Frequently Asked Questions_2022 for 2023 January Intake

1. About the CAO

1.1. Where to Find us and how to Contact Us

1.1.1. General Information

Call Centre	Call 031-2684444 OR Sharecall number 0860 860 860
*Physical Address	Gate 11, Mary Thiphe Street (previously Cato Manor Road), Durban Office hours: 08h00-16h30 (Monday to Friday)
Social Media Platform	Visit us: /centralapplicationsoffice

* The CAO is OPEN but due to the COVID 19 Pandemic no face-to-face services are available.
We apologise that we cannot personally meet with you, but we have organized alternative ways for you to engage with us. Please check our website for updates

1.1.2. Online Functions on this website

Function	Click On
To apply	<Apply> – at top of landing page
Submit supporting documents	Upload My Documents
Deciding on your career	Don't Know What To Study
List of available programmes	<Programmes> – at top of landing page
To follow progress of your application	My Application
To complete a 'Change of Mind'	Change of Mind

1.1.3. For Email Communication

For	Email
General enquiries	enquiries@cao.ac.za
Change of contact details and other biographical details	changeofcontactcao@cao.ac.za
Payment queries	paymentscao@cao.ac.za

1.2. Important Notice and Terms and Conditions

To view our 'Important Notice and Terms and Conditions' click on the 'Important Notices' icon on our homepage. Choose between viewing our 2023 Entry Handbook online or view or download a PDF copy. Refer to page 6 for this info

1.3. CAO's Operating Hours

The CAO is open **BUT** due to COVID-19 CAO will remain closed for face-to-face engagement with the public until further notice.

For any enquiries phone our Call Centre and our friendly agents will be happy to assist.
Call 031 268 4444 or on our Share call number 0860 860 226 during office hours from 08h00-16h30 on weekdays, except for public holidays or you can make use of our self-help service after hours.
From outside South Africa call +27 31 268 4444.

1.4. 2023 Entry Handbook

Click on 'Important Notices' on the homepage of this website. Go to 2023 Entry Handbook and click on the link provided You may view the Handbook online or you can download a PDF copy

2. Finding Available Programmes

2.1. How to use the Programme List

Select the 'Programmes' tab from the landing page navigation bar at the top of the screen.
Read the instructions on screen and then select Programme List on the left navigation bar:

2.1.1. If you know the programme name only
(a) Enter the 'Programme Name' in field provided on screen
(b) Select a specific institution if you have a preference or leave 'All Institutions' to see which institutions offer the programme
(c) Click on 'Search'
(d) You will be presented with the results of your search in a grid at the bottom of the screen
(e) Click on 'Select' to view programme information and enter your exam type e.g. National Senior Certificate (NSC) or Senior Certificate (SC) to view the Entry Requirements and Points required

2.1.2. If you don't know the programme code or name and want to see what programmes are available:
(a) Use the search filters in the Programme list page to search by institution, faculty, campus, programme, etc.
(b) Enter your exam type e.g. National Senior Certificate (NSC) or Senior Certificate (SC)
(c) Click on Submit
(d) You will be presented with the results of your search in a grid at the bottom of the screen
(e) Click on 'Select' to view the entry requirements of the programme you selected

2.2. What are Alternative Access Programmes (also called Access Routes)?

An access route is an alternative study route that may lead to your original mainstream programme of study.

2.2.1. Access Route Programmes are spread over a longer period than normal and are provided to help applicants who may not meet the entry requirements for specific degrees and diplomas.
2.2.2. Some programmes don't have access routes but offer three- and four-year options based on the applicant's results in the NSC and in selection tests. These programmes are indicated by '3/4 yrs' in the Programme Choice List under 'duration'.

2.3. Second Chance Application

If after applying you are unsuccessful with any of your programme choices, you may complete and submit a 'Change of Mind' (COM). This is referred to as a second chance application
2.3.1. The COM must be done online.
2.3.2. They are immediately available to the institutions to which you have applied when received with the full COM administration fee.
2.3.3. COMS completed online and paid via EasyPay are processed the day after receipt of the COM administration fee.

