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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