

Manage Personnel Licences Service User Guide: Individuals



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Manage Personnel Licences Service

What is the Manage Personnel Licences Service?

The Manage Personnel Licences Service is the Civil Aviation Authority's (CAA) online system for applying for and managing personnel licences and certificates. It provides a streamlined way for individuals to complete licensing tasks without the need for paper forms.

The Manage Personnel Licences service aims to be a single solution for all personnel licensing customers, covering pilot licences, aircraft engineer licences and air traffic licences and certificates.

We will launch to each group individually as part of a multi-year project. Currently, the service is available for Radio Operator's Certificate of Competence (ROCC) holders and Examiners.

For more information visit: [Modernising Aviation Services: Licensing and Oversight | UK Civil Aviation Authority](#)

Purpose of the Service

The service is designed to make licensing more efficient, accurate, and accessible by:

- Reducing the amount of time required by customers to make a licensing application and increasing the clarity and usability of the application process
- Ensuring information is collected once and securely stored in an ongoing customer record.
- Allowing customers to view and manage their own licensing records
- Introducing automated notifications about licensing privileges, such as when a privilege is expiring soon, to support compliance
- Introducing application tracking to increase visibility and confidence in the application process

Who Can Use the Service

You can use this service as either:

- **An individual** – apply for and view your own licences and certificates, and access related records such as training and exam results.
- **An Examiner** – record exam results for other people, view an audit trail of previously submitted examination results, apply for and manage your own licences and examiner certificates.

Read our dedicated [ROCC Examiner User Guide](#) for more information

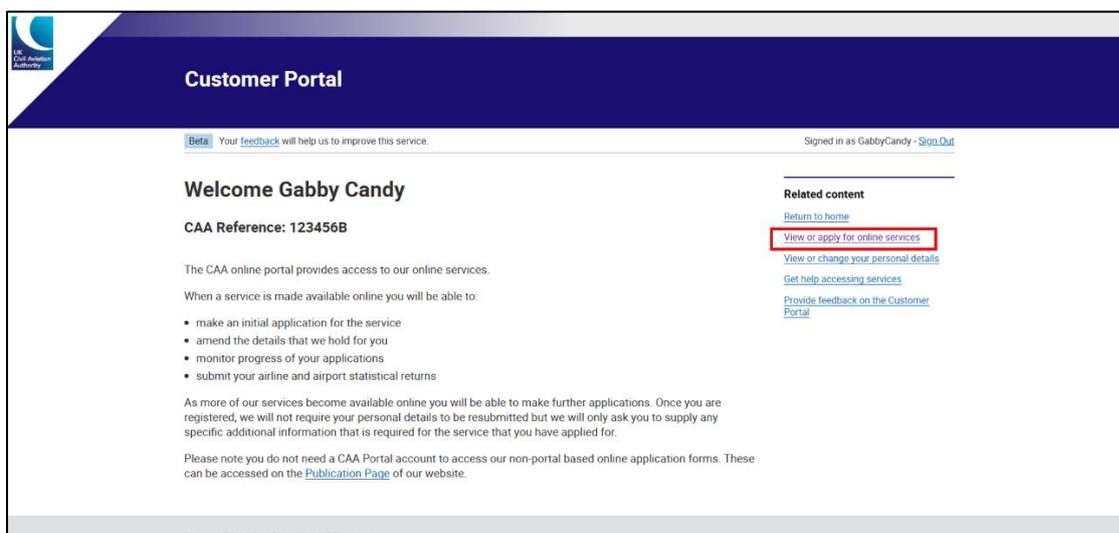
Registering for the service

You will need to create a CAA Customer Portal Account and request access to the 'Manage Personnel Licences – Individual' service before you can start using it. Please refer to our [Registration Guide CAP1902B](#) for more details.

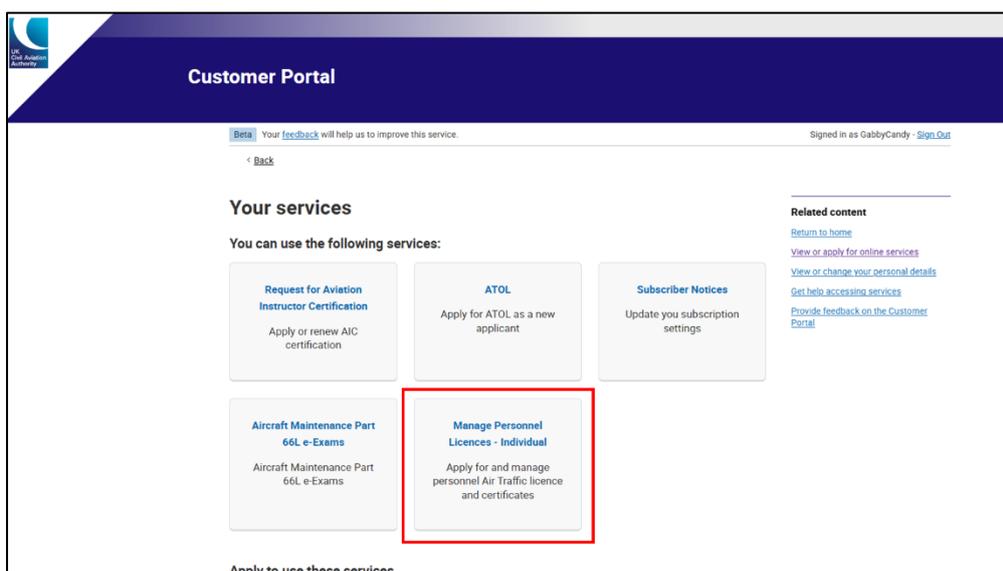
Logging In

Step 1. Log into the CAA Customer Portal: <https://portal.caa.co.uk>

Step 2. Click on the 'View or apply for online services' link



Step 3. Select the 'Manage Personnel Licences - Individual' link from your list of services.



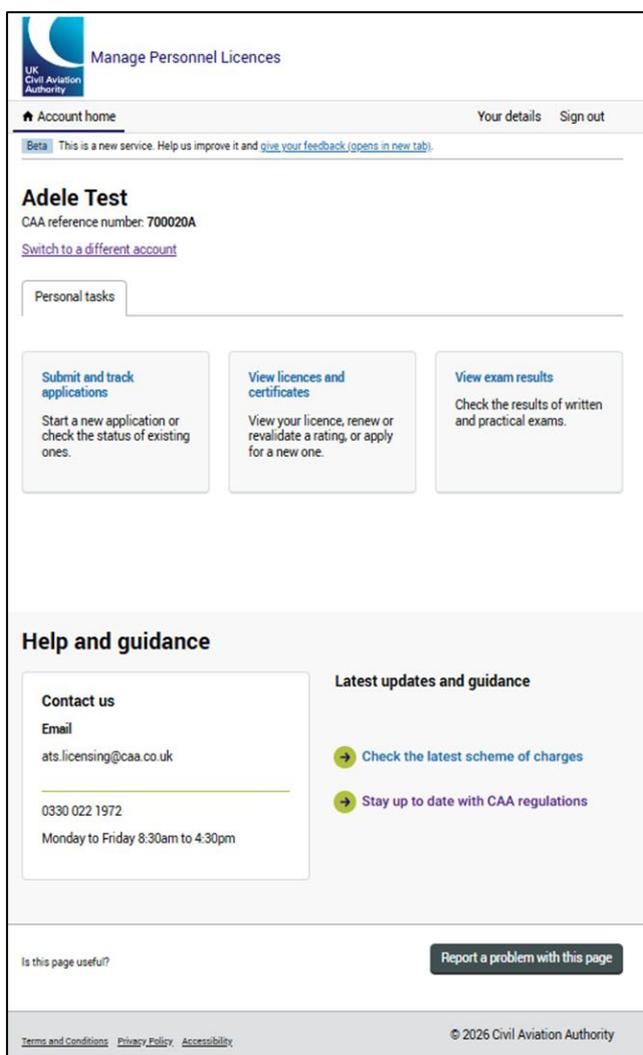
And you're in!

