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How to Make Your Firm Irresistible

PRACTICE MANAGEMENT CONFERENCE 2025

From Frustrated to Fabulous
Make your firm irresistible with
Committed Customers
Smarter Systems &
Gorgeous Growth



11 SEP 2025 DAY 1 Online & In-Person

08:00-17:00

Practice Management Conference
Venue: Menlyn Protea fire and
Ice, Pretoria

17:00-20:00

Practice of the Year Awards Ceremony

12 SEP 2025 DAY 2 Online Only

08:00-17:00

Stakeholder Summit
Stay ahead with compliance

NORMAL
TICKET

BOOK
BEFORE
15 AUG

Early Bird
online

R 680

R 340

Early Bird
In-Person

R 1225

R 675

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Letter from the CEO

Clients want more.
Tech keeps moving.
And running a practice gets more complex every year.

That is why we are hosting the CIBA Practice Management Conference 2025 - a day built for accountants and tax professionals who want to grow smarter, not just busier, and build a firm that's truly irresistible to clients.

So how do we get there?

It starts with a **practice makeover** - transforming outdated models into outstanding ones. These sessions cut through the noise and deliver practical tools to help you grow without burning out. You'll hear from real practitioners, forward-thinking leaders, and experts who've built firms that run better, earn more, and serve clients so well, they never want to leave.

CIBA believes accountants play a critical role in building stronger businesses and growing our nation's economy. This conference is one way we support that mission - by helping you make your practice irresistible, expand your knowledge, and strengthen your network.

I look forward to spending the day with you and networking with brilliant minds.

NJ van Wyk

Nicolaas "Make-over" van Wyk
CEO CIBA

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Join us [here](#)

About the Chartered Institute for Business Accountants NPC



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1987



Members
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CIPC



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**South Africa and
Namibia**



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- Tax Practitioner
- Business Rescue
Practitioner

NQF 7
4 Yrs

5

Strategic

Chartered CFO
Chartered Chief Financial Officer

NQF 9
8 yrs

Financial Director, Finance Executive, Head of Finance,
Chief Accountant

4

Management

Chartered FM
Chartered Financial Manager

NQF 8
4 Yrs

Vice President Finance, Finance Controllers, Treasurer,
Fund Manager, Financial Manager

3

Operational

Chartered BAC
Chartered Business Accountant in
Commerce

NQF 6
2 Yrs

Cost Accountant, Capital Budgeting Analyst, Credit Analyst,
Tax Accountant, Internal Auditor,

2

Administrative

Chartered Fadmin
Chartered Financial Administrator

NQF 5
18 mon

Senior bookkeeper, Accountant, Full service bookkeeper

1

Functional

Chartered BK
Chartered Bookkeeper

NQF 4
12 mon

Clerk, Trainee, Assistant Accountant

CIBA Membership and Designations

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CIBA isn't just another accounting body.
We're a movement.
A movement of professionals committed to building
Africa's future — one business at a time.

We call ourselves **Economic Enablers** because we
believe our job is not just compliance, but contribution.
Every accountant must help their employer grow in
income, in jobs, and in sustainability.

And that's why we train our members,
not just to balance books,
but to **balance lives.**



07:00 - 08:00 • Registration

08:00 - 08:10	Opening	Master of Ceremonies open the event	Ms Faith Ngwenya CIBA Head of Education
08:10 - 08:30	Welcome	Becoming Irresistible - then growth follows naturally	Mr Nicolaas van Wyk CIBA CEO
08:30 - 09:30	Keynote 1	Rebuilding Relevance in your firm	Ms Zanele Njapha The Unlearning Lady, CEO
09:30 - 10:30	Keynote 2	Speaking Truth to Power in Business: Accountability in Action	Prof. Thuli Madonsela, Director, Centre for Social Justice & Law Faculty, Stellenbosch University

