

CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

# ONLINE VOLUNTEERS APPLICATION PORTAL HOW-TO MANUAL

2024

Version: 1.0

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This is the first screen you will see when you open the Volunteer Online Application System

**CITY OF CAPE TOWN**  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## Volunteers Online Application System

Home

### Welcome to the City of Cape Town's Online Volunteer Portal

Use this site to submit your applications, update your details as well as track progress on submitted applications

Please click "Register" should you wish to create a user profile - First time users  
Alternatively, click "Log In" to access your profile if you already registered

Click here to create an account  
*First Time Users Only*

Register

Login

Click here to log in once you have an active profile

**Please Note:** Volunteer opportunities are not remunerated and will not lead to permanent or contract placement within the organization.  
If you are interested in a remunerated position, [visit the careers page](#) or [view the vacancies on our job search app](#).

To find paid opportunities, click on one of these links

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[CONTACT](#) | [TERMS OF USE](#) | [PRIVACY](#)



Once you click on 'Register' you will be directed to this screen

Home

User Profile: Register

If you are a first time user of the City's Online Volunteer Application Portal, please start your inline registration by entering your email, password and Captcha code below. Click "Register" or alternatively click "Log In" if you already have an account.

Email

Enter an **active** e-mail address

All communication will be sent to this e-mail address

Password

Choose a **secure** password

Confirm Password

Retype your password

Please retype the random generated security code without spaces. If you have difficulty deciphering the captcha, click on the image to generate a new code

Captcha code



Enter this code in the space below

Enter code without spaces:

Password needs to contain at least 8 characters and at least ONE upper case letter, one lower case letter, 1 number and one special character (!@#)\$)

REGISTER

Already registered? Login

Click here to complete your registration

If you already have an account, click here

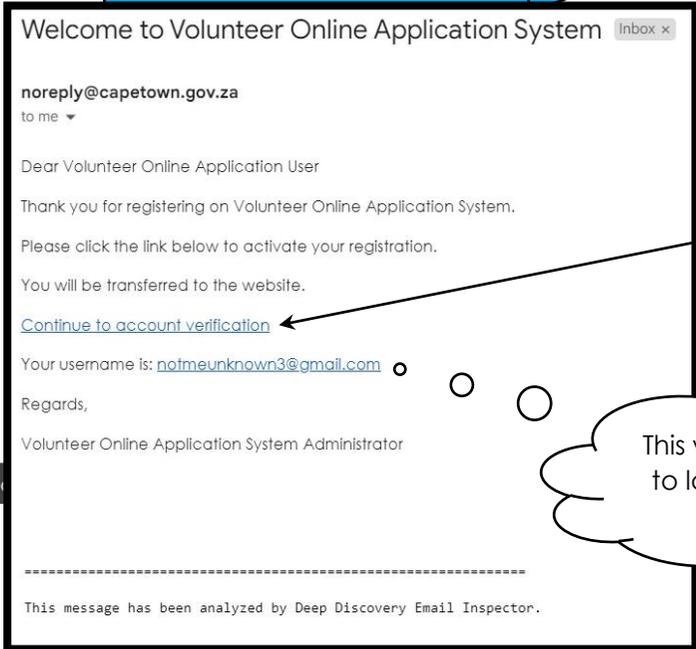
Home

## Register

Thank you for registering. Your account is not active yet. An email with further instructions to complete the registration process was sent to the email address provided.

Once you see this screen, check your e-mails for the verification e-mail

The verification e-mail you will receive



Click on this link to verify your account

This will be your username to log into your account

Home

## Registration Activation

Thank you for verifying your e-mail.  
[Click here to proceed to Log screen](#)

Click here to log in and  
complete your profile

Once you verify your  
account you will be  
directed to this screen

The screenshot shows the login interface for the City of Cape Town's Online Volunteer Portal. At the top left is the City of Cape Town logo with the text "CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD". The main header is "Volunteers Online Application System". Below the header is a "Home" link. The "Log in" section includes a welcome message, an email input field, a password input field with a visibility toggle, a blue "LOG IN" button, and links for "Forgot your password?" and "Not registered yet? Register now".

Annotations on the screen include:

- A blue cloud-shaped callout at the top right: "When you click on Log in, you will be directed to this screen".
- A rectangular callout pointing to the email field: "Enter the e-mail address you registered with (your username)".
- A rectangular callout pointing to the password field: "Enter your password".
- A rectangular callout pointing to the "LOG IN" button: "Click here to Log in".
- A white cloud-shaped callout pointing to the "Forgot your password?" link: "Click here if you have forgotten your password".