Navigating your account

Upon logging into your account, you will be directed to the **Account Homepage**, which is the central hub from which you can manage your individual licensing activities.

Your name and CAA reference number are displayed at the top of this page. Your CAA reference number is your unique customer reference number, and you will need it to complete exams or when contacting the CAA.

The account homepage gives you access to a variety of functions and information essential for managing your individual licences and certificates:



Submit and track applications

Use this section to:

- Start a new licensing application
- View the full details of previously submitted application(s)
- Track the status of your application(s) and any view actions required by you.

View licences and certificates

Use this section to:

- View any ROCC or ROCC Examiner Authorisations you currently hold with the CAA, including validity and expiry dates where relevant.

View exam results

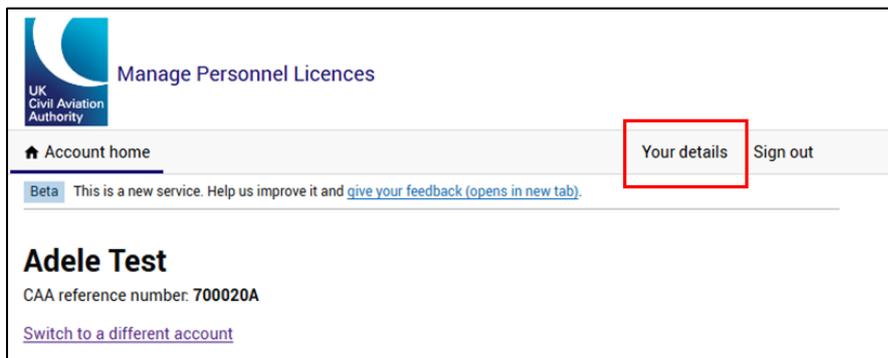
Use this section to:

- View records of any ROCC exams you have sat.
- Navigate through your exam history using search filters, allowing you to locate results based on the type of exam or the date it was completed.

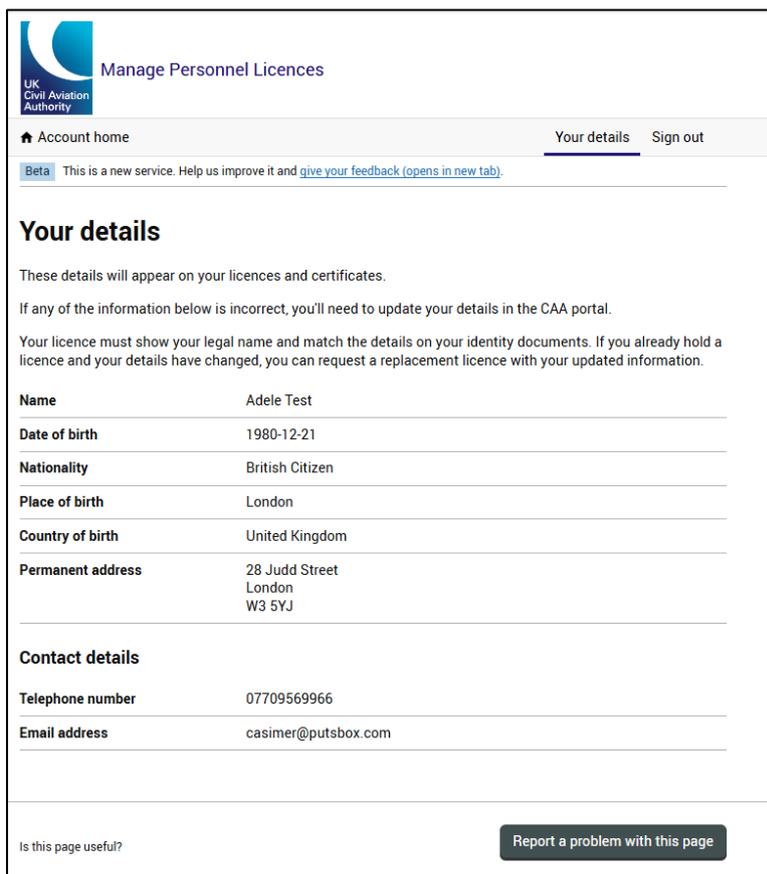
Managing Your Account

Updating your contact details

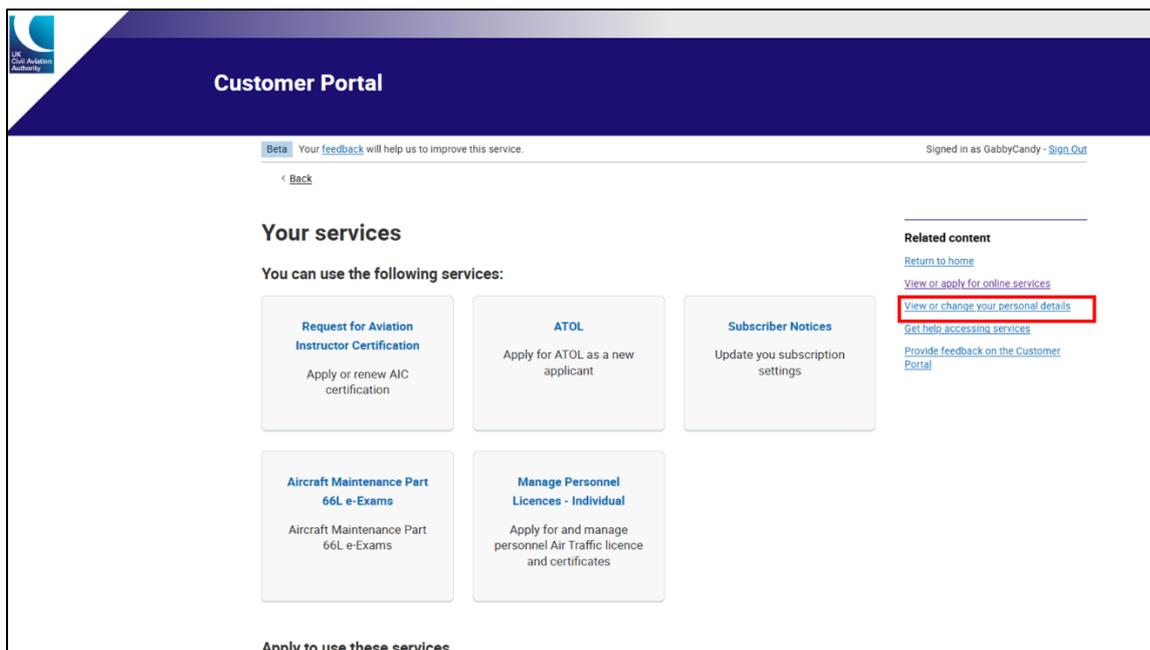
You can view your personal and contact information by selecting **'Your Details'** in the top right corner of the homepage.



