

2025/26 ADMISSIONS PERIOD
ADMISSIONS APPLICATIONS FOR GRADE 1 AND 8 2025/26
FREQUENTLY ASKED QUESTIONS
GENERAL QUESTIONS
Q. 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? A. The online application period for learners to apply to schools in Grade 1 and / or Grade 8 will open at <u>08:00 on Thursday, 24 JULY 2025 and close at midnight on Friday, 29 AUGUST 2025.</u>
Q. How do I complete an application? A. 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.
Q. Where can I go to apply to Grade 1 or Grade 8 if I do not have a computer or internet at home? A. 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 in some Districts to be used as Admissions Centres to help parents to make applications. The list of Decentralised venues is published in local newspaper, the GDEs Online Admissions Application Portal and the GDE Website.
Q. When will I know about the outcome of my application after applying to schools? A. Parents will receive offers of placement via SMS during the Placement Period. The Placement Period will commence on Thursday, 16 OCTOBER 2025 and end when all learners are placed.
Q. What will happen if I do not receive an offer of placement via SMS? A. To receive an SMS, parents are urged to provide a reliable cell phone number when registering details during the Application Period. Placement offers will be send via SMS to the cell phone number provided. 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.
Q. What if I do not receive an offer of placement for my child? A. Placement offers will be issued until all learners are placed. If you did not receive a offer of placement by mid-November you may contact the Gauteng Department of Education.
Q. Will my child be placed in a High School that offers my child's Home Language, First Additional Language and Language of Learning and Teaching? A. All Applicant Parents who apply for children to be admitted to Grade 1 need to select a Language of Learning and Teaching. Parents who apply to Grade 8 need to also select the Home Language and First Additional Language that the child is doing in Grade 7(Please check the learner's Grade 7 school report card). Due consideration is given to offer placement in Grade 8 at schools that offer the Languages that the child was doing in Grade 7.
Q. Will applicants who apply first be placed first? A. No. Applicants who live closest to the school and in the school feeder zone will be placed first.
Q. Do I have to apply on the first day when the System opens to ensure that my child is placed first?

A. No. You may apply on any day from the start of the Application Period at 08:00 on Thursday, 24 JULY 2025 to the end at midnight on Friday, 29 AUGUST 2025.
Keep an eye on the GDEs 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.
Q. Do I have to apply for Grade 1 for my child that is currently in Grade R in a public school?
A. Yes. Grade R learners are not automatically admitted to Grade 1 at their current school. Placement for Grade R will be offered based on the admissions criteria.
Q. Will I be allowed to apply to a public school for Grade 1 if my child is not in Grade R in any school?
A. Yes, if your child is turning 6 before 30 June in 2026 , and you child is not in any Grade R class you may still apply to Grade 1.
Q. How old should my child be to be admitted to Grade 1?
A. The child must be five (5), turning six (6) by 30 June 2026 in the year of admission.
Q. Will I be able to apply to Grade 1 for my child that is older than six?
A. Yes. You may apply for children older than 6 years. Only apply for <u>children who have never been in Grade 1.</u>
Q. If my child failed Grade 1 or 8 must I apply online?
A. No. The child must remain at the school where he/she is currently enrolled.
Q. Is there an age limit to apply to Grade 8?
A. No, there is no age limit for learners who are currently in Grade 7 to apply to Grade 8. However, over-aged learners who have never been in school (15 years and older) may be redirected for admission to a relevant institution.
Q. May I apply for my friend's child or my sister's / brother's child?
A. 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 a 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.
Q. May I use the GDE Online Admissions System to apply to schools in other provinces?
A. No. The GDE Online Admissions System makes provision for schools in Gauteng Province only.
Q. May I apply online from a province outside Gauteng?
A. Yes. The GDE Online Admissions Application can be accessed nationally and internationally.
Q. Will the Department provide Admission Application user manuals to parents?
A. Yes. A Step-by-Step User Guide / Manual for Parents is available on the Online Admission Application System. Go to www.gdeadmissions.gov.za click "Support" to find the Step-by-Step user-guide.
There is also a video tutorial available on the GDE website https://education.gauteng.gov.za
Q. Will parents from different households be able to apply for the same learner?

