

# 6. Submitting a Change of Mind (COM)

## Contents

---

6.1. When do I submit a Change of Mind (COM)? .....	1
6.2. How do I submit a COM (step by step guide) .....	1
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? .....	2

## 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](http://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](http://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.