This page will show data such as your name, date of birth, email address, and telephone number.



It is not possible to update your personal details from this page. Any personal or contact information must be updated in the **'View or change your personal details'** page in the CAA Customer Portal (i.e. before you log into the Manage Personnel Licences service) so that your changes are reflected across all CAA online services.



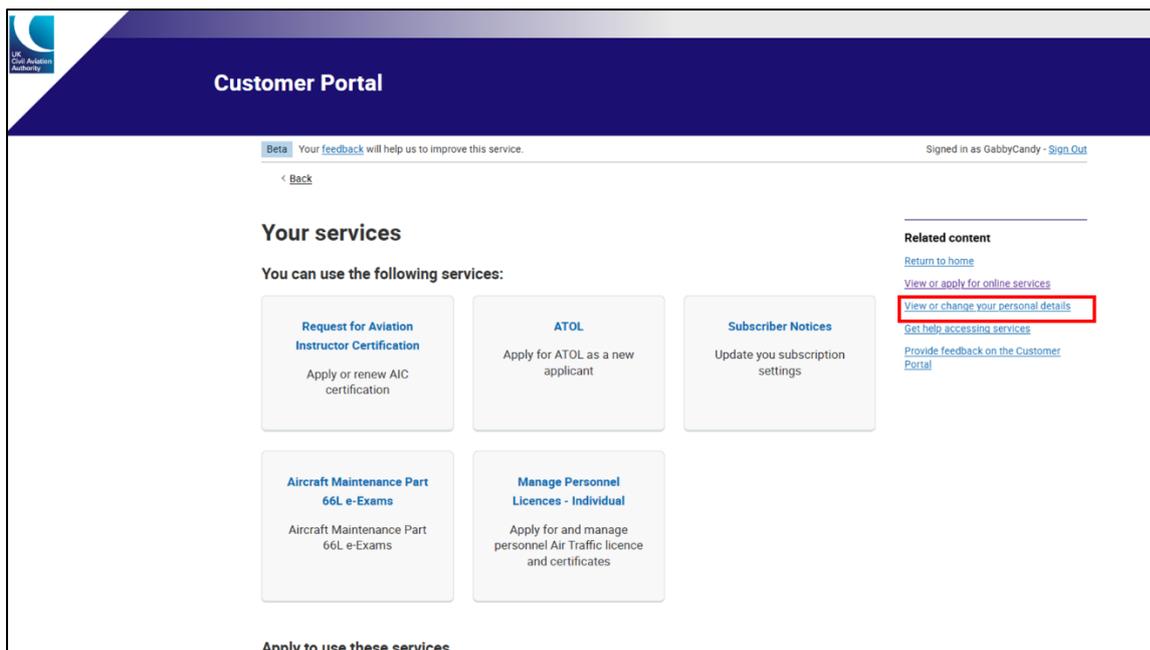
Please note: You must use your official personal details in the portal, for example your name must be your legal name as per your ID document, as this information will be used to issue any licences or certificates you may apply for.

If you use a nickname or shortened name to create your account, this will be updated by the CAA to match your ID.

Changing your Name, Nationality, or Address

If you change your name, nationality or address, you may need to apply to update your licence or certificate (if it contains these details).

Firstly, you will need to update your details in your CAA portal account. Log into the [CAA Customer Portal](#) and click on the 'View or change your personal details' link.



Update the details you want to change and click on 'Submit'.

If you are changing your name or nationality, you will need to complete an ID check. Please refer to our [ID Verification webpage](#) for detailed guidance on how to complete this process.

If your ID check is successful, your personal details will be updated in the portal and you will receive an email confirmation.

You will then need to complete and submit [application form SRG1411E](#) to have any licences or certificates reissued with your new details.

Requesting a replacement certificate

In the event of your licence or certificate being lost, damaged or stolen, you will need to request a **replacement**. This is not yet available within the Manage Personnel Licences service. Please use [Application for copy or replacement documents - licences and/or certificates \(SRG1117\)](#).

Viewing your licensing records

Viewing licences and certificates you hold

Select the **'View Licences and certificates'** tile on your account homepage, to view any ROCC certificates or ROCC examiner authorisations you hold with the UK CAA.

The screenshot shows the 'Manage Personnel Licences' page. At the top left is the UK Civil Aviation Authority logo. The page title is 'Manage Personnel Licences'. Below the title are navigation links: 'Account home', 'Your details', and 'Sign out'. A beta notice states: 'Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#).' The main heading is 'Adele Test' with a CAA reference number of '700020A' and a link to 'Switch to a different account'. Under 'Personal tasks', there are three tiles: 'Submit and track applications', 'View licences and certificates' (highlighted with a red border), and 'View exam results'. The 'View licences and certificates' tile contains the text: 'View your licence, renew or revalidate a rating, or apply for a new one.'

Click on the **'View record'** link next to a specific licence or certificate, to view information printed on that specific document.

The screenshot shows the 'Licences and certificates' page. It features a table with the following data:

Licence or certificate type	Number	Status	Actions
Radio Operators Certificate of Competence	GBR-ROCC-AGCS-222222L	Valid	View record
Radio Operators Certificate of Competence	GBR-ROCC-OCS-222222L	Valid	View record

The 'View record' link for the first entry is highlighted with a red border. At the bottom of the page, there are links for 'Terms and Conditions', 'Privacy Policy', and 'Accessibility', and a copyright notice: '© 2026 Civil Aviation Authority'.

A page showing your certificate details will load. Here you can see all the key information related to this specific document, including the certificate number, date of issue, validity status and expiry date where relevant.



Manage Personnel Licences

[Account home](#) [Your details](#) [Sign out](#)

Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#).

