

Zander Lategan

From: Zander Lategan
Sent: Friday, 17 October 2025 2:54 PM
Subject: RESOLVED: TCMS – Some trainees unable to access contract actions



CAPABILITIES & ENDORSEMENTS
TRAINING OFFICE COMMUNICATION

#DIFFERENCE MAKERS

TCMS ALERT
Some trainees unable to access contract actions

17 October 2025

Dear Training Officers and Training Office Administrators,



ISSUE HAS BEEN RESOLVED



WHAT WAS THE ISSUE?

Certain contract actions (e.g. suspension request, remission request etc.) were not available to trainees on their TCMS profiles as some trainees did not have a “Trainee” access role on TCMS, but rather an “Individual” access role.



STATUS

The issue has been resolved. All trainees are now assigned the correct access role on TCMS.

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

Kind regards,
Training Office Team