



## APPLICATION FOR REGISTRATION AS A PRIVATE EMPLOYMENT AGENCY (PEA) AND/OR TEMPORARY EMPLOYMENT SERVICE (TES):

1. Applications for registration as a PEA or TES are submitted online, at [www.eservices.gov.za](http://www.eservices.gov.za). It is the State Information Technology Agency (SITA) webpage. *Please make sure you use GOOGLE CHROME.*

### **Steps:**

- 1.1. On [www.eservices.gov.za](http://www.eservices.gov.za) **register as a user**. If you have already registered as eServices user, ignore this step.

- The e-mail address used to register, will become your username for all actions on e-Services.
- The password will also be your password whenever you do anything on e-Services, including to submit or follow up on your PEA applications.

The SITA landing page will open.

- 1.2. On [www.eservices.gov.za](http://www.eservices.gov.za) – the SITA landing page – **Log in**. *Please make sure you use GOOGLE CHROME!*

The button is on the top right of the page, in the bar starting with the SITA logo. If you cannot log in, ignore the message that instructs you to register afresh as user – simply reset your password.

- 1.3. You will now be on your user profile page. Your user details are in the 1<sup>st</sup> block. In the second block (heading: eServices) in the dropdown list click on **Private Employment Agency**. *Please make sure you use GOOGLE CHROME!*

- 1.4. You will now be on your applications profile page. Click on “**Apply**” – either in the column, or in the coloured box labelled “Apply”.

The application form will now be open.

Note that only the User Information page opens, until you have read through the page and checked the box at the bottom, and a second confirmation on the next page.

The information on this page is very important, so please read it thoroughly before you continue. Once you have confirmed that you have read the page, the rest of the application form opens.

- 1.5. **Complete the application form**, including the attachments (detail specified on the user information page). *Please make sure you use GOOGLE CHROME!* Note:

- i. At “Application Type – Registration Aspect”:

- If you were previously registered as a PEA/TES but it has expired, select the “Register” option;
- If your registration as PEA/TES is still valid and will expire in the next 60 days, choose “Renew” option.
- If your registration is still valid but there has been a change in (1) ownership, (2) physical address, (3) the type of employment services offered – permanent/temporary/both – or (4) the name of the PEA/TES has changed: choose the “Registration” option.

- ii. Once you have completed the “Application Type” page, an application reference number will appear on the top of the page. This is the reference number you must use in all

communications about this application. Without it, officials cannot follow up. The application reference number format is PEA\_20yymmddxxxx.

- iii. At any time you can move between the Sections of the form, in 2 ways: (1) in the list of Sections, which is to the left of the form, or (2) in the form itself with the “Next” or “Back” buttons at the end of each Section’s page.
  - iv. At any time you can save the application as a draft and sign out. The draft button is on the top of the page. When you want to complete it later, use steps 1.2-1.3 above and click on the coloured “Draft” box. The application reference number will show to the right of the coloured boxes, click on that number and the application will open for you to continue.
  - v. Every Section has compulsory fields (= either the whole Section or fields marked by an asterisk). This must be completed, otherwise the system will block you from submitting the application. You can check for complete and incomplete Sections in 2 ways:
    - (1) At the list of Sections left of the form, a tick mark means the Section is complete, nothing next to a Sections’ name means it is incomplete.
    - (2) In the form, at each Section, on the top in line with the Section name, “Incomplete” will show in red if anything in that Section is incomplete.
- 1.6. **Submit** the application. Button is at the bottom of the Declaration section. When the application is submitted, there will be a message at the top of the page acknowledging receipt. You can now **sign out**.

Whenever you want to **track progress**, you can follow steps 1.2-1.3 and then click on the relevant coloured box which has a number in. Note:

- If the application is in the DRAFT box it means you have not submitted the application and it cannot be processed.
- If the application is in the DRAFT or RETURNED boxes, you can still make changes and submit it. You will keep the same application reference number PEA\_20yymmddxxxx. In these 2 boxes, processing is not possible. Processing of your application only starts in the VERIFY box.
- If the application is in the VERIFY or PROCESS box, it is in process and you can view your application but cannot make changes.

If you realise something was completed wrong, and it is in the VERIFY box, you can e-mail a request to our offices to return the application (we will forward it to the Provincial Office for the Verifier’s action).

