Frequently Asked Questions/

When are schools reopening?

At the moment there is no clear date for when schools will reopen. It was originally gazetted for 15 April 2020, however, the lockdown has since affected this date. We wait for direction from the Presidency. Any other communication should be regarded as fake news.

Wanneer gaan skole heropen?

Daar is tans geen duidelike aanduiding wanneer skole gaan heropen nie. Dit was oorspronklik as 15 April 2020 in die *Staatskoerant* afgevaardig, maar die inperking het egter sedertdien hierdie datum beïnvloed. Ons wag op leiding van die Presidensie. Enige ander inligting moet as fopnuus beskou word.

Will salaries be paid during the lockdown?

Yes, salaries will still be paid during the lockdown. A normal salary run will take place. Should a Western Cape Education Department (WCED) employee not be paid, they should email WCED.WalkinCentre@westerncape.gov.za.

Sal salarisse gedurende die inperking betaal word?

Ja, salarisse sal steeds gedurende die inperking betaal word. 'n Gewone salarislopie sal plaasvind. Indien 'n werknemer van die Wes-Kaap Onderwysdepartement (WKOD) nie betaal word nie, moet hulle 'n e-pos stuur aan: WCED.WalkinCentre@westerncape.gov.za

Will section 21 payments be made?

Yes, all transfer payments, including section 21 payments, will be made within the relevant timeframes.

Sal artikel 21-betalings gemaak word?

Ja, alle oordragbetalings, ingeslote artikel 21-betalings, sal binne die toepaslike raamwerke gemaak word.

Who do I contact for pension or other service benefit related queries?

Please email WCED.CallCentre@westerncape.gov.za or WCED.WalkinCentre@westerncape.gov.za However, kindly note that we will not have access to the PERSAL system during the lockdown. So only general queries on salary and leave can be answered. We will, however, assist where we can.

Met wie moet ek in aanraking kom vir pensioen- of ander byvoordeel-verwante navrae?

'n e-pos aan WCED.CallCentre@westerncape.gov.za of WCED.WalkinCentre@westerncape.gov.za. Neem asseblief kennis dat ons egter nie toegang tot die PERSAL-stelsel tydens die inperking sal hê nie. Dus sal slegs algemene navrae oor salarisse en verlof beantwoord kan word. Ons sal egter help waar moontlik.

When can parents submit applications for school admissions?

The date for the submission of documents to schools, for parents who applied before 18 March 2020, was extended until 19 April 2020. This date still stands until otherwise communicated.

Wanneer kan ouers aansoeke om skooltoelatings indien?

Die datum vir die indien van dokumente aan skole vir ouers wat voor 18 Maart 2020 aansoek gedoen het, is tot 19 April 2020 verleng. Hierdie datum is steeds van krag indien anders ingelig.

Will there still be security at schools?

Private security and armed response are regarded as critical services. Therefore, the guarding of schools will continue during the lockdown period. The WCED has arranged security at 450 schools across the province. Schools were asked to ensure that alarm systems and other essential security features were tested before they closed on 20 March 2020.

Sal daar steeds sekuriteit by skole wees?

Privaat sekuriteit en gewapende reaksie word as kritieke dienste beskou. Die beskerming van skole sal dus tydens die inperkingstydperk voortduur. Die WKOD het gereël dat daar sekuriteit by 450 skole dwarsdeur die provinsie is. Skole is versoek om toe te sien dat alarmstelsels en ander noodsaaklike sekuriteitsmaatreëls getoets is voordat hulle op 20 Maart 2020 gesluit het.

What is the standard operational procedure in the event of a burglary/vandalism/breach of security at schools during the lockdown period?

The Safe Schools Call Centre will be on lockdown. However, during this period please still call the Safe Schools number (0800 45 46 47) and a message will advise who should be contacted depending on the district.

Watter standaard operasionele prosedure moet toegepas word in geval van 'n inbraak/ vandalisme/sekuriteitsverbreking by skole gedurende die inperkingstydperk?

Die Veilige Skole se Inbelsentrum sal ingeperk wees. Maar skakel steeds asseblief die Veilige Skole se nommer (0800 45 46 47) gedurende hierdie tydperk en 'n boodskap sal raad gee oor met wie daar in aanraking getree kan word na gelang van die distrik.

Should parents still pay school fees?

Parents should continue to pay school fees for the year. While this is an extended holiday, there has been no further communication indicating that the school year will not continue. Schools must, however, provide parents with applications for fee exemption on request, or encourage parents to apply, so that applications for compensation can be submitted.

Behoort ouers steeds skoolgeld te betaal?

Ouers moet voortgaan om skoolgeld vir die jaar te betaal. Alhoewel dit 'n uitgebreide vakansie is, was daar geen verdere kommunikasie wat aandui dat daar nie met die skooljaar voortgegaan sal word nie. Skole moet egter op versoek ouers van aansoeke om skoolgeldvryskelding voorsien, of ouers aanmoedig om aansoek te doen sodat aansoeke om vergoeding ingedien kan word.