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 Student Air Traffic Controllers, Radio Operator's Certificate of Competence (ROCC) holders and ROCC 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 CAP3228B: ROCC Examiner User Guide for more information

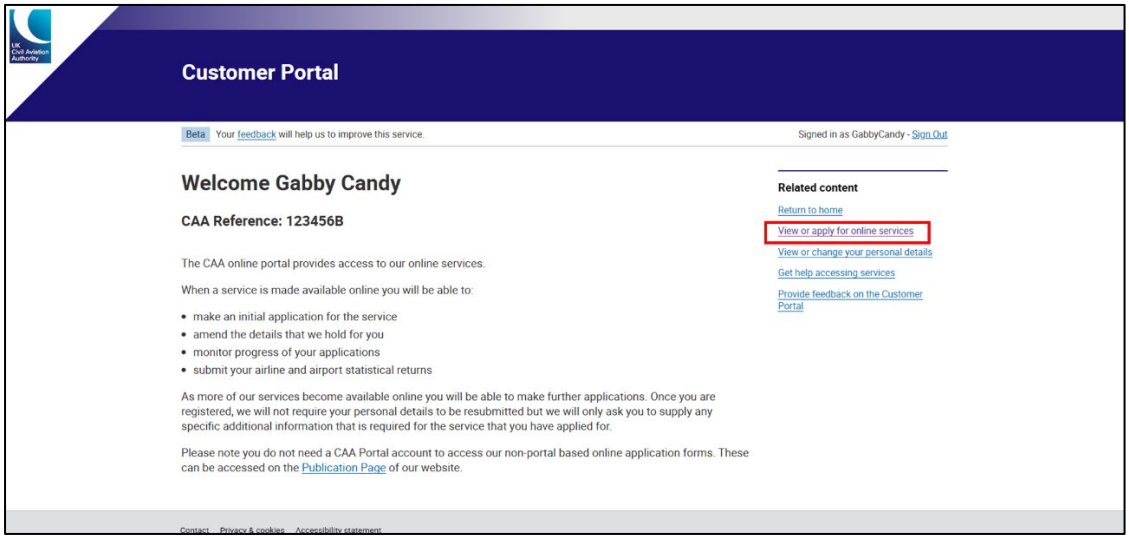
Registering for the service

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.

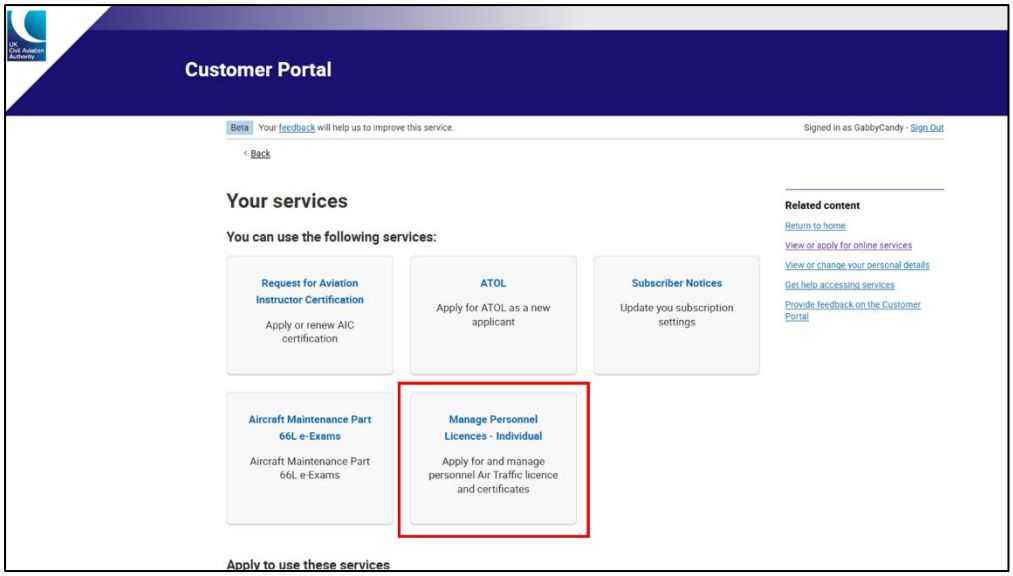
Logging In

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.

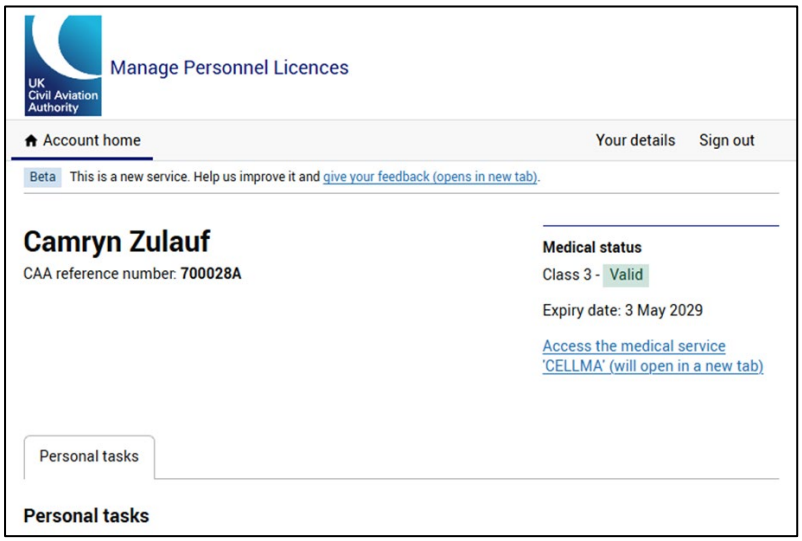


And you're in!

Navigating your account

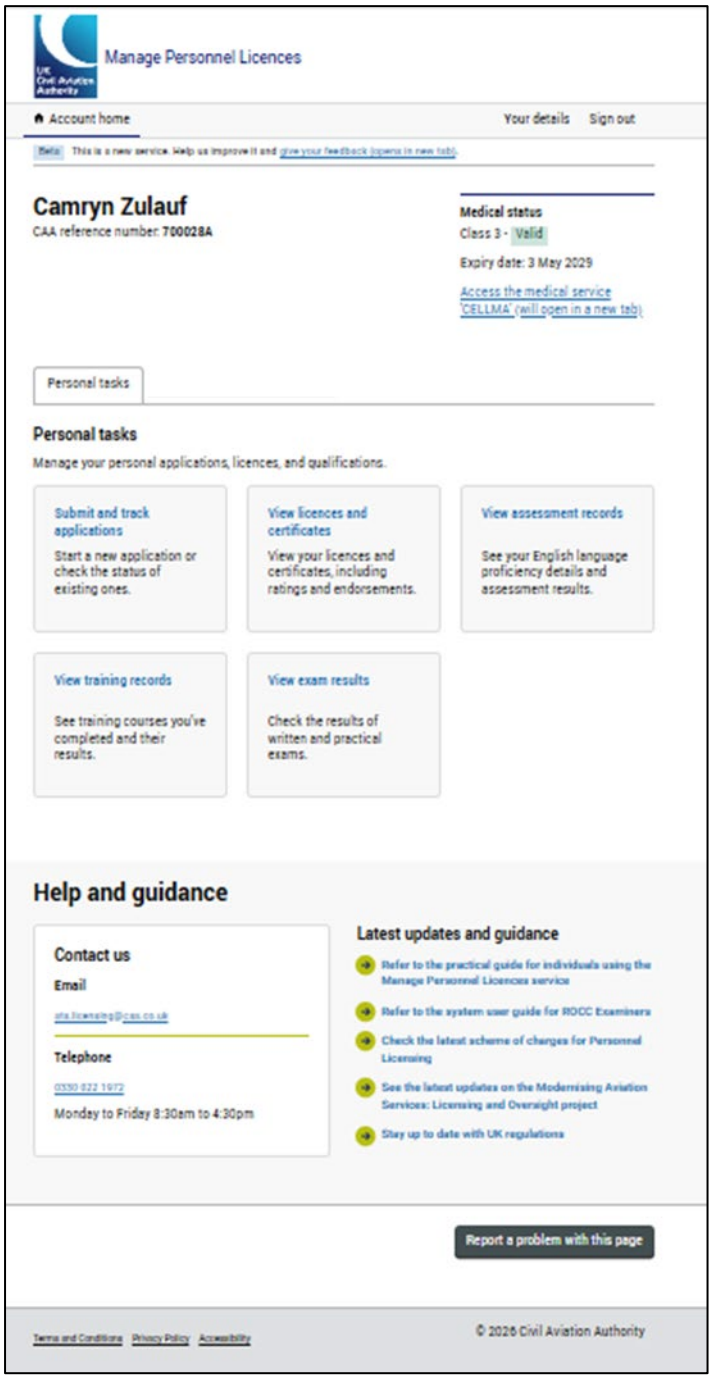
Upon logging into your account, you will be directed to the **Account Homepage,** which is the central hub from which you can manage your individual licensing activities.

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.



Your medical status will also be shown in the top right of your homepage. If you hold a Class 3 medical, the medical status and expiry date will be pulled from the medical system, Cellma, into your account, to support any licensing applications you might make. However all medical actions will still be completed within Cellma.

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).

View licences and certificates
Use this section to:
- View any Student ATCO licences, ROCC certificates, or ROCC Examiner Authorisations you currently hold with the CAA, including validity and expiry dates where relevant.

View assessment record
Use this section to:
- View your English Language Proficiency assessments, including ELP level and expiry date.

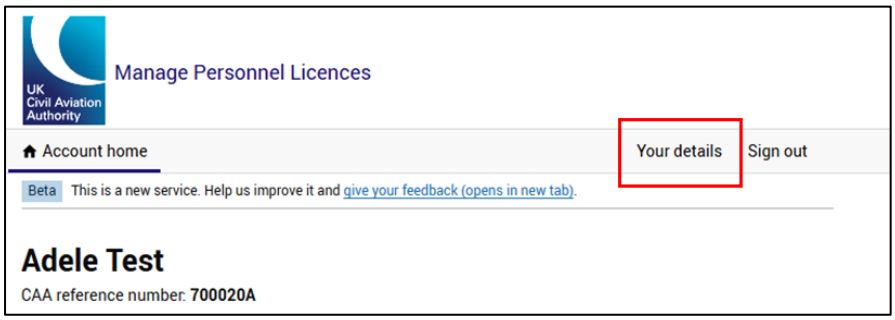
View training records
Use this section to:
- View any training courses you have completed, such as basic or rating training.

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.

