

GA e-Exams Candidate Tasman Guide

CAP1903A

A large, abstract graphic composed of overlapping blue and purple shapes, primarily a large circle with a square cutout, occupying the bottom two-thirds of the page.

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Civil Aviation Authority
Aviation House
Beehive Ring Road
Crawley
West Sussex
RH6 0YR

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Enquiries regarding the content of this publication should be addressed to: PPLExams@caa.co.uk

Contents

Contents	3
UKCAA GA e-Exams Candidate Guide	4
Account registration:	4
Booking an exam:	5
Cancelling your exam:	5
Accessing and Printing Results:	5
Requesting a review:	6
Checking messages:	7
Viewing account details:	7
Managing memberships:	8
Further information:	9

UKCAA GA e-Exams Candidate Guide

Account registration:

Before registering for e-Exams, you must have first registered for the CAA portal and selected the correct service. Guidance for portal registration can be found on the CAA website.

The screenshot shows the 'Account Registration' page on the UKCAA GA e-Exams portal. The page is titled 'Account Registration' and includes a navigation menu with 'Home', 'Bookings', 'My Account', 'My Messages', and 'Candidate Information'. The main content area is divided into three sections: 'Account Details', 'Organisation', and 'Identity Information'. The 'Account Details' section contains fields for Title, Given Names, Family Name, and E-Mail Address. The 'Organisation' section has a dropdown menu for selecting a training organisation, with 'AFA (Aerosim Flight Academy)' selected. The 'Identity Information' section has radio buttons for 'Drivers Licence', 'National Identity Card', and 'Passport', with 'Passport' selected. Below the radio buttons are fields for Number, Given Names, Family Name, Nationality, Country of Issue (with a dropdown menu), Date of Issue, and Expiry Date. A note at the bottom of the form states: '* Note: To change these details, please do so in the CAA UK portal website and the details will be updated the next time you log in.' A 'Register' button is located at the bottom right of the form.

If this is your first time accessing the e-Exams and e-Licensing system, you will be asked to specify your Training Organisation and Identity information. If you are a Part-66L licence candidate you must still select your training organisation and not choose a self-study option.

To select your Training Organisation begin typing the Training Organisation's name or reference number. As you type the Training Organisation that match the stored record, the details associated to that Training Organisation will be selected and provided onscreen. Select the Training Organisation you are training with.

Enter your Identity information in the Identity Information section. Only the following identifications are acceptable:

- Drivers Licence;
- Passport;
- Identity Card (EC/EEA/National Identity Card).

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

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-EEExams@caa.co.uk.

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.

Booking an exam:

You are not able to book a GA exam via your account in the candidate portal. All bookings will be undertaken by your Training Organisation. To make a booking please contact your Training Organisation.

Note: Bookings for GA exams are able to be sat for 90 days from the date of booking. Once a booking has been made please arrange a suitable time with your Training Organisation to sit the exam.

Cancelling your exam:

To cancel your exam please contact your Training Organisation.

Accessing and Printing Results:

You can access and print your results by clicking [My Account](#) and then clicking [My Results](#).

The screenshot displays the 'My Account' page of the Civil Aviation Authority (CAA) Customer Portal. The page is divided into several sections:

- Header:** 'Civil Aviation Authority' logo and navigation links: Home, Bookings, My Account (selected), My Messages, Candidate Information, Log Off.
- Left Sidebar:**
 - Good Morning, Mr PPL ExamsTest1
 - My Account** (selected)
 - My Profile: Manage your personal details
 - My Orders: Order Summaries and Invoicing
 - My Bookings: Examinations you have booked
 - My Results: Transcripts for exams sat
 - My Memberships: Your organisation relationships
 - Transaction History: Financial and event activity
 - Your cart is empty.
- Main Content Area:**
 - My Details:**
 - Customer Number: 123456A
 - Username: 123456A
 - Name: PPL ExamsTest1
 - DoB: 01 January 1970
 - Addresses:**

Below is the addresses we have on record for you. To update your address please go to the CAA Customer Portal (<https://portal.caa.co.uk>).

Type	Street Addresses	Postal Code	City	Country	Actions
Postal	1	x	x	United Kingdom	
Billing	1	x	x	United Kingdom	

[Show All](#)
 - Contact Channels:**

Civil Aviation Authority

Home Bookings **My Account** My Messages Candidate Information Log Off

Good Morning, Mr PPL ExamsTest1

My Account

My Profile
Manage your personal details

My Orders
Order Summaries and Invoicing

My Bookings
Examinations you have booked

My Results
Transcripts for exams sat

My Memberships
Your organisation relationships

Transaction History
Financial and event activity

Your cart is empty.

