND APPLY AGAIN
- Addresses (home address and / or work address) can only be changed during the Application Period (08:00 on WEDNESDAY, 5 August 2026 and close at midnight on FRIDAY, 4 September 2026)
- If no application is made, the parent may edit his / her home or work address with no consequence during the Application Period.
- If the parent changes his / her home or work address AFTER making an application, all applications will be deleted, and the parent will NEED TO REAPPLY
- Registered learner details and applications can also be deleted by the parent. Once deleted the parent will have to re-register and re-apply.
- Cell phone numbers can be changed without consequence

I need to change my application. Is it possible?

- Parents will be able to change their information, delete applications and apply to other schools during the Application Period (08:00 on WEDNESDAY, 5 August 2026 and close at midnight on FRIDAY, 4 September 2026) only
- Note that changing of any personal information (E.g., ID number) will result in deletion of the parent's entire account. This means that the applicant will have to re-register his personal details and re-apply to schools

I need help with updating my profile, I tried but could not get it right

On my Profile, select **Update Profile**, then scroll down to **Edit Details**. you will now be able to edit the following:

- **Personal Details** - ID Number, passport number, race, gender. **This will result in the deletion of the parent's profile and all applications**
- **Addresses** – Only if no application is made, the parent may edit his / her home or work address
- If the parent changes his / her home or work address after applications are made, all applications will be deleted
- Registered learner details and applications can also be deleted by the parent. Once deleted the parent will have to re-register and re-apply
- **Contact Details** - Cell phone number can be changed multiple times

I used learner ID number to register parent information and parent ID number to register learner details? Will I be able to edit this? What is the timeframe to correct this?

Login to your profile to edit the ID number used during the Application Period only.

PLEASE NOTE: If you edit your ID number, or your child's ID number, your account and all your applications will be deleted. You will have to re-register your personal information, the learner's information and re-apply

My information is not correct, what do I do?

Login to your profile to edit your information **during the Application Period only**

I spelled my full names/surnames incorrectly. What can I do to correct this?

Spelling of names cannot be edited during the Application Period or Placement Process. However, after the child is admitted, the school will correct the spelling based on evidence provided by the parent

What happens when an application was made for Grade 1 instead of the intended Grade 8 or vice versa?

- A Parents will be able to edit their information during the Application Period only, once an application has been submitted , no changes will be allowed
- Parent needs to delete the Application and re-apply to the relevant grade

I applied with the wrong details (Parent ID, learner ID, physical address etc). Can I as parent delete the submitted application?

Parents will be able to delete their applications and information during the Application Period only. You must make a new application if you still require admission to a public ordinary school. Once an application is deleted it will be removed from the school's waiting list and ONLY new applications made by the parent will be recognised

I selected and applied to the wrong school. How can I change this?

Parents will be able to delete their applications and information **during the Application Period only**

- You may delete the schools applied to, but retain the personal details on their profile, **and apply to other schools**
- **Once an application is deleted it will be removed from the school's waiting list** and ONLY new applications made by the parent will be recognised

- Parent can also restore an application on the parent profile

How do I correct the date of birth information for my child?

- Parents / applicants will not be able to edit your child's date of birth
- The parent needs to delete and re-apply during the Application Period
- When the Application Period is closed, no one will be able to apply or edit details

How can I go back to edit the address so that the schools with feeder zones that cover my Home Address can appear?

- Login to edit your information **during the Application Period only**
- You will be able to edit your home address. Note that you need to upload / submit proof of your home address to the school you applied to

I mistakenly entered my work address incorrectly. How do I rectify it?

- Login to edit your information **during the Application Period only**
- You will be able to edit your home address. **Note** that you need to upload / submit **proof of your home address** to the school you applied to
- **NOTE** that you will not be able to change Work Address after an application has been made

I uploaded incorrect documents on the System. How do I change documents without going to the school directly?