2.4. I need assistance deciding what to study OR I need to know for which programmes I meet the entry requirements?

2.4.1. Select the 'Don't Know What to Study' icon on the Home Page
2.4.2. Click on 'Study Options for Me' from the menu bar on the left of the screen
2.4.3. You will be presented with two options:
a) I am a learner looking for help with subject choices
   This option will assist learners in Grade 9 learners looking for assistance with subject selection

b) I already know my school results or the subjects I am writing in Grade 12
   ✓ Select your relevant South African School leaving exam and click 'Next'
   ✓ Enter your subjects and pass levels as directed and click 'Continue'
   ✓ Select the level of study that you qualify for as indicated on your certificate or statement of results
   ✓ Select the type of institution you wish to apply to
   ✓ Indicate which programmes you would like to see

You will be presented with a list of all available career directions.

Select one that is more suitable for you to view a list of programmes which you meet entry requirements for.

2.5. Is there someone that can assist me further with career advice?

The Department of Higher Education and Training has a Career Advice Service where fully qualified career advisors provide career information, guidance.

    2.5.1. Their contact information is:

        Call them on : 086 999 0123

        Email them on careerhelp@dhet.gov.za or callcentre@dhet.gov.za

        Communicate with them on Facebook at www.facebook.com/careerhelp

        Visit their website www.careerhelp.co.za

3. Ways of Applying

3.1. Applying Online
The PREFERRED way to apply is online on this website

3.1.1. At the same time that you apply, you may pay the administration fee online, and you may upload your supporting documents, e.g. ID, school results, etc.
3.1.2. Your application is immediately available to the institution/s to which you have applied
3.1.3. You will receive your Acknowledgement Letter within 24 hours
OR
3.1.4. At the same time that you apply you may upload your supporting documents, e.g. ID, school results, etc. and you may choose not to pay the administration fee online
3.1.5. You can choose to pay the administration fee via EasyPay
3.1.6. Your application is available to the institution/s to which you have applied as soon as confirmation of your payment is received, which is the day after you have paid the administration fee at the EasyPay outlet
3.1.7. You will receive your Acknowledgement Letter within 24 hours after confirmation of payment is received

3.2. How to complete an online application (step by step guide)
3.2.1. Click on 'Apply' tab on the top of the screen
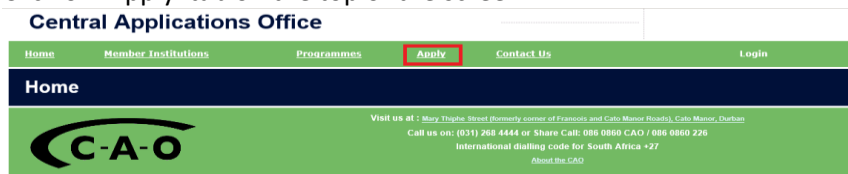
3.2.2.
3.2.3. Read the information and click on 'Continue with Application'.
3.2.4. Enter your ID number and click on 'Submit'.
3.2.5. Scroll to bottom of page, click on 'Continue with Application'.
3.2.6. Start to enter ALL the details requested. Once you have entered all the requested information, click on 'Next'.
3.2.7. Click on 'Continue with online application'
3.2.8. A pop-up will appear with your CAO Number, Password and EasyPay Number.
The same information will also be sent to the email address you provided. This information is important as you will need it to login and access your application information at a later date.
PLEASE NOTE: YOU HAVE NOT YET COMPLETED YOUR APPLICATION

3.2.9. Click on 'Continue with Online Application'.
3.2.10. Follow the instructions, complete ALL information requested & click 'Next'.
3.2.11. Insert the school name and click on 'Search'. The school name will appear in a box and you must enter the year from which you attended that school and the year you finished attending that school.
3.2.12. Click 'Next'.
3.2.13. When you reach 'Process My Application, click on the button.
YOUR APPLICATION HAS NOW BEEN SUBMITTED

3.2.14. The message on your screen will display that your submission has been successful.
3.2.15. You can now upload your supporting documents and pay online **OR**
3.2.16. You can upload your documents and pay via EasyPay

→ How to add/ select programmes whilst I am completing an online application
You can add/ select programmes in the online application by:

(a) Entering the six character course code if you know/have it and click 'Add' **OR**
(b) Use the 'Programme Search' to search for the programmes you are looking for

→ If you are using the 'Programme Search' option:
You can type part of the programme name that you are looking for, eg. Civil for Civil Engineering and use the 'Institution' drop down menu listing to select all institutions or a specific institution and click 'Search'

Select that institution name from the list and click 'Search'
The 'Search Results' will then be presented in a table/grid at the bottom of the page.
To select a programme from the list, click on the 'Add' option next to the course code.

