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From: Zander Lategan
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Subject: COMING SOON: New SAICA Training Office Query Platform



09 October 2025

Dear Training Officers and Training Office Administrators,

We would like to inform you that we are in the process of **implementing a new query management system specifically for SAICA training office-related queries**. This system will replace the current platform used for TCMS and training office-related queries on the member portal.

Please note that this change **applies only to training office-related queries**.

We will be making use of the Zendesk platform – a system you may already be familiar with, as a separate instance is currently used to manage queries for the SAICA Electronic Assessment Tool (EAT). This transition is aimed at enhancing the overall user experience for training officers, training office administrators and trainees.

Further communication will follow in due course with more details regarding the rollout.

In the meantime, please **continue to use the existing query platform on the member portal** for any support-related queries.

Kind regards,
Training Office Team