My Results

Below is a list of your results from previously sat examinations. For Private Pilot Licence examinations these results do not include any results from paper examinations. Click on the next to any result for more details. If you have any enquiries related to your result(s) then please [contact us](#).

Description	Mark	Awarded ↓	Expires	
010 Air Law (PPL010A)	0, Failed	30 Jan 2020	30 Jul 2021	
090 Communications (H) (PPL090H)	33, Failed	30 Jan 2020	30 Jul 2021	

Requesting a review:

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 within 14 calendar days of receiving the result. This is a paid service and the target time for completing a review once raised is 15 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.

Candidates who have applied for a review are advised not to re-sit or rebook the examination until the review outcome has been issued. Candidates who choose to go ahead with the exam while the review is still being processed must be aware that the last result obtained is the measure of competence and that result will be recorded as the official result. This means that if the review results in a Pass and the exam resit is a Fail, the Fail result stands.

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 or training organisation, as they are Intellectual Property of the CAAUK. Answer sheets, markings and any recordings also will be withheld.

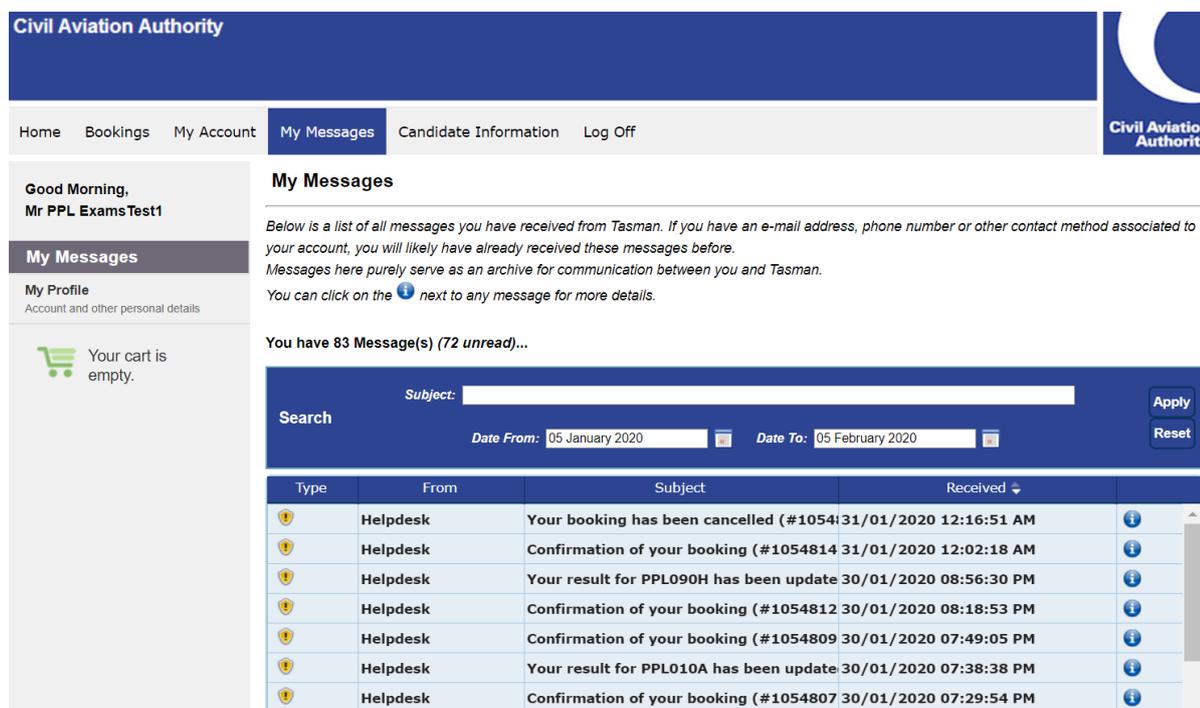
To apply for a review click [My Account](#) then [My Results](#)

Transcripts for exams sat

Click on the Blue Flag icon  to the right of the result to start the review process or alternatively click the  to the right of the result then [Request Review](#). To confirm and pay for the review click on [Add to Cart](#) and follow the Cart process.

Checking messages:

Messages are automatically sent to notify you of any significant activity regarding your account and bookings. These messages are available in your e-Exams Portal and they are also sent to your nominated e-mail address. You are able to 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.



Civil Aviation Authority

Home Bookings My Account **My Messages** Candidate Information Log Off

Good Morning,
Mr PPL Exams Test1

My Messages

My Profile
Account and other personal details

Your cart is empty.

My Messages

Below is a list of all messages you have received from Tasman. If you have an e-mail address, phone number or other contact method associated to your account, you will likely have already received these messages before. Messages here purely serve as an archive for communication between you and Tasman. You can click on the  next to any message for more details.