10:30 - 10:50 Comfort Break

10:50 - 11:00	Partner Spotlight - Sage		Radlin Wagner, Practice Success Manager
11:00 - 12:00	Keynote 3	Ethics: Fighting Corruption in the Public Sector	Songezo Zibi, Chair, SCOPA
	Session 1		
12:00 - 12:20	Session 1.1	Burnout to Brilliance: Building a Practice that Doesn't Break You or Your Team	Dr. Jan Niemand, Founder, ReScript Consulting
12:20 - 12:40	Session 1.2	Build the Practice Your Future Demands	Kantha Naicker, CEO, Africa Future Foresight Institute
12:40 - 13:00	Session 1.3	Pricing That Pays: Rethinking How Your Practice Gets Paid	Ian Ferreira-Massyn, Partner, GARVA Accountants & Advisors
13:00 - 13:20		Panel Discussion - Session 1 Moderator	Leana van der Merwe Technical Manager CIBA

13:20 - 14:00 Lunch

14:00 - 14:10	Partner Spotlight - DataGrows		Mariska Fernhout, Finance Director, DataGrows L'Mri Erasmus, CEO, DataGrows
14:10 - 14:50	Keynote 4	Adapt to Thrive: How Accountants Can Lead Change, Not Just Survive It	Miles Khubeka, CEO, Wakanda Food Accelerator
14:50 - 15:15	Session 2.1	Get More Clients: Smarter Lead Generation for Accountants	Daniella Brown, CEO, Executive Spaces

15:15 - 15:40 Comfort Break

15:40 - 16:05	Session 2.3	Financial Crime Compliance: Turning Regulatory Burden into Client Trust & Firm Growth	Lebogang Thobokgale, Associate Director - AML Compliance Officer, KPMG
16:05 - 16:15	Partner Spotlight - Draftworx,		Clarissa van Biljon, Operations manager
16:15 to 16:30	Closing		Faith Ngwenya and Leana van der Merwe
16:30 to 17:00	CIBA Practice Awards Ceremony.		Nicolaas van Wyk, CEO , CIBA
17:00 - 20:00	Cocktail Event and Practice of the Year Awards Ceremony		

07:30 - 08:00 • Zoom Links Open

08:00 – 08:05	Opening		Faith Ngwenya, Head of Education, CIBA
08:05 – 08:30	Welcome	Address Becoming Irresistible Through Compliance: Why Regulatory Mastery Builds Stronger Firms	Nicolaas van Wyk, CEO, CIBA
08:30 - 09:30 • Session 1 Trust			
08:30 – 09:00	Session 1.1	Trusts: Compliance Spotlight – What’s Changed and What Still Causes Issues	Phia van der Spuy, Founder, Trusteeze
09:00 – 09:30	Session 1.2	Trusts: Double Taxation Risks from Trust Distributions	Ettiene Retief, Tax Specialist, FTR Services
09:30 – 09:35	Partner Video – Sage		
09:35 - 12:05 • Session 2 Tax and more tax			
09:35 – 10:35	Session 2.1	Tax: SARS – Looking Ahead	Nicholas Matshili, Head of VDP at SARS
10:35 – 11:35	Session 2.2	Tax: eVAT & Audit Ready	Johan Heydenrych, Tax Director, Kreston SA
11:35 – 12:05	Session 2.3	Tax: When Things Go Wrong – Know Your Client’s Rights	Fundiswa Ngqeleni, Tax Ombud, Office of the Tax Ombud

12:05 – 12:30 Lunch Break

12:30 - 14:30 • Session 3 CIPC

12:30 – 13:00	Session 3.1	CIPC: Looking Forward – What’s Changing, and Why It Matters	Christa Klokow, Senior Manager, CIPC
13:00 – 13:30	Session 3.2	CIPC: Beneficial Ownership Reporting and How to Avoid Penalties	Lucinda Steenkamp, Senior Legal Advisor, CIPC
13:30 – 14:00	Session 3.3	CIPC: Practical Tips on Deregistration and Reinstatements	Shanee Kelly, Corporate Education & Compliance, CIPC
14:00 – 14:30	Session 3.4	CC Member Changes and Company Director Amendments	Thomas Lebete, Team Manager Directors Members and Authorized Practitioners Petro Engelbrecht, Specialist Advisor Directors Members and Authorized Practitioners