The On time administration fee for South African citizens is R250-00 and International applicants is R300-00 until 31 October 2021. Thereafter the late fee applies

3.3. Applying via the Mobile App
The second PREFERRED way to apply is by using the CAO mobile App

3.3.1. You first have to download the Mobile App. There are two ways to download the "Central Applications Office" app if you have an Android or Apple device.

(a) Via the CAO website:
    i. The app is available on the following stores:

    ii. Open a browser on your device and go to the Central Applications Office website www.cao.ac.za

    iii. Look for the icon for your device and click on it to take you to the store where you can install it.

(b) Via the Stores:
    The app is available on the following stores:

    i. Go to your store and search for "Central Applications Office".
    ii. Select and install the app by clicking on the following icon

3.3.2. On completion of your application using the app, you will receive an email containing your unique CAO number, password and EasyPay number.
3.3.3. Immediately after you completed your application using the app you can pay the administration fee OR
3.3.4. You may choose not to pay the administration fee via the app, but pay via Easypay at, for example: Shoprite, Checkers, Pick N Pay, Woolworths, Boxer, etc. When choosing this option you must take along your unique EasyPay number to the store
3.3.5. You must not forget to upload your supporting documents on the website as soon as possible after you applied. Institutions need the documents to make a selection decision.
3.3.6. Upload your supporting documents online at our website: www.cao.ac.za
3.3.7. You will require your unique CAO number and Password you received by email to access this functionality.
3.3.8. The same applies if you want to complete a Change of Mind.

4. Administration Fees

4.1. What is the Administration Fee?

Please check the below grid for the entry year term you are applying for and then the related administration fee that is payable

ADMINISTRATION FEE	To Start Studies in January 2023			To Start Studies in July 2022			To Start Studies in July 2023		
	Date	SA Citizens	International Applicants	Date	SA Citizens	International Applicants	Date	SA Citizens	International Applicants
If Administration Fee reaches us on or before	31 Oct 2022	R250.00	R300.00	31 May 2022	R250.00	R 300.00	31 May 2023	R250.00	R300.00
If Administration Fee reaches us on or after	01 Nov 2022	R470.00	R580.00	01 Jun 2022	R470.00	R 580.00	01 Jun 2023	R470.00	R580.00
Any request to add, change or renumber Programme Choices will incur a 'Change of Mind' administration fee of R140.00									

4.2. Ways to pay the Administration Fee?

You can pay both administration fees Online OR via EasyPay

4.3.2. **You may pay the administration fee ONLINE by credit card**:
   (a) At the same time that you apply
   (b) After you click 'Process my Application' a message will appear telling you how you may pay the application administration fee.

4.3.3. **If you applied online or via the APP and wish to pay later**:
(a) Go to www.cao.ac.za
(b) Click on 'My Application' and enter your CAO or ID Number and click 'Submit'
(d) Thereafter click on 'Pay Now by Credit Card'

4.3.4. **If you have submitted a hard copy form**:
(a) Go to www.cao.ac.za
(b) Click on 'My Application'
(c) Enter the CAO number that is on the hardcopy application form you have or intend submitting and click 'Submit'
(d) Thereafter, click on 'Make a Payment'

4.3.5.   For COMS, you may pay the COM administration fee online at the same time as when you submit the COM. After you click 'Process my Change of Mind', a message will appear telling you how you may pay the administration fee
OR
4.3.6. You may pay the administration fee at any EasyPay outlet, e.g. Shoprite, Checkers, Pick 'n Pay, Boxer Superstores, Woolworths etc. (Please use your unique EasyPay number as the reference when making payment).

4.3.7. If you pay the COM Administration fee AFTER you have submitted your COM online, you can only pay the COM administration fee at any EasyPay outlet, e.g. Shoprite, Checkers, Pick 'n Pay, Boxer Superstores, Woolworths, etc. (Please use your same unique EasyPay number on your original application as the reference when making payment).