[< Back](#)

View certificate details

ROCC: Radio Operators Certificate of Competence (AGCS)

[Make an application](#)

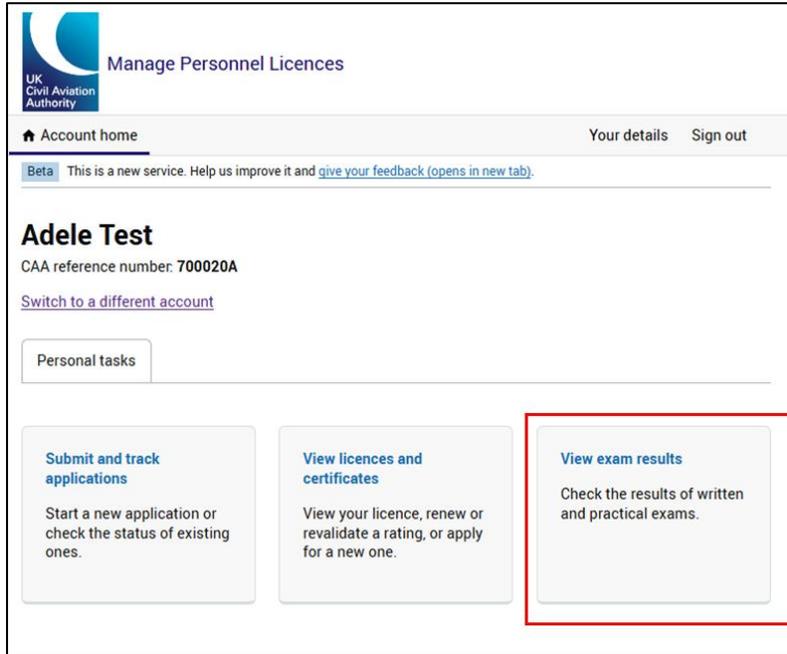
Name of holder	Adele Test
Certificate number	GBR-ROCC-AGCS-700020A
Date of birth	21 December 1980
Date of issue	1 January 2025
State that issued the certificate	United Kingdom
Status	Valid

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Viewing exam results

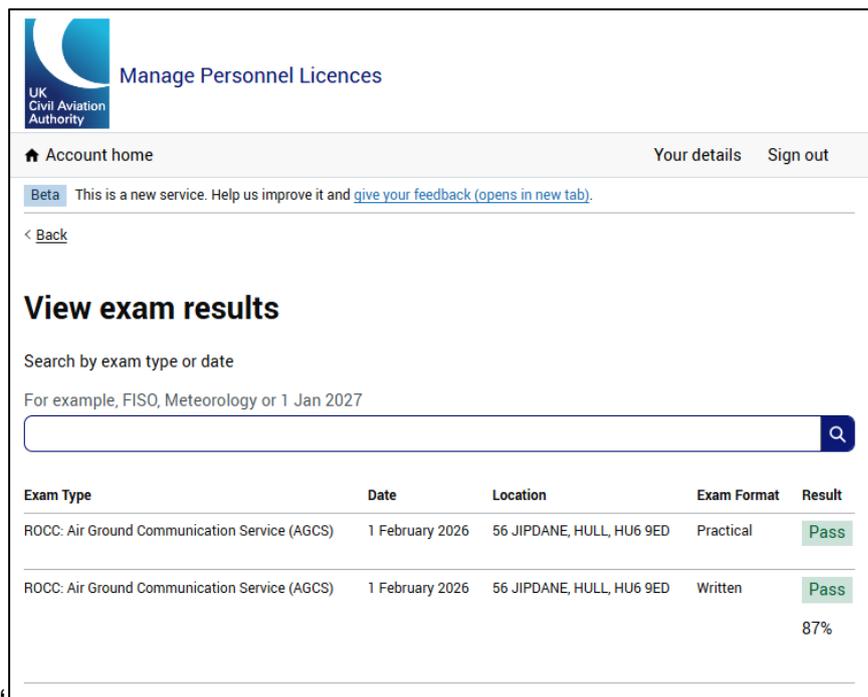
Click on the **'View exam results'** tile on your account homepage to access your ROCC exam records.



ROCC exam results are logged by the ROCC examiner.

Please note: Access to these records is view-only and records cannot be edited by you. If any details are incorrect, you should contact your examiner directly.

On the 'View exam results' page, you will be able to see any exam results that have been logged for you.



To filter your records, type details into the search bar and press enter. You can filter by exam type, exam format, location, or date.

Assessor and Examiner tasks

ROCC Examiners will have a separate tab on their account homepage for '**Assessor and examiner tasks**'. This tab displays tasks related to the examination of other individuals. The specific tiles shown in this section will depend on the Examiners assigned licences and privileges.

ROCC Examiners should refer to the [ROCC Examiner User Guide](#) for detailed instructions on completing Examiner tasks.

Managing your applications

Submitting an application

To make a licensing application, click on the **'Submit and track applications'** tile on your homepage. Then click on the **'Make an application'** button. Select what you are applying for from the menu and follow the on-screen instructions to provide the required information.

Refer to the subsequent sections of this guide for more detailed step by step guidance.

Apply for a Radio Operators Certificate of Competence

You can apply for a ROCC AGCS, CDO, OCS or PARA certificate using the service. To apply for a ROCC FDD please use application form [SRG1413A](#).

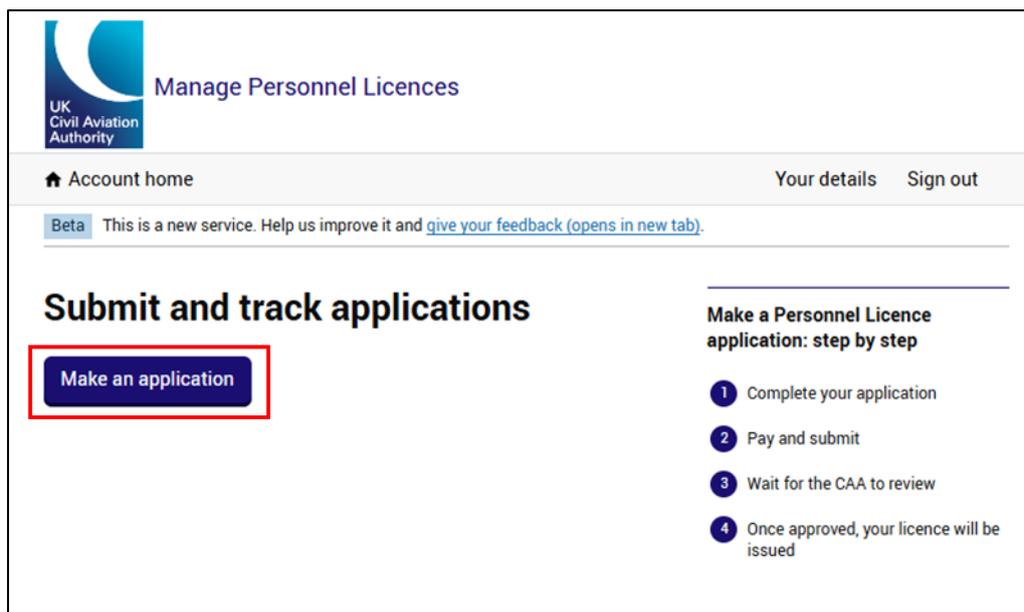
To make an application for a Radio Operators Certificate of Competence (ROCC), you must have passed the written and practical exam (unless you have an exemption), and your examiner must have logged the exam result in the Manage Personnel Licences services.

Step 1: It is worth checking if your exam results have been recorded before attempting to make a licensing application. You can do this by clicking on the **'View exam results'** tile on your account homepage.

