



FREQUENTLY ASKED QUESTIONS FOR CPD

Q: How do I create a profile on the self-service portal?

A: Before creating a profile on the system, check whether you already have a profile.

- If you have previously created a profile on the previous ECSA portal, you need to use the same login credentials.
- You would have created a profile previously if you have ever updated your details on the portal, submitted a registration application, or if you have uploaded CPD on the portal.
- Your profile on the system is linked to your email address on the system.
- If you do not use this email address, your data will pull through to your profile.
- You can update your email address once you have access to the system.
- If you are not sure if you already have a profile on the system or you do not know which email address is linked to your profile, please contact our Customer Service Business Unit on: 0861 225 555 or engineer@ecsa.co.za

Q: How do I update my personal details?

A: Once you are logged into the system, you will be able to update your personal details by clicking on your name in the top-right corner and then selecting Profile.

Q: What CPD functionality is available on the portal?

A: When you have created a profile and logged in, click on the Professional Development Tab. Once you do this, you will see three options:

- **Renew registration** – This is where you can apply for renewal at the end of your 5-year CPD cycle
- **CPD Cycle** – This is where you can enter CPD credits and upload supporting evidence (POE)
- **CPD Score Summary** – This is where you can check your current and previous CPD cycle summaries

Q: How do I view my CPD cycle dates?

A: If you click on CPD cycle or CPD Score Summary, your active cycle and dates will be shown

Q: Where do I go to enter my CPD cycle credits?

A: To enter CPD cycle credits at any point during your 5-year cycle, you can click on CPD cycle.

Select the Active Cycle and then click on the three dots on the right to edit. Here you will be able to enter the details pertaining to CPD credits that you want to have recorded against your cycle by following the prompts. You will also be able to add POE for all credits claimed.

CPD cycle – click on active cycle three dots on the right to edit.

It is compulsory to submit 3 credits per annum. You can enter CPD cycle credits at any point over your 5-year cycle.

Q: What counts as POE?

A: You can refer to the CPD rules for further details. However, typical POE, depending on the credits claimed, would include: Certificates of attendance, programme activity, short synopsis written by applicant, minutes of meetings, examination results, published papers, confirmation letters from employers etc.

Q: What format should my POE be in?

A: Your POE can be in .jpg, .pdf or .doc format. Please do not upload compressed or zipped files. The functionality exists to upload more than one file for each set of CPD credits loaded.

Q: Is there a size limit for the POE I can upload?

A: Please reduce file sizes to no more than 10MB

Q: Does the system automatically calculate the credits I accumulate as I submit my credits?

A: Yes, the system will automatically calculate your credits based on the information that you will be required to enter. Credits will be limited based on the CPD rules. The system does not check what is uploaded in your POE documents, but these may be audited.

Q: How will I know if my CPD credits have been captured successfully?

A: All CPD credits will automatically appear on the system and you will be able to check these at any point.

Q: What are the minimum CPD credit requirements?

A: For a comprehensive response, please refer to the CPD rules. In summary, however, the following 3 main rules apply:

- You must have a minimum of 3 credits per year, across 2 of the 3 categories
- You must have a minimum of 5 developmental activities (Category 1 credits) over the 5-year cycle
- You must have a minimum total of 25 credits over the 5-year cycle

Q: What is the processing time for non-validated credits and exemption requests?

A: In two instances, the system will not automatically be updated with your submission. These instances include the submission of Category 1b, non-validated activities and requests for exemption. For both, you will receive a communication via email within one week of submission indicating if the submission has been approved or declined

Q: Can I edit my credits and POE after submission?

A: You can edit your CPD credits and the associated POE during your CPD cycle. At the end of your 5-year cycle, once you renew your registration, your CPD credit history will be locked, and you will no longer be able to edit.

Q: How do I apply for renewal of my registration?

A: To renew your registration, please navigate to the Renew Registration tab. You will be asked to complete the necessary fields including updating your details and submitting a declaration. You will need to ensure that your credits for the full cycle are already submitted and in order as per the CPD rules before you renew.

A reminder email will be sent 5 months before your cycle is due for renewal. A further reminder will be sent 3 months prior to renewal. These emails will be sent to the email that is loaded onto the system. If you do not successfully renew your registration before the cycle renewal date, your registration will be cancelled within 60 days.

Q: How will I know if my renewal was successful?

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A: Once you have submitted your renewal and you are fully compliant with the CPD requirements, your registration and cycle will be updated automatically

Q: Who can I contact if I have issues with entering my CPD credits or the renewal process on the portal?

A: Please send queries related to CPD to cpd@ecsa.co.za. You can also contact one of our customer service agents on: 0861 225 555 or engineer@ecsa.co.za

Q: Will my previous CPD credits reflect on the portal?

A: You will be able to see your previous CPD cycles on the system by clicking on the CPD Score Summary Block. Historical CPD credits may however not be accurately reflecting on the system at this point.

Q: Will my credits be subject to auditing?

A: All CPD credits and associated POE are audited as part of our internal quality assurance processes. A percentage of individuals will be selected and will have to submit POE if not already on the system. If found non-compliant, necessary steps may be taken to deal with the matter.

Q: If I would like to appeal an outcome, how can I do this?

A: You may make a submission as per the CPD rules within 30 days after the submission

Q: Where can I find the CPD Rules?

A: The CPD rules can be found on the ECSA website:

<https://www.ecsa.co.za/ECSADocuments/Shared%20Documents/Rules-Continuing%20Professional%20Development%20and%20Renewal%20of%20Registration.pdf>