5. Upload Documents

5.1. What do I need to upload my documents?

5.1.1. You must have your CAO number and Password available to login and upload your documents.

5.1.2. Your document/s must be saved in a file on your computer <u>OR</u> on a memory stick/flash drive <u>AND</u> each document must be saved individually to upload to the respective document type

5.1.3. Click on the 'Upload my Documents' icon on the bottom left of the homepage

5.1.4. Each document must be saved individually to upload to the respective document type that you are submitting

UPLOAD MY DOCUMENTS

1.1.1. Follow the prompts onscreen to upload your documents

1.2. What documents do I require?

The minimum documents required are:

5.2.1. Certified copy of your identity document (South African citizens) OR passport (International applicants ONLY)

5.2.2. Final Grade 11 Report (if you are in Grade 12) OR

5.2.3. Highest school leaving qualification achieved (if you have already completed Grade 12)

5.2.4. Accredited qualification/s achieved - post school studies (if you have already completed Grade 12)

5.2.5. Copy of Study or Residence Permit (If you are a non-South African applicant)

Further documents required are:

5.2.6. June Grade 12 Report (**only if you are in Grade 12**)

5.2.7. September/ Trial Grade 12 Report (**only if you are in Grade 12**)

5.2.8. Any other documents requested by the institution e.g. academic record

1.3. How do I upload my documents?

5.3.1. Click on the 'Upload My Documents' icon on the Home Page.

5.3.2. Once logged in, follow the steps provided to upload your documents and enter your related examination results, where required.

5.3.3. Review and make sure that you have uploaded the correct documents and entered the correct results, where required.

5.3.4. Once you are ready to submit, click the 'Submit My Documents' icon.

P.S.: Ensure that the correct document type is selected when your documents are uploaded. If you upload any documents using the incorrect document type, the document will reflect on our system as 'not received/outstanding' and may result in your application being rejected.

5.4. Important info when entering results for Grade 12 applicants

5.3.1. It is compulsory to enter your Life Orientation mark

5.3.2. Please enter your Promotional/ Final mark as indicated on your report

5.3.3. If your school has not provided you with your Promotional/ Final Mark use your Exam mark

5.3.4. **It is your responsibility to ensure that you enter your results correctly as institutions use this information to make their selection decisions**

6. Submitting a Change of Mind (COM)

6.1. When do I submit a Change of Mind (COM)?

A Change of Mind (COM) is submitted when you want to change your study choices.

This normally happens when:

6.1.1. You no longer want to do a particular programme or programmes

6.1.2. One or more of your choices has been unsuccessful

6.1.3. An institution discontinues one of your programme choices (This change is free)

6.1.4. You want to change the ranking of your choices

6.1.5. Extend your application to the following entry year/term

COMS can only be submitted if you have applied and fully paid for your application in the applicable entry year/ term

6.2. How can I submit a COM?

6.2.1. COM's may be submitted online **ONLY**.

6.3. How do I submit a COM online (step by step guide)

(1) Click on the 'Change of Mind' icon on the bottom middle of the homepage

CHANGE OF MIND

(2) Follow the prompts to Login

(3) Once you have logged into your profile, select 'Change of Mind' from the left navigation bar

(4) You will be presented with a list of <u>your current programme choices</u>

(5) **Enter your programme choices as you now wish them to appear including the programme choices you wish to keep from your existing programme choices. If you do not indicate which programme choices must remain on your application; those programme choices will be WITHDRAWN once your COM is submitted**

    ✓ Take special note of the guidelines to assist you enter your programme information correctly before submitting

    ✓ Review and make sure that you have entered the correct choices and in the correct rank order

(6) Once you have checked and are happy with your chosen programme list click on 'Process my Change of Mind'
NOTE: You will not be able to make any corrections to your choices once you have clicked on 'Process my Change of Mind'

     YOUR CHANGE OF MIND HAS NOW BEEN SUBMITTED

(11) You can now pay online immediately, or you can pay at any EasyPay outlet. Your EasyPay Number will be provided on screen

(12) Click on 'Logout' once you are done

For your Change of Mind to be made available to the institutions to which you have applied we must have received your COM Administration fee of R140.

6.4. I've submitted a COM but haven't paid for it yet. Can I cancel it and submit another one with different programmes?

If you submit qualification/ programme changes/additions in more than one Change of Mind Request and/or at different times, each Change of Mind Request submission will be regarded as a separate request and an administration fee must be paid for each submission, not for each qualification/programme change.

Payment/s for multiple COM Request submissions will be allocated and processed strictly in the sequence that the COM Request was received by CAO.