Step 2: When you're ready to make your application, click on the **'Submit and track applications'** tile on your homepage.

The screenshot displays the 'Manage Personnel Licences' interface. At the top left is the UK Civil Aviation Authority logo. The main header includes 'Account home', 'Your details', and 'Sign out'. A beta notice is present: 'Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#)'. The user's name 'Adele Test' and CAA reference number '700020A' are shown, along with a link to 'Switch to a different account'. Below this is a 'Personal tasks' section. Three main action tiles are visible: 'Submit and track applications' (highlighted with a red box), 'View licences and certificates', and 'View exam results'. Each tile contains a brief description of its function.

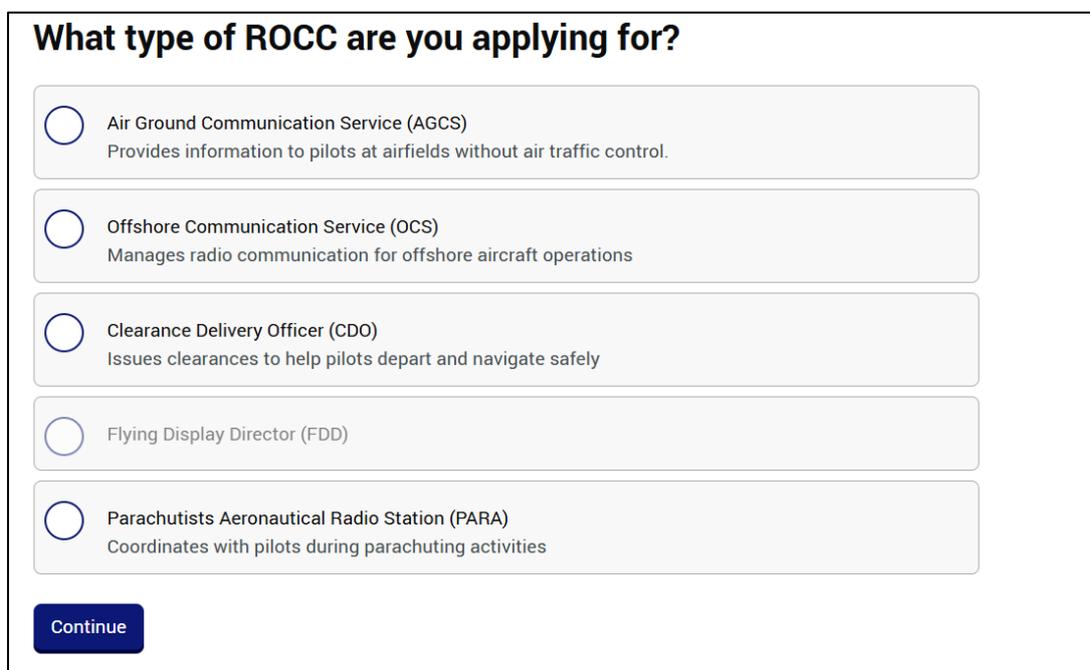
Step 3: Click on the ‘**Make an application**’ button.



Step 4: Select ‘**Apply for something new**’ and click ‘**Continue**’.

Step 5: Select ‘**Radio Operator’s Certificate of Competence (ROCC)**’ and click ‘**Continue**’.

Step 6: Select which type of ROCC you are applying for from the provided list and click ‘**Continue**’.



Step 7: Read the ‘**Before you start**’ page for key information about the application prerequisites and costs, and then click ‘**Start application**’.

Step 8: The system will automatically look for your exam results.

If a record is found, the system will present your examination results. Check the details are correct and click **'Save and continue'**. Proceed to Step 9.

The screenshot displays the 'Manage Personnel Licences' interface for the UK Civil Aviation Authority. At the top, there is a navigation bar with 'Account home', 'Your details', and 'Sign out'. Below this, a 'Beta' notice is present. The main heading is 'We found the required exam results' for a 'Radio Operator's Certificate of Competence (ROCC)'. A message states 'Your results will be added to your application.' The results are presented in a table-like format:

Exam Details	
Examiner:	Camryn Zulauf
Exam name:	Parachutists Aeronautical Radio Station (PARA)
Written Exam:	Date 1 January 2026
	Result 97% Pass
Practical Exam:	Date 1 January 2026
	Result Pass

Below the table, a note reads: 'If any of these details are incorrect, contact the examiner to update them.' At the bottom, there is a prominent blue button labeled 'Save and continue'.

If any details are incorrect, contact your examiner directly.

If no exam results have been found, a screen stating 'We couldn't find the required exam results' will be shown.

You will have the option to 'Make an application later' or 'Check if you have an exemption'.

We couldn't find the required exam results

Licence type
Radio Operator's Certificate of Competence (ROCC)
Air Ground Communications Service (AGCS)

If you have recently completed ROCC exams, your results may still be under verification by an examiner.
Once your examiner has recorded your results, we'll notify you by email.

What do you want to do next?

Make an application later

Check if you have an exemption

Save and continue

Select **'Check if you have an exemption'** and click **'Save and continue'** to check if the exemptions are applicable to you.

Exam exemptions

You don't need to take the written and practical exams if you have:

- a UK CAA Air Traffic Controller's licence with a current Unit Endorsement
- a UK CAA Flight Information Service Officer's licence with a current validation
- an ATC Certificate of Competence from HM Forces with a current unit validation

Please confirm your exemption status

I hold a UK CAA ATCO licence with current Unit Endorsement

I hold a UK CAA FISO licence with current validation

I hold an ATC Certificate of Competence with a current unit validation

None of these apply to me

Save and continue

If you select that you hold an ATCO or FISO licence, you will be directed to the main application task list and this information will be verified by the CAA when we assess your application.

If you select that you hold an ATC certificate of competence, you will be asked to enter your certificate details and upload a copy of the certificate. Then you will be directed to the main application task list to continue with the application.

Step 9: You will be taken to the main application task list. Each link in section one of the task list will take you to information you need to provide as part of the application. You will see that **'Exam details'** is marked as completed as you have just confirmed these details are correct.

The screenshot shows the 'Manage Personnel Licences' interface for a Parachutists Aeronautical Radio Station (PARA) application. The page is titled 'Radio Operators Certificate of Competence (ROCC) Parachutists Aeronautical Radio Station (PARA)'. Under the heading '1. Check your application details', there is a list of steps: 'Exam Details' (Completed), 'Confirm your details' (Not started), 'Where are you performing your ROCC duties?' (Not started), 'Provide delivery details' (Not started), and 'Add any additional notes about this application' (Optional). Under '2. Check and pay', there is a link 'Check your answers, pay and submit your application' with a note 'You must complete section 1'. At the bottom, there is a feedback section 'Is this page useful?' and a 'Report a problem with this page' button. The footer contains 'Terms and Conditions', 'Privacy Policy', 'Accessibility', and '© 2026 Civil Aviation Authority'.

Step 10: Click on the **'Confirm your details'** link. This page summarises your personal details and key contact information from your portal account. If all the details are correct, click on **'Save and continue'**.

