From:	Zander Lategan
Sent:	Friday, 3 October 2025 2:21 PM
Subject:	ALERT: APC Exam Registration – System issues experienced by candidates

CAPABILITIES & ENDORSEMENTS
TRAINING OFFICE COMMUNICATION

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APC EXAM REGISTRATION
System issues experienced by candidates

03 October 2025

Dear Training Officers and Training Office Administrators,

ISSUE IDENTIFIED

We are aware of one or more of the following issues some candidates are experiencing when registering for the APC exam on the member portal:

1. Trainees are unable to log a query on the portal

2. Trainees cannot update their personal details on the portal

3. Trainees incorrectly receive a "not eligible" message when attempting to register

4. National (RSA) ID numbers not pulling through into the exam registration

5. Trainees unable to select a company/employer on the 'Personal Details' page of the registration or when they select the company/employer, the system gets stuck when the save button is clicked

STATUS

The issues have been reported to the developer, and we are currently testing the updates to resolve the issues.

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

If candidates experience any other issues or have any queries, please advise candidates to contact us at support@saica.co.za.

Kind regards,
Training Office Team