7. Finance Related Queries

7.1. I have been receiving messages to pay but I have made payment. Please assist?

It could be that you have not paid the full CAO administration fee and therefore you will constantly receive payment reminder messages until the outstanding balance has been paid

7.2. I have paid my administration fee today, what happens next?

Your payment will only reflect on our system on the next business day. Once received, your application will be made available to the institutions to which you have applied

7.3. I have paid the full administration fee, but received another message to pay?

Please forward your proof of payment to paymentscao@cao.ac.za in order for us to assist you

7.4. I overpaid in error, I would like to request for a refund

You may email your request and banking details to paymentscao@cao.ac.za in order to process your request. Please be advised that a 10% handling fee will be deducted from your payment for administration and bank charges.

7.5. I paid to the university in error; can I use this payment for my CAO application?

Please forward your proof of payment to paymentscao@cao.ac.za to verify and assign to your application. Kindly quote your CAO reference number and check that the payment made to the member university is sufficient to cover the CAO administration fee.

7.6. I have been having trouble paying by credit card online. Please assist?

We apologise for the inconvenience. To assist you identify why this error is occurring please check the following:

Are you entering debit or credit card details? *(Our system will only allow you to enter credit card details)*
Are you entering the correct credit card number and expiry date?
Did you enter the correct OTP number that was sent to you either by SMS or email to authenticate your transaction?
Did you refresh the web page whilst the transaction was being processed?

We hope that some of the above reasons provided above will assist you with a successful transaction.

Alternatively, you can pay at any EasyPay outlet, e.g. Shoprite, Checkers, Pick n Pay, Boxer, Woolworths, etc. (Please use your same unique EasyPay Number as the reference when making payment)

7.7. Where can I get my EasyPay number from as I need to make a payment?

Please click on the icon 'Check my Application' to retrieve your EasyPay number.

Alternatively, your EasyPay number was also sent to you via email when you applied. It also contained your CAO number and password.
You can also find the EasyPay number on some of the letter communication you received from CAO e.g. Payment Outstanding, Acknowledgement or Summary letter.

If you are still unable to retrieve your EasyPay number, you are welcome to contact our Call Centre on 031-2684444 or Share Call 0860 860 226 during office hours from 08h00-16h30 (Monday to Friday) for assistance with your EasyPay number

8. Institution's Selection Decisions

8.1. Who makes selection decisions?
Institutions make selection decisions. The CAO does NOT make selection decisions.

The CAO receives applications, process the applications and pass on the information to the institutions. Institutions use the information to make their selection decisions and inform the applicant. Sometimes institutions also inform the CAO of their selection decision, and the CAO then passes the decision on to the applicant.

8.2. When will I hear from the institution regarding my application?
Institutions make selection decisions (conditional offers, firm offers, regrets, etc.) throughout the year. The earlier in the year you apply, the earlier you may receive the selection decision.

8.3.   How will I know if I have been selected/ offered a place to study?
If you have given us your email address or cell phone number, we will send you a message when a decision is made on any of your programme choices. As soon as you are made an offer, we will communicate this to you.
We will send you a message when a decision is made on any of your programme choices to the email address or cell phone number you provided on your application. Some institutions may also send you letters or messages informing you of your offer.

8.4.   How do I accept an offer?
You must inform the institution **directly** whether you wish to accept the offer. They should send you a letter or message detailing the procedures you must follow. If they give you a deadline to accept a place, it is important that you reply within that time, or the place will be offered to someone else. Most institutions will ask you to pay a non-refundable Acceptance of Offer fee to secure your place. This fee will usually count towards your registration and tuition fees. **PLEASE DO NOT pay this money to the CAO**. Consult the institution regarding the details of how and when you need to respond and pay.

8.5.   How do I decline an offer?
If you have decided not to accept the offer, please communicate this directly to the respective institution.

8.6.   What happens after I have accepted an offer?
Once you have accepted a place and paid the deposit requested, the institution should send you details of registration. First semester registration takes place between the second week of January and the beginning of February. Second semester registration takes place between June and August. Check the institutions' websites for details.

