

Zander Lategan

From: Zander Lategan
Sent: Friday, 10 October 2025 12:47 PM
Subject: RESOLVED: APC Exam Registration – System issues experienced by candidates

APC EXAM REGISTRATION
System issues experienced by candidates

10 October 2025

Dear Training Officers and Training Office Administrators,



ALL ISSUES HAVE BEEN RESOLVED

Please encourage your candidates to **register as soon as possible** (even if they are still awaiting results or need to write the supplementary exam) to ensure they secure a space at their preferred venue as availability is limited at certain locations. **If candidates are unsuccessful in the Professional Programme, SAICA will cancel their registration at no cost.**



WHAT WAS THE ISSUE?

Some candidates experienced issues 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
Please note that Trainees should update their personal contact details on their profile under the TCMS “tile”.
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 resolved and **candidates who experienced issues and were unable to register** should now continue with the registration process on the member portal.

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

