

The CAO Change of Mind facility will operate as usual, opening on the 5th May at noon and closing on the 1st July at 17:15.

The CAO premises is temporarily closed due to the recent government measures introduced to control the spread of Covid-19 Coronavirus.

If you have an urgent query or an account access issue please e-mail us via the Correspondence Section of your CAO Account (or the Contact section of the website). Please remain patient and allow our remote access team sufficient time to deal with your request. Make sure to include as much information as possible to assist us in handling your query. There is no telephone service available at this time.

Postal correspondence will be processed when the CAO office re-opens. Documents already in the postal system will be delivered to the office when the restrictions are lifted.

Over the coming weeks, CAO will hold discussions with the State Examinations Commission about the expected revised timeline for the provision of Leaving Certificate Grades. Following on from this, CAO and HEIs will discuss the impact this change will have on the existing offers and acceptances schedules. We will be notifying applicants and other stakeholders as soon as a revised schedule has been agreed by CAO and HEIs.

Questions relating to COVID-19

Please Note: Office contact hours are 09:30 to 17:00, Monday to Friday.

- 1. What happens now that Leaving Certificate Calculated Grades will be used?**
CAO will hold discussions with the State Examinations Commission about the expected revised timeline for the provision of Leaving Certificate Grades. Following on from this, CAO and HEIs will discuss the impact this change will have on the existing offers and acceptances schedule. We will be notifying applicants as soon as a revised schedule has been agreed by CAO and HEIs.
- 2. Where can I find further information about the 2020 Leaving Certificate?**
Further information is available by clicking [here](#).
- 3. I have made a late application and I need to submit supporting documents, what should I do?**
If you are required to supply documentation to support your application you should post your documents to CAO, Tower House, Eglinton Street, Galway. Documents already in the postal system will be delivered to the office when the restrictions are lifted. These documents will then be processed when the CAO office re-opens.
- 4. I sent my documents to you just before the government restrictions were announced - do I need to re-send them?**
Documents sent just before our office closed will be processed when the CAO office re-opens. Documents already in the postal system will be delivered to the office when the restrictions are lifted.
- 5. I am a mature applicant and I need to send supporting documents, am I too late?**

As you are a mature applicant, please ask the HEI admissions offices if they will take account of documents sent at this stage (Documents were to be sent within 10 days of submitting an application). HEI contact details can be found here: <http://www.cao.ie/index.php?page=hei&type=admissions> If you are required to supply documentation to support your application you should post your documents to CAO, Tower House, Eglinton Street, Galway. Documents already in the postal system will be delivered to the office when the restrictions are lifted. These documents will then be processed when the CAO office re-opens.

6. I am an EU citizen who applied using late application and I cannot post my supporting documents due to office closure

If you are required to supply documentation to support your application you should post your documents to CAO, Tower House, Eglinton Street, Galway. These documents will then be processed when the CAO office re-opens. HEIs will understand the position.

7. I am a GCE Applicant and I am concerned about how my results will be considered this year?

The decision is a matter for the Higher Education Institutions, but we expect that grades issued by examining authorities will be treated as normal.

8. I am an 'Other School Leaving Applicant' and my exams have been rescheduled for end July/August - what happens now?

There is much uncertainty at the moment. The best advice we can give is to send your results as soon as you receive them.

9. I am an 'Other School Leaving Applicant' and my examination structure may change this year. I am concerned about how my results will be considered.

The decision is a matter for the Higher Education Institutions but we expect that grades issued by examining authorities will be treated as normal. Applicants will receive correspondence from CAO with further information as soon as it is available.

10. Will the Change of Mind be cancelled/changed?

The CAO Change of Mind facility will operate as usual, opening on the 5th May at noon and closing on the 1st July at 17:15.