A. **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.

Q. How do I know that my application is complete?

A. You must complete a 5 Step Process as follows:

1. STEP 1: Register Personal Details

2. STEP 2: Register Address Details

3. STEP 3: Register Learner Details

4. STEP 4: Apply to a School

5. 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 queries.

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

A. Certified copies of following documents are accepted as Proof of Home Address:

For Homeowners:

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

Tenants / renters: Applicants who are not home owners. ALL documents are listed below:

- Municipal account not older than 3 months in the name of the landlord (homeowner) bearing the full physical residential address.
- Valid /Current lease agreement signed by landlord and tenant, bearing the full physical residential address and details of the lessee.
- Rental Payment receipt with full physical residential address and details of the lessee (renter) not older than 3 months
- Statement of any account in the name of the applicant parent bearing the full physical residential address

Q. I 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?

A. 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.

Q What will happen if I submit fraudulent proof of address?

A. The application will be disqualified, and the parent will be charge for fraud (see terms and conditions)

Q. Does school have the right to visit my home to verify proof of address?

A. If the school see that there is something wrong with the proof of address, they can go to do home visit to see if parent is staying there.

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

A. Yes you may edit your cellphone number at any time during the Admissions Period.

Q. If the learner's School Report was not received from the school where he/she is in Grade 7, what do parents upload or submit?

A. The following must be noted:
- A School Report is only required for applications to Grade 8 - Obtain the child's most recent academic report from the school where the child is currently in Grade 7. This is required to verify the grade that the child has last passed. - To confirm that the child's is eligible for Grade 8, his/her final Grade 7 Academic Performance Report must be provided to the school where he / she is admitted to Grade 8 - If the school did not release the report when application open on the system, you can take the report to the school applied to as soon as you receive it, within 7 days.
SCHOOL FEEDER ZONES
Q. What is a school feeder zones?
A. A school feeder zone is a demarcated residential area and geographical location within the area of the school, from which a school admits learners.
Q. How do I know which feeder zone covers my home address?
A. To view School Feeder Zones that cover your home address, login to www.gdeadmissions.gov.za
- Type in your address under the search for schools with feeder zones that covers my address. - All the schools with feeder zones that cover your home address will appear on a drop-down list.
Q. How can I make sure that my child is accepted at a school close to my home address?
A. Note the following:
- When registering your details (Step 1), make sure that you type in your home address and house number accurately. Your house number is compulsory. - When Applying (Step 3), select Home 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 closest to the school and based on the number of spaces available at the school.
Q. 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?
A. 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 to the school.
Q What if the schools in my Feeder Zone does not have after care?
A. Placement is offered according to the admissions criteria. After care is the parents responsibility.

REGISTRATION

STEP 1: REGISTER PARENT DETAILS

Q. How do I apply?
A. 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.
Q. I have started to register my details, but I cannot go beyond the section of my ID. What should I do?
A. 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 validation 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
Q. What do I do if DHA Validation is not available?
A. Try three times. After the third attempt, you will be able to continue to add your personal details.
Q. I have been trying to register but cannot go to the next step after entering the password. What should I do?
A. 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" space OR Select "Forget Password" and create a new password.
Q. I would like my child to repeat Grade 1 / Grade 8. Do I apply online?
A. NO . The retention of your child is based on the child's academic performance. If the child needs to repeat Grade 1 or 8 he/she will be retained in the same school.
STEP 2: ADDING PARENT ADDRESS
Q. I'm trying to add my address, but I cannot find my location / address on the System
A. 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
Q. Can I use my Work Address to apply?
A. 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.
Q. Will the School accept my child if I applied using my Work Address?
A. 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 School and Sibling categories are placed.
Q. I cannot find my work address on the System. What do I do?
A. 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
Q. What application Options are available for applicants to choose from?
A. 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: the applicant learner has a sibling attending the school
NOTE: <i>Previous School</i> 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
Q. I used an incorrect address when I registered my details on the System. Can I change my address?
A. Yes . Parents should be able to edit and change addresses during the Admissions Application Period . However, PLEASE NOTE: Very important: If you change your Home Address after submitting applications, 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 after the Application Period has closed.
STEP 3: REGISTER LEARNER DETAILS
Q. How old should my child be to be admitted to Grade 1?
A. 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.
Q. Will I be able to apply to Grade 1 for my child that is older than six?
A. Yes . Children turning 6 years by 30 June or turning seven (7) in the year of admission to Grade1 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.

