

- 10.1** TRACK THE PROGRESS OF YOUR APPLICATION
- 10.2** HOW DO I CHANGE MY CONTACT INFORMATION?
- 10.3** I NEED FUNDING, WHAT CAN I DO?
- 10.4** I NEED RESIDENCE, WHAT MUST I DO?
- 10.5** I HAVE BEEN REGRETTEED AND WANT TO KNOW WHY?
- 10.6** WHY DOES THE CAO REQUIRE MY NSC EXAM TIMETABLE?
- 10.7** WHY DOES 'MY APPLICATION' INDICATE THAT I STILL HAVE RESULTS OUTSTANDING BUT I HAVE SUBMITTED ALL MY DOCUMENTS?
- 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?
- 10.9** WILL NSFAS PAY FOR MY STUDIES?
- 10.10** I RECEIVED A MESSAGE THAT I MUST UPLOAD MY STATEMENT OF RESULTS. I THOUGHT YOU GET IT DIRECTLY FROM THE DEPARTMENT?
- 10.11** WHAT DO THE DIFFERENT STATUSES MEAN?
- 10.12** INSTITUTION CONTACT DETAILS

# TRACK THE PROGRESS OF YOUR APPLICATION

**10.1** 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



**CHECK MY APPLICATION**

**OR** YOU CAN CONTACT OUR CALL CENTRE DURING OFFICE HOURS (MONDAY- FRIDAY, 08H00-16H30) ON 031 268 4444 OR DIAL +27 31 268 4444 IF FROM OUTSIDE SOUTHAFRICA

**OR** YOU CAN USE OUR SELF-HELP SERVICE BY DIALLING 031 268 4444 AFTER HOURS

# HOW DO I CHANGE MY CONTACT INFORMATION?

**10.2** UNTIL 31 MARCH, LET US KNOW IN WRITING THE CHANGES YOU WOULD LIKE TO MAKE TO YOUR CONTACT DETAILS. EMAIL [CHANGEOFCONTACTCAO@CAO.AC.ZA](mailto:CHANGEOFCONTACTCAO@CAO.AC.ZA) WITH YOUR CAO NUMBER OR ID NUMBER IN THE SUBJECT LINE AND PROVIDE THE INFORMATION YOU WISH FOR US TO UPDATE. PLEASE NOTE THAT THIS CHANGE IS FREE. WE DO NOT ACCEPT TELEPHONIC CHANGES. ENSURE ALL CHANGES TO CONTACT DETAILS ARE SENT TO THE CAO. IF YOU DO NOT INFORM THE CAO OF ANY CHANGES TO CONTACT DETAILS, WE WILL NOT BE ABLE TO COMMUNICATE WITH YOU ONCE A SELECTION DECISION IS MADE.

FROM 01 APRIL, ALL CHANGES MUST BE DONE ON THE WEBSITE. GO TO [WWW.CAO.AC.ZA](http://WWW.CAO.AC.ZA) CLICK ON THE “UPDATE MY DETAILS” ICON AND FOLLOW THE PROMPTS ONSCREEN.

# I NEED FUNDING, WHAT CAN I DO?

**10.3** 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](http://WWW.NSFAS.ORG.ZA)

ANY REQUESTS RECEIVED AFTER 31 OCTOBER WILL NOT BE UPDATED ON YOUR APPLICATION. YOU WILL NEED TO CONTACT THE INSTITUTION DIRECT.

# I NEED RESIDENCE, WHAT MUST I DO?

**10.4** PLEASE SEND US A REQUEST IN WRITING TO [ENQGENERALCAO@CAO.AC.ZA](mailto:ENQGENERALCAO@CAO.AC.ZA) AND PROVIDE YOUR CAO/ID NUMBER IN THE SUBJECT LINE. ONCE WE HAVE UPDATED YOUR REQUEST, INSTITUTIONS WILL RECEIVE THIS INFORMATION. THEY WILL THEN REVIEW AND ADVISE ACCORDINGLY. ANY REQUESTS RECEIVED AFTER 31 OCTOBER WILL NOT BE UPDATED ON YOUR APPLICATION. YOU WILL NEED TO CONTACT THE INSTITUTION DIRECT.

# **I HAVE BEEN REGRETTEED AND WANT TO KNOW WHY?**

**10.5** 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 AND WEBSITE 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.

# WHY DOES CAO REQUIRE MY NSC EXAM TIMETABLE?

**10.6** 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.

# **WHY DOES 'MY APPLICATION' INDICATE THAT I STILL HAVE RESULTS OUTSTANDING, BUT I HAVE SUBMITTED ALL MY DOCUMENTS?**

**10.7** THE INSTITUTIONS HAVE YET TO REVIEW YOUR APPLICATION SINCE YOU SUBMITTED YOUR CHANGE OF MIND. YOU MAY FOLLOW UP WITH THE INSTITUTION DIRECTLY.



**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?**

**10.8** THE INSTITUTIONS HAVE YET TO REVIEW YOUR APPLICATION SINCE YOU SUBMITTED YOUR CHANGE OF MIND. YOU MAY FOLLOW UP WITH THE INSTITUTION DIRECTLY.

# **WILL NSFAS PAY FOR MY STUDIES?**

**10.9** IF YOU SUBMITTED AN APPLICATION TO NSFAS YOU NEED TO CONTACT THEM DIRECTLY REGARDING FUNDING.

# **I RECEIVED A MESSAGE THAT I MUST UPLOAD MY STATEMENT OF RESULTS. I THOUGHT YOU GET IT DIRECTLY FROM THE DEPARTMENT?**

**10.10** 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.

# 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. Even though a programme's closing date may have been reached or passed, applicants may still apply and will be considered after all the 'on-time' applications have been considered. 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.

NO	STATUS	MEANING OF STATUS
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	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.
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 to replace this programme. Any other changes will attract the change of mind administration fee.

NO	STATUS	MEANING OF STATUS
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.

# INSTITUTION CONTACT DETAILS

**10.12** YOU CAN FIND THE INSTITUTION'S CONTACT DETAILS ON THIS WEBSITE. CLICK ON 'INSTITUTIONS' OR CHECK PAGES 242-253 IN THE CAO 2024 ENTRY HANDBOOK AVAILABLE ON THIS SITE UNDER 'IMPORTANT NOTICES'