14:30 - 15:30 • Session 3 FIC

14:30 – 15:00	Session 3.5	FIC: Once an Accountable Institution – What Then?	Willem Otto, Renforcer Finance PTY (Ltd) Financial Manager
15:00 – 15:30	Session 3.6	FIC: Red Flags & Risk Indicators	Thomas Picton, Executive Head: Financial Crime, Standard Bank

thank you

CIBA partners with third party service providers to bring members Practice Support benefits that elevate your practice and your career. As a Non Profit Company CIBA relies on these partnerships to generate additional income to bring you programs and services.

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07:00 - 08:00 Registration

08:00 - 08:10 **Opening:** Master of Ceremonies open the event

Faith has extensive experience in corporate, academic, and professional body leadership. She has held roles at Unilever SA, MUT, UJ, and served 13 years as SAIPA's Technical Executive. Faith contributes to IFAC, PAFA, and chairs FASSET's Working Committee. She holds designations with CIBA, SAIPA, and ACCA UK, and is a member of ABASA and the Institute of Directors.

Faith leads the Education and Technical Department at CIBA, ensuring members have everything they need to succeed, whether you're starting out, running your own practice, or aiming to lead a finance team.



Ms Faith Ngwenya
Head of Education
CIBA

08:10 - 08:30 **Welcome:** Becoming Irresistible – then growth follows naturally

Nicolaas is the CEO of CIBA and a recognised leader in the accounting and professional services sector. He currently serves as Chairman of the ICFOA Certification Workgroup, board member at both the South African Chamber of Commerce and Industry (SACCI) and the International CFO Alliance, and editor at Accounting Weekly and CFO Club. He also convenes the CFO Roundtable and contributes to legislative review as a member of the Namibian Companies Act Workgroup.

With an MBA from GIBS and over a decade of experience in the professional body and NPO sectors, Nicolaas has driven organisational growth and innovation.



Mr Nicolaas van Wyk
Chief Executive Officer
CIBA

08:30 - 09:30 **Session 1:** The Practice Makeover – Outdated to Outstanding

08:30 - 09:00 **Rebuilding Relevance in your firm**

Zanele is an award-winning speaker, and the founder of The UnLearners. She also chairs the board of The UnLearning Children Foundation. She holds a Masters in Diplomacy and international Relations, International Law and Human Rights. She's worked with global brands like Visa, Deloitte, Unilever, Discovery and Volkswagen.



Ms Zanele Njapha
CEO
The Unlearning Lady

09:30 - 10:30 **Speaking Truth to Power in Business:
Accountability in Action**

Prof. Thuli Madonsela is a globally respected advocate, former Public Protector of South Africa (2009–2016), and the current Chair of Social Justice at Stellenbosch University. She played a pivotal role in drafting South Africa's 1996 Constitution under President Nelson Mandela and has since become a leading voice for democracy, accountability, and social justice.

Recognized worldwide, she has received numerous honours, including being named one of TIME magazine's 100 most influential people. Today, she continues to champion ethical leadership, constitutionalism, and policies that advance equality and justice in South Africa and beyond.



Prof. Thuli Madonsela,
Director, Centre
for Social Justice & Law Faculty,
Stellenbosch University

10:30 - 10:50

Comfort Break

10:50 - 11:00

Partner Spotlight - Sage

With a strong background in accounting and audit as well as a passion for the future of the finance industry, Radlin combines both technical knowledge and vision to deliver insights into the impact and benefits of digital transformation in business, specifically in accounting, auditing, and taxation.

His further studies into learning and development and customer success enable him to unpack why we feel the way we feel about technology, how it impacts the way we do and plan to do business and which side of the revolution we should be on.