At the bottom of the page, the footer contains: "© 2024 - City of Cape Town - Volunteer Online Application V 0.000001" on the left and "CONTACT | TERMS OF USE | PRIVACY" on the right.

# First Time Log In



## Volunteers Online Application System

When you Log in for the First Time, you will be directed to this screen

Home

### My profile

Please complete all the profile required fields to be able to continue!

Email

First Name

Surname

ID Number

Date of Birth

Driver's License

Driver's License

Please select one

- Please select one
- Code A – for motorcycles
- Code B – light motor vehicles
- Code C – heavy motor vehicle
- Code D – combination and articulated vehicles
- No Licence

Highest Qualification

Highest Qualification

Diploma

- Diploma
- Matric
- Degree
- Grade 11
- Grade 10
- Grade 9
- Grade 8

EE

EE

Asian

- Asian
- Black
- Coloured
- White

Gender

Gender

Female

- Female
- Male
- Other

Ensure that you complete ALL fields

Contact Number

Alternative Number

Search Address

Address

Sub Council

Ward

Suburb

Address Type

House ▾

House

Flat

Complex

Address Type

House ▾

COMPLETE

Enter the FIRST line of your address, and select the appropriate option from the dropdown

Ensure that you complete ALL fields

Click this button once all fields are completed in full



Home

### Welcome to the City of Cape Town's Online Volunteer Portal

Use this site to submit your applications, update your details as well as track progress on submitted applications

Click on the Apply to find more about the department, volunteer opportunities and requirements.

<p>LAW ENFORCEMENT</p>  <a href="#">Apply</a>	<p>Safety &amp; Security</p> <p>FIRE SERVICES</p>  <a href="#">Apply</a>	<p>DISASTER RISK MANAGEMENT</p>  <a href="#">Apply</a>
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;">Click this button to apply for Law Enforcement Opportunities</div>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;">Click this button to apply for Fire and Rescue Opportunities</div>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;">Click this button to apply for Disaster Risk Opportunities</div>



## Volunteers Online Application System



Once you click on  
Apply for Law  
Enforcement, you will  
be directed to this  
screen

Home

### Law Enforcement Department

The City of Cape Town has a legislative mandate to develop and implement By-Laws that contribute to the creation of a safe and healthy environment for its residents.

The City's Law Enforcement Department's primary role is to enforce its By-laws and other legislation where appropriate. In addition it plays an increasingly larger role in which involves general crime prevention and policing.

In order to achieve a meaningful impact in these aspects which are important in meeting the need for a safe living and working environment for our citizens we actively enter into collaboration and partnerships with local communities, provincial and national government agencies, which have provided a significant boost to enforcement efforts.

### Volunteer - Law Enforcement Auxiliary Service (LEAS)

Our Volunteer Law Enforcement Auxiliary Service (LEAS) was launched in 2013 and has been instrumental in successfully recruiting many members to date. (Read Policy - City's Auxiliary Law Enforcement Policy)

Community members who display a passion and commitment towards their community in creating a safer living and working environment are encouraged to apply via the City's Volunteer Portal to take up existing opportunities within Law Enforcement. Applications will be opened annually and a limited number of candidates will be recruited into the Law Enforcement Auxiliary Service.

**Please Note:** The Law Enforcement Auxiliary Officer programme is a volunteer programme of the City and carries no financial reward or remuneration. Auxiliary law enforcement officers will also have no right to employment nor expectation of employment. An applicant who is accepted into the Auxiliary programme will be required to provide a minimum of 16 hours volunteer duty per month.

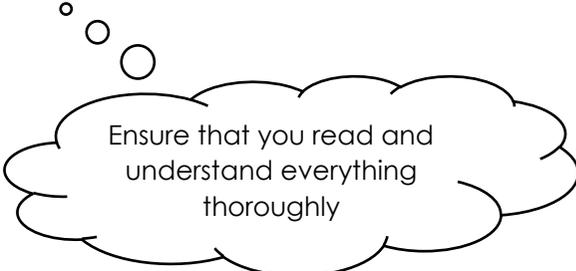
**There are two types of positions available as a volunteer auxiliary officer.**

**Uniform Auxiliary Law Enforcement Officer:** These volunteer officers work alongside permanent staff or qualified law enforcement volunteer officers until the successful completion of the field training programme.