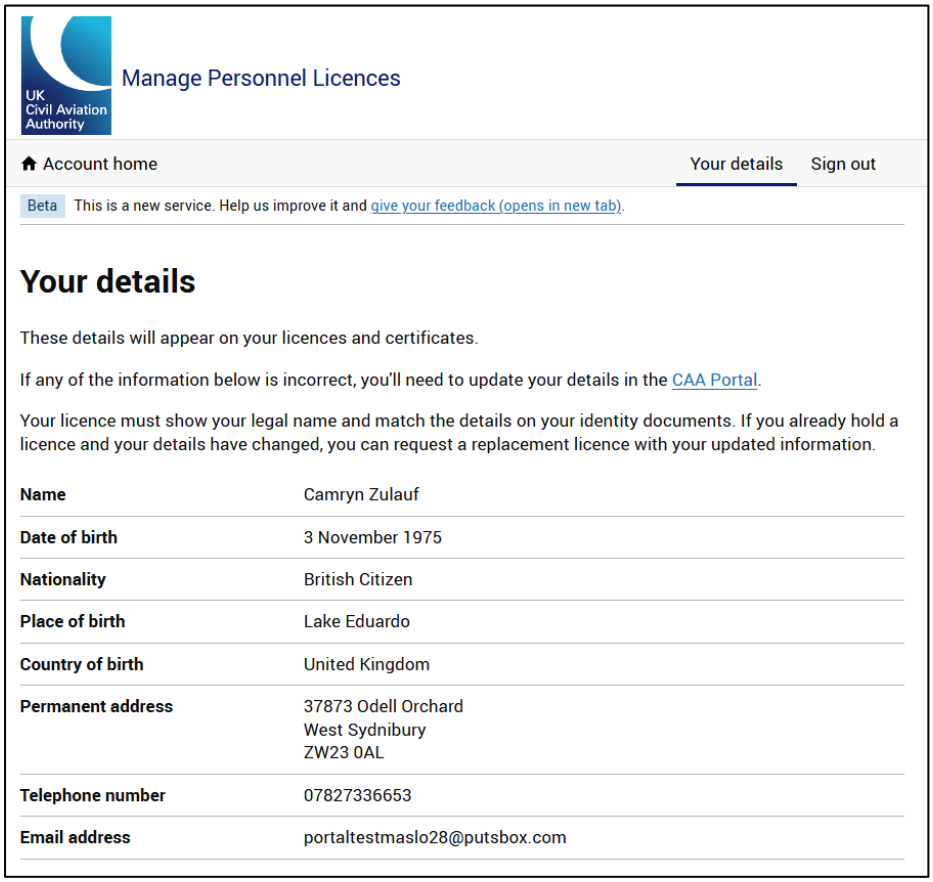
Managing Your Account

Updating your contact details

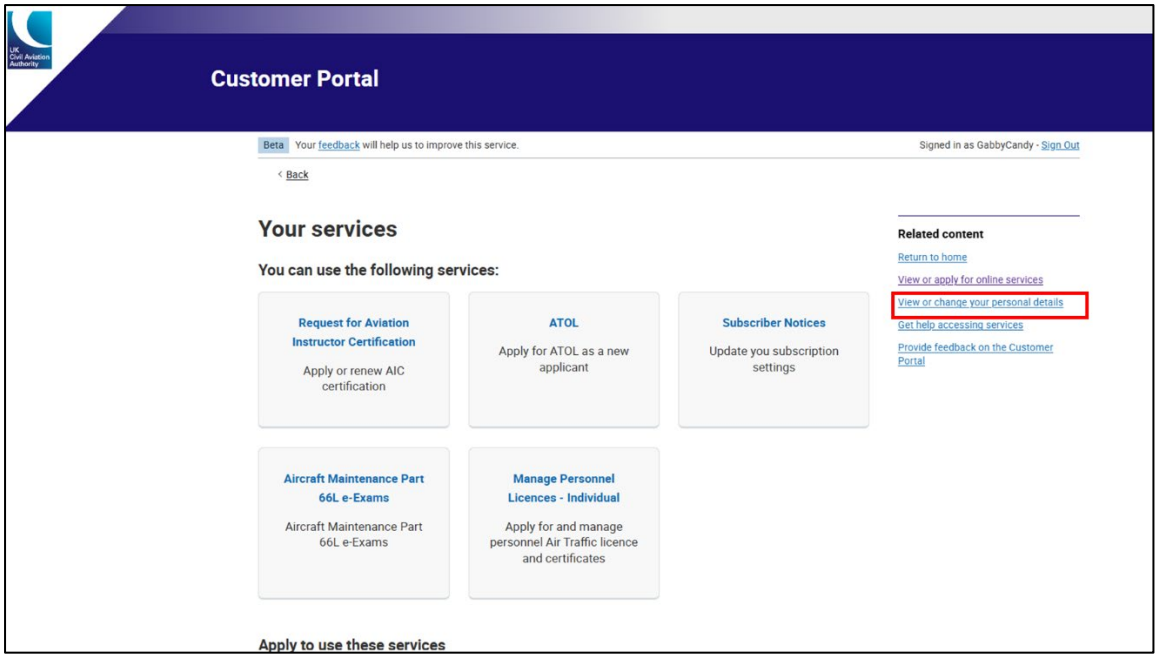
You can view your personal and contact information by selecting **'Your Details'** in the top right corner of the homepage.



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.



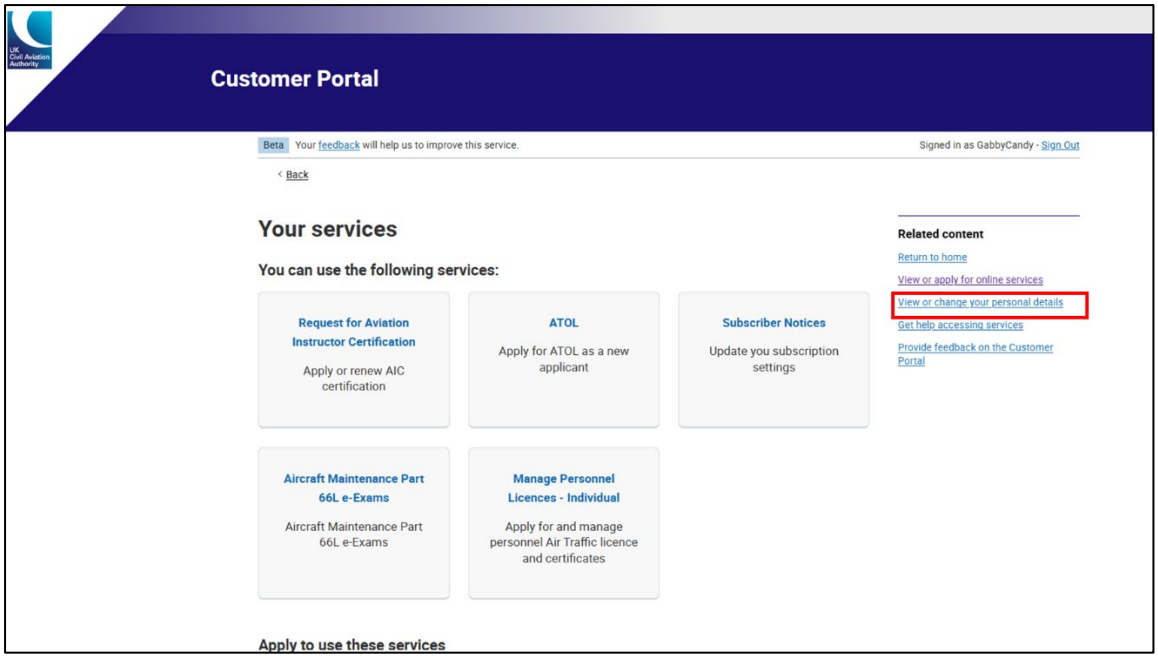
Please note: You must use your official personal details in the portal, for example your name must be your legal name as per your ID document, as this information will be used to issue any licences or certificates you may apply for.

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 licence or certificate

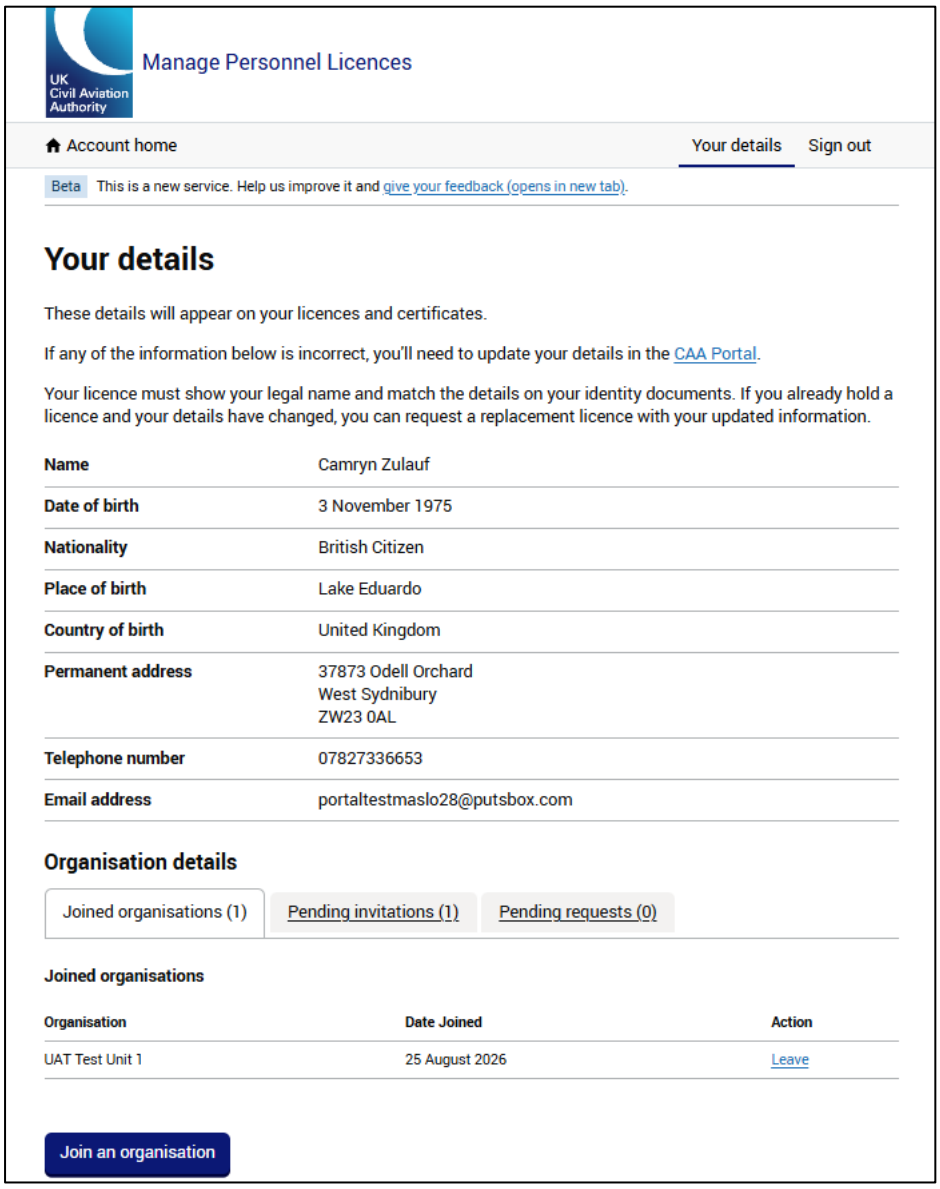
In the event of your licence or certificate being lost, damaged or stolen, you will need to request a **replacement**. This is not yet available within the Manage Personnel Licences service. Please use Application for copy or replacement documents - licences and/or certificates (SRG1117).

Organisation Memberships

You can join your employer organisation or a training organisation on the system, which will allow them to view your licensing records and make and pay for licence applications on your behalf.

You can view your organisation memberships by clicking on ‘Your details’ from your account homepage.

At the bottom of this page is the ‘Organisation details’ section.



There are three tabs.

1) Joined organisations – this shows any organisations you are currently a member of and therefore sharing your licensing records with.
2) Pending invitations – this shows any organisations that have sent you an invitation to join

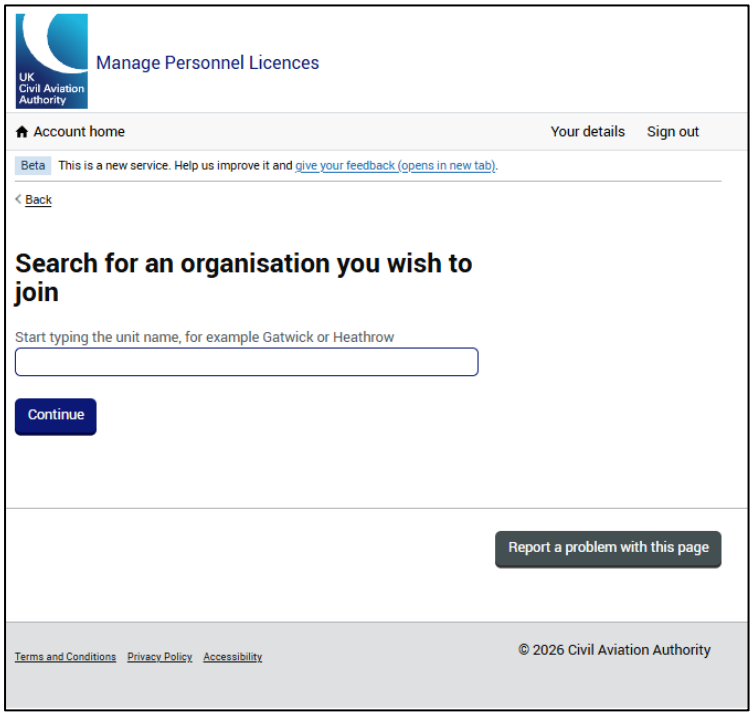
3) Pending requests - this shows any requests you have sent to organisations asking to join them

Joining an organisation

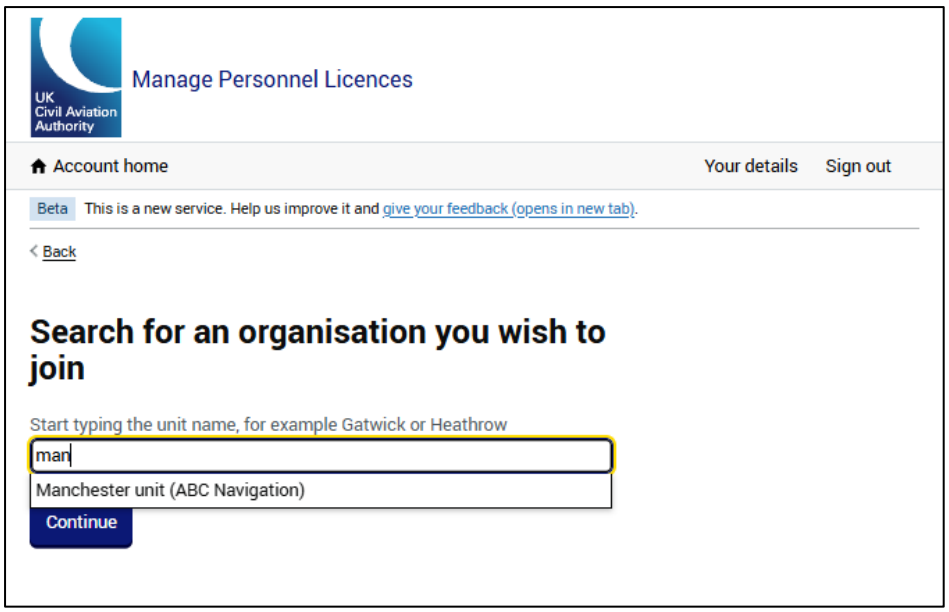
To join your employer organisation or a training organisation on the system, click on the ‘Your details’ link on your homepage, and then scroll down to the bottom of the page. Click on the ‘Join an organisation’ button.