9. International Applicants

9.1. Who is considered an international applicant?

An international applicant is a person who is not a citizen or permanent resident of South Africa, or a refugee/asylum seeker with a permit allowing study

9.2. Where do I send my application as an international applicant?

If you are applying for short-term study, apply directly to the institution.
If you are applying to UKZN only, apply directly to the institution.
For other institutions and choices at more than one institution, apply through the CAO at www.cao.ac.za

9.3. How do I apply as an international applicant?

You may apply to the CAO if you wish to study at DUT, UNIZUL and MUT. Follow the process to apply online.
If you wish to apply to UKZN, apply directly to the institution.
DUT and UKZN do not accept international applicants into their access programmes.
Applications to study Medicine at UKZN are considered ONLY from citizens of Lesotho and Mauritius and applicants must apply via their governments.
You will require a study permit if you wish to come to South Africa to study. This does not apply to distance learning students who study in their home countries.
Once you have a letter offering you a place from the further or higher education institution, you can apply to the South African embassy, high commission, consulate or trade office for your study permit. The permit application will take up to eight weeks to be processed.
Acceptance by an institution does not place any obligation on the South African government to issue or renew study permits. DO NOT leave home before your study permit is granted – you will not be allowed to study on a visitor's permit. You cannot apply for your first permit after you arrive in South Africa.
People who are in South Africa for study purposes are not eligible to apply for South African citizenship. Refugee and asylum seeker applicants require documentation from the Department of Home Affairs granting permission to study in South Africa.

10. General

10.1. Track the Progress of your Application

(1) You can check the progress of your application by clicking on the 'Check My Application' icon on the homepage and entering your CAO Number or ID number or Passport Number

(2) You can use our Self Help service by dialling our Share Call number 0860 860 226 after hours
(3) You can contact our Call Centre during office hours (Monday- Friday 08h00-16h30) on 031 268 4444 or Share Call number 0860 860 226

10.2. How do I change my contact information?

Let us know in writing the changes you would like to make to your contact details by emailing changeofcontactcao@cao.ac.za indicating the information you wish for us to update. This change is free.
P. S. Remember to include your CAO number or South African ID number or your Passport number with your request.

10.3. I need funding, what can I do?

You may indicate that you require funding on your application, and we will forward your details to the institution. However, you will have to apply directly to NSFAS for funding. Please check the NSFAS website for more information on www.nsfas.org.za

10.4. I need residence, what must I do?

Please send us a request in writing to changeofcontactcao@cao.ac.za and provide your CAO/ID number in the subject line.

Once we have updated your residence, institutions will receive this information. They will then review and advise accordingly.

10.5. I have been regretted and want to know why?

Specified entry requirements are guidelines used by institutions and each institution sets its own minimum entry requirements for each programme.

Entry requirements published in the Handbook/website/mobile app are MINIMUM requirements for your application to be considered, and in most cases, the number of applications for a qualification/programme far exceeds the number of places that an institution has available for the qualification/programme. Therefore, while you may meet the published minimum entry requirements, it does not guarantee acceptance.

For further information you may contact the institution directly.

10.6. Why does CAO require my NSC exam timetable?

This document is used by the CAO to match and verify your final results when received from the Department of Basic Education (DBE) in the event that the information provided by DBE does not match the information on the application you gave us.

10.7. Why does 'My Application' indicate that I still have results outstanding, but I have submitted all my documents?

The institutions have yet to review your application since you submitted your documents. You may follow up with the institution directly.

10.8. Why does 'My Application' still indicate 'has not met programme ranking criteria' for my first choice even though I did a Change of Mind and re-ranked my programme choices?

The institutions have yet to review your application since you submitted your change of mind. You may follow up with the institution directly.

10.9. Will NSFAS pay for my studies?

If you submitted an application to NSFAS you need to contact them directly regarding funding

10.10. I received a message that I must upload my statement of results. I thought you get it directly from the department?

We sent you this message as the information we received from the Department of Basic Education (DBE) does not match the information you gave us on your application.