Q. Can I apply for more than one child?
A. Yes. Each parent may apply for a maximum of 3 children per Grade .
Q. How do I apply for my twins/triplets to go to Grade 1 / Grade 8 at the same school?
A. 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.
Q. 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?
A. Yes. Undocumented Applicants may still apply
Q What does the successful message mean after adding a learner/s?
A. After adding the Learner/s details, a SMS will be send to your phone indicating that you have successfully added the learner. This message is just to confirm that the learner was added on the system and not admitted to the school. The learner will still go on a waiting list
STEP 4: APPLYING TO A SCHOOL
Q. How do I know that my application is complete?
A. 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 a SMS notification with a reference number (Please save this information to view your application)
Q. How do I ensure that my child finds a school?
A. 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 will be rejected or disqualified if you submitted fraudulent / falsified documents
Q. I cannot find the name of the school where my child is currently attending Grade R or Grade 7 on the System?
A. For Grade 1, this section is for statistical purposes only and not compulsory for Grade 1. If you want to complete this section, please select a school nearest to the school where your child is currently attending Grade 7. If you use the application option Previous School when applying, you will see a dropdown list of high schools close to the school where your child is currently in Grade 7.
Q What do I do if I cannot find the name of the school where my child is currently in Grade R ?
A. This means that the child might be in a Grade R school that is not in the Feeder Zone and there you will have to use other application options e.g. Home address within 30 km
Q. I want to apply but do not see the schools in my area as options
A. 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 appear 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
Q. What documents do I need to submit to a school after I made an application?
A. 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
Valid Proof of Home/ Parent Work address
Child Clinic card for Grade1 application
Grade 7 report card for Grade 8 application
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
Grade 7 report card for Grade 8 application
Proof of guardianship if a guardian
Note: Affidavits will NOT be accepted as Proof of residence
Q. What if I do not have Proof of residence?
A. 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
Q. What can the parent do if the school requested additional documents from parents before the child is placed at the school?
A. The schools may request additional documents to verify and confirm your proof of residence
Q. Are schools allowed to do home visit as part of the Home Address verification process?
A. 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 provided to verify and confirm proof of home address.
NOTE: If fraudulent / falsified proof of residence is submitted, your application to the school may be rejected

Q. What options do I have to submit documents to school?
A. Applicants may:
• Upload certified copies of required Documents ONLINE to ONE of the schools that they applied to. Parents may use any computer or smart phone to scan, and upload required documents. 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.
Q. How do I upload my documents online?
A. 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.
Q. Do I have to certify the documents before submission?
A. Yes. All documents must be certified
Q. What will happen if my documents are not certified?
A. 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 home address will result in your child being placed in a school with available space after all applicants with verified proof of home address are placed
Q. I am waiting for my ID or my child's Birth certificate from Home Affairs- What should I upload?
A. Upload the temporary ID / Birth certificate, or the receipt provided by the Department of Home Affairs
Q. What is the most important document to submit
A. 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
Q. Is submitting documents both in the System and school a must?
A. 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.
Q. Can I upload all my documents as ONE PDF Document?
A. No . Each document must be scanned individually and uploaded separately in the space identified for each document.
Q. How do I know my documents were successfully uploaded?
A. 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 a SMS notification confirming submission of documents