With 10 years of industry tested experience, Radlin offers simple yet deep insights, creativity in an otherwise grey field and a passion for people, technology, and their success – oh, and he always has a story to tell!



Radlin Wagner,
Sage Senior Practice Success
Manager, South Africa

11:00 - 12:00

Keynote 3 Ethics: Fighting Corruption in the Public Sector

Songezo Zibi is the National Leader of Rise Mzansi and Chairperson of Parliament's Standing Committee on Public Accounts (SCOPA). A respected thinker and communicator, he is a former Editor of Business Day and Associate Editor of Financial Mail, with a career spanning corporate leadership at Volkswagen, Xstrata, and Absa.

He is the author of *Raising the Bar* and *Manifesto: A New Vision for South Africa*, offering bold perspectives on politics, governance, and renewal. Today, Zibi champions accountability, ethical leadership, and inclusive democracy as central pillars for South Africa's future.



Songezo Zibi,
Chair, SCOPA

12:00 - 12:20

Session 1.1 Burnout to Brilliance: Building a Practice that Doesn't Break You or Your Team

Dr. Jan Niemand is the Founder of Rescript Consulting, specializing in transformative coaching, organizational development, and strategic HR. With a Ph.D. in conceptual metaphor theory and deep expertise in personal and collective trauma, Jan brings unique insight into human behavior and growth.

He is a registered Shadowmatch coach, certified mBIT master coach and trainer, and is completing his Master's in Corporate Coaching through Global IOC. Passionate about unlocking human potential, Jan balances his professional work with distance running, music, poetry, and family life in Centurion, South Africa.



Dr. Jan Niemand,
Founder, ReScript Consulting

12:20 - 12:40

Session 1.2 Build the Practice Your Future Demands

Kantha holds a B Compt Hons, Accounting, Taxation, Auditing from UNISA and International Baccalaurate from Lester B Pearson College of the Pacific. She is the CEO of GovernEx since 2015, and Managing Director of Evolve Accounting since 2016 and CEO of Africa Future Foresight Institute. She serves as chair of Fetola Goundation.



Kantha Naicker,
CEO, Africa Future Foresight
Institute

12:40 - 13:20

Session 1.3 Pricing That Pays: Rethinking How Your Practice Gets Paid

Ian is an entrepreneur and founder of GARVA, a pioneering accountancy partnership built on a unique franchising model. CIO Views Magazine featured Ian as one of Africa's 10 most empowering business leaders to follow in 2025. With over 14 years of audit and accountancy experience across South Africa and Europe - working with firms like Mazars and KPMG - Ian has led audit engagements for clients ranging from dynamic SMEs to billion-euro global corporations. He has served on various boards and is an Associate Chartered Accountant through the Chartered Accountants Ireland. He holds a Postgraduate Bridging in Accounting Science (NDP).



Mr Ian Ferreira-Massyn
Partner
GARVA Accountants & Advisors

13:00 - 13:20

Panel Discussion – Session 1 Moderator

Panel discussion moderated by Leana van der Merwe, followed by Question and answer session.



Ms Leana van der Merwe
Technical Manager
CIBA

13:20 - 14:00

Lunch

14:00- 14:10

Partner Spotlight – DataGrows

14:10 - 14:50

Keynote 4 Adapt to Thrive: How Accountants Can Lead Change, Not Just Survive It

Miles Kubheka is CEO of Wakanda Food Accelerator and a celebrated entrepreneur, chef, and storyteller known for turning bold ideas into impact. From launching Vuyo's Eatery to driving food innovation projects like Dark Kitchens and Gcwalisa, he has built ventures that uplift communities and open new opportunities. A board member of SA Harvest and advocate for sustainable food systems, Miles inspires audiences to dream big and act with courage. He balances leadership with writing, speaking, and mentoring entrepreneurs across South Africa.



