UKCAA FCL Candidate Site Guide
June 2025
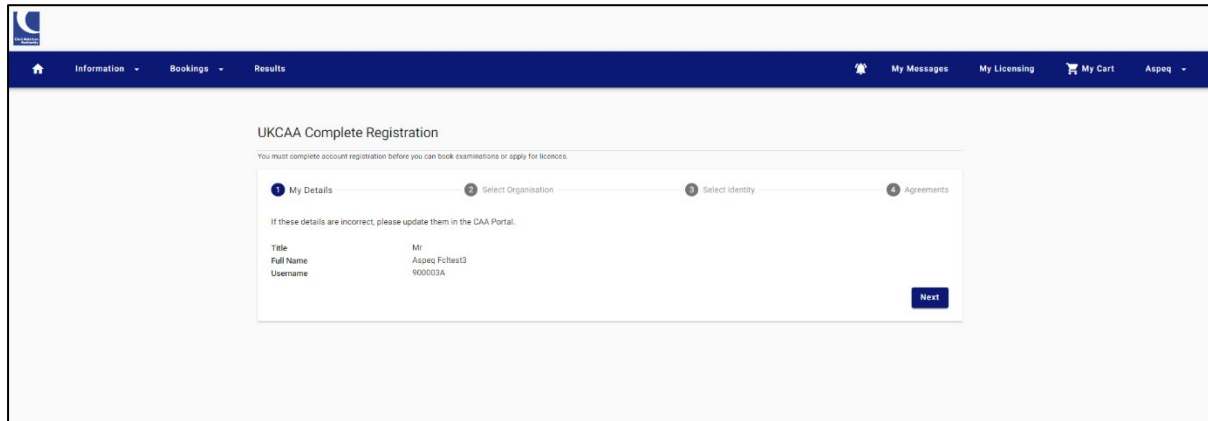
Date published: 25 June 2025

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UKCAA FCL Candidate Guide

1 Account registration:

If this is your first time sitting an electronic examination (e-Exam), you will be asked to provide your personal information. You will not be able to proceed until this registration process is completed.

Part of this registration process requires the submission of an official Identification Document*(ID). It is important to note that the primary ID that is registered on the examination system, is the ID that must be presented during an examination session.

If you wish to amend your personal details, you will need to do this via the CAA Customer Portal. Details of your examination identity document cannot be updated online after you have submitted them. To change your examination identity document, you must contact the CAA Exams Team at FCL-EExams@caa.co.uk.

Only the following identifications are acceptable:

a) Drivers' licence;

b) Passport;

c) Identity card (EC/EEA/National Identity Card).

Note: Only ID that is registered can be used to confirm identity during an examination sitting.

You must also specify your affiliated training organisation during registration.

Continue clicking to move on to the next page. Once you have finished entering your details, click to complete the process.

> You are now registered for e-Exams and e-Licensing.
>
> Please note: examinations cannot be booked until your membership with your Training Organisation is approved and, where appropriate, your exam history has been verified by the CAA.

Once you receive confirmation that you are registered for your e-Exams account and your membership has been approved by your training document, you can proceed to use the site for your exam booking.

It is essential that you provide an accurate email address as CAA will send you a notification to the stated email address for the validation of the account once the registration is submitted. To change your email address, you must make the change in the CAA Customer Portal.

2   Viewing account details:

You can view your account details by clicking "My Profile" at the top of the page when logged in.
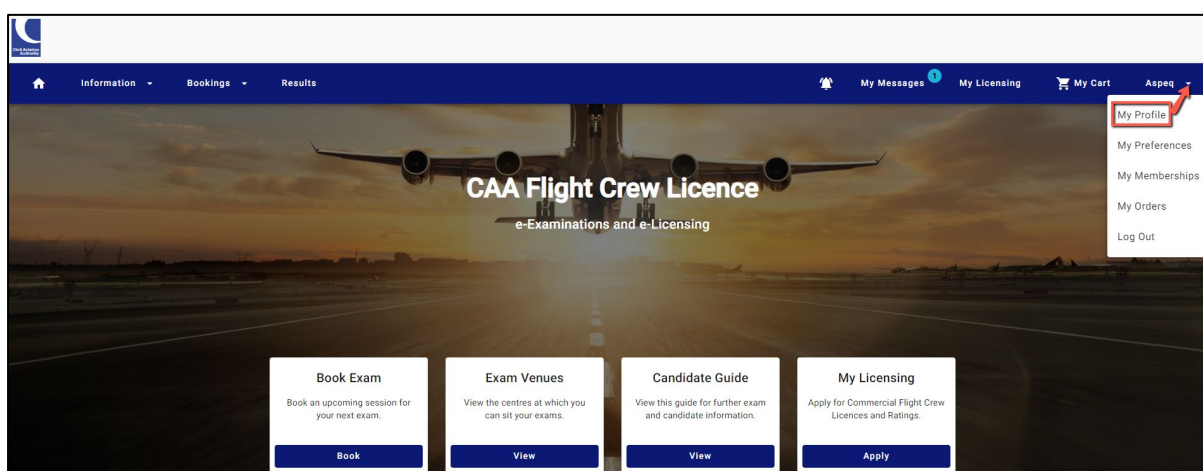

You are kindly requested to keep these details current as this will assist CAA in contacting you should the need arise. It is highly recommended that you provide an accurate email address as this will be our primary means of contact.

3   Managing memberships:

CAA Exams Portal will enable the management of memberships between candidates and Approved Training Organisations. This will allow the training organisation to make bookings on your behalf. The training organisation will also be able pay and to view your results.

Upon registration, you will be required to specify the Approved Training Organisation you are affiliated to. The organisation will receive a notification to advise them of the request. They will need to approve the request to confirm the membership.

