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Referee Reports on the ECSA Portal – Important Information and Frequently Asked Questions

How the Referee Process Works

As part of the application process, applicants are required to nominate referees who will complete referee reports electronically through the ECSA portal.

Please note the following important process requirements:

- It is recommended that both referees are registered with ECSA, but at least one referee must be ECSA registered in the same category as the applicant.
- Referee reports are completed online through the ECSA portal.
- Emailed referee reports are no longer accepted.
- A referee must have an ECSA portal profile to log in and complete the referee report. Note: that a registered person will always have an ECSA profile but not all persons with ECSA profiles are registered persons. An ECSA profile gives a person access to the portal.
- Once an application is formally submitted by the applicant, the selected referees will receive an email containing a link to the referee report request.
- Referees must log into the portal to complete and submit the report.
- Once the referee report has been submitted successfully, it will reflect on ECSA's system and the application can proceed for processing.
- Applications cannot proceed without the required referee reports.
- It remains the responsibility of the applicant to ensure that referee reports are submitted. ECSA does not follow up directly with referees.

Frequently Asked Questions and Common Issues

1. Why does the system show people who are not registered when I search for a referee?

When using the "Search for Registered Person" option, the system displays persons who have an ECSA portal profile. Having a portal profile does not necessarily mean that the person is currently registered.

The search may therefore include:

- currently registered persons;
- candidate or professional applicants;
- persons with cancelled registrations;
- or persons who have previously interacted with ECSA systems.

If your referee already has an ECSA portal profile, you must select them using the search functionality, even if they are not currently registered. A person cannot have two portal profiles, and entering them as a "non-registered person" may require them to create a duplicate portal account.
If your referee is unsure whether they already have an ECSA portal profile, please ask them to confirm before proceeding.

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2. Why does the system show the wrong or old registration number for my referee?
The current system only displays one registration number per person and this may not always be the person's latest registration category.
For example:

- a person who progressed from candidate registration to professional registration may still display only their candidate registration number.

We acknowledge that this is frustrating and improvements to this functionality are planned.
If:

- multiple persons appear with similar names;
- you cannot find the correct referee;
- or you are unsure which profile to select,

please do not guess.
Rather contact the Customer Service Centre for assistance. If a Registration Officer has already been assigned to your application, they may also assist.

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3. Why can I not change my referee?
Referees can only be changed once the application has moved into the vetting stage and has been allocated to a Registration Officer.
An application will only proceed to vetting once the vetting fee has been confirmed as paid by Finance.
If your application status remains stuck at "Pending Payment" on the portal, please contact the Customer Service Centre.

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4. My referee cannot log in to the portal. What should they do?
If your referee already has an ECSA portal profile but:

- has never logged in before;
- has forgotten their username;

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- or has forgotten their password,

they should contact the Customer Service Centre for assistance.

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5. What email address will the referee request be sent to?
The referee request email will be sent to the email address currently linked to the referee's ECSA portal profile.
If the referee's email address has changed, they will be able to update their email address once they successfully log into the portal.

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6. My referee did not receive the email, but they can log into the portal.
If the referee can successfully log into the portal, they can access the referee request under:
VPM Tasks
at the top of the portal screen.
A referee can confirm that they are properly logged in if their name appears in the top-right corner of the portal screen.
If the referee cannot see the referee request under VPM Tasks, then:

- they may not actually be logged in to the correct profile;
- or the referee request may have been linked to the incorrect person/profile.

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7. What if my referee is not registered and does not already have an ECSA portal profile?
If the referee does not already have an ECSA portal profile, select the option to enter a "non-registered person" and capture their details manually.
Important:
The email address entered by the applicant must be the same email address the referee will use to create their ECSA portal profile.
If a different email address is used later when creating the portal profile, the referee request may not link correctly.

Before Contacting ECSA
Before contacting the Customer Service Centre, applicants are encouraged to confirm the following:

- Has the application been formally submitted?
- Has the vetting fee been paid and reflected?
- Does the referee already have an ECSA portal profile?
- Has the correct referee profile been selected?
- Has the referee checked their spam/junk folder?
- Has the referee logged into the portal and checked under "VPM Tasks"?
- Is the correct email address linked to the referee's profile?

We acknowledge that there are currently some limitations within the referee functionality on the portal and improvements are planned as part of ongoing system enhancement initiatives. We appreciate your patience and cooperation while these improvements are being implemented.

CONTACT DETAILS FOR THE CUSTOMER SERVICE CENTRE
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