Start typing the name of your unit or your training organisation into the search box.

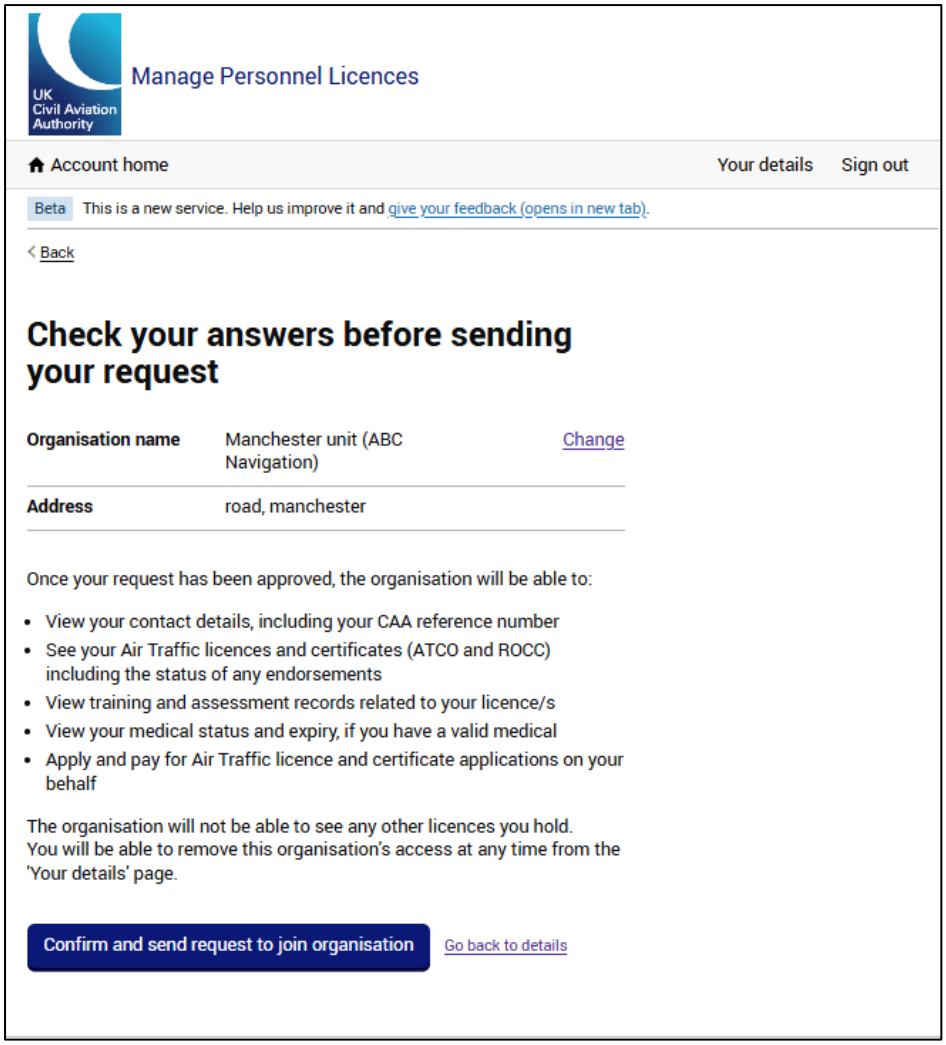


The system will provide suggestions as you type.



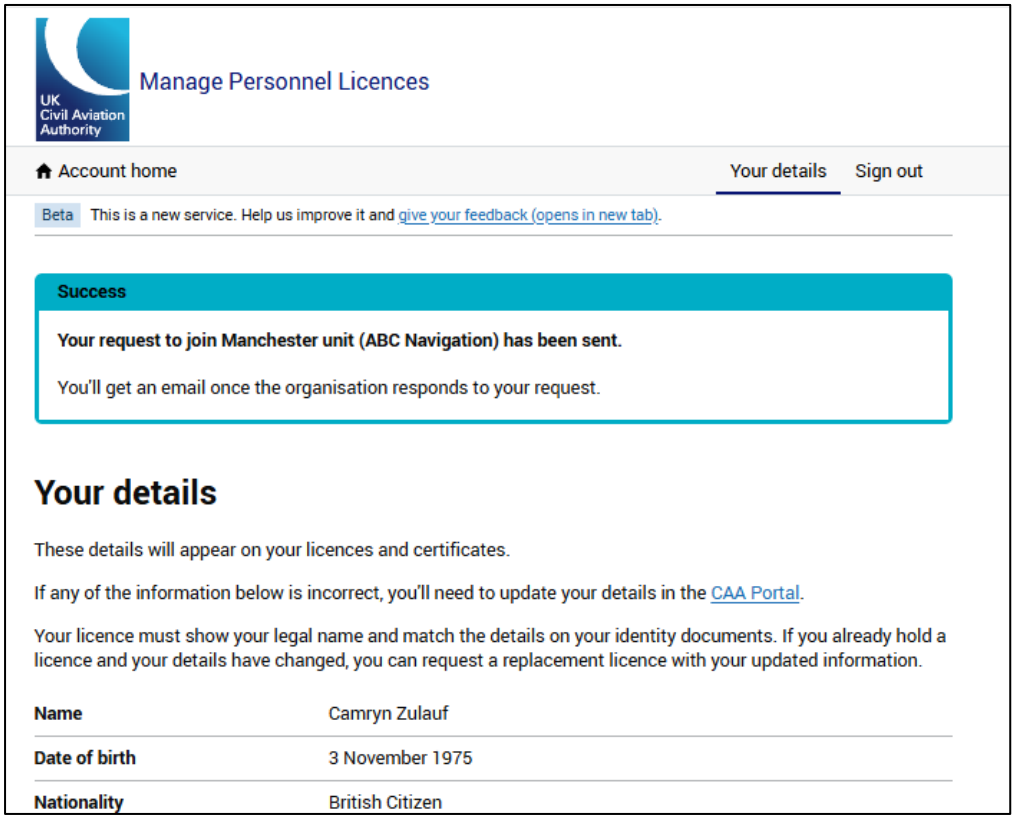
Select the relevant organisation you want to join and click the ‘Continue’ button.

You will be asked to confirm that you wish to join this organisation and provided information of what data will be shared with them.

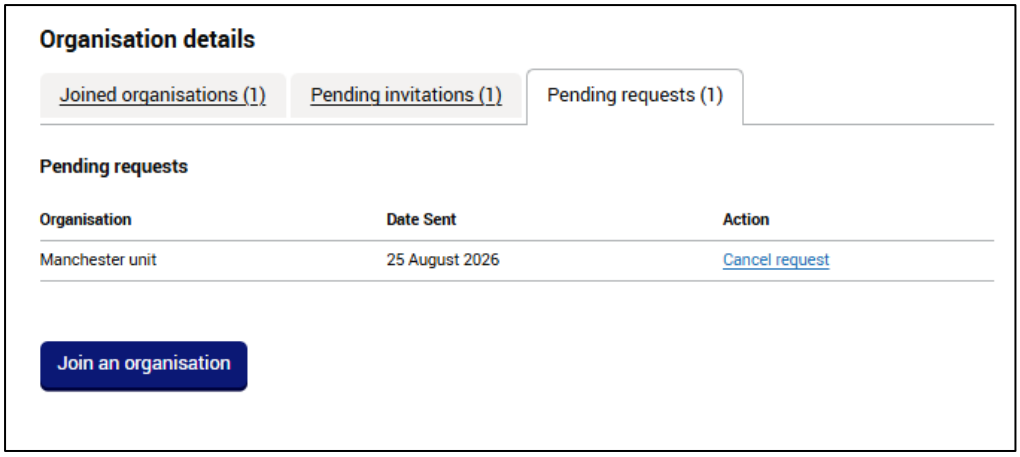


If you wish to proceed, click the ‘Confirm and send request to join organisation’ button.

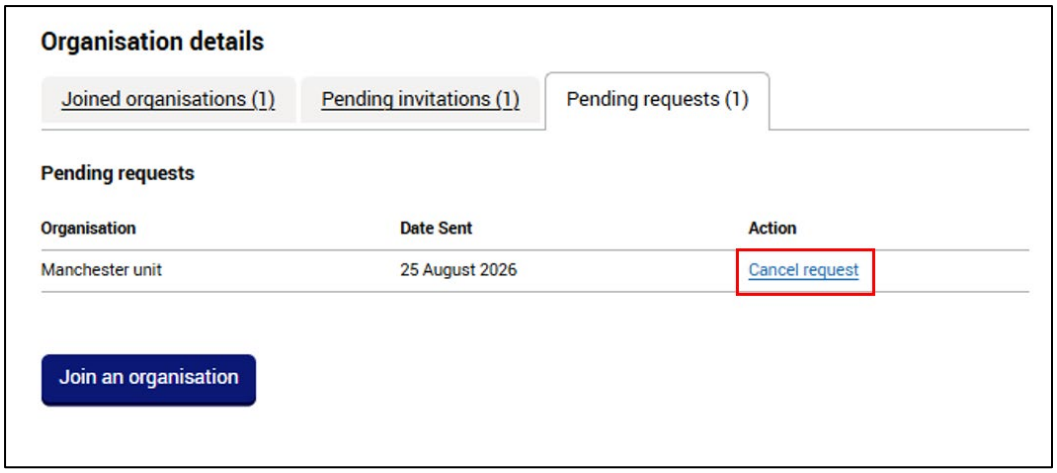
You will see a blue ‘Success’ banner confirming the request has been sent to your chosen organisation. That organisation will receive an email notifying them of the request to join and be asked to accept or decline the request.



That organisation will now appear in the ‘Pending requests’ tab in the ‘Organisation details’ section until you receive a response.



You can cancel your request to join by clicking on the ‘Cancel request’ link.