You can manage your memberships between you and your training provider by clicking your name at the top of the page when logged in and then clicking "My Memberships".
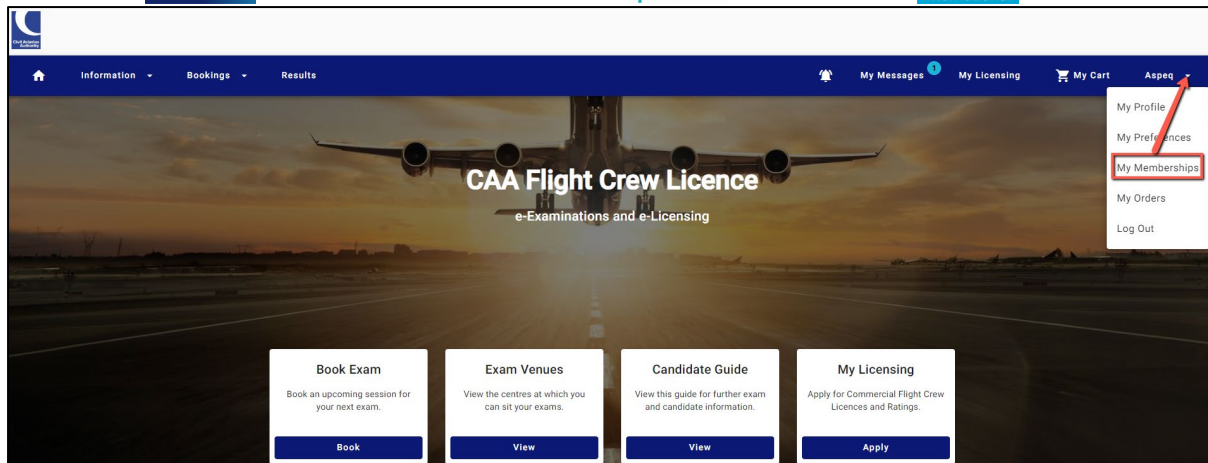
3.1 New Membership:

New memberships must be requested during account registration. Your training organisation will then need to approve the new membership. All new membership requests will need to be approved by the training provider before it will come into effect.
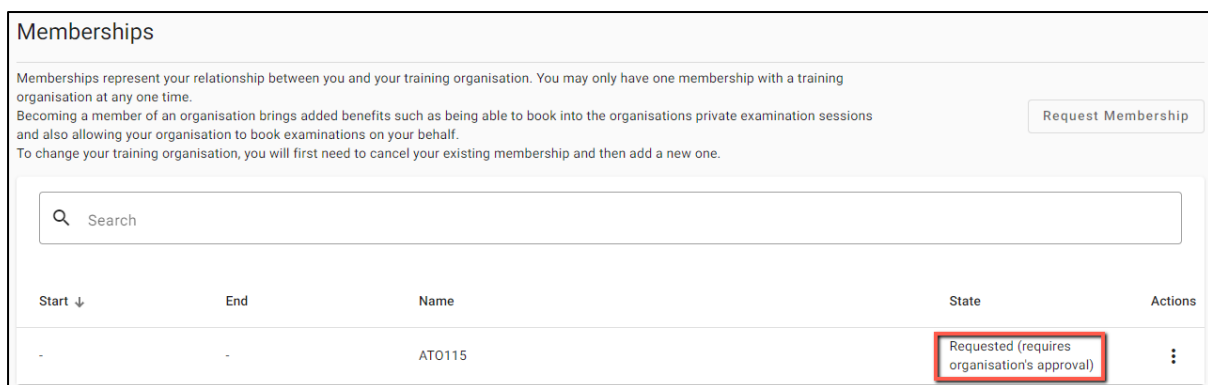
Memberships can also be requested by an Approved Training Organisation. You will receive a notification to advise you of any such request. You will then need to approve the request to confirm the membership.

Note: You can only have one membership with an organisation at any one time.

The 'State' will change to approved when validated by the Approved Training Organisation.
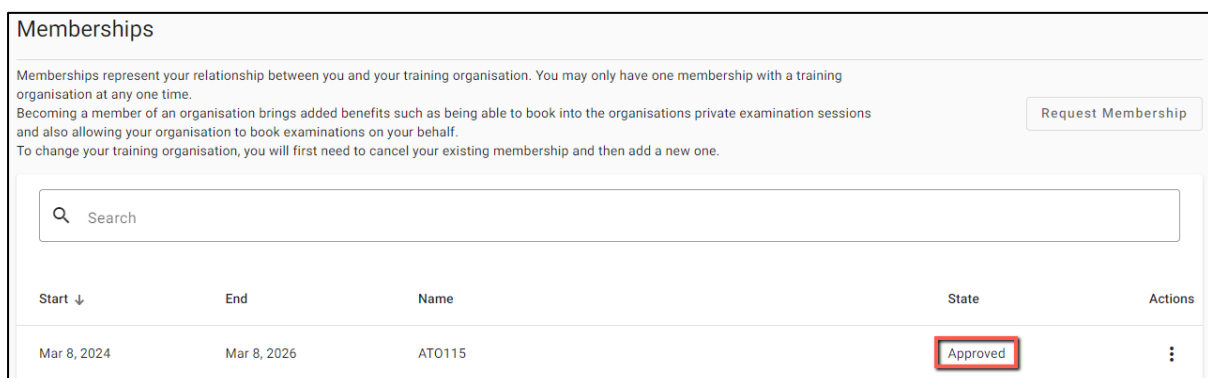
3.2 Cancel Existing Membership:

You can cancel your membership with the current training provider by clicking on the three dots on the applicable row. Then click on "Cancel Membership".

3.3 Apply for New Membership:

Once you have cancelled your membership with a training provider, you can then apply to be a member of another training organisation.

Click on "Request Membership".

Select the applicable training organisation from the dropdown list and click "Request Membership".

The status of the membership is indicated under 'State', see below. Note that all new memberships will need to be approved by the training organisation before they will come into effect.

The 'State' will change to approved when validated by the training organisation.

Memberships can also be requested by a training organisation. You will receive a notification to advise you of any such request. You will then need to approve the request to confirm the membership.

**Note:** You can only have one current membership with an organisation at a time.

4 Notifications/Alerts:

From time to time, CAA will broadcast a message or alert that may be relevant to you. You do not have to be logged in to view the notifications or alerts.

