

Dear Stakeholders

SUBJECT: CHALLENGE RELATING TO THE CATHSSETA INFORMATION SYSTEM

1. The above subject refers
2. The Culture, Arts, Tourism, Hospitality and Sport Sector Education and Training Authority (CATHSSETA) wishes to unreservedly apologise to the stakeholders regarding the unavailability of CATHSSETA's Information Management System (CIMS). This is due to the migration of the hosting of the system from one service provider to a new platform from 01 August 2025.
3. The migration process is part of our ongoing efforts to enhance system performance, reliability, and overall user experience. It also aligns with our broader strategy to strengthen digital infrastructure and improve efficiency in service delivery across all CATHSSETA functions.
4. **Migration Period**
The migration is scheduled to be completed at the end of October and during this period, users may experience temporary interruptions or limited access to certain CATHSSETA systems and online services, including but not limited to:
 - Grant Applications;
 - Industry-Funded Declaration of Interest (DOI);
 - Reporting;
 - Grant Payments (SAGE System); and
 - Education and Training Quality Assurance Functions.
5. **Key Information**
 - (a) The migration entails transferring all CATHSSETA's systems to a more secure and robust hosting environment, which ensures compliance with the data security requirements as contained in the Protection of Personal Information Act No. 4 of 2013;
 - (b) All existing data will be securely migrated, ensuring that no information is lost or compromised;

Postal Address
P.O. Box 1329, Rivonia
2128, South Africa

Physical Address
270 George Road,
Noordwyk, Midrand, 1687

Contact
Call Centre: 0860 100 221
Telephone: 011 217 0600
Fax: 011 783 7745



-
- (c) Stakeholders will be notified of any new access details, login procedures, or system updates as applicable; and
- (d) All affected platforms will resume full functionality once the migration process is complete.
6. We sincerely appreciate your understanding and cooperation during this transition. Should you require further information or assistance, please contact us at LebepeSM@cathsseta.org.za - 060 535 8803 and Tebogo@cathsseta.org.za - 084 286 1935
7. Regional office contact details
- WC/EC/NC Region: Martha@cathsseta.org.za – 066 495 0604
 - KZN/FS: Lungile@cathsseta.org.za – 060 998 5119
 - GP/MP/NW/LP: Zandilen@cathsseta.org.za – 060 998 5518
8. CATHSSETA remains committed to continuous improvement and innovation in delivering quality services to our valued stakeholders.

Kind regards

CATHSSETA Management

Date: 08/10/2025