### Requirements:

Applicants must meet the following criteria in order to be considered:

1. Be at least 18 years of age;
2. Be in possession of a Senior Certificate or accepted equivalent;
3. Be in good health, able bodied and pass the prescribed physical assessment;
4. Be of good standing and have no criminal record;
5. Not be the accused in an ongoing or pending criminal case that is of a serious nature;
6. Subject him or herself to an internal vetting process;
7. Be in possession of a valid driver's license;
8. Pass a compulsory internal driving assessment;
9. Complete the prescribed entry level cognitive assessment successfully;
10. Comply with the City's prescribed drug test policy and
11. Comply with any other conditions as determined by Law Enforcement HR Branch.



Ensure that you read and  
understand everything  
thoroughly

**Special Skills:**

Applicants that can offer specialized skills may be prioritized when applications are considered. These special skills include but is not limited to:

1. Life saving
2. Skipper qualifications
3. Marine Enforcement
4. Extensive investigative qualifications
5. Foreign language ability
6. Technology related qualifications
7. Drone and piloting qualifications
8. Firearm training and competency
9. Qualified Trainer in area required by directorate of Safety and Security

**Non-Uniform Auxiliary Support Officer:** This grade would not be a qualified Peace Officer, but an Auxiliary Support Officer tasked with admin and support roles, who, once having met all the requirements, could subsequently apply to become an Auxiliary Law Enforcement Officer. Functions of the Auxiliary Support Officer will involve but would not be limited to:

1. IT support
2. Administrative support
3. Fleet and HR support
4. Community engagement and awareness training
5. Fundraising and promotion
6. Call-taking in any emergency call-taking, dispatching or watch room support capacity
7. Supporting crime prevention partnership programmes and organisations such as neighbourhood watches, walking bus or other community patrol groups or Community Policing Forums

**Requirements:**

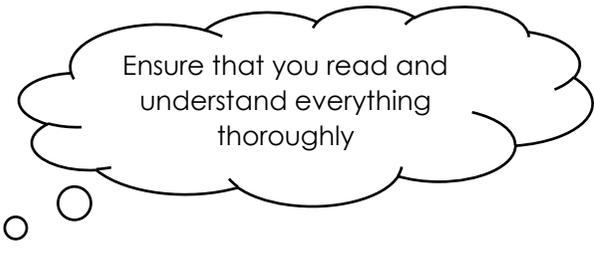
Applicants must meet the following criteria in order to be considered for appointment:

1. Be at least 18 years of age;
2. Be in good health and pass the prescribed physical assessment;
3. Be of good standing and have no criminal record;
4. Not be the accused in an ongoing or pending criminal case that is of a serious nature;
5. Subject him or herself to an internal vetting process;
6. Pass a compulsory internal driving assessment;
7. Complete the prescribed entry level cognitive assessment successfully;
8. Comply with the City's prescribed drug test policy and
9. Comply with any other conditions as determined by Law Enforcement HR Branch

**Exceptions and Exclusions**

The following persons shall not be permitted to become members of the Auxiliary Service or shall be restricted in the manner outlined:

- No person may be appointed as an Auxiliary Law Enforcement Officer that is currently serving in another capacity such as a trainee law enforcement officer, an operational member of SAPS, Traffic Services, and Metro Police, a remunerated member of a statutory body exercising oversight over the police or a holder of public office.
- Public representatives, including councillors and staff working in their offices are excluded from being Auxiliary Law Enforcement Officers.
- Members employed by or contracted to private security companies or the private security industry are prohibited.
- The applicant must be a South African Citizen or hold permanent residency



Click this button to view and apply for all Law Enforcement opportunities available





Once you click on Apply for Law Enforcement, you will be directed to this screen

[Home](#)

## Volunteer Opportunities

#	Reference Number	Directorate	Department	Published Date	Closing Date	
26	AUX012024	Safety & Security	Law Enforcement	Feb 12 2024 12:00AM	Mar 15 2024 12:00AM	<a href="#">Click here to Apply</a>

Click here to apply for the opportunity

Once you click on Apply for Law Enforcement, you will be directed to this screen

Home

## Application and Document Upload

Email:	EE:
Firstname:	Gender:
Lastname:	Date of birth:
ID Number:	Mobile Number:
Drivers License:	Alternate Number:
Highest Qualification:	Address:
	Address Type:

If any of the above information requires updating please do so via your [profile](#)

### Type of Opportunity

Please select

Please select

- Please select
- Uniform Auxiliary Law Enforcement Officer
- Non-Uniform Auxiliary Support Officer