If any of your details have changed, follow the **'View and amend your details page'** link to update your details in your CAA portal account. It is of utmost importance that we issue your certificate with the correct details.

UK Civil Aviation Authority Manage Personnel Licences

Account home Your details Sign out

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< Back

Check your personal details
Confirm your details

These are the details we have for you.

If any of your personal details are out of date, you can update them from the [view and amend your details page](#) in your CAA Portal account.

Name	Diana Tester
Date of birth	12 May 1999
CAA reference	130226Z
Nationality	British Citizen
Place of birth	Bath
Country of birth	
Permanent address	23 The Parade Brighton B4 5TY

Contact details

Telephone number	0786536996
Email address	kurtis_hilll@putsbox.com

Save and continue

Step 11: You will be directed back to the task list and the ‘**Confirm your details**’ task will now show as completed.

UK Civil Aviation Authority Manage Personnel Licences

Account home Your details Sign out

Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#).

< Back

Radio Operators Certificate of Competence (ROCC)
Parachutists Aeronautical Radio Station (PARA)

1. Check your application details

Exam Details	Completed
Confirm your details	Completed
Where are you performing your ROCC duties?	Not started
Provide delivery details	Not started
Add any additional notes about this application	Optional

2. Check and pay

Check your answers, pay and submit your application	You must complete section 1
---	-----------------------------

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Next, click on the **‘Where are you performing your ROCC duties?’** link.

Step 12: Confirm which country you are using your ROCC certificate in and what organisation you are performing your ROCC duties at. Then click **‘Save and continue’**.

The screenshot shows the 'Manage Personnel Licences' page from the UK Civil Aviation Authority. The page title is 'Manage Personnel Licences'. The navigation bar includes 'Account home', 'Your details', and 'Sign out'. A beta notice states: 'Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#).' Below this is a '< Back' link. The main heading is 'Where are you performing your ROCC duties?'. The instructions are 'Tell us the location and name of the organisation'. There is a 'Country' dropdown menu with 'Select a country' as the current selection. Below that is an 'Organisation' text input field with the example text 'For example, name of a unit, oil rig or air strip'. At the bottom of the form are two buttons: 'Save and continue' (highlighted in blue) and 'Save and come back later'. At the bottom of the page, there is a 'Report a problem with this page' button and a footer with 'Terms and Conditions', 'Privacy Policy', 'Accessibility', and '© 2026 Civil Aviation Authority'.

Step 13: You will be directed back to the task list and the ‘Where are you performing your ROCC duties?’ task will now show as completed.

Click on the **‘Provide delivery details link’** next. You will be asked if you want to use the permanent address we have on record for you for the delivery of your certificate or to enter a new one.

If you select ‘A different address’, you will be asked to enter the name of the recipient (in case it is not you, i.e. a company representative) and the address.

The screenshot shows the 'Manage Personnel Licences' page from the UK Civil Aviation Authority. At the top left is the logo and title. Below it are navigation links: 'Account home', 'Your details', and 'Sign out'. A 'Beta' banner indicates it's a new service with a feedback link. The main heading is 'Enter the licence delivery details'. There are two input fields: one for the recipient's name and one for the address. A 'Save and continue' button is below the address field. A link 'Enter address manually' is also present. At the bottom, there is a feedback section with 'Is this page useful?' and a 'Report a problem with this page' button. The footer contains 'Terms and Conditions', 'Privacy Policy', 'Accessibility', and '© 2026 Civil Aviation Authority'.

You can start typing the address and then select the address from the options displayed.

Alternatively, you can click on the 'Enter address manually' link and type in the full address.

This screenshot shows the same form as above, but with the address field populated with 'rh6 0yr'. A dropdown menu is open below the input field, showing the full address 'SOUTH AREA, GATWICK, RH6 0YR'. The 'Save and continue' button is still visible at the bottom.

Click '**Save and continue**'.

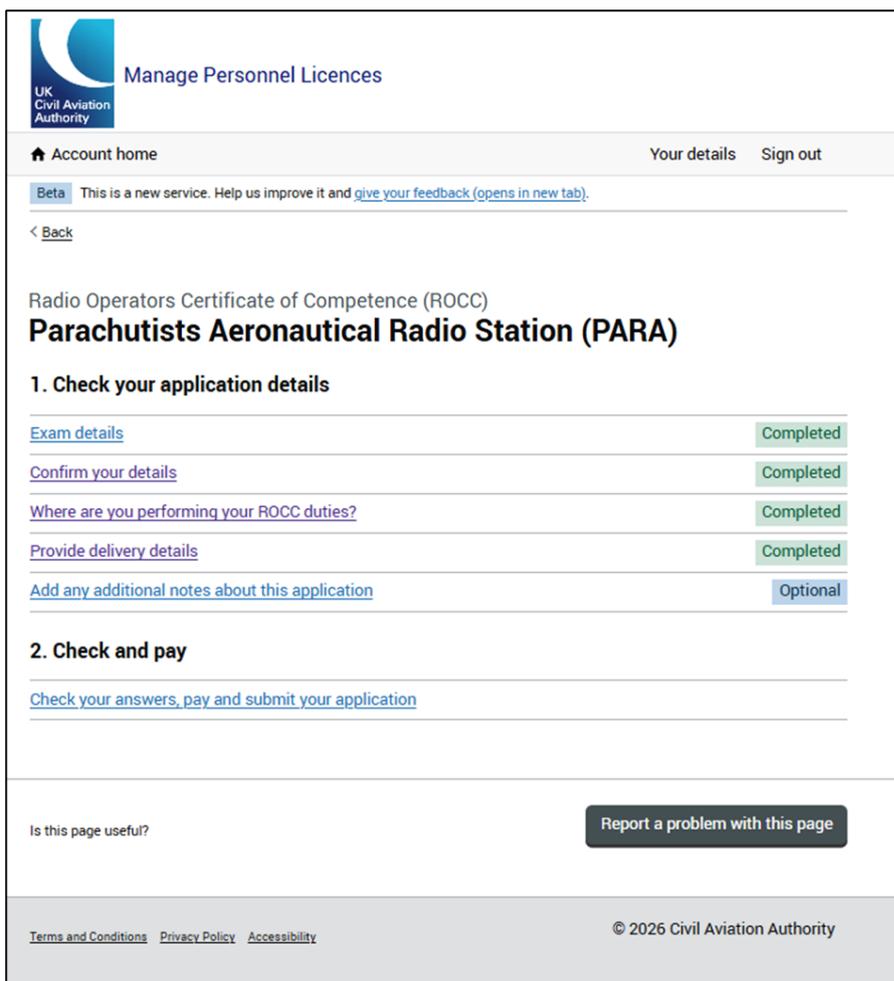
Step 14: You'll be asked to confirm your preferred delivery method. Select whether you wish to have the certificate sent to you using Royal Mail 2nd Class post (free of charge) or by Secure Courier (at an additional cost).

If your postal address is outside the UK, you will automatically be charged for Secure Courier to ensure safe delivery of your new certificate.

Once you have made your selection, click on **'Save and continue'**.