Any critical or important notifications or alerts will show on screen, and you can dismiss the notifications or alerts once you have read it.
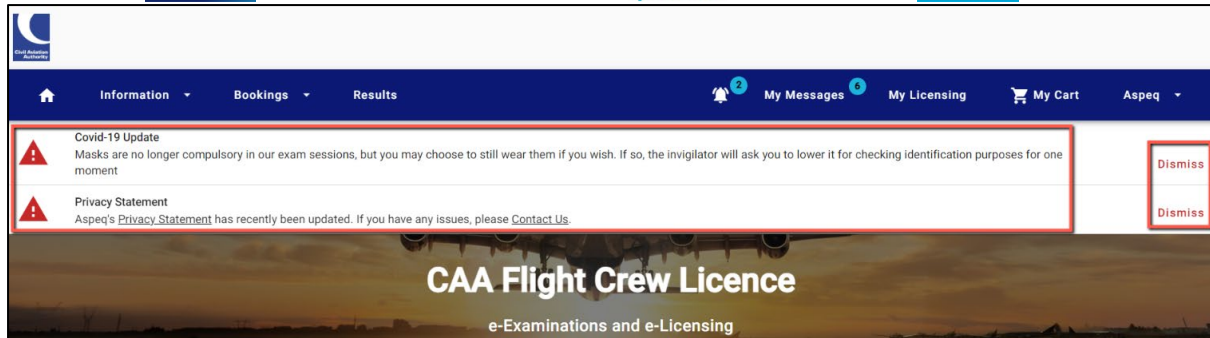
Other notifications or alerts can be viewed by clicking the bell icon at the top of the screen.
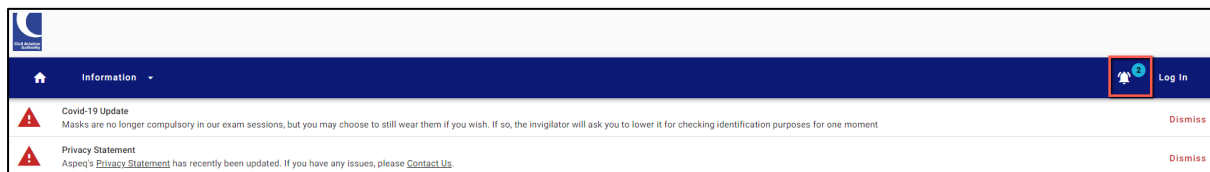
5 Checking messages:

Messages are automatically sent to notify you of any significant activity regarding your account, your bookings, changes to bookings and your results. Periodically messages will also be sent by CAA Exams Team to inform you of any necessary changes to bookings or scheduling.

You can check your messages by clicking "My Messages" at the top of the page when logged in. The page below will then appear. Note that the number in brackets indicates the number of unread messages.
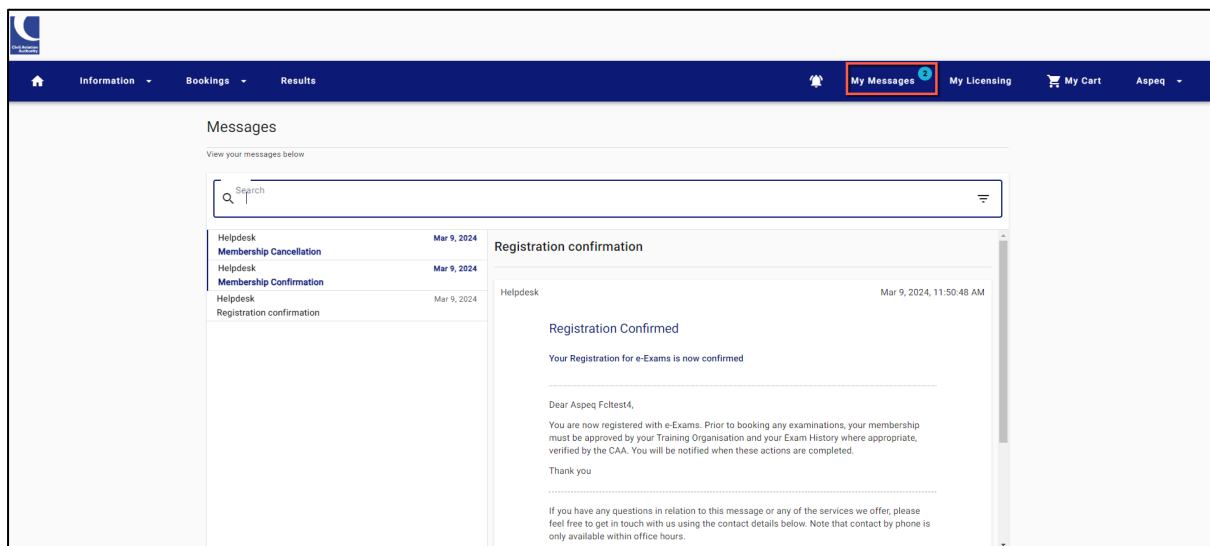
Unread messages will appear in **bold**. Messages can be read either by double clicking or by clicking 🛈 on the applicable message.
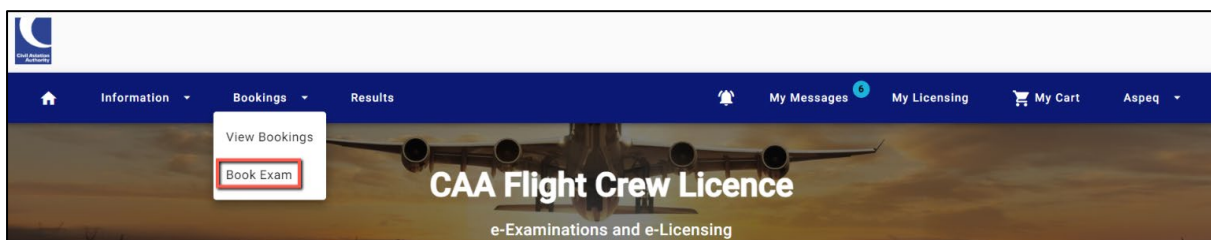
6 Booking an exam:

You will be able to book an exam once the CAA Exams Team has verified your exam history and the organisation you are training with confirms your membership.

To make an exam booking, click "Bookings" at the top of the page when logged in. The page below will then appear.

Click "Book Exam" from the dropdown box.

Click on each box to expand and view the dropdown selection and select the applicable examination.

Click "Next" to continue.

Book Exam

① Select Exam ── ② Select Venue ── ③ Select Session ── ④ Declaration ── ⑤ Confirm Booking

Find and select the Professional examination you wish to sit (you must select a Professional examination). For Private Pilot Licence examination bookings please contact your training organisation.

