

Zander Lategan

From: Zander Lategan
Sent: Tuesday, 23 December 2025 5:41 PM
Subject: 2025 Festive Greetings & Wrap-Up



23 December 2025

Dear Training Officers and Training Office Administrators,



Festive Greetings from the SAICA Training Office Team.

As we close out 2025, we want to thank you for your continued engagement with the SAICA Training Office Team. These engagements are invaluable in helping us provide effective support to you and your Training Office.



AVAILABILITY DURING THE FESTIVE SEASON

Our Training Office support team will be out of the office from the 22 December 2025 to 5 January 2026.

Any queries raised during this period will be addressed promptly from 5 January 2026.

Please ensure that all tickets are raised via the [Training Office Central Zendesk](#) platform.



STATUS OF QUERIES

As shared during the training office engagement session on 30 July 2025, we acknowledge the delays in addressing backlog queries. We are pleased to report that fewer than 30 queries remain on the old portal and all other backlog queries have been resolved. Updates have been provided to affected users and we are working closely with them to close the remaining items.

We recognise that the turnaround time was not appropriate and are implementing measures to improve query resolution. One key initiative is the [Training Office Central Zendesk](#) platform, which has already delivered significant improvements:

Since its launch on 20 October 2025:

1,075 tickets created

1,032 tickets solved

52 tickets unsolved (i.e. still in progress)
most created in December 2025

80%

of tickets received
a reply within
24 hours

80%

solved
within 7 days

45%

solved
within 24 hours

56%

solved with a
single agent response



TCMS STABILISATION

We continue to work with developers to stabilise TCMS.

The 2025 training contract discharge process ran smoothly, with most offices experiencing minimal to no issues. Where problems were reported via the [Training Office Central Zendesk](#) platform, we assisted promptly.

We are currently testing the Trainee Invite and Training Contract Registration process on TCMS to ensure readiness for onboarding of the 2026 trainees.

Please continue to make use of the [Training Office Central Zendesk](#) platform should you or your trainees experience any TCMS-related issues.



EAT ENHANCEMENTS

Significant progress has been made on the first batch of EAT enhancements, including:

- Displaying the SAICA final level of proficiency on assessment instruments
- Functionality to delete assessment instruments
- Hiding the removed PVAA learning outcomes
- And more...

Further details will follow in January 2026.



COMMUNICATION

We've increased communication to keep you informed of changes, issues and key matters.

In addition to the email updates, we've launched a WhatsApp channel for quick updates. Use the link to join the channel: <https://whatsapp.com/channel/0029VbBZrvb3rZZi8kUu1z1S>.

We will continue this approach in 2026.



2026 PRIORITIES

Our key priorities for 2026 include:

1. **Quarterly Training Office meetings**
To enhance engagement and share key updates.
2. **Role and responsibilities refresher sessions**
For both new and existing training officers and administrators.
3. **TCMS**
While stabilisation remains a focus, we will also explore more suitable platforms for managing training contracts and training office related matters.
4. **Continued enhancement of EAT**
We will continue to collaborate with you to enhance the EAT to better support the assessment process.
5. **CA of the Future competency framework**
Following the feedback received we are working on how we can support training offices to make the assessment process more effective, efficient and streamlined.

6. Review of the assessment process

Consultation sessions to be held in the first quarter of 2026.

Thank you for your continued support. Wishing you and your loved ones a joyful festive season!

Festive greetings,
Training Office Team

