



27 June 2025

Dear Valued Stakeholder,

Re: Discontinuing the Application Cycle Calendar for Professional Registration Applications

The Engineering Council of South Africa (ECSA) embarked on a pilot of the Application Cycle Calendar for Professional Registration from January 2024 to July 2025. The aim was to evaluate its potential to improve the efficiency of ECSA's registration processes.

During this period, ECSA undertook a thorough review of its core statutory functions, including registration processes and the supporting Customer Relationship Management (CRM) system. The review identified several critical inefficiencies, which led to a broader business process reengineering project and enhancements to our CRM system to support greater automation and a more efficient applicant experience.

Pilot Study Outcomes

Several key challenges emerged during the implementation of the cycle calendar:

1. Capacity Constraints to process Increased Volumes

The Registration team does not have the capacity to process the more than 1,400 applications per submission cycle. This issue is further compounded by the ongoing processing of abeyance outcomes, placing additional pressure on limited resources. A trend also emerged in that persons felt pressured to submit applications within the cycle window, which led to numerous administratively incomplete applications that could not be processed further.

2. Availability of Virtual Panel Members (VPMs)

The timely assessment of registration applications is dependent on the availability of adequately trained VPMs. At certain times of the year, ECSA experiences a shortage of available panel members, which adversely affects the turnaround time for processing applications. Ongoing engagements with Voluntary Associations and monthly training of new VPMs, aim to address and mitigate these challenges.

3. Need for Process Automation

Manual and fragmented registration processes hinder ECSA's ability to meet the required turnaround time of five months per professional application. Enhancements to the CRM system are essential to enable automation and improve consistency.

4. Inefficiencies in Process Flows

The review revealed multiple inefficiencies across registration process flows, all of which are being addressed through targeted improvements to reduce delays and improve user experience.

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Mr E Oswald	Ms SN Chamane	Ms ST Sishi	Prof K Ramdass	Ms S Mona	Mr BJ Mottladiile	Mr MV Lupuwana	Ms K Majola
Ms V Mudau	Mr IS McKechnie	Prof E Kearsley	Mr L Monyatsi	Mr B Maluleka	Ms NS Gumede	Dr ME Makgae	Ms N Koranteng
Ms SP Moketla	Ms SN Shoji	Dr N Gareeb	Ms ML Damane	Mr SJ Xawuka	Mr S Palackal	Mr GS Gcaba	Ms VN Ndlovu
Dr M Heyns	Mr Havenga	Mr S Mbadamana	Mr SC Khoza	Ms VP Nene	Mr MP Khathide	Dr PT Govender	

5. Limitations of the Cycle Calendar

The Application Cycle Calendar proved ineffective and unmanageable due to its inflexibility. It fails to support process efficiency or meet the demands of a dynamic, technology-enabled registration environment.

6. Re-introducing Continuous Registration

In response to the pilot findings, ECSA will officially transition back to a continuous registration process - offering greater flexibility and better alignment with the needs of both professionals and the organisation. This shift will be supported by a reengineered process and enhanced digital platforms, including an upgraded applications portal and CRM system, designed to enable streamlined and automated application handling.

Key Transition Details:

1. **Closing applications in process:** Completion date targeted for applications in process is 31 July 2025, but we are mindful that a small number may move into August for closure towards an outcome.

Note: *Applicants who received an abeyance outcome must still submit all outstanding documents as per the required timeframe for their applications to move forward.*

2. **Launch of Continuous Registration:** The enhanced application portal will open for continuous submissions from 15 August 2025, removing the restrictions of set application windows.
3. **Annual Closure Period:** The registration portal will close annually from 15 December to 15 January to accommodate year-end closures and staff leave.

ECSA remains committed to delivering a professional, user-friendly and efficient registration process and system that can be globally benchmarked.

We thank all stakeholders, especially our applicants, for their patience and cooperation during this transformation.

For any questions or further information, please contact us at 086 125 5555 or email us at engineer@ecsa.co.za.

Warm Regards,



Dr. Franciska Bothma
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