Specialisation*
UK Part-FCL (Flight Crew Licence)

Licence*
CPL(A)

Exam*
040 Human Performance UKQB2020

Exam Code	40AC-20
Exam Name	040 Human Performance UKQB2020
Duration	60 minute(s)

This is a Professional Flight Crew Examination delivered using the syllabi aligned to UKQB2020. If you are uncertain which syllabus was used for your theoretical knowledge training, contact your Approved Training Organisation for clarification.

Next

Select the venue for your examination sitting by clicking on each box to expand and view the dropdown selection. Click "Next" to continue.

Book Exam

✓ Select Exam ── ② Select Venue ── ③ Select Session ── ④ Declaration ── ⑤ Confirm Booking

Select the venue for sitting your examination. Available venues nearby this venue can be selected in the next step.

Country*
United Kingdom

Region*
West Sussex

Venue*
Gatwick, CAA Aviation House

Location

Beehive Ring Road
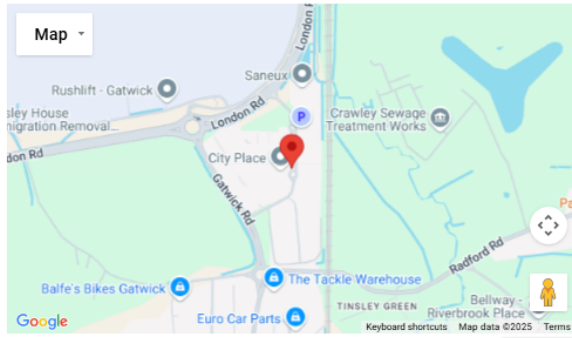Crawley
RH6 0YR Gatwick
West Sussex
United Kingdom

Open Hours

1:00 AM - 5:15 PM (UTC) Dublin, Edinburgh, Lisbon, London
Monday, Tuesday, Wednesday, Thursday, Friday

Additional Details

This messages appears on the Booking Confirmation Report by Venue

Back

Next

A calendar will then appear showing the available sessions for the selected exam and venue.

You can book a session by clicking one of the times shown and then clicking "Confirm", which will appear once a session has been selected.

You will need to agree to the Declaration section before you can continue with your exam booking.

To proceed with payment, click "Add to Cart".

You will then have 15 minutes to complete your order, during which time other products and services can be added to the shopping cart. To add other products and services, click on "Continue Shopping". At any time, you can view the contents of your shopping cart and finalise the order by clicking on "View Cart".

To manually clear the shopping cart, click "View Cart" and then click "Remove" on the item you wish to remove.


You can also click on "My Cart" at the top of the page to finalise or edit your purchases.

You can extend the time limit if you wish to do so. This will restart the timer for another 15 minutes.
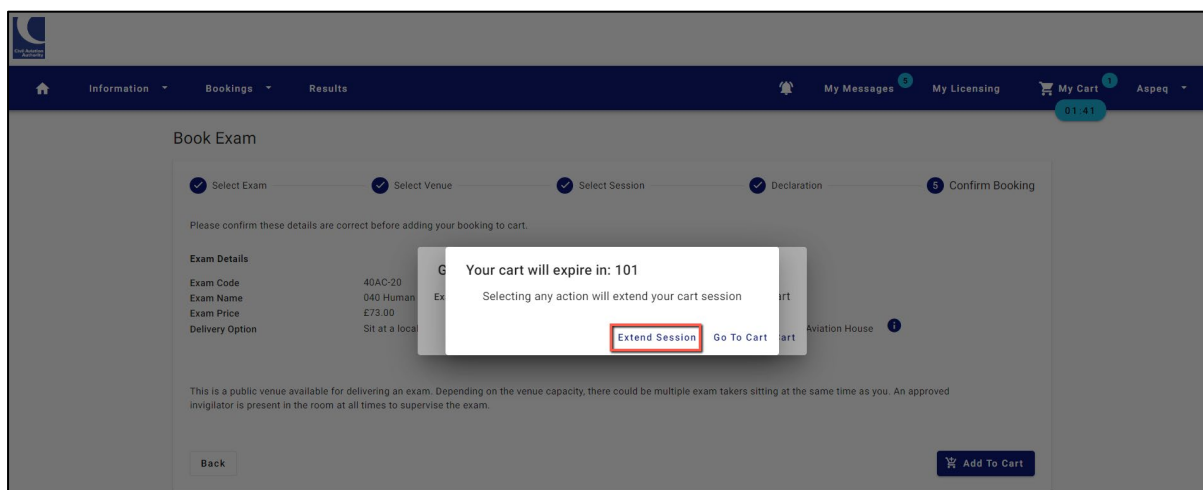
Abandoned orders (such as where you exit before completing your purchase) will be cleared after the time limit. If your time limit is exceeded, the system will clear the cart and allow you to start again.
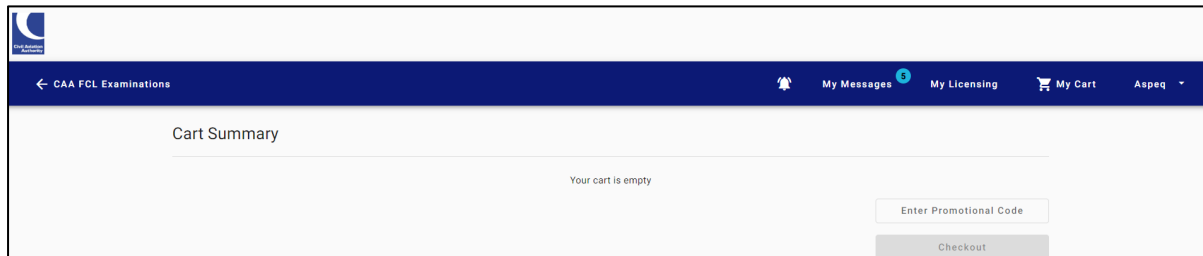
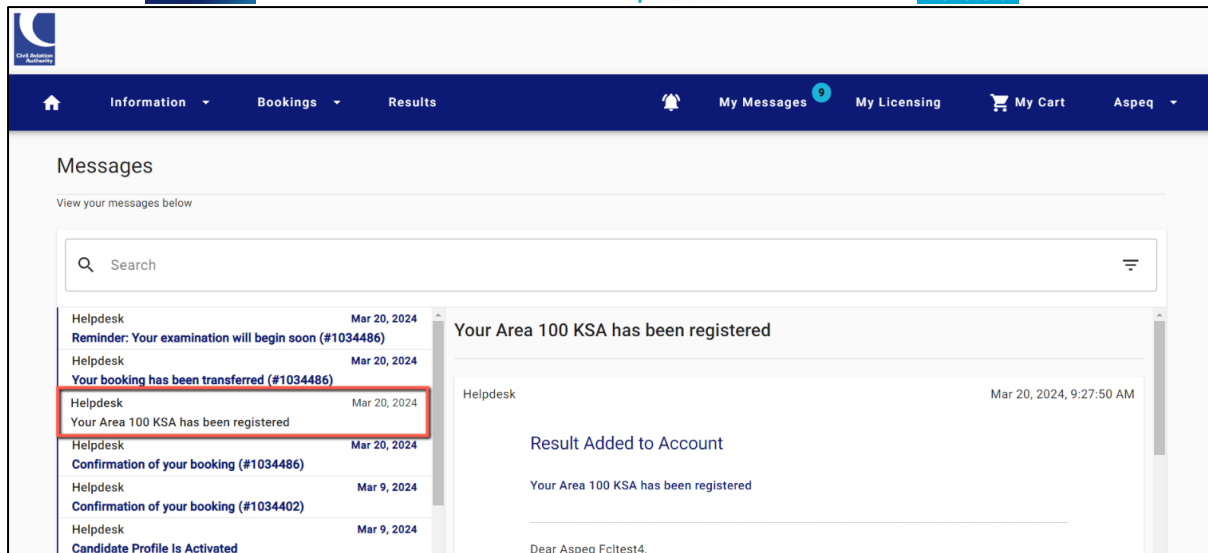## KSA100 Requirement for Exam Booking:

