

## **Providers FAQ For Re - Registration Application Process**

### **Portal Questions:**

#### **Log in Difficulties to portal:**

##### **Question:**

**I have forgotten my password and I am having difficulties logging in what do I do?**

##### **Answer:**

You can click the 'Forgot Password' option on the Portal login page and follow the on screen instructions. Please note if you registered your mobile phone when you created your user account on the Portal then the on screen instructions will guide you through the process of automatically resetting your password by sending a verification code to your phone. If you have any difficulties you can contact us directly for assistance at [portalsupport@tusla.ie](mailto:portalsupport@tusla.ie).

##### **Question:**

**I have created an account on the portal and I have made my submission, I now realise that I did not upload the required documents what should I do?**

##### **Answer:**

A regulatory support officer will review your submission and return it to you if all required documents were not uploaded. Alternatively, you can request that your submission is returned at any time by contacting [portalsupport@tusla.ie](mailto:portalsupport@tusla.ie). You will receive an email to inform you if your submission is returned and you can check the status of your submission at any time under the My Submissions option on the Portal.

##### **Question:**

**I have created an account on the portal and I am now having difficulty uploading my documents what do I need to do?**

##### **Answer:**

The maximum size file you can upload is 28 megabytes this equates to typically between 15 and 50 pages of scanned documents depending on the scanning resolution you have set. If your document exceeds the 28 megabytes limit you will get on screen instructions to advise you of this when you try to upload. If this occurs the easiest approach is to rescan your document at a lower resolution or simply split the file into two separate parts. If you have any difficulties with upload documents you can contact us directly for assistance at [portalsupport@tusla.ie](mailto:portalsupport@tusla.ie)

**Question:**

**What happens if I did not send in all of my documentation from panel A by the 12th December what will happen to the services registration status come the 1st of January?**

**Answer:**

In order to register your service by the 31<sup>st</sup> December we will need to have received all of the required documents as outlined in panel A. Applications without these documents cannot be processed for registration.

<b>(A) Documents required for submission by midnight on 12th December 2019:</b>		
1.	Garda vetting/Police vetting for the proposed Registered Provider and person in charge ( <i>if different</i> )	Your current Garda vetting will be accepted:  If it due for renewal (not renewed in the last 3 years) Please submit in early 2020
2.	Garda vetting/Police vetting for the "second person" if required	Child-minders/Single Person Operations only
3.	Two references for the proposed Registered Provider	Current references will be accepted
4.	Certificate or Registration Number from the Companies Registration Office for services operated by a company	Required
5.	Proof of identity of the proposed Registered Provider	Required
6.	Certificate of Insurance or written confirmation of insurance cover	Required
7.	Statement of Purpose and Function	Required
8.	Safety Statement	Not required for Child-minders or Single Person Operations
9.	Signed Declaration	Required

**Question:**

I have queries about the application process, what should I do?

**Answer:**

In the first instance if you have queries relating to re-registration you can email [ey.registration@tusla.ie](mailto:ey.registration@tusla.ie) or call 061 461700.

If your query is about the online portal, please email [portalsupport@tusla.ie](mailto:portalsupport@tusla.ie) for assistance and a member of the team will call you back.

**Question:**

**Can I submit the documents listed in part B now?**

**Answer:**

Yes, we would advise that if you have some or all of the documents in panel B that you upload same when making your application.

**Question:**

**I have multiple Services which need to be registered, do I have to complete one fully before I submit the next service submission?**

**Answer:**

**You can make multiple submissions on the Portal.** Once you start a Portal submission, for one service complete it before starting a new one for the next service

**Question:**

**Can I use my electronic signature on the Declaration form or do I have to manually sign the form and scan it in?**

**Answer:**

Either signature is acceptable.

**Question:**

**I am having difficulty accessing and uploading documents on the portal what do I do?**

**Answer:**

Any technical issues should be emailed to [portalsupport@tusla.ie](mailto:portalsupport@tusla.ie) Portal support is available from 9am to 9pm Monday to Friday and 9am to 1pm on both Saturday and Sunday up to the registration deadline date of December 12<sup>th</sup>

**Question:**

**How long does it take for applications to be processed once received by Tusla?**

**Answer:**

Applications are being reviewed as quickly as possible. Extra resources have been assigned to complete the application review process.