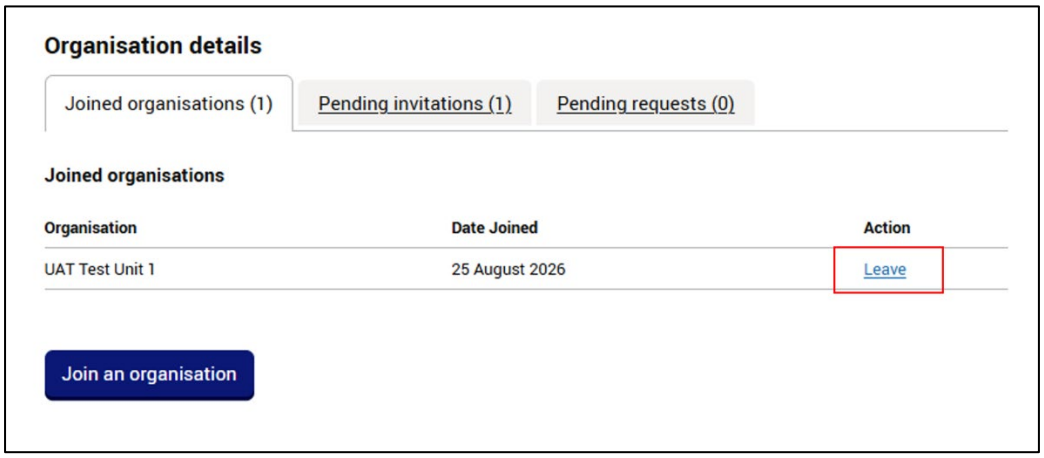


If the organisation accepts your request, the organisation will move into the ‘Joined organisations’ tab.

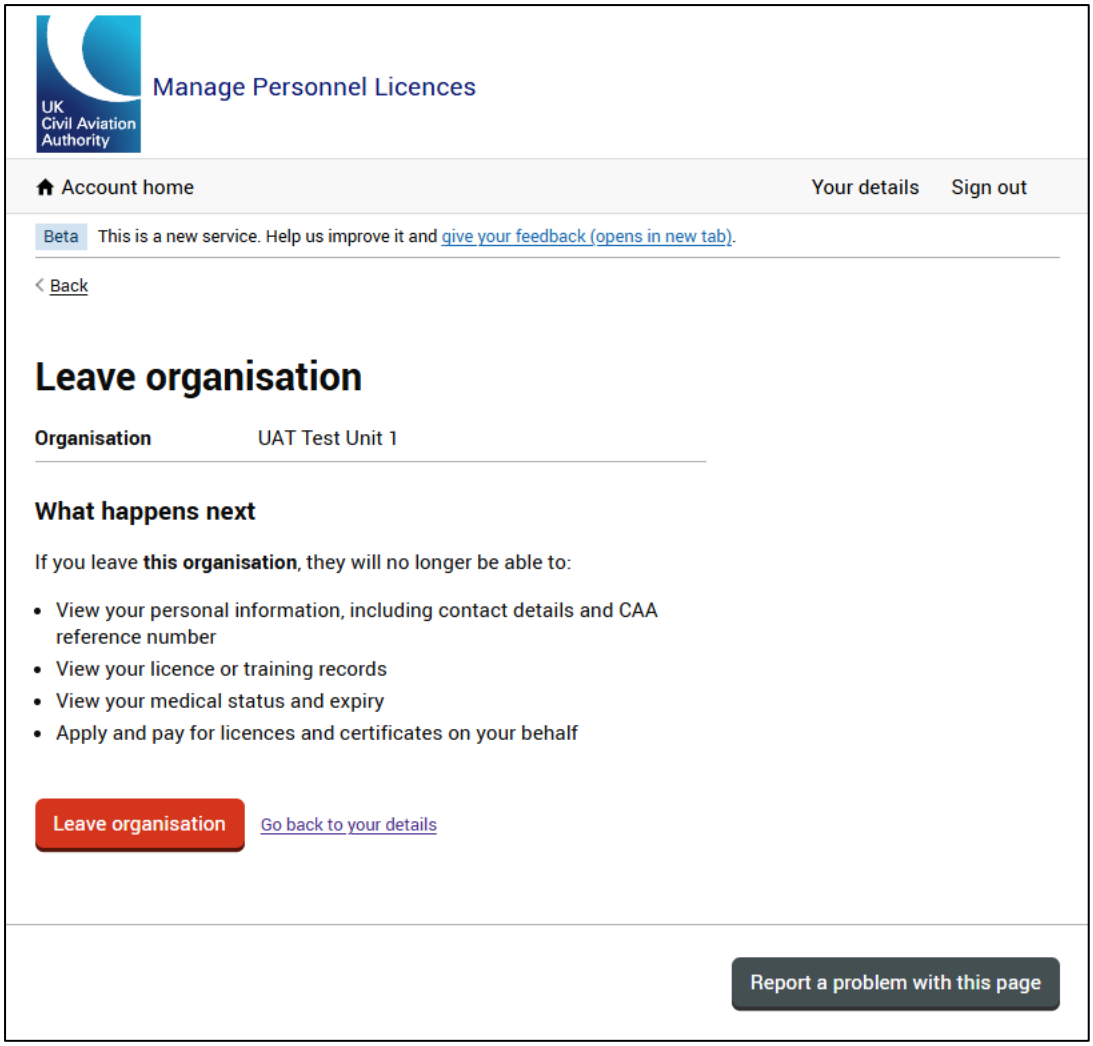
Leaving an organisation

You can leave an organisation at any time.

To do this, click on the ‘Your details’ link on your homepage and scroll down to the ‘Organisation details’ section. On the ‘Joined organisations’ tab, you will see any organisations you are a member of. Click on the ‘Leave’ link next to the relevant organisation.



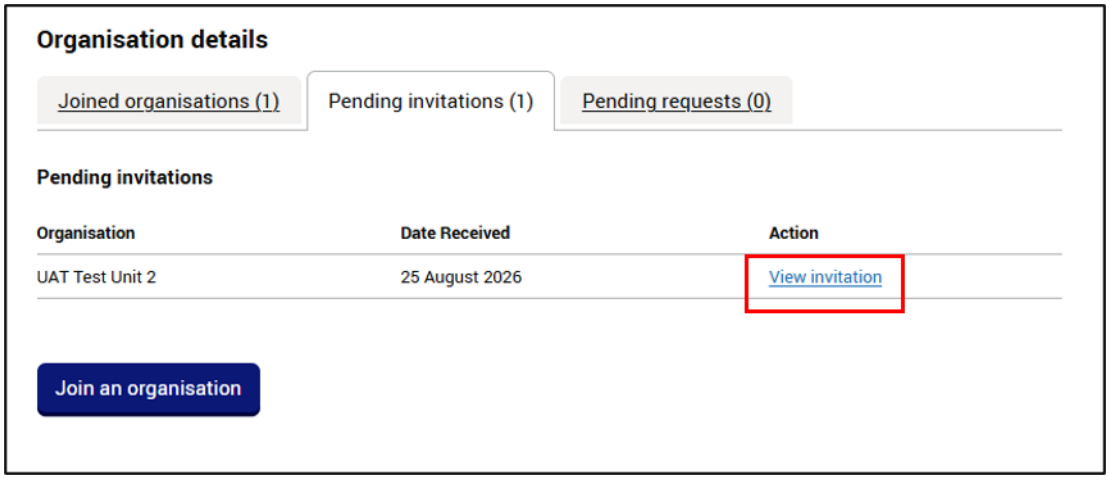
You will be asked to confirm your decision on the next page. Click the red ‘Leave organisation’ button to proceed.



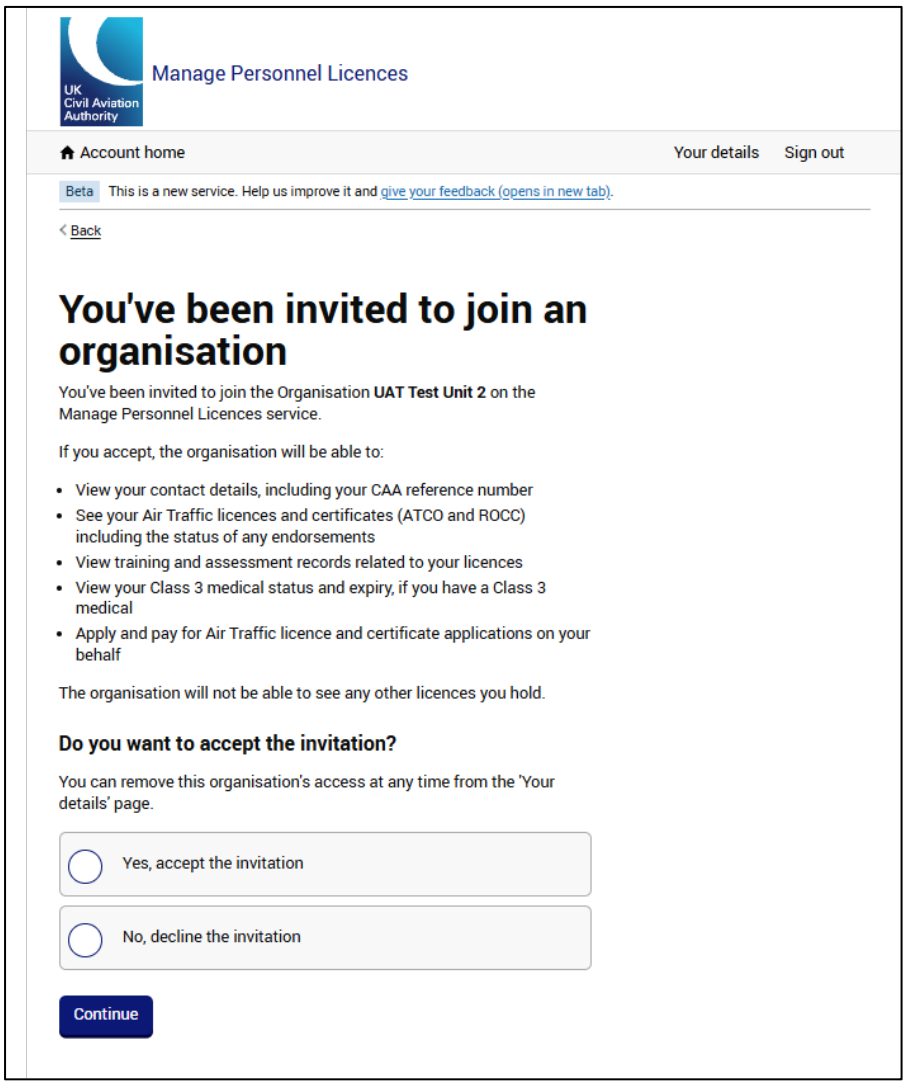
Responding to invitations

An organisation can request to add you to their account so that they can support you in managing your licence and applications.

If an organisation adds you, you will receive an email notification and be asked to respond. You can also view invitations by clicking on the ‘Your details’ link on your homepage and scrolling down to the ‘Organisation details’ section. On the ‘Pending invitations’ tab, you will see any organisations that have sent you requests. Click on the ‘View invitation’ link next to the relevant organisation.



The next page will explain what data will be shared if you choose to join the organisation.

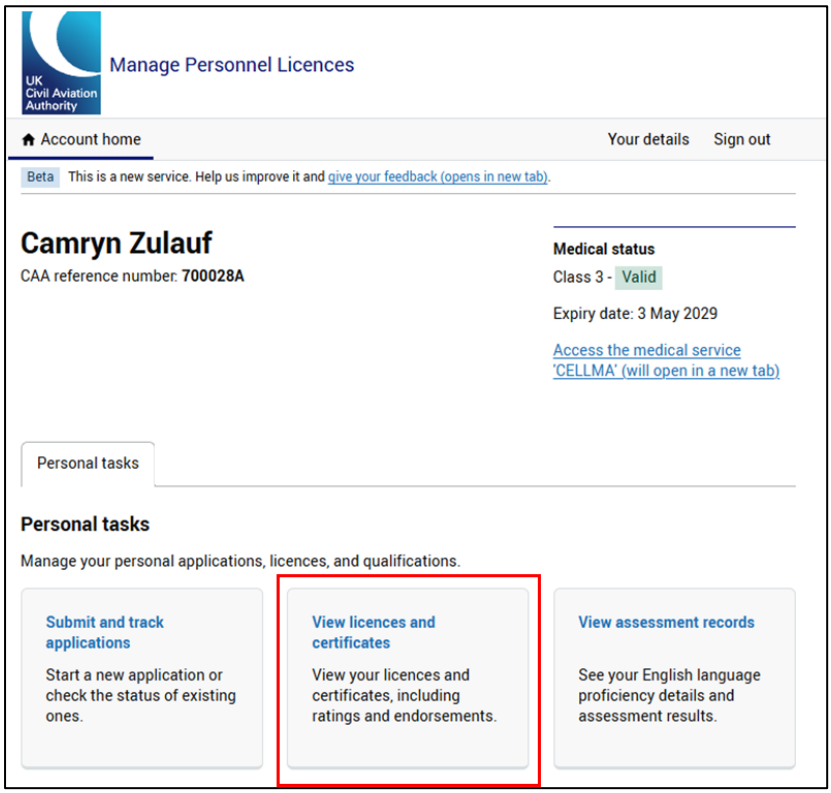


To join the organisation, select ‘Yes, accept the invitation’. Or to reject the invitation, select ‘No, decline the invitation’.