You will need to have the KSA100 assessment completion uploaded to your account before you can book your final exam.

Your training organisation will upload your KSA100 assessment documentation. You will receive a notification once the assessment has been uploaded to your e-Exams account.

To view the message, go to "My Messages" at the top of the page when logged in.

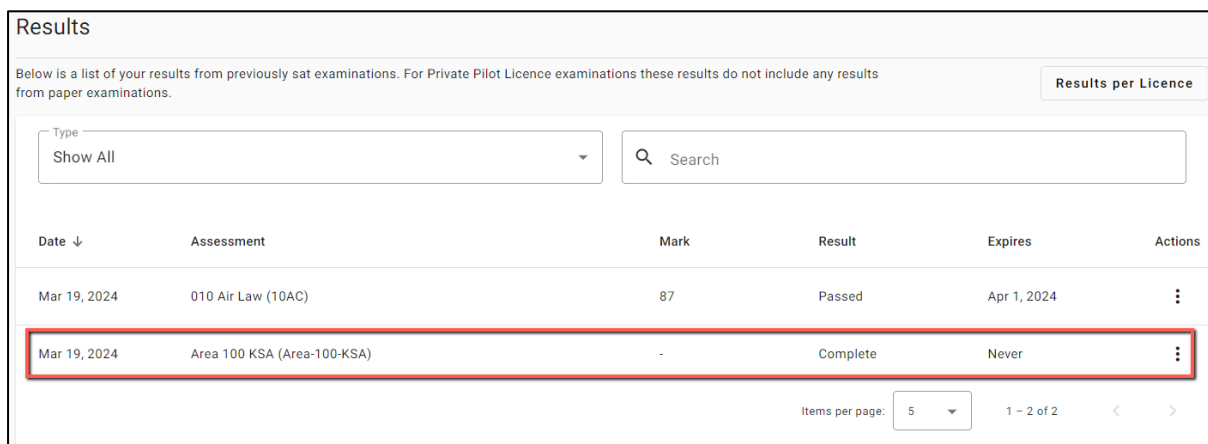You will see that your KSA 100 has been registered.

6.1 Viewing KSA100 Documentation:

You can view your KSA100 assessment upload by clicking "Results" at the top of the page when logged in.

You will see your KSA100 information on the page.

7 Printing Booking Confirmation:

You will be prompted to download the booking confirmation upon completion of payment during the booking process.

Your Order was Completed Successfully

A confirmation email has been sent to your mailbox (if you have an email address configured). A copy of this message is also available to view in your user messages.

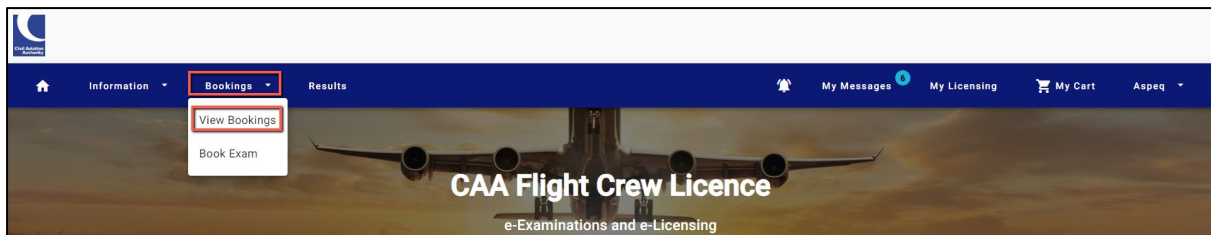Identity document will be checked at the time of your exam and must be valid.

⬇ Download Order Summary   ⬇ Download Booking Confirmations   ⬇ Download Invoice(s)   ▶ View Order

You can also download and print the booking confirmation at a later date. To do this, click on "Bookings" and then "View Bookings". You need to be logged into CAA Exams online booking site to do this.
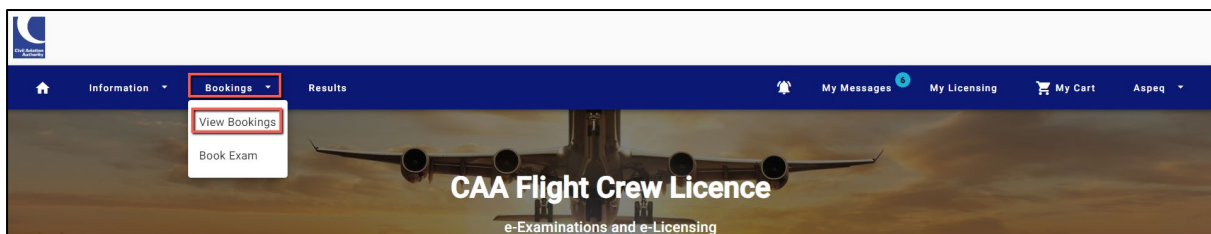