- Click upload documents during the Application Period only and follow the prompts to upload new documents
- Upload the correct documents
- The documents uploaded last will override the previously submitted documents
- **NOTE:** you only have 2 opportunities to change documents uploaded

Will I be able to edit my ID Number after submitting my application?

- No Details already verified /authenticated by DHA cannot be edited. This includes parent and learner ID numbers, first and last names and Gender

PLACEMENT PERIOD

How long will it take to get a response on the progress of my application?

- The Placement Period will commence as per the GDE Management plan and close when all applicants are placed
- This date is available on the Admissions Management Plan, published on the GDE Website and the Online Admissions Application Portal.
- Parents should therefore expect to receive offer/s of placement via SMS. It will close when all applicants are placed.

Can the applicant delete a confirmed offer of placement in one school to accept another offer in another school?

- No. An offer of placement Accepted as Final cannot be deleted.
- To avoid this a parent must accept an offer while waiting for another offer.

What should I do if I decided to admit my child to an independent school or a school in another province after I submitted my application in Gauteng

- *Parents may withdraw applications and provide a reason only AFTER they have accepted placement at an independent /school or a school in another province. Withdrawal of applications are considered final and no placement offer is issued when an application is withdrawn.*

How many days does an applicant have to respond to an offer of placement?

- *Applicants need to **accept an offer of placement within 7 school days after receiving an offer of placement.***

What will happen if I do not accept any offer within 7 days?

- *there is the only one offer, the learner will be auto-placed at the school that made the offer*
- *If there is more than one offer, it is the parent's responsibility to accept the offer at one of the schools. All other offers will expire if the parent accepts one offer as final*

Will a parent be able to cancel an accepted offer of placement in one school to accept another offer from a different school?

No. An accepted offer cannot be cancelled.

- *Parents who wish to wait for another offer of placement, are encouraged to click "accept while waiting for another offer"*
- *If one of the other schools that the parent applied to has a space, the parent will be able to receive and accept a second offer*
- *When a second offer is accepted, the first offer will be taken away and given to another applicant. The learner will be placed at the school where the parent accepted the last offer*

What will happen if the school/s I applied to are full?

You will receive an offer of placement from another school with available space

Will applicants who have applied and submitted only some documents or who have not submitted any documents at a school be allowed to submit documents after the Application Period?

- *The Proof of Residence is required to facilitate placement*
- *Applicants who have not submitted any documents during the application period will be placed at a school with available space after applicants who submitted proof of home address are placed*

What will happen if my application is unsuccessful at all the schools I have applied to?

You will receive a transfer offer of placement from a school where there is space available

What will happen if the schools that I have applied to are full?

You will receive a transfer offer of placement from a school where there is space available

Does the Online Application guarantee placement of the child at a school?

- *Yes. All applicants will receive offers of placement at a school with available space*
- *Placement is based on applicants meeting admission criteria and available space in Grade 1 and /or Grade 8*

- *Learners with Home addresses closest to the school and in the school feeder zone will be placed first*

Will I be informed if the school does not accept my child?

Yes. The status of your application will be indicated next to each school that you applied to on the parent profile. You will also receive an SMS notification.

If a Parent provided an invalid address when applying , but uploaded or delivered their actual proof of address , which address will be considered for placement?

*The home address the parent captured on the online system must match the proof of address handed in or uploaded. **Schools are not able to make any changes to the home/work address the parents captured on the online system (it cannot be edited by the school if captured incorrectly by the parent).** The school will verify the address uploaded / hand-delivered by the parent. Placement will be based on verified documents provided.*

What will happen to applications of Parents who did not upload all the documents and / or parents who did not certify documents?