Miles Kubheka,
CEO, Wakanda Food Accelerator

14:50 - 15:15

Session 2.1 Get more clients: Smarter Lead generation for Accountants

Daniella is the founder and CEO of The Executive Space and services clients from various sectors. She holds a Bachelor of Applied Science - BASc, Psychology from SACAP (The South African College of Applied Psychology)



Ms Daniella Bown
CEO
Executive Spaces

15:15 - 15:40

Comfort Break

15:40 - 16:05

Session 2.3 Financial Crime Compliance: Turning Regulatory Burden into Client Trust & Firm Growth

Lebogang Thobakgale is an accomplished Compliance professional and Associate Director: Anti-Money Laundering Compliance Officer at KPMG South Africa. With over a decade of experience spanning financial crime compliance, regulatory supervision, and internal audit, she has served in senior roles at Absa, Alexforbes, and the Financial Sector Conduct Authority.

Recognized as one of the Mail & Guardian's Top 200 Young South Africans (2024), Lebo is also Head of Learning & Development at ABSIP NEC. A sought-after speaker and moderator, she is passionate about curbing financial crime and equipping professionals with practical compliance insights.



Lebogang Thobokgale,
Associate Director – AML
Compliance Officer, KPMG

16:05 - 16:15

Draftworx How Draftworx Helps Firms Stay SARS-Ready and Client-Focused.



Clarissa van Biljon,
Operations manager
Partner Segment For Sage

Licensed SARS Tax Practitioners



CIBA was awarded the status of Recognised Controlling body (RCB) in terms of Section 240A(2) of the Tax Administration Act, meaning qualifying designation holders directly register with CIBA to obtain their tax practitioner status with SARS. The license is built on competence, ethics, and professional tax standards and provides powerful support and rewards to accountants in practice.

Not yet registered?
Legalise and register.
Read more [here](#)

16:15 - 16:30

Closing

16:30 - 17:00

CIBA Practice Awards Ceremony.

The Practice of the Year Award recognises CIBA members who have consistently exhibited outstanding performance and achievements in their field of practice over the past year. The award acknowledges individuals who have demonstrated exceptional clientservice, a commitment to professional growth, and the ability to adapt to evolving industry trends.

Awards categories:

1. Practice of the Year Award
2. Longevity Award
3. Tax Practitioner Award
4. Upcoming Practice Award
5. Innovative Practice Award
6. Activist of the Year Award



17:00 - 20:00

Cocktail Event

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07:30 - 08:00 Zoom link opens

08:00 - 08:05 **Opening:** Administrative Arrangements **Ms Faith Ngwenya**, CIBA Head of Education

08:05 - 08:30 Welcome: Becoming Irresistible Through Compliance: **Mr Nicolaas van Wyk**, CIBA CEO

Session 1: Trusts

Key updates in trust compliance, effective management of distribution accounts, and the tax considerations related to trusts.

08:30 - 09:00 **Session 1.1: Compliance Spotlight – What’s Changed and What Still Causes Issues**

Phia is a registered Fiduciary Practitioner of South Africa and a Trust and Estate Practitioner with over 29 years of experience.



Ms Phia van der Spuy
Founder
Trusteeze

09:30 - 10:00 **Session 1.2 Double taxation risks as a result of trust distributions**

Ettiene is a tax specialist with over three decades of experience, and holds memberships in several prestigious professional organisations across South Africa, the UK, Australia, and Ireland.



Mr Ettiene Retief
Tax Specialist
FTR Services

09:30 - 09:35 **Partner Video – Sage**

09:35 - 12:05 **Session 2:** Tax and more tax

Comprehensive insights into the latest developments in tax administration, including SARS’s strategic plans, eVAT rollout, and best practices for staying audit-ready. Additionally, how the Tax Ombud can assist in resolving disputes.