Q. What proof do I have that the school has received my uploaded documents?
A. 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
Q. How will I know whether the school was able to verify my documents?
A. 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
Q. Is my child automatically placed at the school that I applied to and submitted certified copies of required documents ?
A. No.
• After documents are submitted your documents are verified by the school and your application is queued for placement • If your application complies with admissions criteria, you will receive an offer of placement from a school that has sufficient space to accommodate your child
Q. Will parents receive a SMS notification after they have uploaded their documents?
A. Yes. You will receive a SMS notification to confirm submission of documents
Q. Will applicants be allowed to upload documents at Walk-in centres, schools, or Districts?
A. 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
Q. Is it safe to apply and upload documents at an internet café?
A. Safety of Internet Cafés cannot be ensured. Parents are advised not to use internet cafes.
Q. What is acceptable proof of work address?
A. Letter from the employer on the official letterhead.
LANGUAGE
Q. How do I ensure that my child is placed at a school that offers the Language that he/she was taught in from Grade 1 to Grade 7?
A. Make sure that you:
• Select a school that offers Language of Learning and Teaching, Home Language and the First Additional Language as per the child’s Grade 7 Academic Performance Report • Placement will be offered at a relevant school where space is available
Q. What if the school closest to my home address only offer a Language that my child is not doing in Grade 7?
A. Note Grade 1 and Grade 8 response below:

• Parent can apply using the Previous school option if you are applying to Grade 8 • 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
Q. I'm trying to reset a password, but it does not work
A. Contact the Department as follows:
• Call us on 0800 000 789 • WhatsApp us at 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
Q. How do I log-in to the System to view my application later?
A. 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.
Q. What happens if I forget my username and password?
A. 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.
SCHOOLS WITH BOARDING FACILITIES
Q. How do I apply for my child to be accommodated in a school's boarding facility (hostel)?
A. You can do the following:
• Contact the boarding school directly to apply for accommodation in the school's boarding facilities. You cannot apply for admission to a school's boarding facilities on the school's boarding facilities. • Note that boarding schools apply specific criteria to admit learners to their boarding facilities. • If the child is accepted in the boarding facility, the parent must apply to the school on the GDE Online Admissions System to be accommodated in the school
Q. Can parents from other Provinces apply for schools with Boarding Facilities?
A. YES. Parents should contact the school to apply for boarding school facilities.
SCHOOLS OF SPECIALISATION
Q. What is a School of Specialisation?
• A School of Specialisation is a school that offers an academic / sports / arts and culture / music field of specialisation for learners with specific talent and aptitude in the field of specialisation • The Department has a total of 36 Schools of Specialisation offering the following fields: ○ Performing & Creative Arts ○ Engineering ○ Maths, Science & ICT ○ Commerce & Entrepreneurship ○ Sports
Q. How do I apply to a School of Specialisation?

Commented [RS(1)]: Please advise what queries will this mailbox be handling? Is it only for password reset? Will POS publish this email to stakeholders?
What is the turnaround time on responses on this mailbox?

Commented [RS(2)]: Will the username not be the ID number used when registered?

A. Follow the process below
- Schools of Specialisation are available on the System for parents to apply from anywhere in the Province - Select the application option Schools of Specialisation to apply - Note that your child will be required to complete a Placement Test (written academic test / Audition / participate in a sporting trial. Only learners who PASS the test will be accepted at the school.
Q. Can I apply to a School of Specialisation even if I am not staying close to the school?
A. YES, School feeder zones are not used for placement at a School of Specialisation
COMBINED SCHOOLS
Q. Will parents be allowed to apply for Grade 1 and Grade 8 to a combined school? What is the process?
A. Yes
- If the school offers Grade 1 it will be listed on the System for applications to Grade 1. The process is the same as applying to any school - If the school offers Grade 8, and the school's name is not on the System, please enquire from the school directly
Q. My child is in Grade 7 in a combined school must I apply again?
A.
- Find out from the school first - If you want to apply to Grade 8 at the same school, you may do so only if the school appears on the System for applications for Grade 8 - If you want to apply to a different school, you may apply on the GDE's Online Application System to any secondary or high school
EDITING / CHANGING OF INFORMATION
Q. What information will I be able to edit / change on my profile?
A. 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 you will DELETE all your applications. 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 Thursday, 24 JULY 2025 and close at midnight on Friday, 29 AUGUST 2025) 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 RE-APPLY - 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.

