

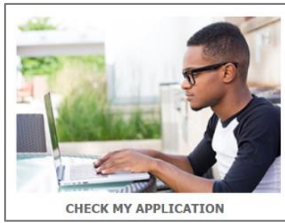
10. General

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10.1 Track the Progress of your Application.

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



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 South Africa

OR you can use our Self-Help service by dialling 031 268 4444 after hours

10.2 How do I change my contact information?

All changes must be done on our website (www.cao.ac.za), click on the 'Update My Details' icon and follow the prompts onscreen. You may change your contact details as many times as required, this change is free. Your application must be fully completed and fully paid for in order to update your details.



To Update Your Details:

- (a) Go to our website www.cao.ac.za and click the 'Update My Details' icon.
- (b) Enter your CAO number and password to 'Login'.
- (c) Follow the onscreen prompts and once logged in you will be presented with menu options on the left navigation bar.
- (d) Select the information field/s that you would like to update.
- (e) Once you have captured your updated information, select 'Summary details' to review your changes. Your current and updated information will be displayed side by side for checking.
- (f) Once you are happy that the updates have been made correctly, click 'Process My Updates' to submit your changes.
- (g) A message will be displayed on screen to indicate that your updates have been processed.
- (h) Click 'Logout' once completed.

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
Any requests received after 31 October will not be updated on your application. You will need to contact the institution direct.

10.4 I need residence, what must I do?

You can indicate your residence preference online on our website www.cao.ac.za until the 31st October by clicking 'Update My Details' and follow prompts on screen. Once you have updated your residence preference, it will immediately be available to institutions. The last day for CAO to update residence requests is 31 October. After 31st October, contact institutions directly should you have any queries.

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 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.

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?

- **Waiting for a Decision:** The institution has not yet considered your application.
- **Late Application:** Your application was received after the closing date for the programme. Each institution deals with late applications in different ways. Refer to the institution's prospectus for further info.
- **Awaiting Results:** The institution is waiting for further results (e.g., June or Trial results) before making a decision on your application.
- **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. The conditional offer 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.
- **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.
- **Has not Met Programme Ranking Criteria:** You do not meet the institution's specific criteria. Refer to the institution's prospectus for further information. You may complete a Change of Mind Request on which you can change the programme ranking.
- **Entrance Test and Interview:** 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.
- **Please Supply Academic Record:** The institution requires a copy of your academic record from your current or previous study at tertiary level
- **Please supply USAf/ SAQA Evaluation** The institution requires a Universities South Africa (USAf)/SAQA evaluation of the foreign exam results you may have written.
- **Refer for a decision:** Applicant to contact the institution.
- **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.
- **Regret Unsuccessful:** The institution has decided not to offer you a place for whatever reason according to their selection processes.
- **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.

- **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** click on the 'Important Notices and News' icon and view the CAO 2026 Entry Handbook pages 236-245