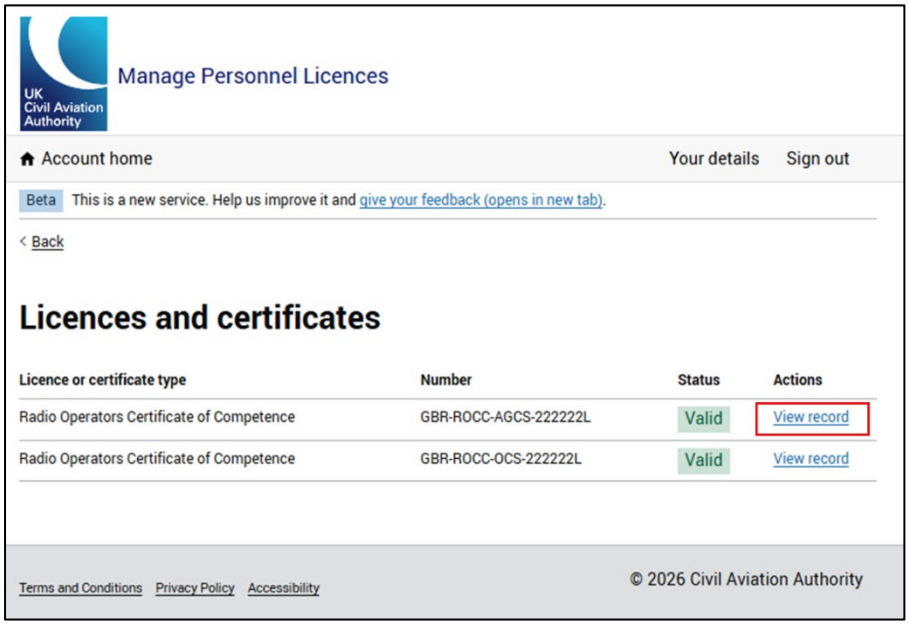
Viewing your licensing records

Viewing licences and certificates you hold

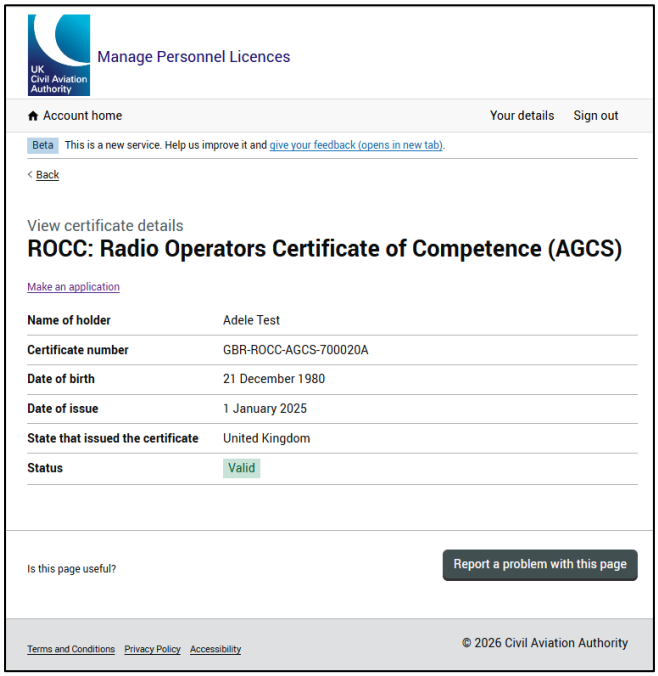
Select the '**View Licences and certificates'** tile on your account homepage, to view any Student ATCO licences, ROCC certificates or ROCC examiner authorisations you hold with the UK CAA.



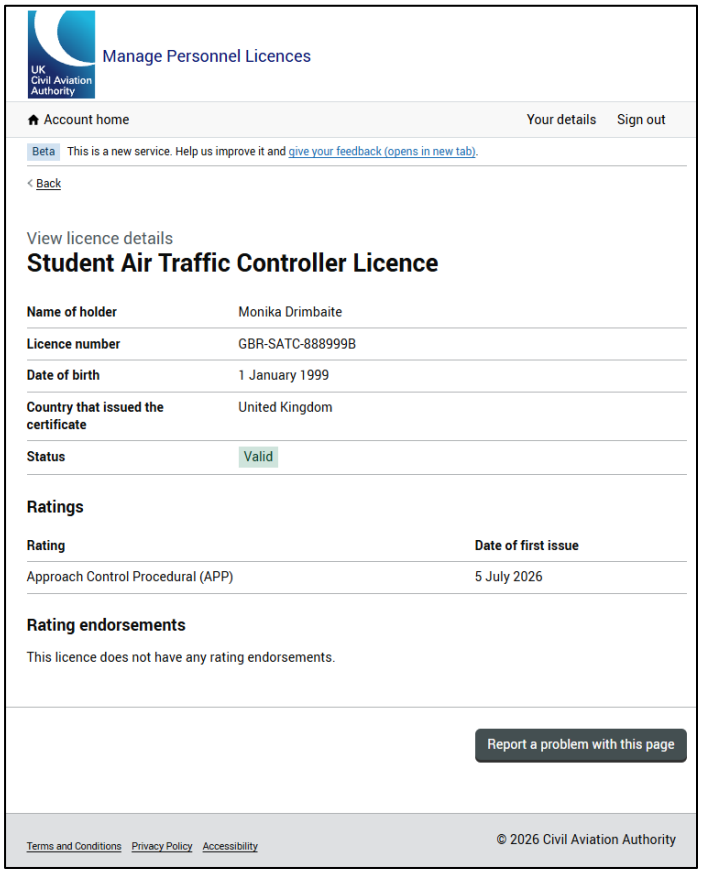
Click on the '**View record**' link next to a specific licence or certificate to view information printed on that specific document.



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.

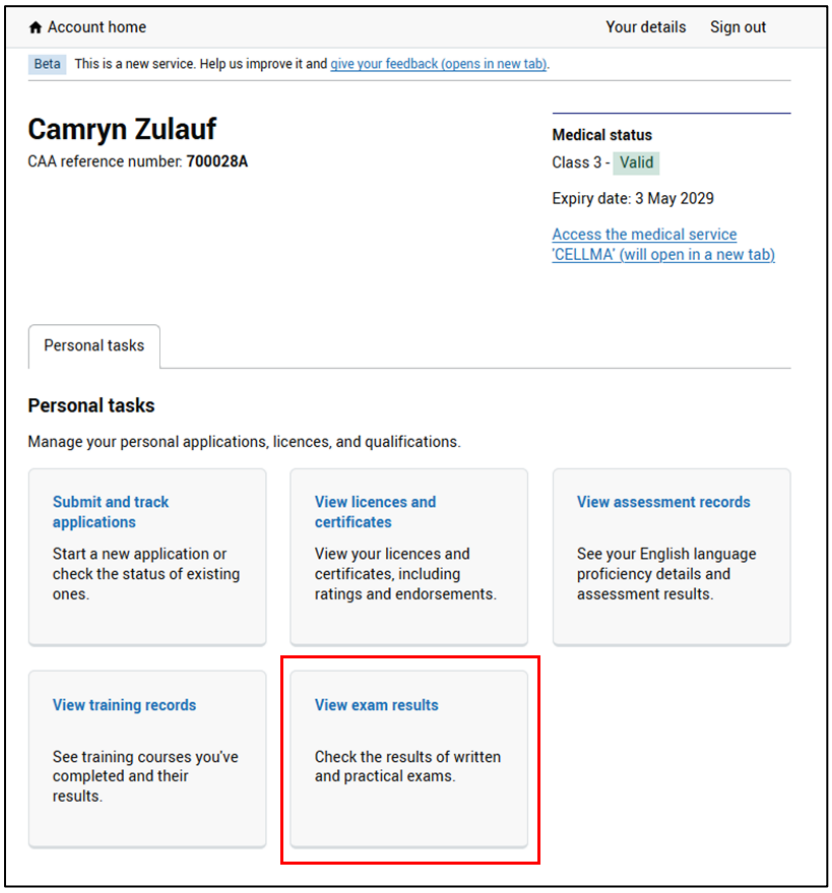


For licences, this will also include details of any ratings or endorsements held.



Viewing exam results

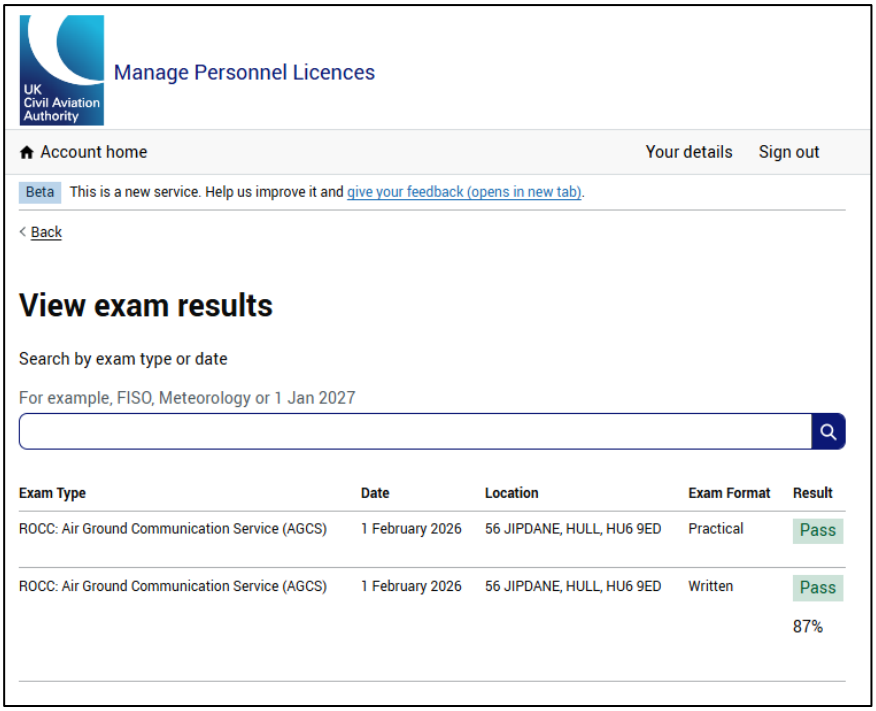
Click on the '**View exam results'** tile on your account homepage to access your ROCC exam records.



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.

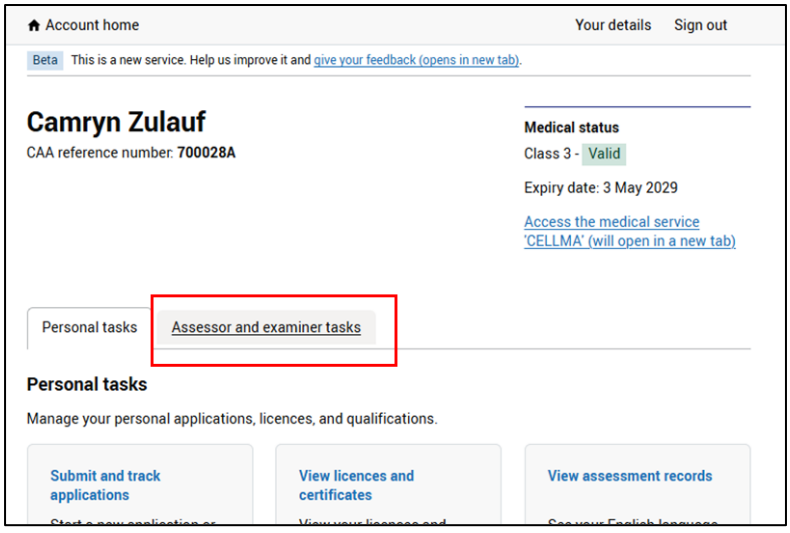


To filter your records, type details into the search bar and press enter. You can filter by exam type, exam format, location, or date.

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 CAP3228B: 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.

