

Zander Lategan

From: Zander Lategan
Sent: Friday, 17 October 2025 6:23 PM
Subject: COMING SOON: New SAICA Training Office Query Platform from 20 October 2025



17 October 2025

Dear Training Officers and Training Office Administrators,

Following our previous communication, we would like to inform you that the **new query management system specifically for SAICA training office-related queries** will be active and replace the current platform on the member portal **from Monday 20 October 2025**.

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



LAUNCH DATE

The SAICA Training Office Central Zendesk Platform will be available **from Monday 20 October 2025**.

Please look out for communication Monday on how to access the platform.



GUIDANCE

We have **scheduled three guidance sessions to introduce you to the platform** and provide guidance on how to use the platform.

The sessions are scheduled for:

- Option 1: Monday 20 October 09:30 – 10:00
- Option 2: Monday 20 October 13:00 – 13:00
- Option 3: Thursday 23 October 12:30 – 13:00

Placeholder calendar invites have already been sent out.

If you are unable to attend, please note that we will record the session and distribute the link.

Kind regards,
Training Office Team