You have 83 Message(s) (72 unread)...

Search

Date From: 05 January 2020 Date To: 05 February 2020 [Apply](#) [Reset](#)

Type	From	Subject	Received
	Helpdesk	Your booking has been cancelled (#105431)	31/01/2020 12:16:51 AM
	Helpdesk	Confirmation of your booking (#1054814)	31/01/2020 12:02:18 AM
	Helpdesk	Your result for PPL090H has been update	30/01/2020 08:56:30 PM
	Helpdesk	Confirmation of your booking (#1054812)	30/01/2020 08:18:53 PM
	Helpdesk	Confirmation of your booking (#1054809)	30/01/2020 07:49:05 PM
	Helpdesk	Your result for PPL010A has been update	30/01/2020 07:38:38 PM
	Helpdesk	Confirmation of your booking (#1054807)	30/01/2020 07:29:54 PM

Unread messages will appear in **bold**. Messages can be read either by double clicking or by clicking  on the applicable message.

Viewing account details:

You can view your account details by clicking [My Account](#) at the top of the page when logged in.

You are 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 and mobile phone number as these will be our primary means of contact.

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-EEExams@caa.co.uk.

Civil Aviation Authority

Home Bookings **My Account** My Messages Candidate Information Log Off

Good Morning,
Mr PPL ExamsTest1

My Account

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My Results
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My Memberships
Your organisation relationships

Transaction History
Financial and event activity

Your cart is empty.

My Details

Customer Number: 123456A
Username: 123456A
Name: PPL ExamsTest1
DoB: 01 January 1970

Addresses

Below is the addresses we have on record for you.
To update your address please go to the CAA Customer Portal (<https://portal.caa.co.uk>).

Type	Street Addresses	Postal Code	City	Country	Actions
Postal	1	x	x	United Kingdom	
Billing	1	x	x	United Kingdom	

Show All

Contact Channels

Managing memberships:

Tasman will enable the management of memberships between candidates and Training Organisations. For GA exams your Training Organisation will make bookings on your behalf. Your approved Training Organisation will also be able to view your results.

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

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.

You are able to manage your memberships by clicking **My Account** at the top of the page when logged in, and then clicking **My Memberships** on the left of the page. You will then be able to view your memberships as below.

Civil Aviation Authority

[Home](#) [Bookings](#) [My Account](#) [My Messages](#) [Candidate Information](#) [Log Off](#)

Good Morning,
Mr PPL Exams Test1

My Account

My Profile
Manage your personal details

My Orders
Order Summaries and Invoicing

My Bookings
Examinations you have booked

My Results
Transcripts for exams sat

My Memberships
Your organisation relationships

Transaction History
Financial and event activity

Your cart is empty.

My Memberships

Memberships represent your relationship between you and your training organisation. Becoming a member of an organisation brings added benefits such as being able to book into the organisation's private examination sessions and also allowing your organisation to book examinations on your behalf. Please note that your organisation will have access to your records such as exam results, address and contact details. However, these details cannot be edited by them.

Below is a list of your requested memberships. Click on the next to any membership for more details.

Organisation	State	Valid	
PPL Training Organisation <i>Private Pilot Licence Training Organisation (GBR.DTO.0222)</i>	Approved	20 December 2019 - 19 December 2021	
PPL Training Organisation <i>Private Pilot Licence Training Organisation (GBR.DTO.0222)</i>	Cancelled	20 December 2019 - 20 December 2019	
PPL Training Organisation <i>Private Pilot Licence Training Organisation (GBR.DTO.0222)</i>	Cancelled	20 December 2019 - 20 December 2019	
PPL Training Organisation <i>Private Pilot Licence Training Organisation (GBR.DTO.0222)</i>	Cancelled	20 December 2019 - 20 December 2019	
PPL Training Organisation <i>Private Pilot Licence Training Organisation (GBR.DTO.0222)</i>	Cancelled	19 November 2019 - 20 December 2019	

New Membership:

New memberships can be requested by clicking **Request New Membership**.

Your membership was requested!

Organisation: Private Pilot Licence Training Organisation (GBR.DTO.0222) (PPL Training Organisation)

Valid: 19 November 2019 - 18 November 2021

State: Requested (requires organisation's approval)

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 membership with a Training Organisation at any one time.

Cancelling Membership:

An approved membership can be cancelled by clicking the red flag then **Continue**.

A Training Organisation can also cancel a membership. You will receive a notification to advise you if your membership with a Training Organisation has been cancelled. You will need to have an approved membership with a Training Organisation for a private pilot licence exam booking to be made.

Further information:

Additional information on our procedures and regulations is available by clicking **Candidate Information** at the top of the page.