

# 1.About the CAO

## Contents

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1.1. Where to Find us and how to Contact Us .....	1
1.2. Important Notices and News and Terms and Conditions .....	1
1.3. CAO’s Operating Hours.....	1
1.4. 2025 Entry Handbook.....	2

## 1.1. Where to Find us and how to Contact Us

### 1.1.1. General Information

<b>Call Centre</b>	<b>Call 031-268 4444 Mon-Fri 08h00-16h30</b>
<b>Physical Address</b>	<b>Gate 11, Mary Thiphe Street (previously Cato Manor Road), Durban Office hours: 08h00-16h30 (Monday to Friday)</b>
<b>Website</b>	<a href="http://www.cao.ac.za">www.cao.ac.za</a>
<b>Social Media Platform</b>	 Visit us: <a href="#">/centralapplicationsoffice</a>

### 1.1.2. Online Functions Available on [www.cao.ac.za](http://www.cao.ac.za)

<b>Function</b>	<b>Click On</b>
To Apply	<Apply> – at the top of landing page
To Pay	<Payments> - at the top of landing page
Submit supporting documents	“Upload My Documents” icon
Deciding on your career	“Don’t Know What To Study” icon
List of available programmes	“Available Programmes” icon
To follow progress of your application	“Check My Application” icon
To complete a ‘Change of Mind’	“Change of Mind” icon
To change your Personal details	“Update My Details” icon
For Important Notices and News	“Important Notices and News” icon
To report online issues	“Report an error”

### 1.1.3. For Email Communication

<b>For</b>	<b>Email</b>
Payment queries	<a href="mailto:paymentscao@cao.ac.za">paymentscao@cao.ac.za</a>

## 1.2. Important Notices and News and Terms and Conditions

To view our ‘Important Notices and News’ click on the ‘Important Notices and News’ icon on our homepage.

To view our ‘Terms and Conditions’:-

Click on the ‘Apply’ tab on the top of the Homepage, and thereafter click on ‘Terms and Conditions’ on the menu bar found on the left-hand side

**OR**

You can view the Terms and Conditions, by clicking on the ‘Important Notices and News’ icon on our homepage. The Terms and Conditions can be viewed in the CAO 2025 Entry Handbook, in the Flipbook or PDF Version. (Refer to page 6)

## 1.3. CAO’s Operating Hours

The CAO offices will be open from the 1 March 2024 to the 30 November 2024, for face-to-face engagements.

For any enquiries phone our Call Centre and our friendly agents will be happy to assist. Call 031 268 4444 during office hours from 08h00-16h30 on weekdays, except for public holidays.

If calling from outside South Africa call +27 31 268 4444.

#### **1.4. 2025 Entry Handbook**

Click on the 'Important Notices and News' icon on our homepage. Go to '2025 Entry Handbook' and click on the link provided to view the Handbook online in an Ebook or PDF Version.