- *NOTE: uploading or submission of documents is STEP 5 of the application process*
- *Applicants with no proof of home address have not completed the application process and are therefore considered Incomplete Applications. Placement of applicants in this category is only facilitated at schools with available space after all applicants with Complete Applications are placed*
- *BEFORE the placement period, the parent will receive an SMS notification to submit the required documents*
- *Placement is facilitated for applicants that have submitted certified copies of proof of home / work address first (Complete Applications)*

How should parents deal with schools who refuse to verify documents during the Placement Period?

*Schools verify documents during the Application Period. Parents are required to submit documents **within 7 days after submitting an application.***

Schools DO NOT accept or VERIFY documents after the allocated period is passed

Some parents are receiving SMS that they have been declined. Do parents report this to the District Offices?

- *NO. The parent or learner is NOT declined. Invalid documents are declined*
- *This is part of the school's process of verifying documents BEFORE placements commence. The documents are declined, but not the applications*
- *Applicants have **3 school days to re-submit documents** after receiving this SMS*
- *The system will be opened for parents who did not submit documents to select schools and upload document after applicants with complete applications are placed*
- *The learner will be placed at a school with available space*

When will parents who failed to submit documents during the allocated period be allowed to submit documents?

The system will be opened for parents to submit documents at a timeframe to be communicated after all applicants with verified documents are placed. See the Admissions Management Plan for the date

What happens in a case where a learner has been placed to a school they did not apply to?

- *Parents are offered space at schools that they have not applied to when schools that they applied to reach full capacity*
- *The parent/guardian may decline the offer and submit an objection*
- *If the response to the objection is unsatisfactory to the parent, there is an option to submit an appeal*

Can parents who already received placement offers request to be transferred to another school?

- *No. If the parent is not satisfied with the placement offer, they may decline placement and submit an Objection online*
- *Objections are only allowed if an applicant is placed at a school that the parent has not applied to*

OBJECTIONS AND APPEALS

What do I do if I am not satisfied with the school where my child is placed?

- *Parents may lodge an Objection **only** if the child is placed at a school that the parent has **not** applied to*
- *An objection must be lodged within 7 days of receiving notification of placement*
- *The Objection Form will be available Online on the System during the Placement Period*
- *An Objection does not guarantee placement at the school requested by the parent*
- *The response to the Objection will be provided online – on the System within 14 days after the objection was submitted by the parent*

What can I do if I am not satisfied with the outcome of the Objection?

- *The parent may submit an Appeal by completing an Appeal form online within 7 days of receiving the outcome of the Objection*
- *The Appeal Form will be available Online during the Placement Period*
- *The response to the Appeal will be provided online – on the System within 14 days after the objection was submitted by the parent*

What can I do if I am not satisfied with the outcome of the Appeal?

- *The Appeal Outcome is final, and no correspondence will be entered into*

How can I contact the Department regarding Admissions?

Note the options to reach the Department below:

- *You can reach the contact centre on 0800 000 789*
- *WhatsApp us on 060 891 0361*
- *Email: admissions.hotline@gauteng.gov.za or gdeinfo@gauteng.gov.za*
- *Use any of the Head Office Contact numbers on the contact details provided on the Online Admissions Portal*

I changed my mobile number. Can you please assist with updating it?

Provide your ID number and new cell phone number to the GDE Call Centre so that you can be assisted. Please note that only numbers that have been swapped around (2 digits) will be assisted and not changes to the whole mobile number.

Where should I go to apply if I am unable to apply on my own?

The Department has decentralised walk-in centres and schools that are assisting applicants from 8:00 to 14:30 on school days only. Visit www.gdeadmissions.gov.za for more information.

I do not prefer any of the schools that are available on the system. How will my child be assisted with placement?

There are no other schools with available space. Parents must select a school and apply. The child is auto placed at the school applied to

I created a profile during the application period and added a learner but did not apply. When I try to register a new profile, I get an error message. Please assist.

Visit the nearest District / Provincial Office and provide you ID Number; Or - Provide you ID number to the Contact Centre so that your query can be referred for technical assistance.

Please visit www.gdeadmissions.gov.za for more information.