Step 15: You will be directed back to the task list and the 'Provide delivery details' task will now show as completed.

You have now completed all the mandatory tasks for this application and section 2, 'Check your answers, pay and submit your application', has now been unlocked.



There is an optional task called **'Add any additional notes about this application'**. Clicking on this link will take you to a page where you can add any additional information you want the licensing officer assessing your application to know.

UK Civil Aviation Authority

Manage Personnel Licences

Account home Your details Sign out

Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#).

[Back](#)

Add any additional notes about this application

For example, delivery instructions, aligning expiry dates, or explaining credits and training routes

You have 2000 characters remaining

Save and Continue

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Enter any relevant notes and click on **'Save and Continue'**. You will be directed back to the task list and the additional notes field will show as completed.

Step 16: Click on the **'Check your answers, pay and submit your application'** link. This will take you to a **'Check your Answers'** page where you can review your application and make any changes required.



Manage Personnel Licences

Account home
Your details
Sign out

Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#).

[Back](#)

Check your answers, pay and submit your application

Go to section

- [Exam details](#)
- [Your details](#)
- [Country or organisation where you perform ROCC duties](#)
- [Delivery details](#)
- [Additional notes about this application](#)
- [Payment summary](#)

Type of application ROCC: Parachutists Aeronautical Radio Station (PARA)

If you would like to change your application type, you can delete this application and make a new application from the [submit and track applications](#) page.

Exam details

Exam name	Parachutists Aeronautical Radio Station (PARA)				
Written exam	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Date</td> <td>1 January 2026</td> </tr> <tr> <td>Result</td> <td style="background-color: #d4edda; color: #28a745; text-align: center;">Pass</td> </tr> </table>	Date	1 January 2026	Result	Pass
Date	1 January 2026				
Result	Pass				
Exam name	Parachutists Aeronautical Radio Station (PARA)				
Practical exam	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Date</td> <td>1 January 2026</td> </tr> <tr> <td>Result</td> <td style="background-color: #d4edda; color: #28a745; text-align: center;">Pass</td> </tr> </table>	Date	1 January 2026	Result	Pass
Date	1 January 2026				
Result	Pass				

Your details

Name	Adele Test
Date of birth	21 December 1980
Place of birth	United Kingdom
Country of birth	United Kingdom
Permanent address	28 Judd Street London W3 5YJ

Contact details

Telephone number	N/A
Email address	casimer@putsbox.com

Country and organisation where you perform ROCC duties

Country	United Kingdom
Organisation	Test test

[Change your details](#)

Delivery details

Recipient name	Mrs Adele Test
Choose where to deliver your licence	28 Judd Street, London, W3 5YJ
How do you want your licence delivered?	Courier

[Change your details](#)

Additional notes about this application

You have not added any additional notes about this application. [Change](#)

Payment summary

All charges follow the [scheme of charges \(opens in a new tab\)](#).

Type of application	ROCC: Radio Operators Certificate of Competence (PARA)	£48.00
Delivery details	Courier	£25.00

CAA licence and certificate fees are exempt from VAT.

Total: £73.00

Now pay and submit your application

By submitting this application you are confirming that, to the best of your knowledge, the details you are providing are correct. You agree to pay any additional charges that may apply under the scheme of charges.

[↑ Back to top](#)

Confirm and continue to payment
[Save and come back later](#)

Is this page useful?

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Step 17: Carefully review the application and then click on ‘**Confirm and continue to payment**’.

Step 18: Now you will be asked how you wish to pay for your application.

Making a payment

There are two payment options:

1. Pay Now using GovPay: you can make instant payment via debit card, credit card or Apple/Google pay
2. Sending a payment request to someone else, for example an individual or organisation, to pay on your behalf

Please note: your application will not be submitted until the payment has been made. Therefore, selecting option 2 could delay your application.

Choose how to pay

Pay using GOV.UK Pay
Pay by debit or credit card, Apple Pay or Google Pay

Send a payment request
We'll send them a payment request with a link to pay using GOV.UK Pay

[Save and continue](#) [Save and come back later](#)

Pay Now using GovPay:

Step 1: Select '**Pay using GOV.UK Pay**' on the 'Choose how to pay' page and click '**Save and continue**'.

Step 2: You will be taken to a GOV.UK payment page.

If you want to pay using your digital wallet, click on the Apple or Google buttons.

If you want to pay by card, enter your card details into the relevant fields.

Click '**Continue**' and you will be directed to a 'Confirm your payment' page.

Step 3: Review your answers and click '**Confirm payment**'

You will be presented with a '**Payment successful**' page. Your application has now been submitted and you are given your unique application reference number.

[← Back](#)

Payment successful

Your application has been submitted

Application number: ATS-ROCC-001819

What happens next

A Licencing Officer will assess your application within 10 working days.

It may take longer if we need more information. We will contact you within 10 working days if there's a delay.

[Go to submit and track applications](#)

You will also receive a confirmation email with this information and automated email updates as your application moves through the assessment process.

Clicking on the **'Go to submit and track applications'** button will return you to your applications page.

Sending a payment request to someone else

You can direct payment to someone else, for example your employer.

Step 1: Select **'Send a payment request'** on the **'Choose how to pay'** page and click **'Save and continue'**.

Step 2: Enter the full name or company name and email address of the payer in the provided text boxes then click **'Save and continue'**.

Tell us who should receive the payment request

Full name or company name

Email address

[Save and continue](#)

Step 3: Check the payer request details are correct and click '**Confirm and send**'. If you need to make any changes, click the '**Change details**' link.



Manage Personnel Licences

Account home
Your details
Sign out

Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#).

[< Back](#)

Check the payment request details

Your application will not be submitted until the payment has been made.

[Change details](#)

Payment request details

Application number	ATS-ROCC-001150	
Full name	Company ABC	
Email address	test@companyabc.co.uk	
Type of application	ROCC: Parachutists Aeronautical Radio Station (PARA)	£48.00
Delivery details	Courier	£25.00

CAA licence and certificate fees are exempt from VAT.

Total: £73.00

Confirm and send

Is this page useful?
Report a problem with this page

Step 4: You will be presented with a '**Payment request sent**' page and given your unique application reference number.

Payment request sent

Awaiting payment

Application number: **ATS-ROCC-001819**

We have sent the payment request for your application to test@test.co.uk.

What happens next

test has 14 days to pay.

Your application will be submitted automatically once payment is received, and you'll get a confirmation email.

[Go to submit and track applications](#)

The payer you nominated will now receive an email with a summary of the application and the request for them to make payment for it. They can choose to pay either by credit or debit card, or bank transfer.

From the day of receiving the email, they will have 14 days to complete the payment. The payer can generate another payment link if the first one expires. They will receive an email with instructions on how to do this when the payment link expires.

Your application will not be submitted until payment has been made.

Once payment has been made in full, your application will be automatically submitted and you will receive an email notification confirming it is now with the CAA for review.

Viewing submitted applications and tracking progress

Clicking on the '**Submit and Track Applications**' tile from your homepage will take you to a list of all your previously submitted applications, providing a single location to review and track their progress.

