SAICA Training Office Central

October 2025

#DIFFERENCE MAKERS

CAPABILITIES & ENDORSEMENTS

SAICA
DIFFERENCE MAKERS™

AGENDA

1. Moving to Zendesk

2. Query Categories

3. Demonstration

MOVING TO ZENDESK

SAICA Training Office Central

- Platform designed for query management

- Already familiar with the platform – used for Electronic Assessment Tool (EAT) queries

- Easy interaction with the user who logged the query

- Efficient duplicate query handling

- Quick and easy to log a ticket

- Various support articles / guidance will be made available on the platform

SAICA | DIFFERENCE MAKERS

https://saicatcms.zendesk.com/hc/en-za

InPrivate

CA(SA)
DIFFERENCE MAKERS
Training Office Central

Submit a request   Sign in

SAICA Training Office Central

Search

Guidance on logging support tickets on Zendesk

#DIFFERENCE MAKERS

QUERY CATEGORIES

TCMS Contract Applications and Management

TCMS System Issues

TCMS Invoices

Trainee Queries

TCMS Profile

Accreditation & Monitoring - Training Offices

Other queries

QUERY SUB-CATEGORIES

TCMS Contract Applications and Management
Trainee: New contract applications
Trainee: Contract cancellations
Trainee: Contract extensions
Trainee: Remission - Academic
Trainee: Remission - RPL
Trainee: Suspensions
Trainee: Proof of completed qualification
Trainee: Qualification enrolment approval
Trainee: Inter-firm transfers
Trainee: 6-month cancellation penalty
Trainee: Contract on Hold
Trainee: Contract discharge queries

QUERY SUB-CATEGORIES

TCMS System Issues	
Inviting a Trainee to TCMS	All queries related to system issues experienced when inviting a trainee on TCMS for a training contract.
Inviting a Trainee to EAT	All queries related to system issues experienced when inviting a trainee on TCMS to EAT.
Inviting a TOAD	All queries related to system issues experienced when inviting a training office administrator on TCMS.
TCMS Trainee Invoices	All queries related to issues experienced on the TCMS Financial Management module (generating invoices, downloading invoices, uploading proof of payments etc.).
Contract Data Modifications / Changes	Any misalignment in the contract details e.g. RPL not calculated.
Reports	All queries related to issues identified on the reports available on TCMS.
Other system issues	Any queries related to system issues not specifically listed above.

QUERY SUB-CATEGORIES

TCMS Invoices	
Penalties - late lodgment fees	All issues related to trainees' late lodgment fees.
TCMS Trainee Invoice Query	All issues related to trainee invoices, including problems with downloading, uploading, or generating invoices.

| Trainee Queries	
Training Regulations	Queries regarding interpretation of Training Regulation for any uncertainties.
Training Contract exemption applications	Exemptions to the Training Programme as per Regulation 25.
PCC/Disciplinary related	Queries regrading disciplinary matters with SAICA.

QUERY SUB-CATEGORIES

Accreditation & Monitoring - Training Offices	
Training Office: New Application for accreditation	-
Training Office: Application for Audit & Assurance as elective	-
Training Office: Application for increase in trainee quota	-
Training Office: Change of training officer	Appointment of a new training officer who is a registered assessor. Complete and submit Application for Change in Training Officer form.
Training Office: De-accreditation / Inactive	The office no longer has an interest to continue as a SAICA training office temporarily or permanently/the office does not have active trainees/has lapsed 12 continuous months without active trainees
Training Office: Update of contact and address details; SDL number	-
Training Office: Letter of ongoing accreditation (accreditation certificate)	-
Training Office: Merger / De-merger / Split	-
Training Office: Entity or name change	-
Fees: Training office accreditation, ongoing monitoring, and moderation	-
Training Office: Monitoring & moderation visit scheduling, cancellation, document uploads	Office has received the SAICA monitoring visit request and would like to propose a new date or to reschedule with reason provided. Rescheduling can only be granted under exceptional circumstances.
Training Office: Monitoring report request	Office would like to inquire on the progress of the visit report after the expected issuing date has passed, or office would like to appeal or respond to their visit outcome.