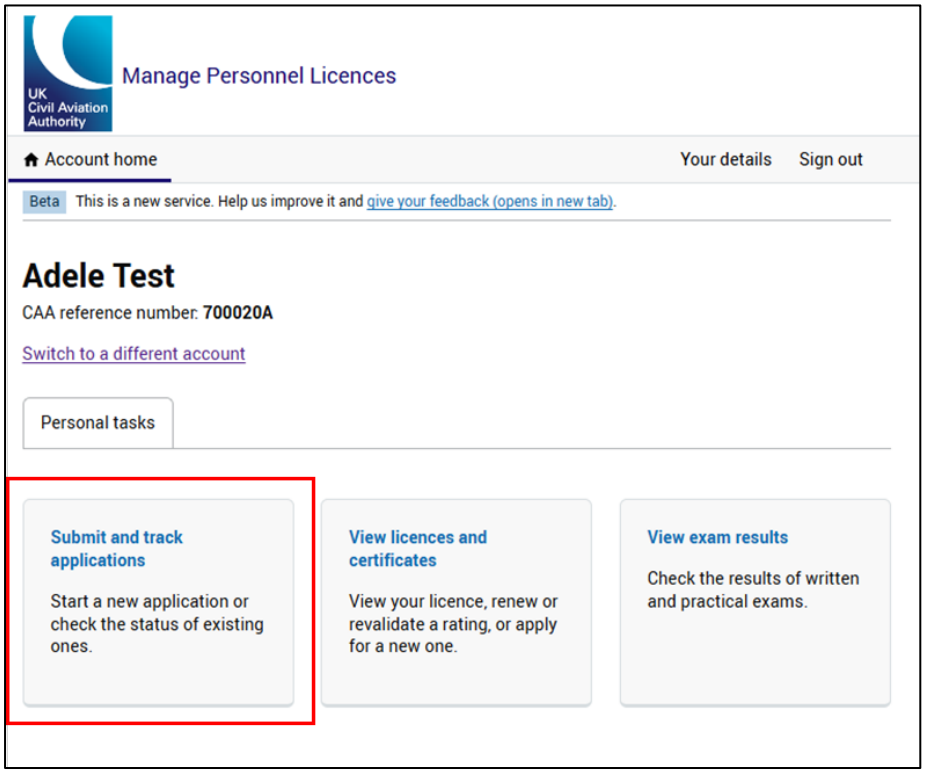
Apply for a Radio Operators Certificate of Competence

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.

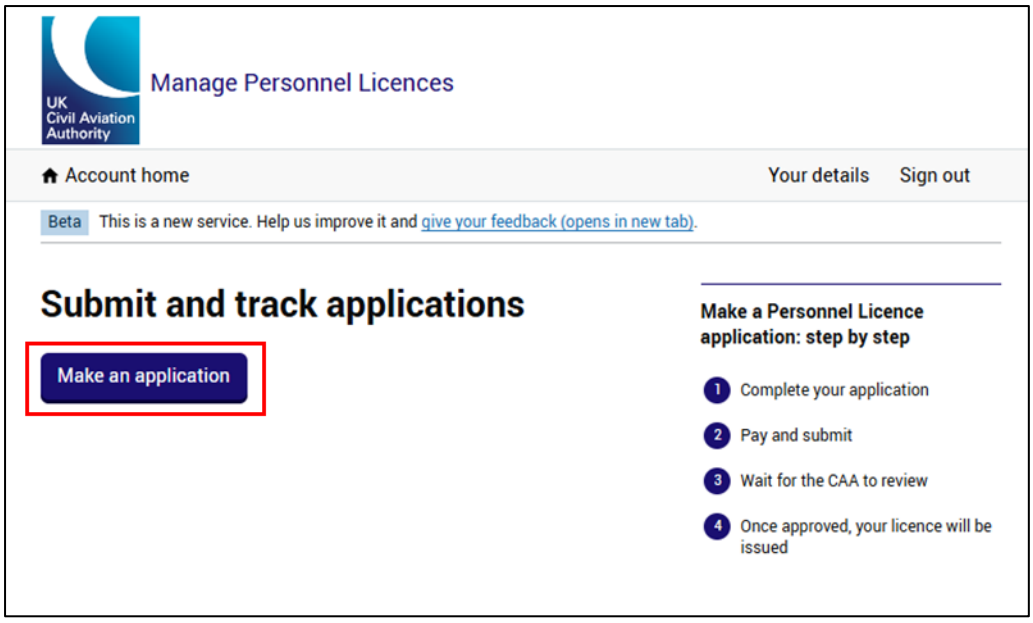
To make an application for a Radio Operators Certificate of Competence (ROCC), you must have passed the written and practical exam (unless you have an exemption), and your examiner must have logged the exam result in the Manage Personnel Licences services.

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.



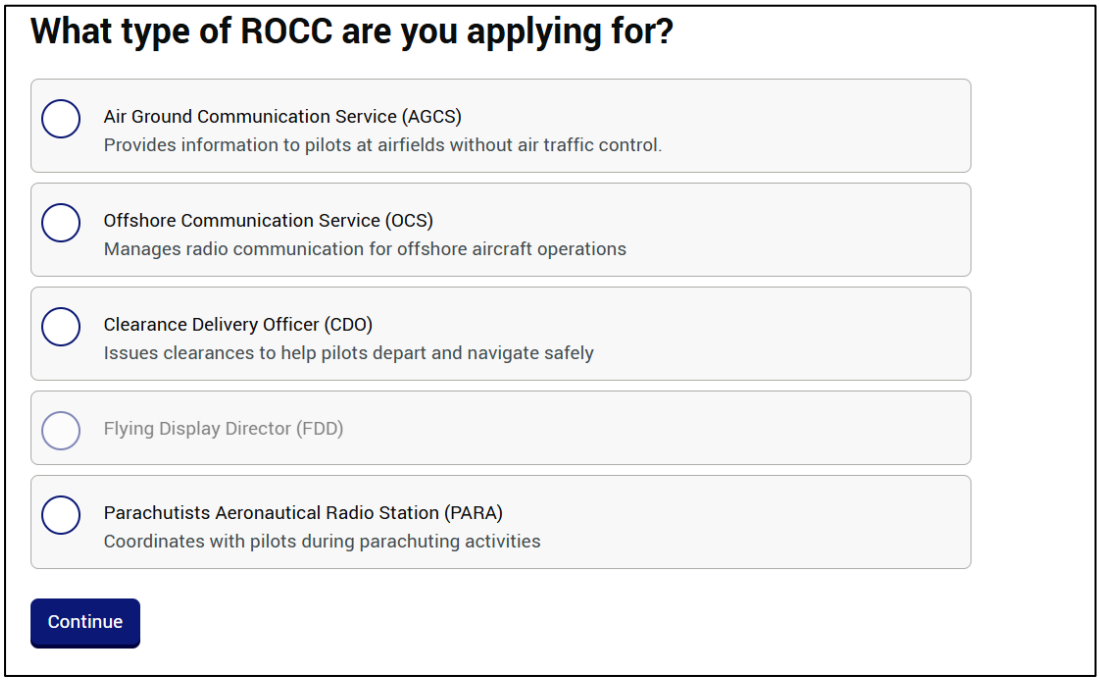
Step 3: Click on the '**Make an application**' button.



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

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

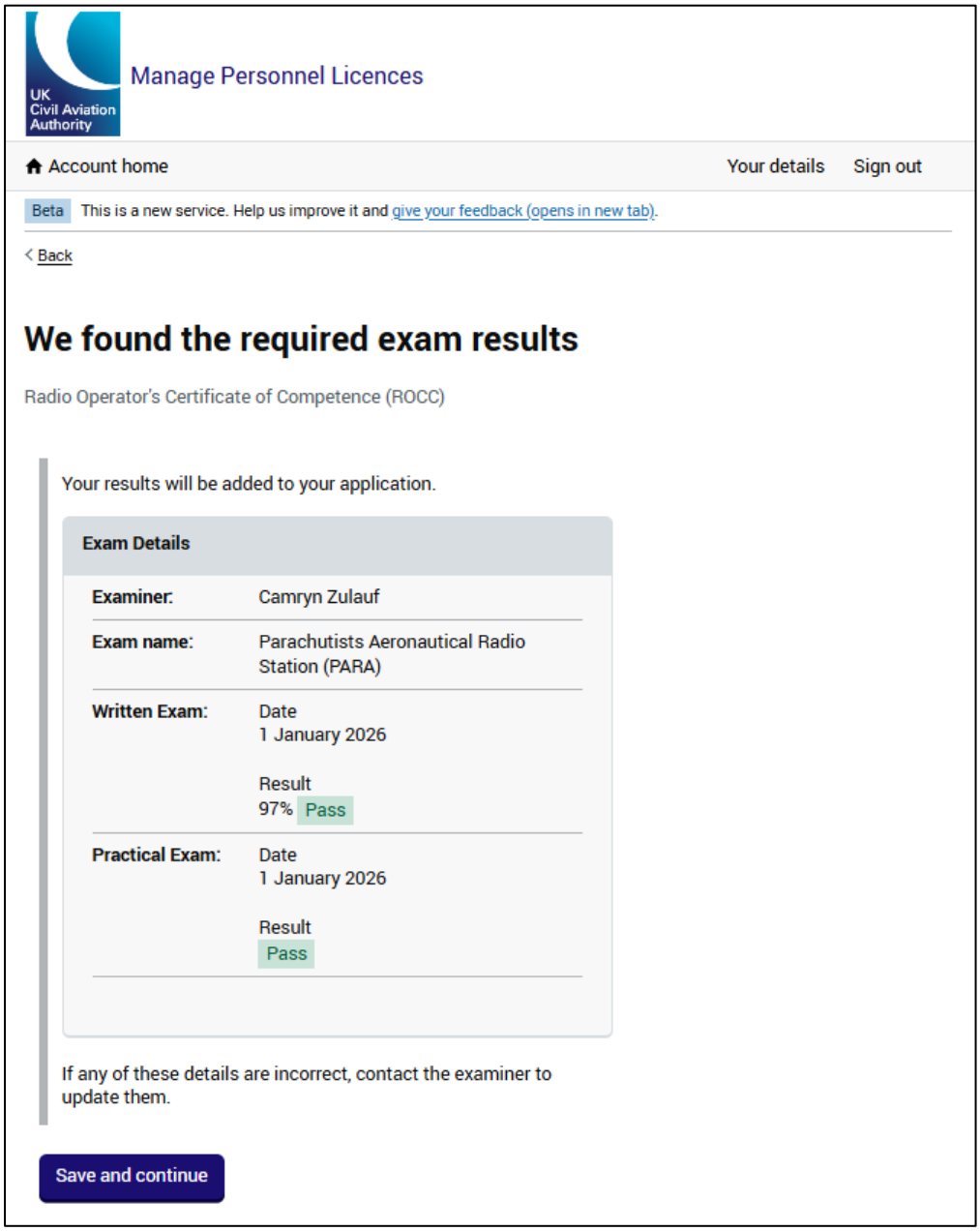
Step 6: Select which type of ROCC you are applying for from the provided list and click **'Continue'.**



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.

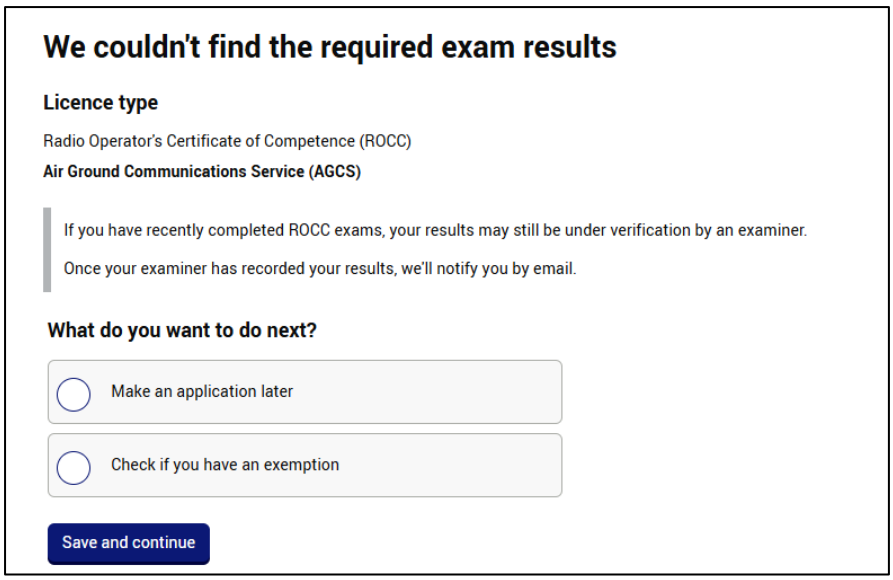
If a record is found, the system will present your examination results. Check the details are correct and click '**Save and continue'.** Proceed to Step 9.



