

ANNEX A

Preschool Search on LifeSG

The Preschool Search feature on LifeSG is a user-friendly platform designed to assist parents in locating available preschools for their children. This digital tool provides information about licensed and upcoming preschools, including vacancy indicators, contact details, and center-specific details.

Addressing Parents' Feedback on Preschool Search

2 Previously, parents would search for preschools on ECDA's Preschool Search Portal, up to a year in advance of their preferred enrolment date. They would select up to 10 preschools of their choice and indicate their interest on the portal. Parents' interests would be channelled to preschools and parents would wait for preschools to respond. Preschools might then offer a place for enrolment or place parents on a waitlist. This process created uncertainty on whether their interest had been followed-up on.

3 To address parents' feedback and smoothen the preschool search journey, the Preschool Search feature on LifeSG was developed in consultation with key user groups, including parents and preschool operators. These user groups also helped to test and provide their views on the new features.

Key Features

4 The new preschool search journey involves a simple 3-step process for parents to apply for preschools:

- **Search:** Parents can search for preschools within a default radius of 2km from their homes, workplaces, or caregiver's homes. Parents can also adjust their search criteria such as vacancies' availability, distance, fees based on their preferences.
- **Shortlist:** The feature offers greater transparency in vacancy information, enabling parents to shortlist centres that meet their preferences and requirements.
- **Direct Contact with Preschools:** The contact details of the school are provided in the search results, enabling parents to directly contact preschools (via website, email or call) to follow-up on enrolment matters, such as arranging a centre visit, thus providing them with more clarity throughout the enrolment process.

5 ECDA is committed to further enhancing the Preschool Search feature on LifeSG, and will incorporate additional functionalities and improvements based on user feedback and evolving needs.