AVAILABLE PROGRAMMES AND GENERAL QUERIES

1. Which institutions are currently accepting applications?

You can still apply for 2025 entry. [1]DUT, MUT, UNIZULU and all private colleges are still accepting late applications and may still consider your application. You will have to apply online and pay the late administration fee of R470. *(R580 for International applicants)*

2. Is UKZN still accepting applications and change of minds?

UKZN is no longer accepting new applications or change of minds effective from 12 December 2024.
You may still apply to other institutions such as DUT, MUT, UNIZULU and private colleges.

3. What programmes are still accepting applications?

You can still apply to the **Faculty of Engineering** at MUT and **Selected programmes** at DUT and UNIZULU. For a list of available programmes click on 'Available Programmes' on the homepage **OR** '2025 Digital Walk-Ins' on the top navigation bar. Thereafter click on available programmes for more info.

4. How can I apply?

All applications must be completed and submitted online at *www.cao.ac.za*

4.1 Go to our website, click '2025 Digital Walk-Ins' and then the available options to Apply
4.2 Follow prompts to complete your application and click on 'Process My Application' to submit your application
4.3 For a detailed guide on how to submit your application online, please refer to the 2025 Digital Walk-ins Guide

By applying and paying online:

4.4 Your application is immediately available to the institution/s to which you have applied
4.5 You will receive your Acknowledgement Letter within 24 hours

By applying online and paying at an EasyPay Outlet:

4.6 Your application is available to the institution/s to which you have applied as soon as confirmation of your payment is received, which is the day after you have paid the administration fee at the EasyPay outlet, e.g. Shoprite, Pick N Pay, Checkers, Boxer, Woolworths, etc.

4.7 You will receive your Acknowledgement Letter within 24 hours after confirmation of payment is received.

The late administration fee applies. South African citizens must pay R470 and International applicants must pay R580.

5. How long will it take to process my application?

On receipt of your complete application and full administration fee, your application is made available immediately to institutions for selection decisions.

6. I cannot log back into my profile, I lost my password. What do I do?

a) To reset your password, click 'Login'.
   The system will request that you enter your CAO Number, ID Number and Surname provided on your online application. You will also be required to enter a verfication code that will be sent to you by email or SMS

[1] *You can still apply to the **Faculty of Engineering** at MUT and **Selected programmes** at DUT and UNIZULU. For a list of available programmes click on the 'Available Programmes' icon on our homepage or on the link in 2025 Digital Walk-Ins*

b) Once the system verifies your details, you will receive your password via email or SMS based on the option you selected,
c) Please note that this is a temporary password and is only valid for 24 Hours. You are required to use the 'Change Password' functionality to set a permanent password once you have logged in

7. When will institutions respond to my application?

Institutions are currently making selection decisions. To keep up to date with any changes on your application you can check the status of your application by clicking on the 'Check My Application' icon on the homepage or contact our Call Centre on 031-268 4444 during office hours 08h00-16h30 (Monday to Friday)

Alternatively, you may contact the institution directly to follow up.

'If you wish to check the status of your UKZN choices then you must visit their website https://caocheck.ukzn.ac.za/Start.aspx for more details'

8. Who makes selection decisions?

The institutions have full and final responsibility for selection and admission decisions, not the CAO.

9. How will I know if I have been selected?

If you have given us your preferred email address or cell phone number, we will send you a message when a decision is made on any of your programme choices. As soon as you are made an offer, we will write to you. Some institutions may also directly send you letters or messages informing you of your offer.

Make sure that CAO has your correct contact information so that you do not miss any important information from institutions you have applied to. If your contact details have changed, update your details online at www.cao.ac.za. Click on 'Update My Details' and follow prompts to login to update your details.

You can also check the status of your application on our website by clicking the 'Check My Application' icon on the homepage or please contact our Call Centre on 031-268 4444 during Office Hours 08h00-16h30 (Monday to Friday)

10. How do I accept an offer?

You will receive documentation from the institution giving you the offer and the steps you need to follow. You may contact them directly after you have received the documentation. It is important to accept or decline an offer directly to the institution as soon as possible within the deadlines provided.
If you do not accept the offer by the deadline, your offer may be withdrawn.