Q. I need to change my application. Is it possible?
A.
- Parents will be able to change their information, delete applications and apply to other schools during the Application Period (<u>08:00 on Thursday, 24 JULY 2025 and close at midnight on Friday, 29 AUGUST 2025</u>) 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
Q. I need help with updating my profile, I tried but could not get it right
A. 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. Changing the information will result in you deleting your 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, will result in you deleting all your applications 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
Q. 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?
A. 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, you will DELETE all your applications and profile You will have to re-register your personal information, the learner's information and re-apply
Q. My information is not correct, what do I do?
A. Login to your profile to edit your information during the Application Period only. Please note changing information can result in you deleting your applications and profile.
Q. I spelled my full names / surnames incorrectly. What can I do to correct this?
A. 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
Q 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 , any changes will result in you deleting all your applications and learner profile - Parent needs to delete the Application and re-apply to the relevant grade
Q. I applied with the wrong details (Parent ID, learner ID, physical address etc). Can I as parent delete the submitted application?
A. Parents will be able to delete their applications and information during the Application Period only . You must make a new application during the application period, 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
Q. I selected and applied to the wrong school. How can I change this?
A. 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 the 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 if you have not reached the 5 application maximum.
Q. How do I correct the date of birth on the system?
- During the application period parents / applicants can edit the child's date of birth by deleting the child's application and learner profile and then re-apply. - When the Application Period is closed, no one will be able to edit details, delete applications or submit applications.
Q. How can I go back to edit the address so that schools with feeder zones that cover my Home Address can appear?
- You can only edit your address if you did not make any applications. - If you did make an application, you will have to delete the application before changing or editing the address - 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
Q. I mistakenly entered my Work Address incorrectly. How do I rectify it?
- You can only edit your work address if you did not make any applications. - If you did make an application, you will have to delete the application before changing or editing the work address - Login to edit your information during the Application Period only. - You will be able to edit your work address. Note that you need to upload / submit proof of your work address to the school you applied to
Q. I uploaded incorrect documents on the System. How do I change documents without going to the school directly?
A.
- 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
Q. Will I be able to edit my ID Number after submitting my application?
A. No

• Details already verified /authenticated by DHA cannot be edited. This includes parent and learner ID numbers, first and last names and Gender • To change your ID number, delete your applications and profile then re-register and re-apply to schools using the correct information.
PLACEMENT PERIOD
Q. How long will it take to get a response on the progress of my application?
A. The Placement Period will commence on 16 OCTOBER 2025 and close until 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 notification from 16 OCTOBER 2025 until the applicants are placed.
Q. Can the applicant delete a confirmed offer of placement in one school to accept another offer in another school?
A. No. An offer of placement " Accepted as Final " cannot be deleted.
To avoid this a parent must provisionally accept an offer, while waiting for another offer. When a new offer is accepted or provisionally accepted the previous offer is released.
Q. 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?
A. 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.
Q. How many days does an applicant have to respond to an offer of placement?
A. Applicants need to accept an offer of placement within 7 school days after receiving an offer of placement.
Q. What will happen if I do not accept any offer within 7 days?
A. If 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. If no offer is accepted the learner will be auto placed at offer that is the closest to the parents' home address. All other offers will be forfeited if the parent accepts one offer as final
Q. Will a parent be able to cancel an accepted offer of placement in one school to accept another offer from a different school?
A. No. An accepted offer cannot be cancelled.
Parents who wish to wait for another offer of placement, are encouraged to click on accept and provisionally 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 forfeited and offer will be made to another applicant. The learner will be placed at the school where the parent accepted the last offer
Q. What will happen if the school/s I applied to are full?
A. You will receive a transfer offer of placement from another school with available space
Q. 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?
A. NO – All applications that has not submitted the required documents are regarded as incomplete applications and will not receive offers of placement during the placement period.

