

FREQUENTLY ASKED QUESTIONS

1. Why is ECDA appointing relief staff service providers for the sector?

ECDA's appointment of relief staff service providers is to ensure that **all** preschools have access to affordable and reliable relief staff services. This will be particularly beneficial for preschools without existing relief staff arrangements.

For preschools with existing relief staff arrangements, this initiative will augment their efforts in addressing short-term manpower needs and their educators' time off requests for personal and professional needs.

2. What are the rates for relief staff, and will they change over the course of the next few years?

The rates to engage relief staff are published on the websites of both ECDA and the service providers. These rates will remain consistent for three years from the time of appointment (i.e. 1 October 2024 to 30 September 2027).

3. Will there be any funding /salary support provided if I engage relief staff through ECDA's appointed service providers?

No, there will not be any funding or salary support provided by ECDA under this initiative.

4. Are preschools required to tap on the appointed service providers for their relief staff?

No, it is not mandatory for preschools to tap on the appointed service providers to source for their relief staff. Preschools continue to have the discretion to maintain their own pool of relief staff and/or engage other service providers for their manpower needs.

5. Will the appointed service providers be required by ECDA to fulfil all relief staff requests submitted by preschools?

It is not mandatory that the appointed service providers fulfil all requests submitted by preschools, as we acknowledge that there might be instances where requests might be impractical (e.g. service provider is given too short a lead time), or where demand outstrips supply.

6. Are there additional processes that preschools need to adhere to when engaging relief staff via the appointed service providers?

ECDA will not interfere with the business arrangements between preschools and the service providers. Preschools may wish to reach out directly to the appointed service providers on the steps required to engage their relief staff services.

7. Will ECDA be imposing any regulations on the appointed service providers?

The appointed service providers will be subjected to the existing laws and regulations that govern commercial entities in Singapore. ECDA will not be imposing additional regulations on the service providers nor restrictions on business arrangements between the service providers and preschool operators, so as not to stifle market development.

To ensure child safety and well-being, relief staff deployed in preschools must fulfil the requirements¹ specified under Section 4.6 (“Relief Staff”) of the Early Childhood Development Centres Code of Practice (Third Edition). Preschools may reach out directly to the appointed service providers to find out more about the qualifications and experience of their relief staff.

8. Will ECDA intervene/mediate in situations where there are disagreements between preschools and the appointed service providers?

As the engagement of relief staff is a private business/contractual arrangement between preschools and service providers, any disagreements should be resolved directly between the involved parties, in accordance with the terms of their agreements.

¹ These requirements include submitting the ‘*Self Declaration and Consent Form for Offences and/or Warnings*’ and being certified medically fit to work with young children by a medical practitioner during a pre-employment medical check.