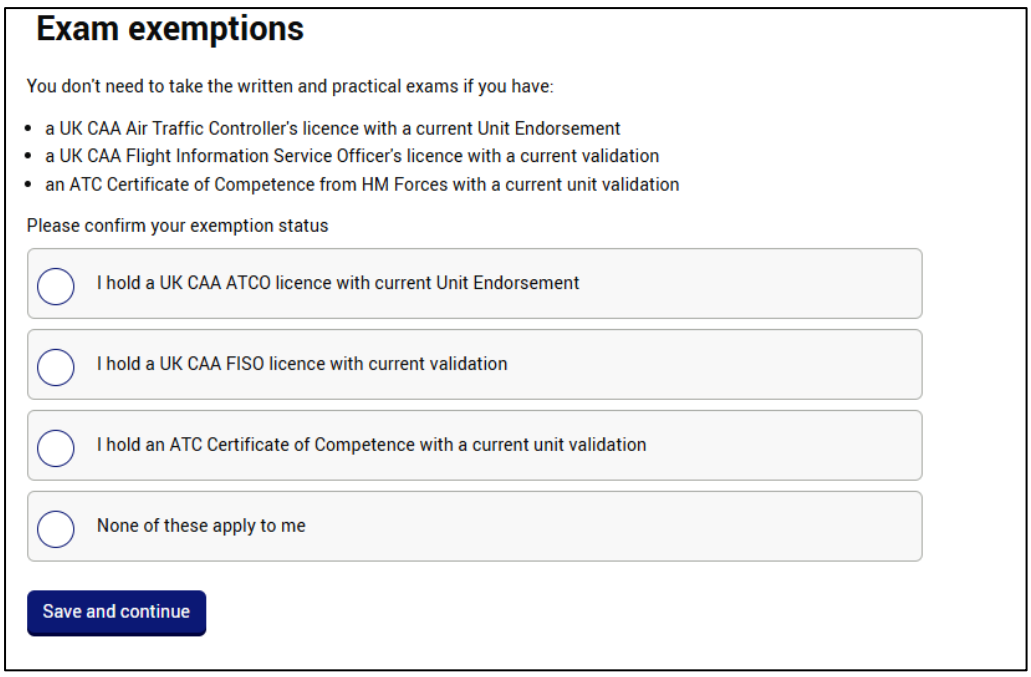
If any details are incorrect, contact your examiner directly.

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'.



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

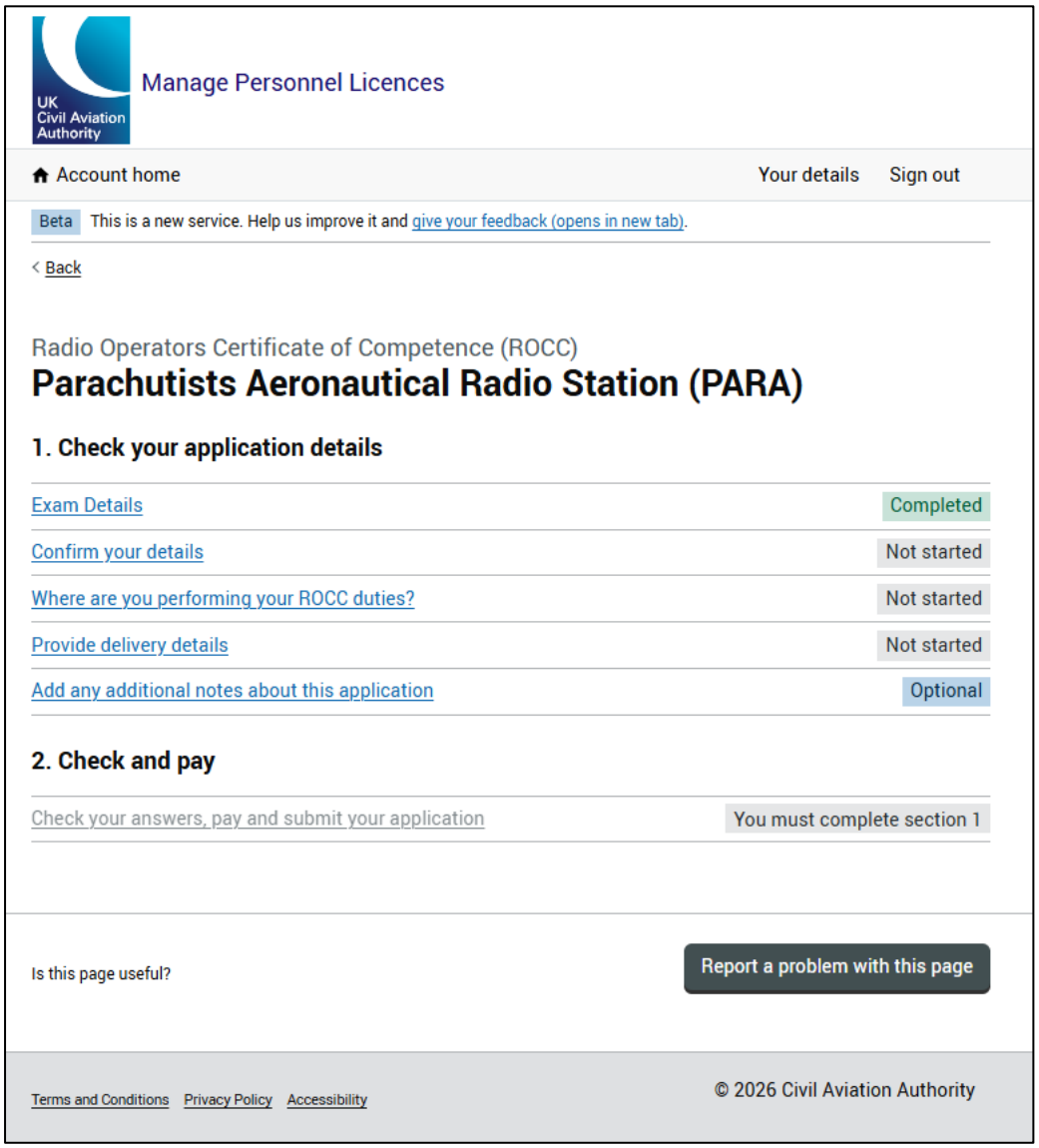


If you select that you hold an ATCO or FISO licence, you will be directed to the main application task list and this information will be verified by the CAA when we assess your application.

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.

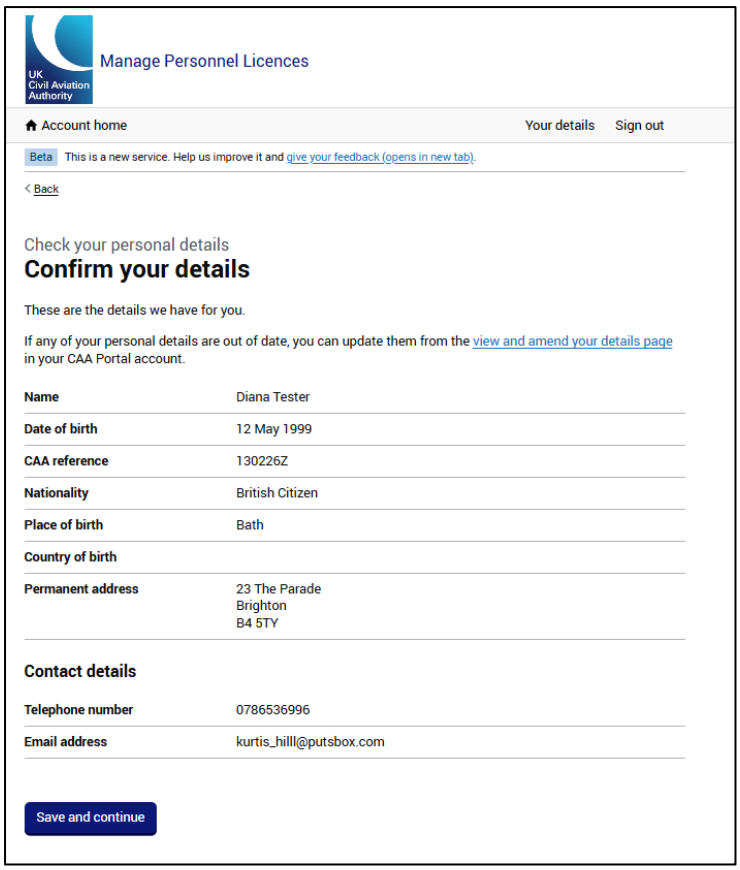
Step 9: You will be taken to the main application task list. Each link in section one of the task list will take you to information you need to provide as part of the application.

You will see that '**Exam details'** is marked as completed as you have just confirmed these details are correct.

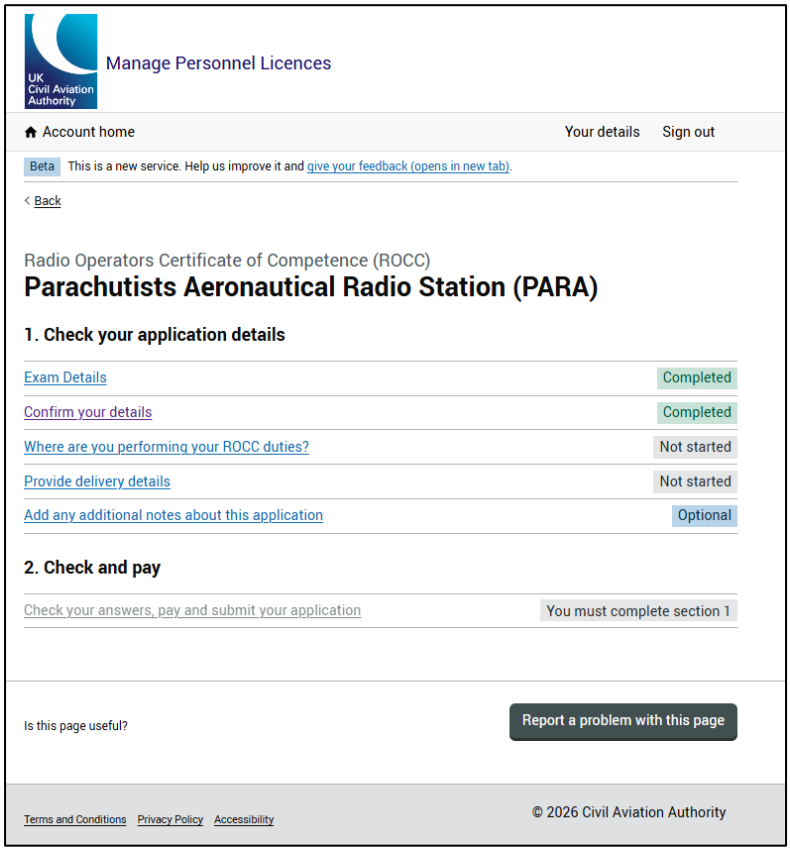


Step 10: Click on the '**Confirm your details**' link. This page summarises your personal details and key contact information from your portal account. If all the details are correct, click on '**Save and continue**'.

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.