11. How do I pay my acceptance deposit?

If you are asked to pay an acceptance deposit to secure the place you have been offered, you must pay the acceptance deposit directly to the institution. Please DO NOT pay the acceptance deposit to the CAO.

12. What happens after I have accepted an offer?

Once you have accepted a place and paid the deposit requested, the institution should send you details of registration. You can also check institution websites and watch the press for registration dates.

13. I have been regretted and want to know why?

To be considered you must first meet the minimum entry requirements as stipulated by the institution. E.g. Check if your points, subjects, levels and pass type achieved meets the minimum requirements. Meeting the minimum requirements does not guarantee you placement at an institution. Final decisions are made by Institutions. Should you require further clarity, please contact the institution directly regarding the regret you have received.

You may change your programme choices by completing a Change of Mind online.

14. I've been unsuccessful with my application at UKZN, what can I do?

If you have received "Regret" messages from UKZN you can change your UKZN choices for an available programme at another institution.

If you wish to change to another choice at UKZN then you may contact the institution directly.

15. How do I change/update my contact information?

All changes/updates to contact information must be processed online.

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

16. I need funding, what can I do?

NSFAS funding opened on the 20 September 2024 and closed on the 15 December 2024.

17. I need residence, what must I do?

You can indicate your residence preference online until the 31st October by clicking 'Update My Details' and follow prompts on screen. After 31st October, contact institutions directly should you have any queries.

18. What do the different statuses mean?

- **Waiting for a Decision:** The institution has not yet considered your application.
- **Awaiting Results:** The institution is waiting for further results (e.g., June or Trial results) before making a decision on your application.
- **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.
- **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.
- **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.
- **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.
- **Please Supply HESA/SAQA Evaluation:** The institution requires a HESA/SAQA evaluation of the foreign exam results you may have written.
- **Please Supply Academic Record**: The institution requires a copy of your academic record from your current or previous study at tertiary level.
- **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.

- **Has not Met Programme Ranking Criteria:** You do not meet the institution's specific criteria. Refer to the institution's prospectus for further information.
- **Regret Unsuccessful:** The institution has decided not to offer you a place for whatever reason according to their selection processes.
- **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.
- **Programme Closed:** No further applications will be considered.
- **Refer for a decision:** Applicant to contact the institution.
- **Registered:** Applicant has registered with DUT

19. When I checked the status of my application it says 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.

20. When I checked the status of my application it still says '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.

21. Will NSFAS pay for my studies?

If you submitted an application to NSFAS you need to contact them directly regarding funding to find out whether your application was approved.

22. When I check with CAO, they say my application is waiting for a decision but UKZN says that I have an offer or have been regretted?

UKZN is currently making selections decisions and contacting applicants directly regarding their applications. Please liaise directly with UKZN regarding your UKZN programme choices. You may also visit the UKZN website and view the status of your UKZN programmes.

23. Institutions have already started registration, but my choices are still pending?

Institutions are currently still making selections decisions. Please liaise directly with the institution.

24. Why was I regretted before my final results were released because I have now met the requirements for my programme choices?

The institutions have full and final responsibility for selection and admission decisions, not the CAO. To follow up on your application you may contact the institution directly regarding the selection decision.

25. Can the university relook at my application as I now meet the requirements?

Please liaise directly with the institution.

26. When are institutions having registration?

Check the institutions website and watch the press for details. If you are offered a place the institution will contact you directly.

27. Can we come through to your office, we want to make payment by card OR we want to submit a COM OR we want assistance with our online application OR we want to submit documents?

The CAO is open **BUT** our offices are closed for face-to-face engagement with the public until further notice.

Our website (www.cao.ac.za) is optimised to cater for all your application needs. Click on the '2025 January Walk-Ins' tab on the top navigation bar to access the available features.

Alternatively, we are also able to assist you with any of your queries telephonically. You may contact the CAO Call centre on 031 268 4444 during office hours from 08h00-16h30 (Monday to Friday)