

6. Submitting a Change of Mind (COM)

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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. You want to 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 do I submit a COM (step by step guide)

- 6.2.1 Go to www.cao.ac.za
- 6.2.2 Click on the 'Change of Mind' icon on the homepage



CHANGE OF MIND

- 6.2.3 Follow the prompts to 'Login'.
- 6.2.4 You will be presented with a list of your current programme choices.
- 6.2.5 Enter ALL the programme choices as you would now like them to appear, i.e. ***the ones you are changing AND those programmes you wish to retain must be entered.***

How to add/select programmes whilst completing an online Change of Mind

- You can add/select programmes and/or institutions by using the 'Programme Name' or 'Institution' option.
- If you choose to search by 'Programme Name' you may enter your chosen field of study.
- If you choose to search by 'Institution', the default is 'All institutions' or you may use the drop-down menu to select a specific institution from the list. When doing this, all the available programmes at your selected institution are displayed. You may select a maximum of six programmes.

Take Note

- Take special note of the guidelines to assist you with entering your programme information correctly before submitting.
- Please make sure that you enter all your programme choices in the ranking order that you wish before submitting them.
- Click on 'Next' and check that the programme choices you have added are correct.
- Once you have checked, click on 'Process my Change of Mind'

YOUR CHANGE OF MIND HAS NOW BEEN SUBMITTED

- You can now pay online immediately, or you can pay at any EasyPay outlet. Your EasyPay Number will be provided on screen.
- Click on 'Logout' once you are done

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

View our **Video Tutorial** on How to Submit your change of Mind on our website www.cao.ac.za

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

- 6.3.1. If you submit programme changes/additions in more than one Change of Mind Request at different times, each Change of Mind submission will be regarded as a separate request and an administration fee must be paid for each submission, not for each programme change.
- 6.3.2. Payment/s for multiple COM submissions will be allocated and processed strictly in the sequence that the COM was received by CAO.