

## Zander Lategan

**From:** Zander Lategan  
**Sent:** Wednesday, 1 October 2025 12:10 PM  
**Subject:** ALERT: TCMS – Some trainees unable to access contract actions



1 October 2025

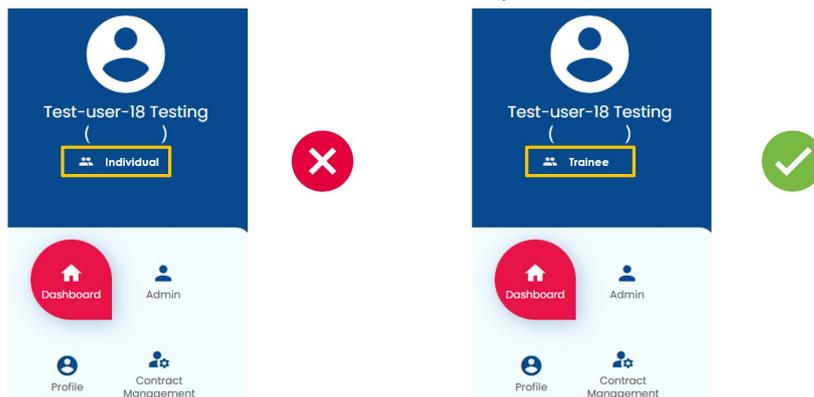
Dear Training Officers and Training Office Administrators,



### ISSUE IDENTIFIED

Please note that we have identified that some trainees do not have a “Trainee” access role on TCMS, but rather an “Individual” access role.

As a result, certain contract actions (e.g. suspension request, remission request etc.) are not available to these trainees on their TCMS profiles.



### STATUS

We have identified all affected trainee profiles and are actively working with the developer to assign the correct access roles.

We will keep you updated and notify you once the issue has been resolved.

Please continue to make use of our support channels by logging a support ticket on TCMS under the **Help** “tile”.

Kind regards,