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
Q. What will happen if my application is unsuccessful at all the schools I applied to?
A. You will receive a transfer offer of placement at a school where there is space available
Q. What will happen if the schools that I have applied to are full?
A. You will receive a transfer offer of placement at a school where there is space available
Q. Does the Online Application guarantee placement of the child at a school?
A. 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
Q. Will I be informed if the school does not accept my child?
A. 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.
Q. 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?
A. The school will verify the address uploaded / hand-delivered by the parent. Placement will be based on verified documents provided
Q. What will happen to applications of Parents who did not upload all the documents and / or parents who did not certify documents?
A. NOTE: uploading or submission of documents is STEP 5 of the application process BEFORE the placement period, the parent will receive a 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)
Applicants with no proof of home address have not completed the application process and are therefore considered Incomplete Applications. All applicants that have not submitted the required documents are regarded as incomplete applications and will not receive offers of placement during the placement period.
Q. How should parents deal with schools who refuse to verify documents during the Placement Period?
A. Schools verify documents during the Application Period. Parents are required to submit documents within 7 days after applying.
Schools DO NOT accept or VERIFY documents after the allocated period has passed
Q. Some parents are receiving SMS notification that they have been declined before the Placement Period. Do parents report this to the District Offices?
A. NOTE. 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 notification
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
Q. When will parents who failed to submit documents during the allocated period be allowed to submit documents?
A. The system will be opened for parents to submit documents at a timeframe to be communicated after all applicants with verified documents / complete applications are placed.

Q. What happens in a case where a learner has been placed at a school they did not apply to?
A. Parents are offered space at schools that they have not applied to only 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
Q. Can parents who already received placement offers request to be transferred to another school?
A. 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
Q. What do I do if I am not satisfied with the school where my child is placed?
A. 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
Q. What can I do if I am not satisfied with the outcome of the objection?
A. 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
Q. What can I do if I am not satisfied with the outcome of the appeal?
A. The appeal outcome is final, and no correspondence will be entered into
Q. Will I be allowed to submit an online application for any other grade – example Grade 2 - 7 or Grade 9 - 11?
A. No. Parents are encouraged to keep learners that are in Grade 2 – 7 and Grade 9 – 11 in the schools where they are currently enrolled.
Q. How do I apply for my child who is going to Grade 2 - 7 or Grade 9 - 11?
A. Learners that are already in a school in Grades 2-6 and 9-11 will be re-enrolled at the same school . Parents who relocated from another province should go directly to a school in your area to enquire about availability of space, and submit an application
Q. How can I contact the Department regarding Admissions?
A. 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

Commented [RS(3)]: Please advise what queries will this mailbox be handling? Is it only for password reset? Will POS publish this email to stakeholders?
What is the turnaround time on responses on this mailbox?

Q. I changed my mobile number. Can you please assist with updating it?
A. Provide your ID number and new cell phone number to the GDE Call Centre so that you can be assisted.
Q. Where should I go to apply if I am unable to apply on my own?
A The Department has decentralised walk-in centres and schools that are assisting applicants from 8:00 to 14:30 on school days only
Q. 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.
A. Visit the nearest District / Provincial Office and provide your ID Number; Or
Provide your ID number to the Contact Centre so that your query can be referred for technical assistance
LATE APPLICATION
Q.I do not prefer any of the schools that are available on the system. How will my child be assisted with placement?
A. 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