If it is in PROCESSING/ADJUDICATION, it cannot be returned.

2. After the application has been submitted, the SITA e-Services system sends it to Department of Labour for processing.

Total processing target time is 60 days from receiving a complete application until adjudication decision.

Processing happens in 3 stages:

- 2.1. VERIFY: The application’s contents and completeness is verified online.

If there are corrections or detail needed, the application will be returned. See steps above on how to re-submit.

- 2.2. INSPECTION: from verification the application goes to Inspection and Enforcement Services (IES). Labour inspectors will contact you to do BCEA, OHS and UIF/CF inspections at the premises the PEA operates from. Note:

- No inspector can tell you if your application is successful or not, based on the inspection findings. The approval/decline decision lies with the Adjudication Committee. The inspection reports are part of the criteria.

- Findings as on the date of inspection, are reported. If a compliance order was issued during the inspection, it will be followed up by IES and becomes a totally separate matter from the PEA application. The PEA Adjudication Committee looks at the inspection findings on date of inspection.
- 2.3. ADJUDICATION: the inspection reports (noting compliance or non-compliance on the date of inspection) and application, are sent to the Adjudication Committee who makes the final decision.
3. The application outcome will be communicated electronically to the e-mail address on the application form.
- 3.1. If registration is approved, you will receive a certificate of registration.
- The certificate is issued to a specific person, operating as a specific name at a specific physical address, to provide either permanent or temporary or both services. If any of these details change, a new application must be submitted.
  - The certificate is issued for a specific period, as shown on the certificate. Please apply for renewal at least 60 days before the certificate expires.
- 3.2. If registration is refused, you will receive a letter explaining why it was refused. Once the refusal reasons are rectified, you can submit a new application.
4. Please note that
- 4.1. **Registration as a PEA is NOT automatically given when you apply.** There Adjudication Committee considers specific criteria, including that the application must be complete and meet the requirements as stated on the User Information page of the application form, and that IES found compliance on the date of inspection.
- 4.2. **The application reference number is NOT your certificate number.** The certificate number is system-generated, printed on the certificate and only valid for the period of registration as specified on the certificate of registration. The application reference number PEA\_20yymmddxxxx is only relevant to the application, not for the certificate.
- 4.3. **Every branch** of a PEA offering employment services, must **apply as a separate PEA/TES**. The inspectors will go to that specific premises of that branch, for the application-inspection, any ad hoc and compliance inspections. The certificate of registration (or cancellation of registration) will be valid only for that branch and not applicable to all branches of that PEA.
- 4.4. Processing time is 60 days. Applicants must ensure that they apply 60 days before expiry of a current certificate, or immediately when they start their operations.
- 4.5. The Department cannot issue letters to applicants or their clients before the adjudication decision. In the case of a **tender**, the tender organisation can request the persons below directly – not via the applicant – for confirmation that an application was submitted and where the application is in the process. For this the tender organisation must give the full registered and operating names of the PEA, the address of the PEA and the application reference number of the PEA. Note that even to the tender organisation, there will not give an indication of the potential outcome of the application (reject or approve), simply a confirmation that the application was submitted on a specific date and that the application is at verify/inspection/adjudication stage.
5. For any challenges during this application process, or further enquiries, please send an e-mail with the screen shot of the challenge (and, if it is after submitting the application, the reference number starting with PEA\_20yymmdd...) to ALL of:
- Ms Gloria Tlhapane [gloria.tlhapane@labour.gov.za](mailto:gloria.tlhapane@labour.gov.za) – Tel. 012-309 4322 and
  - Ms Naledi Seanego [naledi.seanego@labour.gov.za](mailto:naledi.seanego@labour.gov.za) – Tel. 012-309 4019 or 0828011684 and

- Ms Nthabiseng Mashego [nthabiseng.mashego@labour.gov.za](mailto:nthabiseng.mashego@labour.gov.za) - Tel 012-309 4467 and
- Ms Christa van Kerken [christa.vanerken@labour.gov.za](mailto:christa.vanerken@labour.gov.za) – Tel. 012-309 4847

You are welcome to contact any of the above persons if you need step-by-step telephonic help when submitting your application.