Apply filters		9 applications			
Filter by status		Type of application	Date submitted	Status	Actions
<input checked="" type="radio"/> Show all <input type="radio"/> Draft <input type="radio"/> Awaiting payment <input type="radio"/> Awaiting review by the CAA <input type="radio"/> Under review by the CAA <input type="radio"/> Action required <input type="radio"/> Cancelled <input type="radio"/> Rejected <input type="radio"/> Approved <input type="radio"/> Completed		Student Air Traffic Controller Licence	Not submitted yet	Draft Continue with your application	Continue Delete
		Student Air Traffic Controller Licence	23 September 2025	Awaiting payment Waiting for [Name of org] to pay the invoice	View details
		Radio Operator's Certificate of Competence (ROCC):	23 September 2025	Awaiting review by the CAA A licensing officer will review your application soon.	View details
		Air Ground Communications Service (AGCS)			
		Radio Operator's Certificate of Competence (ROCC):	23 September 2025	Under review by the CAA Expected completion: 10 December 2024. You do not need to do anything.	View details
		Air Ground Communications Service (AGCS)			
		Radio Operator's Certificate of Competence (ROCC):	23 September 2025	Action required Check your email for more information.	View details
		Air Ground Communications Service (AGCS)			
Filter by date For example, 27 3 2007 <input type="text"/>		Radio Operator's Certificate of Competence (ROCC):	23 September 2025	Cancelled Your application has been cancelled. We've requested your refund and will send you a confirmation email once it's been processed.	View details
		Air Ground Communications Service (AGCS)			

The status column shows the current status of each application. Applicants will also receive automated email updates as the application moves through the assessment process.

View the full details of an application by clicking on the **'View details'** link next to the relevant application.

Please note: that you will only be able to view applications that have been submitted through the Manage Personnel Licences service and not historic applications.

Once an application has been submitted it **cannot** be edited, but you can view the details and monitor its status at any time.

You can filter the list of applications by status or date using the filter options on the left-hand side.

Draft applications

Your application progress is saved automatically as you work, so you can return to it at any time. Draft applications are stored within the **'Submit and Track Applications'** tile.

On the left-hand side, you can filter applications by status, or by the date. Selecting the 'Draft' status will filter the view to show you only those applications that are still in draft.

Apply filters

9 applications

	Type of application	Date submitted	Status	Actions
<div style="margin-bottom: 10px;">Filter by status</div> <div style="margin-bottom: 5px;"><input checked="" type="radio"/> Show all</div> <div style="border: 2px solid red; padding: 2px;"><input type="radio"/> Draft</div> <div style="margin-bottom: 5px;"><input type="radio"/> Awaiting payment</div> <div style="margin-bottom: 5px;"><input type="radio"/> Awaiting review by the CAA</div> <div style="margin-bottom: 5px;"><input type="radio"/> Under review by the CAA</div> <div style="margin-bottom: 5px;"><input type="radio"/> Action required</div> <div style="margin-bottom: 5px;"><input type="radio"/> Cancelled</div> <div style="margin-bottom: 5px;"><input type="radio"/> Rejected</div> <div style="margin-bottom: 5px;"><input type="radio"/> Approved</div> <div style="margin-bottom: 5px;"><input type="radio"/> Completed</div> <div style="margin-top: 10px;">Filter by date</div> <div style="font-size: small;">For example, 27 3 2007</div> <div style="border: 1px solid #ccc; width: 100%; height: 20px; margin-top: 5px;"></div>	Student Air Traffic Controller Licence	Not submitted yet	Draft Continue with your application	Continue Delete
	Student Air Traffic Controller Licence	23 September 2025	Awaiting payment Waiting for [Name of org] to pay the invoice	View details
	Radio Operator's Certificate of Competence (ROCC):	23 September 2025	Awaiting review by the CAA A licensing officer will review your application soon.	View details
	Air Ground Communications Service (AGCS)			
	Radio Operator's Certificate of Competence (ROCC):	23 September 2025	Under review by the CAA Expected completion: 10 December 2024. You do not need to do anything.	View details
	Air Ground Communications Service (AGCS)			
	Radio Operator's Certificate of Competence (ROCC):	23 September 2025	Action required Check your email for more information.	View details
	Air Ground Communications Service (AGCS)			
	Radio Operator's Certificate of Competence (ROCC):	23 September 2025	Cancelled Your application has been cancelled. We've requested your refund and will send you a confirmation email once it's been processed.	View details
Air Ground Communications Service (AGCS)				

To continue completing a draft application, simply select the '**Continue**' link next to the relevant application, which will take you back to the point where you last left off.

Apply filters

9 applications

	Type of application	Date submitted	Status	Actions
<div style="margin-bottom: 10px;">Filter by status</div> <div style="margin-bottom: 5px;"><input checked="" type="radio"/> Show all</div> <div style="margin-bottom: 5px;"><input type="radio"/> Draft</div> <div style="margin-bottom: 5px;"><input type="radio"/> Awaiting payment</div>	Student Air Traffic Controller Licence	Not submitted yet	Draft Continue with your application	Continue Delete
	Student Air Traffic Controller Licence	23 September 2025	Awaiting payment Waiting for [Name of org] to pay the invoice	View details

If you decide not to proceed with an application, you can select '**Delete**' to permanently remove the draft from your list.

Apply filters

9 applications

	Type of application	Date submitted	Status	Actions
<div style="margin-bottom: 10px;">Filter by status</div> <div style="margin-bottom: 5px;"><input checked="" type="radio"/> Show all</div> <div style="margin-bottom: 5px;"><input type="radio"/> Draft</div> <div style="margin-bottom: 5px;"><input type="radio"/> Awaiting payment</div>	Student Air Traffic Controller Licence	Not submitted yet	Draft Continue with your application	Continue style="border: 2px solid red;"> Delete
	Student Air Traffic Controller Licence	23 September 2025	Awaiting payment Waiting for [Name of org] to pay the invoice	View details

Please note: You can only delete draft applications.

Cancelling an application

You can cancel a submitted application and receive a refund at any time *before* the CAA begins its assessment.

Click on the **'Submit and track applications'** tile on your homepage.

Locate the correct application and click on the **'Cancel'** link.

Type of application	Date submitted	Status	Actions
Radio Operators Certificate of Competence Examiner	Not submitted yet	Draft Continue with your application	Continue Delete
Offshore Communication Service			
Radio Operators Certificate of Competence	Not submitted yet	Awaiting payment	View details
Parachutists Aeronautical Radio Station			Cancel

Once cancelled, the CAA will check whether a refund is applicable, and you will be sent an email confirmation once this has been processed.

Once the assessment process has started, the option to cancel will no longer be available. Instead, you will need to contact the CAA by phone to see if it is possible to cancel the application.

CAA Support

Contacting the CAA

You can contact the CAA for support using the Manage Personnel Licences service, or with a licensing query, by contacting us on:

Email: ats.licensing@caa.co.uk

Telephone: 0330 022 1972

Monday to Friday 8:30am to 4:30pm