Ensure that you select the opportunity based on the requirements that you meet

Once you select the Type of Opportunity, the Document Upload screen will be opened

Type of Opportunity

Uniform Auxiliary Law Enforcem 

If you select Uniform Auxiliary Law Enforcement Officer, the required documentation will be shown below

Required Documentation

ID Document -

**Choose File** No file chosen

Cancel upload

Applicant\_ID.pdf

Driver's Licence -

**Choose File** No file chosen

Cancel upload

Applicant\_Drivers.pdf

Highest School Leaving Certificate -

**Choose File** No file chosen

Cancel upload

Applicant\_Matric.pdf

CV -

**Choose File** No file chosen

Cancel upload

Applicant\_CV.pdf

Proof Of Address -

**Choose File** No file chosen

Cancel upload

Applicant\_Proof of Address.pdf

Click this button to select a document to upload based on the requirement

Ensure that all documentation uploaded is **clear** and **legible**

Qualification Documents

**Choose Files** No file chosen

Other Documentation

Tertiary Qualification - Upload a new file

**Choose File** No file chosen

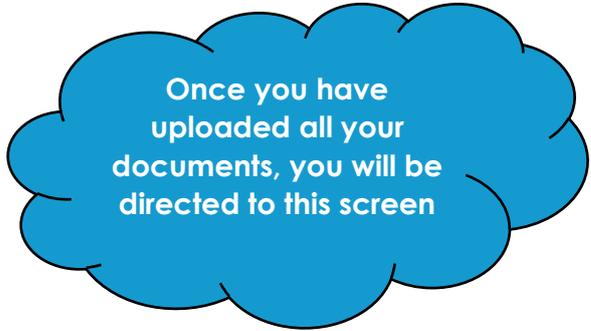
**UPLOAD DOCUMENTS**

**PREVIOUS**

Once you have selected all your documents, click here.

## Type of Opportunity

Uniform Auxiliary Law Enforcement C ▼



## Required Documentation

ID Document - Upload a new file

[Applicant\\_ID.pdf](#)

Driver's Licence - Upload a new file

[Applicant\\_Drivers.pdf](#)

Highest School Leaving Certificate - Upload a new file

[Applicant\\_Matric.pdf](#)

CV - Upload a new file

[Applicant\\_CV.pdf](#)

Proof Of Address - Upload a new file

[Applicant\\_Proof of Address.pdf](#)

### Qualification Documents

[Applicant\\_Matric.pdf](#) [Delete File]

[Add more documents](#)

Qualification document uploaded successfully!

## Other Documentation

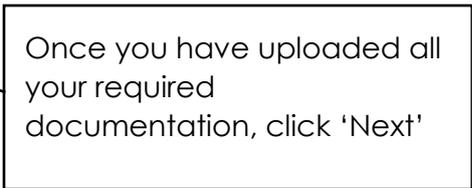
Tertiary Qualification - Upload a new file

Choose File No file chosen

UPLOAD DOCUMENTS

PREVIOUS

NEXT



# Non-Uniform Auxiliary Support Officer

## Type of Opportunity

Non-Uniform Auxiliary Support Office

If you select Non-Uniform Auxiliary Law Enforcement Officer, the required documentation will be shown below

## Required Documentation

ID Document -

Choose File No file chosen

Cancel upload

Applicant\_ID.pdf

Highest School Leaving Certificate -

Choose File No file chosen

Cancel upload

Applicant\_Matric.pdf

CV -

Choose File No file chosen

Cancel upload

Applicant\_CV.pdf

Proof Of Address -

Choose File No file chosen

Cancel upload

Applicant\_Proof of Address.pdf

Click this button to select a document to upload based on the requirement

Ensure that all documentation uploaded is **clear** and **legible**

## Other Documentation

Qualification Documents

Choose Files No file chosen Cancel

Driver's Licence - Upload a new file

Applicant\_Drivers.pdf

Tertiary Qualification - Upload a new file

Choose File No file chosen

Neighbourhood Watch Certificate - Upload a new file

Choose File No file chosen

UPLOAD DOCUMENTS

PREVIOUS

NEXT

Once you have selected all your documents, click here.