09:35 - 10:35 **Session 2.1 SARS: Looking ahead**



Nicholas Matshili,
Head of VDP at SARS

10:35 - 11:35 **Session 2.2 Tax: e-VAT & Audit Ready**

Johan completed his B. Com (Accounting) (Hons) cum laude and was awarded “Best student in Audit 700”. He offers specialised taxation services since 1991 and was previously a tax partner at KPMG from 1997 to 2020.



Mr Johan Heydenrych
Tax Director
Kreston South Africa

11:35 - 12:05

Session 2.3

When Things Go Wrong – Know Your Client's Rights

She began her career at Scorpion Legal Protection before moving to Legal Aid, SARS, and ultimately the OTO, where she joined in 2015. A qualified attorney, she holds an LLB from Walter Sisulu University, a Higher Diploma in Tax Law, and a Diploma in International Tax Law from the University of Johannesburg.



Fundiswa Ngqeleni,
Tax Ombud, Office of the
Tax Ombud

12:05 - 12:30

Lunch Break

12:30 - 14:30

Session 3: CIPC

The Companies and Intellectual Property Commission (CIPC) plays a pivotal role in ensuring that businesses remain compliant with South Africa's regulatory frameworks. As accountants, staying up to date with CIPC's processes and changes is essential to effectively managing client operations and avoiding costly mistakes. In this session, we will cover four key topics to make work easier.

12:30 - 13:00

Session 3.1

CIPC: Looking Forward - What's Changing, and Why It Matters

Christa is an esteemed Senior Manager with nearly 20 years of experience at CIPC and holds an LLB degree from Unisa.



Ms Christa Klokow
Senior Manager
CIPC

13:00 - 13:30

Session 3.2

Beneficial Ownership Reporting and how to avoid penalties

Lucinda is the Senior Legal Advisor with over 10 years of experience at CIPC and holds an LLB degree.



Ms Lucinda Steenkamp
Senior Legal Advisor
CIPC

13:30 - 14:00

Session 3.3

Practical Tips on deregistration and Reinstatements

Shanee began her career at the Department of Trade and Industry and holds a Bachelor of Business Administration (BBA) degree. She represents CIPC at Presential and Ministerial outreach events of the dtic.



Ms Shanee Kelly
Corporate Education and
Compliance Unit , CIPC

14:00 - 14:30

Session 3.4

CC Member Changes and Company Director Amendments

Mr. Thomas Lebete joined CIPRO (now CIPC) on 12 December 1994 while studying HR at Technikon SA (UNISA), completing his diploma in 1996. Starting as an Admin Officer in the Close Corporations Unit, he became Assistant Director in 2006. In 2009 he moved to the Companies Division, and in 2011, with the creation of CIPC.



Thomas Lebete
Team Manager, Directors Members
and Authorized Practitioners

Ms. Petro Engelbrecht is a Specialist Advisor in the CC Member Amendments in Directors, Members and Practitioners unit at CIPC. She joined the CIPC in 1993. Over the years she has gained experience in the following units: Disclosure, New Companies, Director Amendments, Data Capturing Unit, and CC Registrations. She has been dealing with CC Member Amendments since 2011.



Petro Engelbrecht,
Specialist Advisor, Directors Members
and Authorized Practitioners

The Financial Intelligence Centre (FIC) plays a crucial role in ensuring that businesses, including accounting firms, adhere to anti-money laundering (AML) regulations and prevent financial crime. As accountants, understanding the FIC regulations is essential to maintaining compliance and protecting your firm and clients from potential risks.

15:30 - 15:00 Session 3.5 Once an Accountable Institution – What Then?

15:00 - 15:30 Session 3.6 FIC: Red Flags & Risk Indicators

Thomas joined Standard Bank from the Financial Intelligence Centre (FIC) over 10 years ago and currently leads the Financial Crime Management unit, where he oversees the bank's efforts to detect and prevent financial crime.



Willem Otto,
Renforcer Finance PTY (Ltd)
Financial Manager



Mr Thomas Picton
Executive Head: Financial Crime
Management Unit, Standard
Bank Group

Day 2 questions will be responded to online

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