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9. General

9.1. Track the Progress of your Application

- (1) 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



- (2) You can use our Self Help service by dialling our Share Call number 0860 860 226 after hours
- (3) You can contact our Call Centre during office hours (Monday- Friday 08h00-16h30) on 031 268 4444 or Share Call number 0860 860 226

9.2. How do I change my contact information?

Let us know in writing the changes you would like to make to your contact details by emailing changeofcontactcao@cao.ac.za indicating the information you wish for us to update. This change is free.

P. S. Remember to include your CAO number or South African ID number or your Passport number with your request.

9.3. 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

9.4. I need residence, what must I do?

Please send us a request in writing to enggeneralcao@cao.ac.za and provide your CAO/ID number in the subject line.

Once we have updated your residence, institutions will receive this information. They will then review and advise accordingly.

9.5. 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/website/mobile app 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.

9.6. 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.

9.7. 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.

9.8. 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.

9.9. Will NSFAS pay for my studies?

If you submitted an application to NSFAS you need to contact them directly regarding funding

9.10. 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.

9.11. What do the different statuses mean?

No	Status	Meaning of Status
1	Waiting for a Decision	The institution has not yet considered your application (This is the default status for on time applications)
2	Late Application	This is a default status as your application was received after the closing date for the programme. Each institution deals with late applications in different ways. Refer to the institutions' prospectus for further information
3	Awaiting Results	The institution is waiting for further results (e.g. June, Trial or Final NSC results) before making a decision on your application
4	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. 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
5	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
6	Has not met programme ranking criteria	You do not meet the institution's specific criteria. Refer to the institutions' prospectus for further information. You may complete a Change of Mind Request Form on which you can change the programme ranking
7	Interview/ Audition/ Portfolio	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
8	Please supply Academic Record	The institution requires a copy of your academic record from your current or previous study at tertiary level
9	Please supply USAf/ SAQA Evaluation	The institution requires a Universities South Africa (USAf)/SAQA evaluation of the foreign exam results you may have written
10	Programme Closed	No further applications will be considered
11	Refer for Decision	The application has to be assessed before the status can be changed.
12	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
13	Regret Unsuccessful	The institution has decided not to offer you a place for whatever reason according to their selection processes
14	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
15	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

9.12. Institution Contact Details

You can find the institution's contact details on this website. Click on 'Institutions' or check pages 232-243 in the CAO 2023 Entry Handbook available on this site under 'Important Notices'