Click on the three dots next to the applicable booking and click on "Download Booking Confirmation".
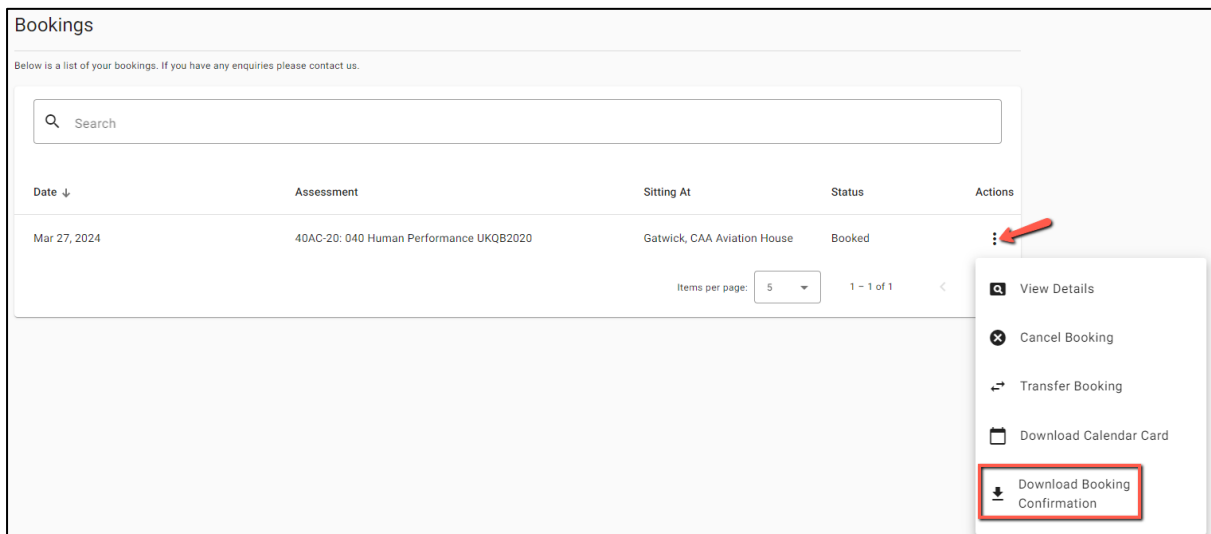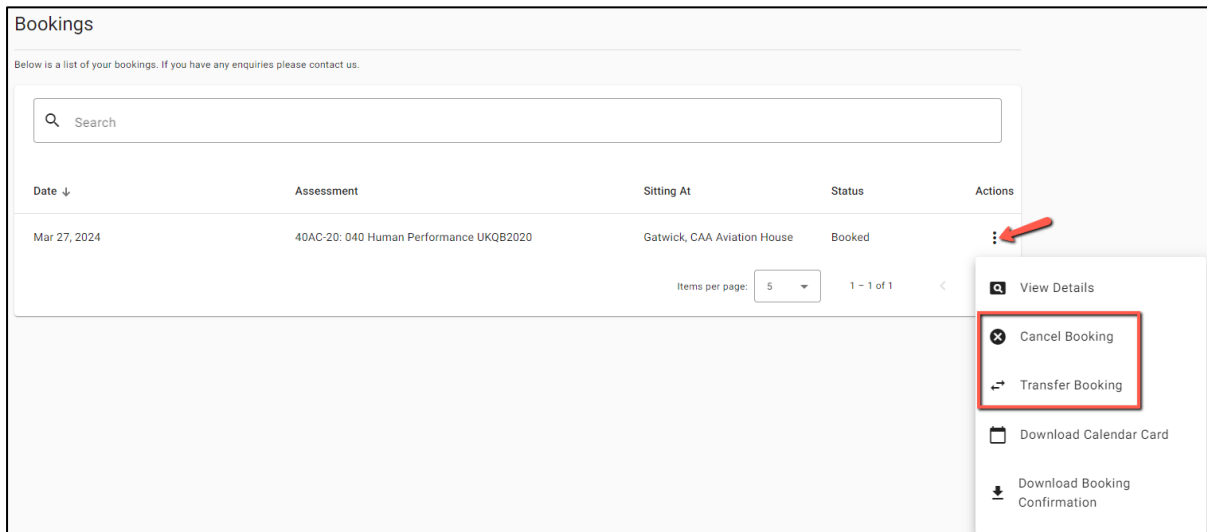

8 Transferring or cancelling your exam:

You are able to transfer or cancel an existing booking by clicking "Bookings" at the top of the page when logged in, and then clicking "View Bookings".

To transfer your booking (changing the date, time or venue of your exam), click on the three dots next to the applicable booking, and click "Transfer Booking".

If neither icon appears, then you are not permitted to transfer or cancel the corresponding booking.

If transferring or cancelling your booking, you will be led through the booking and order confirmation process as when booking an exam.

Note: Charges may incur for cancellations or transfers, these are displayed on the booking screen.

9 Accessing and Printing Results:

To access your results, click on "Results" at the top of the page when logged in.

Then click on the three dots next to the applicable result and click "Download Transcript" if you wish to print the result. Alternatively, you can click on "View Details" to view the result transcript.

You can also print your result from the result notification email by clicking on the "download your result slip" link in the email.

Note: Each result notification will provide a report of the candidate's knowledge deficiency; this report is generated by matching questions failed by the candidate to the published learning objectives from the syllabus. Candidates whose score is less than 50% will not receive a knowledge deficiency report.

10 Review Request:

A review of an assessment or a test involves an evaluation by a CAA Subject Matter Expert of questions or aspects of the assessment highlighted by the candidate as unsatisfactory. A candidate can select a review through their personal account in the candidate portal, this is a paid service.

The target time for completing a review is 10 working days.

This review shall check:

- Relevance to appropriate subject matter.

- Technical correctness of the question stem, and answer, and suitability of other options.

- The language used, including grammar, syntax, level and style.

- Instructions to candidates and any other points which the candidate may have raised.

Candidates who have received a mark greater than 50% in an assessment or have not achieved the desired level of competency in a test may request a review. The request and fee must be received by CAA within 10 clear working days of the examination.