**Question:**

**I have made my application what happens next?**

**Answer:**

Once you have made your submission you will receive an automated response confirming that you have made an application. Your application will be assigned to a regulatory support officer for assessment. Once assessed you will receive an email should you need to submit any omitted documents

**Insurance:**

**Question:**

**My insurance cover expires on the 31<sup>st</sup> December; can I submit this certificate of insurance?**

**Answer:**

Yes your current certificate of insurance should be submitted; existing insurance policies will be accepted.

**Question:**

**My current insurance certificate expires shortly, my insurance company will not provide a renewal quote until I show proof of registration what do I do?**

**Answer:**

Your current certificate of insurance should be submitted; existing insurance policies will be accepted.

**Question:**

**I am in rented premises and my insurance certificate, cover`s public liability and contents only is this sufficient?**

**Answer:**

Yes submit your insurance cover detailing public liability and contents.

## **References:**

### **Question:**

**What is meant by a current reference for a registered provider?**

### **Answer:**

Your current references are the references you have on file for the registered provider.

## **Garda Vetting:**

### **Question:**

**I submitted my garda vetting application to the Garda Vetting Bureau in November and they have advised me that it will be a number of weeks before it is processed. I will not have it for the December the 12<sup>th</sup> deadline, what do I do?**

### **Answer:**

You can submit your existing garda vetting for re registration, garda vetting must be service specific however you must submit an updated garda vetting in early 2020

### **Question:**

**My garda vetting is more than three years old, will this be accepted?**

### **Answer:**

You can submit your existing garda vetting for re registration, however you must submit an updated garda vetting in January 2020.

## **Safety Statement:**

### **Question:**

**What are the requirements for Safety Statements?**

### **Answer:**

The safety statement for your service must be service specific. Service providers can access a free Online Risk Assessment and Safety Statement Tool for Small Business Business, <https://www.hsa.ie/eng/Topics/BeSMART/>. This meets the requirements of section 20 of the Safety, Health and Welfare at Work Act 2005.

## **Fire safety:**

### **Question:**

**Do I need a fire safety certificate? Can you give me further information please?**

### **Answer:**

See details of the requirements for your service in: The Guide to Fire and Planning Requirements for Early Years Services Re-Registration and Change of Circumstances Process - August 2019 available at; [https://www.tusla.ie/uploads/content/Fire\\_and\\_Planning\\_Requirements\\_for\\_Early\\_Years\\_Services\\_Re\\_Registration.pdf](https://www.tusla.ie/uploads/content/Fire_and_Planning_Requirements_for_Early_Years_Services_Re_Registration.pdf)

The information is summarised in Table 1: Early Years Re-Registration Fire Safety Certification Requirements by Category.

## **Planning:**

### **Question:**

**What are the requirements for planning, I have operated my preschool for the last seven years?**

### **Answer:**

See details of the requirements for your service in: The Guide to Fire and Planning Requirements for Early Years Services Re-Registration and Change of Circumstances Process - August 2019 available at; [https://www.tusla.ie/uploads/content/Fire\\_and\\_Planning\\_Requirements\\_for\\_Early\\_Years\\_Services\\_Re\\_Registration.pdf](https://www.tusla.ie/uploads/content/Fire_and_Planning_Requirements_for_Early_Years_Services_Re_Registration.pdf)

The information in relation to planning requirements is summarised in Table 2: Planning Permission Requirements.

### **Question:**

**I have operated my Early Years' service for over seven years and I do not have planning permission, will a signed affidavit suffice for re registration purposes or do I have to seek planning retention?**

### **Answer:**

If an early years' service has been in operation for more than seven years and does not have planning permission, a signed affidavit stating same is acceptable for re Registration purposes. The requirement for services operating more than seven years who do not have planning permission is to submit an affidavit stating same.



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