



FOR PSA MEMBERS: **SOUTH AFRICAN REVENUE SERVICE (SARS)**

01-09-2025

Update: SARS - National Consultative Forum

People Capability and Career Management (PCCM) workshop feedback

A People Capability and Career Management workshop was held from 19 to 20 August 2025 between organised labour and SARS. The workshop aimed to align parties on the PCCM framework for career development and modernisation. Key discussions focused on employee development, particularly aligning skills with automation and artificial intelligence (AI), whilst confirming that participation in the programme remains voluntary.

The PSA raised several concerns during the workshop. These included poor communication and a lack of feedback from the employer, with a call for greater transparency and consistency. The PSA further highlighted the absence of clarity on pay bands and requested recognition, financial incentives, and clearer job profiles. Concerns were also raised about the lack of financial rewards for progression between levels, as well as the high 80% pass rate, which is unrealistic given limited training and preparation time. The PSA called for proper classroom training, sufficient preparation time, and assessments that are relevant to actual job functions.

In response, the employer committed that participation in PCCM will remain voluntary. It further indicated that support and accessibility will be strengthened, and that continuous engagement and review of the framework will take place. The employer also explained the scaffolding approach of PCCM, which consists of five progression levels (from Beginner to Master) and four competence pillars: Knowledge depth, range of tax types, behaviours and attributes, and demonstrated performance. PCCM is intended to allow employees to build from entry levels to specialist or leadership roles, ensuring fairness and equal opportunity for all employees. For more information, members can visit [CB&T Level-up Portal](#).

Group life benefits (August 2025)

All SARS employees are entitled to a group life benefit, which provides important financial protection. Members are urged to familiarise themselves with the *attached* summary of benefits to ensure they understand the coverage available.

Customs body cams (PILOT)

An inspection *in loco* was conducted on 21 August 2025 to demonstrate the use of Customs body cameras. The '*working document*' is still awaited and the PSA has requested to be kept up to date on the process.

Outstanding NBF agenda items

The following items remain outstanding for discussion:

- Pay bands – presentation awaited from REM.
- Job Evaluation for Grades 1 and 2.

The PSA appreciates members' continued commitment and support. The PSA remains dedicated to protecting members' rights, ensuring fairness, and keeping the interests of members at the centre of all engagements with the employer.

Employees who want to join the PSA can visit the PSA's website, send an email to ask@psa.co.za, or contact PSA Provincial Offices.

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