Candidates who have submitted a request for a review are strongly advised against resitting or rebooking the examination until the outcome of the review has been communicated. Should candidates choose to proceed with the examination while their review is still under consideration, please be aware that if

the initial result is subsequently upgraded to a pass, the second result will be voided and no refund will be issued.

Candidates will be advised via email of the outcome, and any changes to examination marks will be reflected on the results page in the normal way. Any review that changes the result from a Fail to a Pass for the candidate, will have the review fee refunded in full.

The assessments and tests are not available for release to the candidate, as they are Intellectual Property of EASA and the CAAUK. Answer sheets, markings and any recordings also will be withheld.

10.1 Requesting a Review:

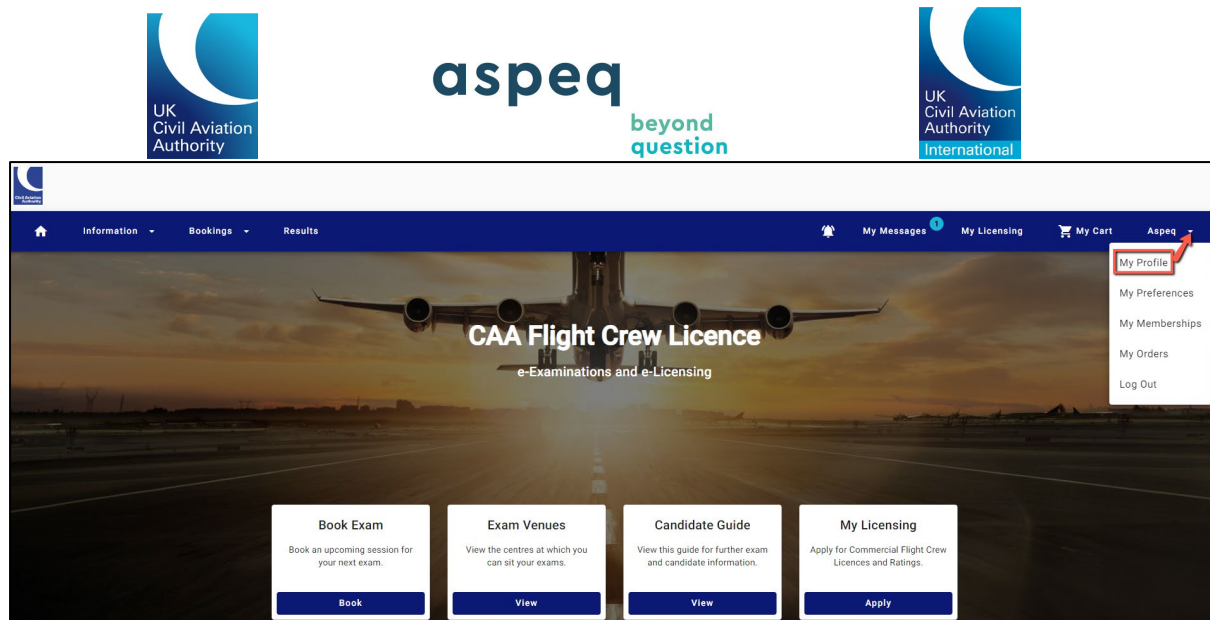To apply for a review, click on "Results" at the top of the page when logged in.

Click on the three dots next to the applicable result and click "Request Review". If you do not see the "Request Review" option, you are unable to have the exam reviewed.
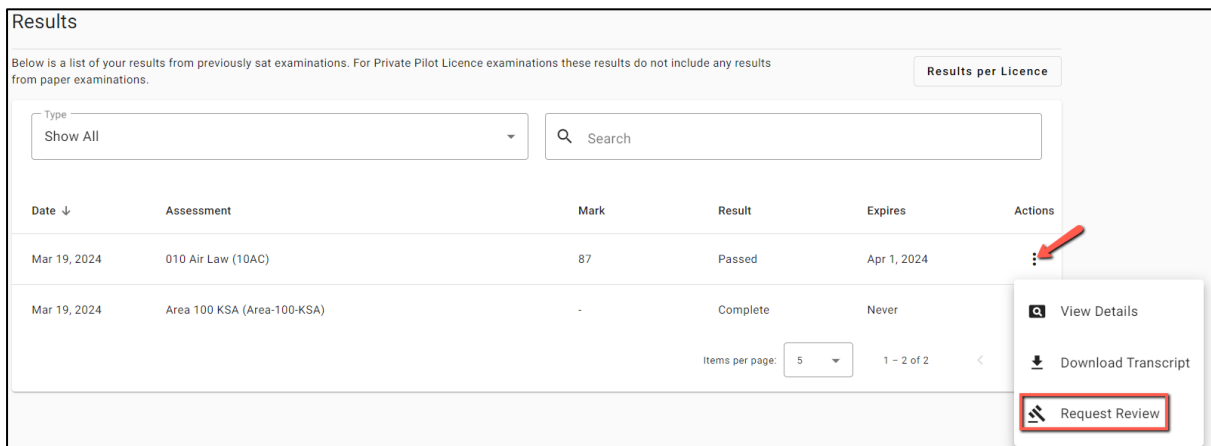
11 Paying in Money/Crediting an Account:

You can credit your account at any time. The credit can be used to pay for any bookings you make.

To credit your account, click "My Profile" at the top of the page when logged in.

Expand the arrow next to "Account Balance" and click on "Add Credit".

Enter the payment details and click "Credit Account" to proceed.
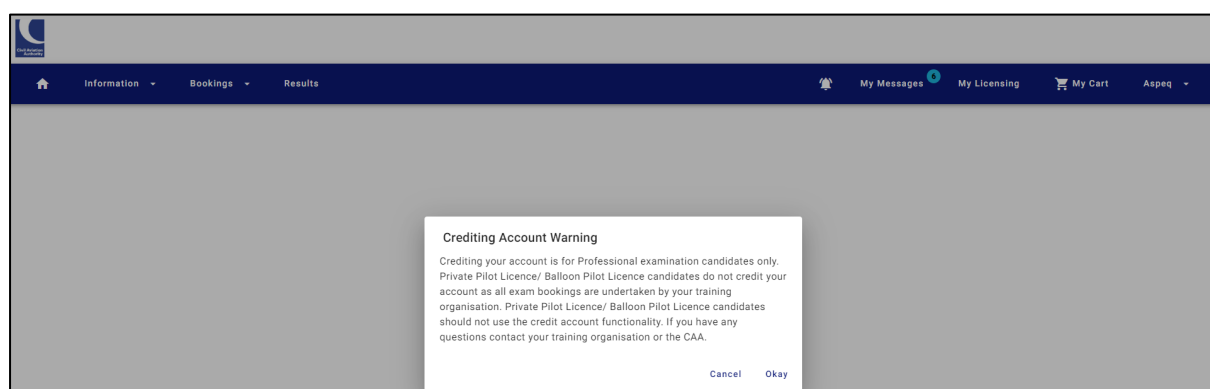
Click "Okay" to continue.