10.11. What do the different statuses mean?

No	Status	Meaning of Status
1	Waiting for a Decision	The institution has not yet considered your application (This is the default status for on time applications)
2	Late Application	This is a default status as your application was received after the closing date for the programme. Each institution deals with late applications in different ways. Refer to the institutions' prospectus for further information
3	Awaiting Results	The institution is waiting for further results (e.g. June, Trial or Final NSC results) before making a decision on your application
4	Conditional Offer	The institution will accept you provided that you meet the requirements. Where space is limited, these may be higher than the minimum requirements for the programme published in this Handbook. Some programmes may conduct assessment tests at registration. This may be withdrawn if you do not indicate that you want to accept the place or if your final results are not as good as your earlier results
5	Firm Offer	You are offered a place by the institution. This may be withdrawn if you do not indicate that you want to accept the place or if your final results are not as good as your earlier results
6	Has not met programme ranking criteria	You do not meet the institution's specific criteria. Refer to the institutions' prospectus for further information. You may complete a Change of Mind Request Form on which you can change the programme ranking
7	Interview/ Audition/ Portfolio	The programme has special selection procedures. Institutions should contact you with details of the date, time and venue. You may need to follow up with the institution directly
8	Please supply Academic Record	The institution requires a copy of your academic record from your current or previous study at tertiary level
9	Please supply USAf/ SAQA Evaluation	The institution requires a Universities South Africa (USAf)/SAQA evaluation of the foreign exam results you may have written
10	Programme Closed	No further applications will be considered
11	Refer for Decision	The application has to be assessed before the status can be changed.
12	Regret Programme Discontinued	The institution has decided that they will no longer be offering a programme that was initially listed in this handbook. In some cases, institutions may advise on an alternative programme that you can apply for. Complete a Change of Mind Online at no cost to yourself
13	Regret Unsuccessful	The institution has decided not to offer you a place for whatever reason according to their selection processes

14	**Short-listed, Standby and Wait-listed**	The institution is considering your application but has not yet decided whether they will be able to offer you a place
15	**Unsuccessful Following Placement Test/Interview**	The institution has decided not to offer you a place following the entrance test you wrote or the interview you attended. There are also a number of messages the institution can use to tell you that they are unable to offer you a place

10.12. Institution Contact Details

You can find the institution's contact details on this website. Click on 'Institutions' or check pages 232-243 in the CAO 2023 Entry Handbook available on this site under 'Important Notices'

11. Are you experiencing a problem online?

11.1. I cannot log back into my profile, I lost my password

To reset your password, please go to www.cao.ac.za
The system will request that you enter your CAO Number and ID Number and Surname exactly as you entered it on your online application. You will also be required to enter a validation code that will be presented to you on screen.

Once the system is able to verify that you have entered the correct details, you will receive your password via email or SMS depending on the option you choose and communication will be sent to the email address or cell number you indicated on your online application.

If the email address or cell phone number you provided on your application has changed, you will need to first update it by sending a request in writing to changeofcontactcao@cao.ac.za so that you are able to receive the temporary password which will be sent to you.

Please use the 'Change Password' functionality to set a permanent password once you have logged in as this temporary password will only be valid for 24 hours.

11.2. I did not complete my application, my session timed out. What must I do?

To complete your online application, you must:

1. Go to our website: www.cao.ac.za
2. Click on 'Login'
3. Enter your CAO Number and Password and select 'Login' (this information would have been emailed to the email address you provided on your application)
4. Select 'Continue with online application' on the left navigation bar
5. Follow the instructions onscreen and complete ALL the information requested then click 'Next'
6. When you reach 'Process My Application', click on the button once you have checked your information

YOUR APPLICATION HAS NOW BEEN SUBMITTED

7. The message on your screen will display that your submission has been successful.
8. You may now upload your supporting documents and you may pay online OR
    You may upload your documents and you may pay via EasyPay

11.3. How do I search for a Programme in a Specific Field?

To check the programmes available in e.g. 'Public Management'go to www.cao.ac.za

1. Click on the 'Programmes' tab at the top of the page
2. Select 'Programme List' on the left navigation bar
3. Type PUBLIC in the 'Programme Name' field
4. Click on 'Submit'

A grid will then be displayed at the bottom of the screen with the various programmes available.

You can click on the numbers below the grid (i.e. 1,2, 3 etc) to view more programmes and if you want to see details about a specific programme, click on the 'Select' option for that programme.

11.4. I keep getting an error message and cannot get past the biographical information page. Why?

Most fields in the online application are compulsory and must be completed.

If the system alerts you of incomplete fields in the online application, please scroll to the top of the page to check if the system identified the field that is missing and enter the information required.

Once you have completed all fields and sections, you will be presented with a 'summary' page showing you all the information you entered. At this point, you must click on the 'Process my Application' button at the bottom of the page.

11.5. I cannot select my subject when entering my results online

Please try a partial word search for the subject e.g. Math for Mathematics. A refined subject list will be displayed on screen for you to select your subject

11.6. I cannot enter my results online?

Please ensure that you uploaded your document for the relevant exam type e.g. Final Grade 11 results. Only then will the system present the associated exam type for you to select