## Type of Opportunity

Non-Uniform Auxiliary Support C ✓ ▼



## Required Documentation

ID Document - Upload a new file

[Applicant\\_ID.pdf](#)

Highest School Leaving Certificate - Upload a new file

[Applicant\\_Matric.pdf](#)

CV - Upload a new file

[Applicant\\_CV.pdf](#)

Proof Of Address - Upload a new file

[Applicant\\_Proof of Address.pdf](#)

## Other Documentation

Qualification Documents

[Applicant\\_Matric.pdf](#) [Delete File]

Add more documents  No file chosen

Driver's Licence - Upload a new file

[Applicant\\_Drivers.pdf](#)

Tertiary Qualification - Upload a new file

No file chosen

Neighbourhood Watch Certificate - Upload a new file

No file chosen

Once you have uploaded all your required documentation, click 'Next'

### Declaration

Do you have any objections to a screening process? (Criminal Check, Drug Test, Qualification Verification, Reference Checks, Drivers Assessment)

-Select- ▼

Have you previously been convicted of a criminal offence?  
If yes, please provide details re: charge, sanction and date of sanction

-Select- ▼

Do you have pending criminal cases?  
If yes, please provide details re: charge, sanction and date of sanction

-Select- ▼

Are any of your family members, significant or your life partner, employed at the City of Cape Town?  
If yes, confirm the name and the department they are employed

-Select- ▼

Were you previously employed by the City of Cape Town?  
If yes, provide reason for leaving

-Select- ▼

Do you feel comfortable handling a firearm?

-Select- ▼

Are you willing to drive a City vehicle?

-Select- ▼

Do you have a disability?

-Select- ▼

Are you serving in another capacity such as a trainee law enforcement officer, an operational member of SAPS, Traffic Services, Metro Police, a remunerated member of a statutory body exercising oversight over the police or a holder of public office?

-Select- ▼

Are you a Public representatives, councillors or staff working in public offices?

-Select- ▼

Are you employed by or contracted to private security companies or the private security industry?

-Select- ▼

By ticking this box I agree that the information provided is correct and true. I further understand that any misrepresentation by myself will result in a disqualification from the selection process.

PREVIOUS Apply

Once you click 'Next' on the Document Upload screen, you will be directed to this screen

Ensure that all questions are answered fully and truthfully

Tick this box once all questions are answered

Click on 'Apply' once you are ready to submit your application



Once you click on 'Apply' you will be directed to your Application Submissions screen

Home

Application Submissions

Reference Number	Directorate	Department	Published Date	Closing Date	Status
100-00002	Safety & Security	Law Enforcement	Feb 12 2024 12:00AM	Mar 15 2024 12:00AM	Unassigned

CLOSE

This is your reference number for your application – **to be used in all forms of communication**

This will show the status of your application

The status will change during the process of the application, you may check this at any time

# How To Edit your Profile

Home

Hello, 

Click here to view and edit your profile, such as your current address, latest contact numbers, latest qualification and driver's license

Volunteer Portal

Progress on submitted applici:

Click on the Apply to find more about the department, volunteer opportunities and requirements.

Safety & Security

LAW ENFORCEMENT



Apply

Click here to view your application submission page

Click here to view each department's contact details

Hello, 

-  View profile
-  Profile Documents
-  Submissions
-  Contact Us
-  Log out

Click here to view and edit your uploaded documents, such as new proof of address, copy of your driver's license and qualifications

# Forgotten Password Reset

If you have used the 'Forgot the Password' option, you will be directed to this screen

Home

### Forgot Your Password?

Email

Captcha code

Enter code without spaces:

**SUBMIT**

Type in your e-mail address/username here

Enter this code in the space below

Click on Submit to proceed with your request

The e-mail you will receive once you click on Submit

noreply@capetown.gov.za 1:52 PM (7 minutes ago) ☆ 😊 ↩ ⋮

to me ▾

Dear Volunteer Online Application User

A forgot password request was initiated on 14/03/2024 13:43:17 with the following email address: . If you did no initiate this, you can safely ignore this email.

To proceed with the forgot password request, click the link below:  
[Proceed with Forgot Password request](#)

Regards  
Volunteer Online Application System Administration

Click on this link to reset your password

-----  
lyzed by Deep Discovery Email Inspector.

Once you click on the link in the e-mail sent to you, you will be directed to this screen

Home

## User Profile: Reset password

Email  Enter your e-mail address

Password   
Password must be at least eight characters in length Choose a new **secure** password

Confirm Password  Retype your password

Captcha code  Enter this code in the space below

Enter code without spaces:

[RESET PASSWORD](#) Click here to complete the resetting of your password

© 2024 - City of Cape Town - Volunteer Onl CONTACT | TERMS OF USE | PRIVACY

Password needs to contain at least 8 characters and at least ONE upper case letter, one lower case letter, 1 number and one special character (!@#)\$)