When booking an exam, you will need to select "Account Credit" as your method of payment. If your account does not have enough credit to pay for a booking, you will be prompted to pay the balance via credit card.
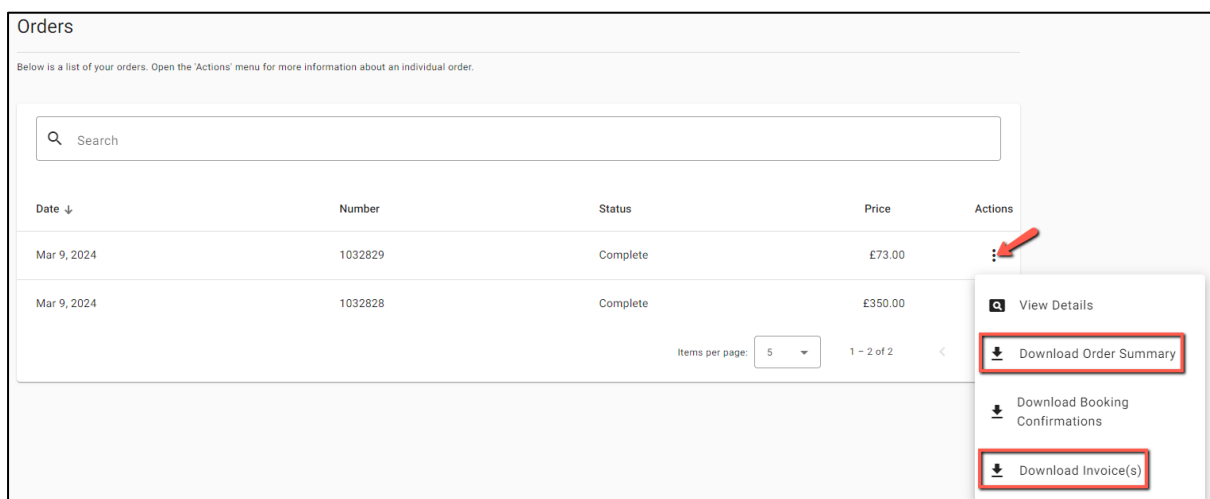
12 Retrieving an Invoice or Order Summary:

You can retrieve an invoice or order summary by clicking your name at the top of the page when logged in, and then clicking "My Orders".

Click on the three dots next to the applicable transaction.

- To print your tax invoice, click "Download Invoice".

- To print your order summary, click "Download Order Summary".

The details of a transaction can be viewed by clicking the three dots and clicking on "View Details" on the applicable row.

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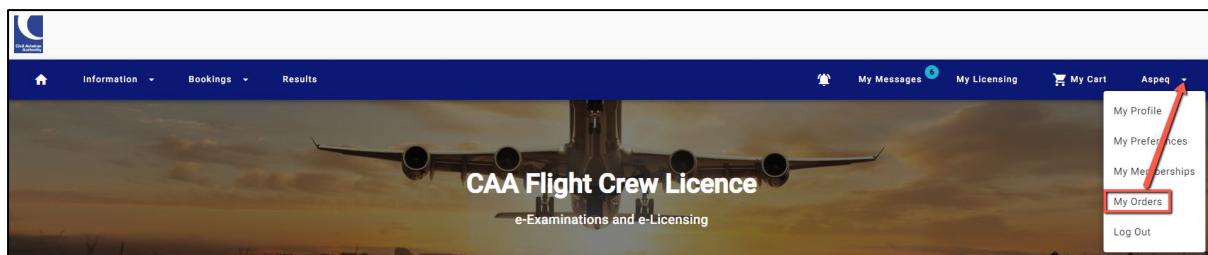
13 Retrieving a Receipt:

To access your receipts, click on "My Orders" at the top of the page when logged in.

Click the three dots and then click on "View Details" on the applicable row.

In the *Payment Details* section, click on the three dots and click on "Download Receipt" to download your receipt.
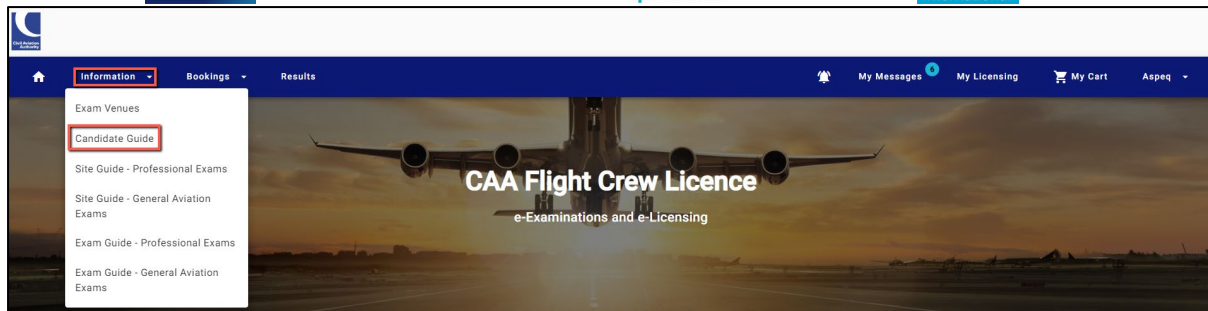
14 Further information:

Additional information on procedures and regulations is available by clicking the "View" button of the Candidate Guide section.

Alternatively, you can also access the Candidate Guide section from the "Information" dropdown options.

If you have any remaining questions or concerns, please contact our office:

Civil Aviation Authority UK
Aviation House
Gatwick Airport South
West Sussex
RH6 0YR

Telephone Number: 0330 022 1909 (Monday to Friday 8:30am to 4:30pm)

Email: FCL-EExams@caa.co.uk