

# 1.About the CAO

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## 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</b><br><b>Mon-Fri 08h00-16h30</b><br>Use our self-help option after hours (031-268 4444)   |
| <b>Physical Address</b>      | <b>Gate 11, Mary Thiphe Street</b><br><b>(previously Cato Manor Road), Durban</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="https://www.facebook.com/centralapplicationsoffice">/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 2026 Entry Handbook, in the E-Book or PDF Version. (Refer to page 06)

## 1.3. CAO’s Operating Hours

The CAO offices will be open from the 3 March 2025 to the 28 November 2025, 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. 2026 Entry Handbook**

Click on the 'Important Notices and News' icon on our homepage. Go to '2026 Entry Handbook', Click on Read more and then click on the link provided to view the Handbook online in an E book or a downloadable PDF Version.