PLATFORM DEMONSTRATION
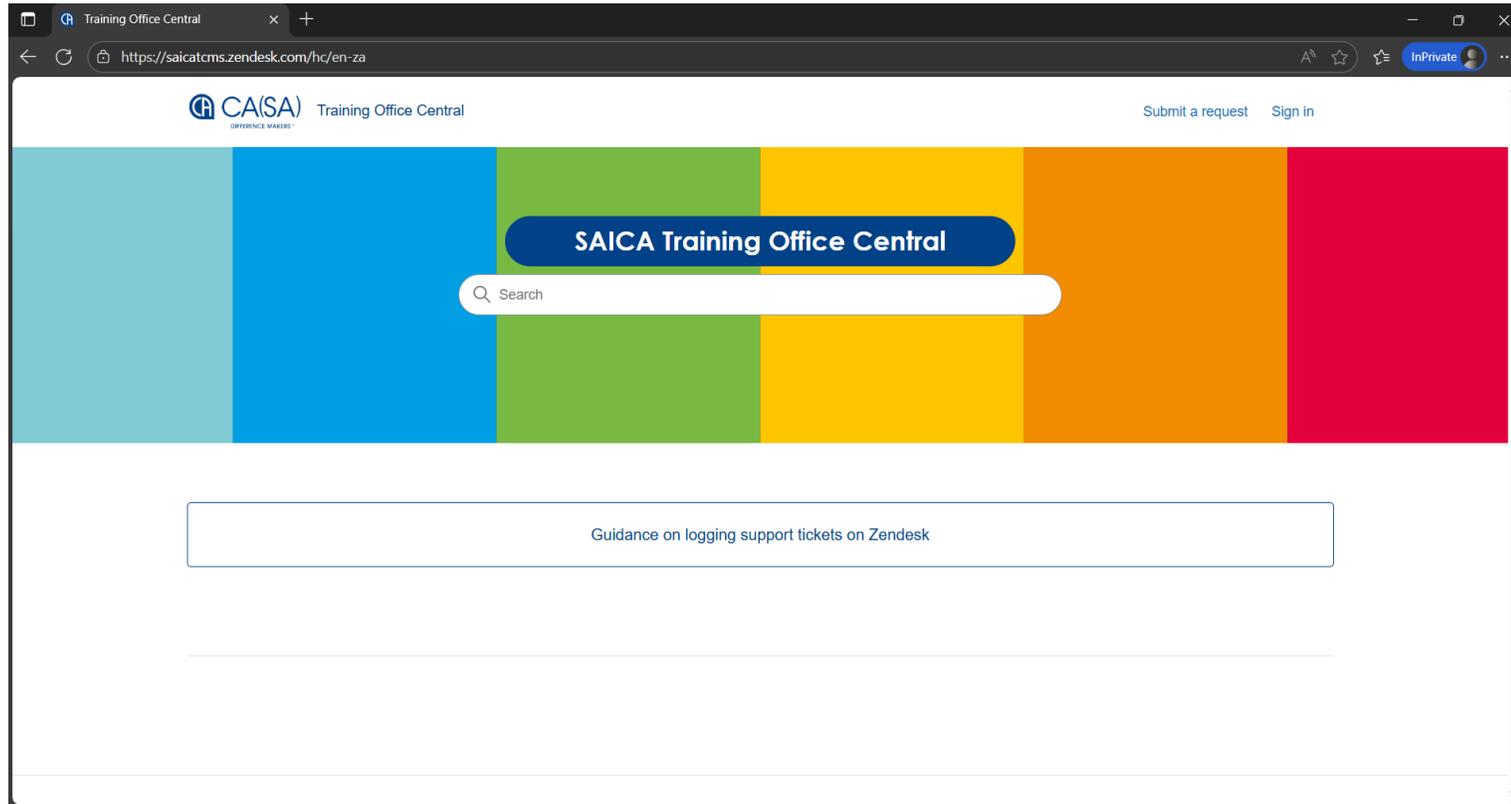
Please ONLY use the new platform from today.

https://saicatcms.zendesk.com/

THANK YOU

#DIFFERENCE MAKERS

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