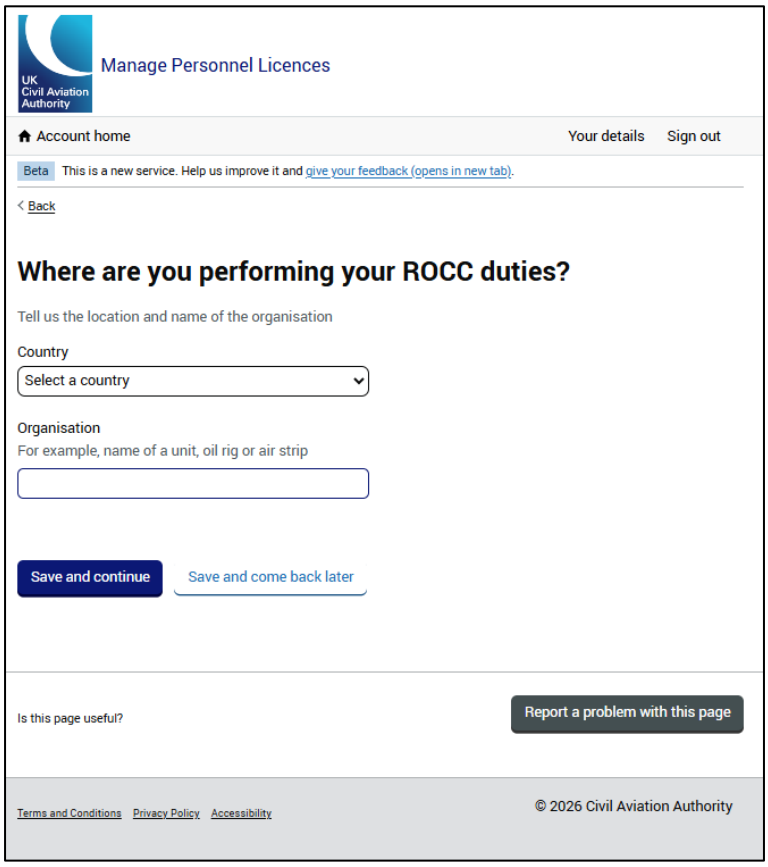


Step 11: You will be directed back to the task list and the '**Confirm your details**' task will now show as completed.



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

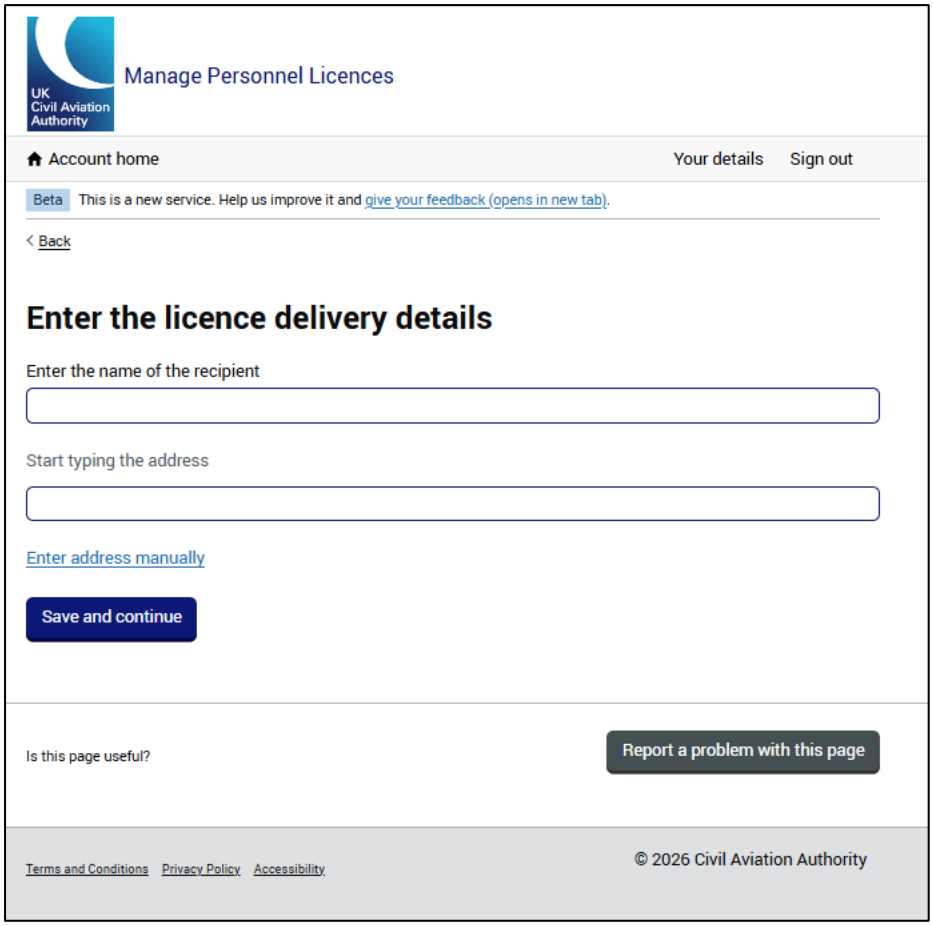
Step 12: Confirm which country you are using your ROCC certificate in and what organisation you are performing your ROCC duties at. Then click '**Save and continue**'.



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.

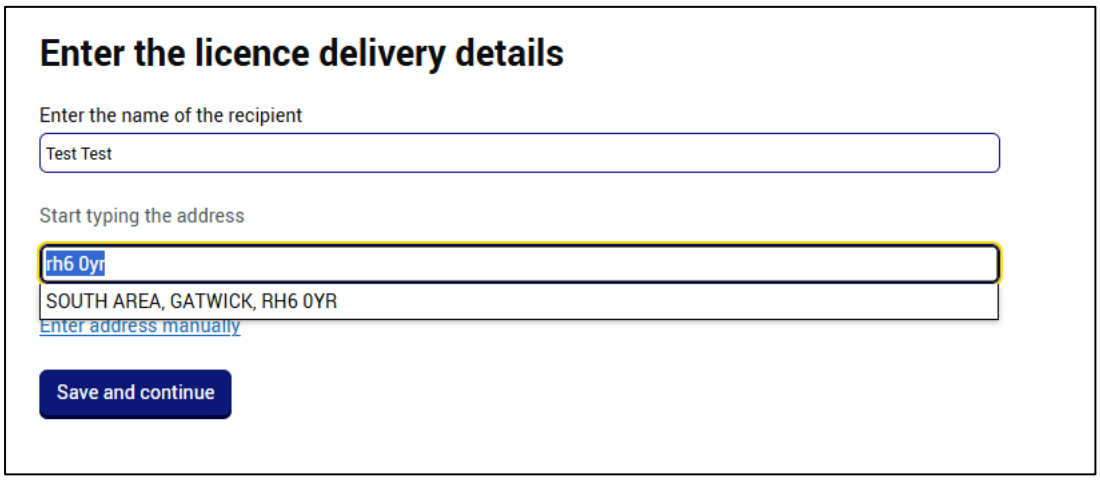
Click on the **'Provide delivery details link**' next. You will be asked if you want to use the permanent address we have on record for you for the delivery of your certificate or to enter a new one.

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.



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.



Click ‘**Save and continue’.**

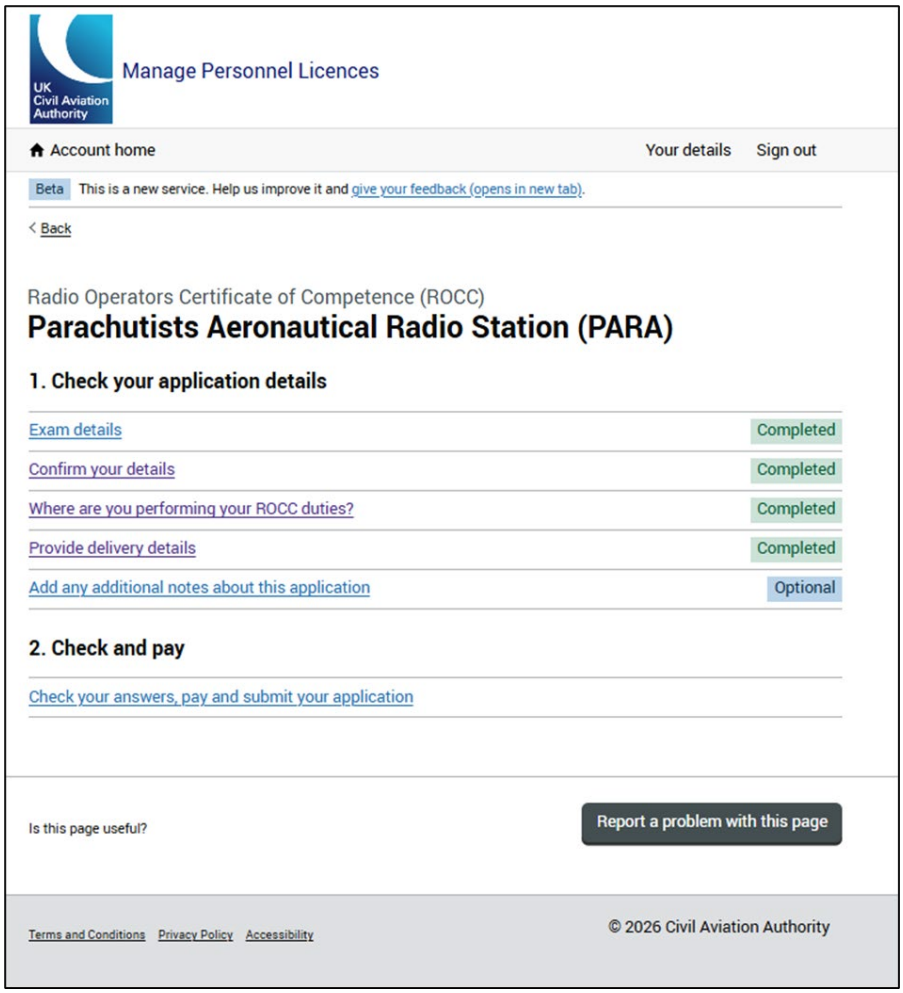
Step 14: You’ll be asked to confirm your preferred delivery method. Select whether you wish to have the certificate sent to you using Royal Mail 2nd Class post (free of charge) or by Secure Courier (at an additional cost).

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

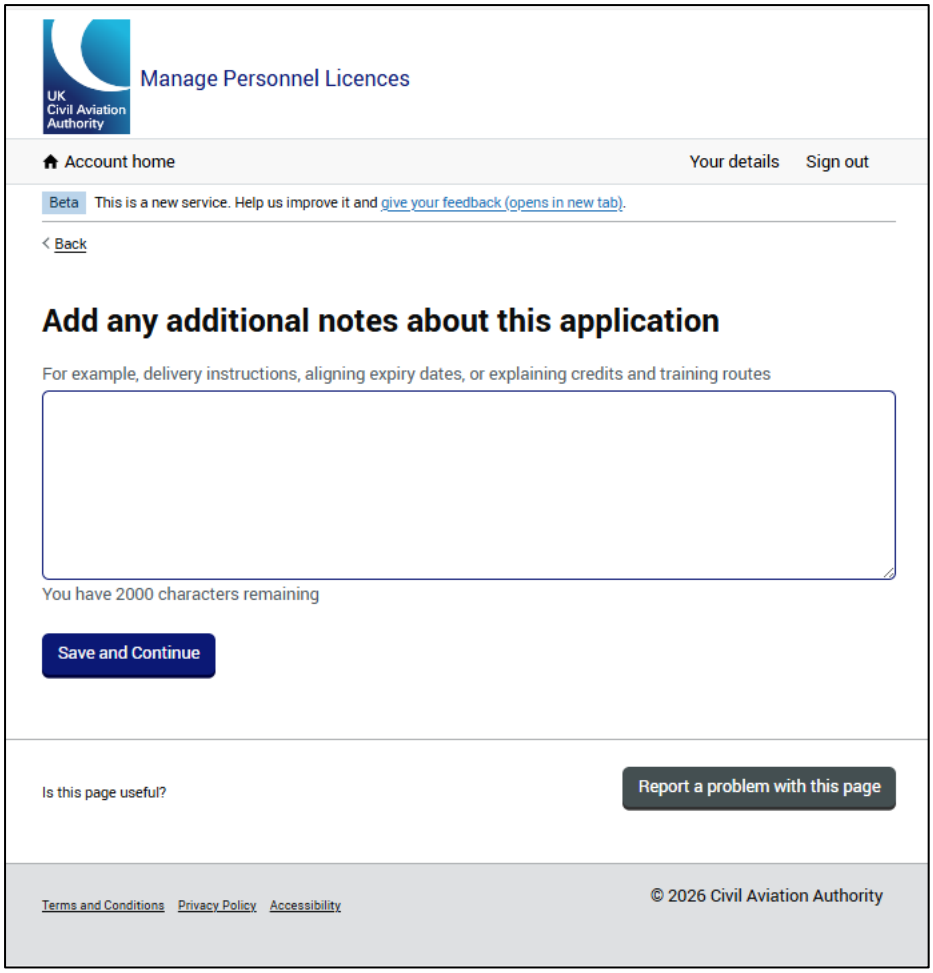
Once you have made your selection, click on '**Save and continue'**.

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.

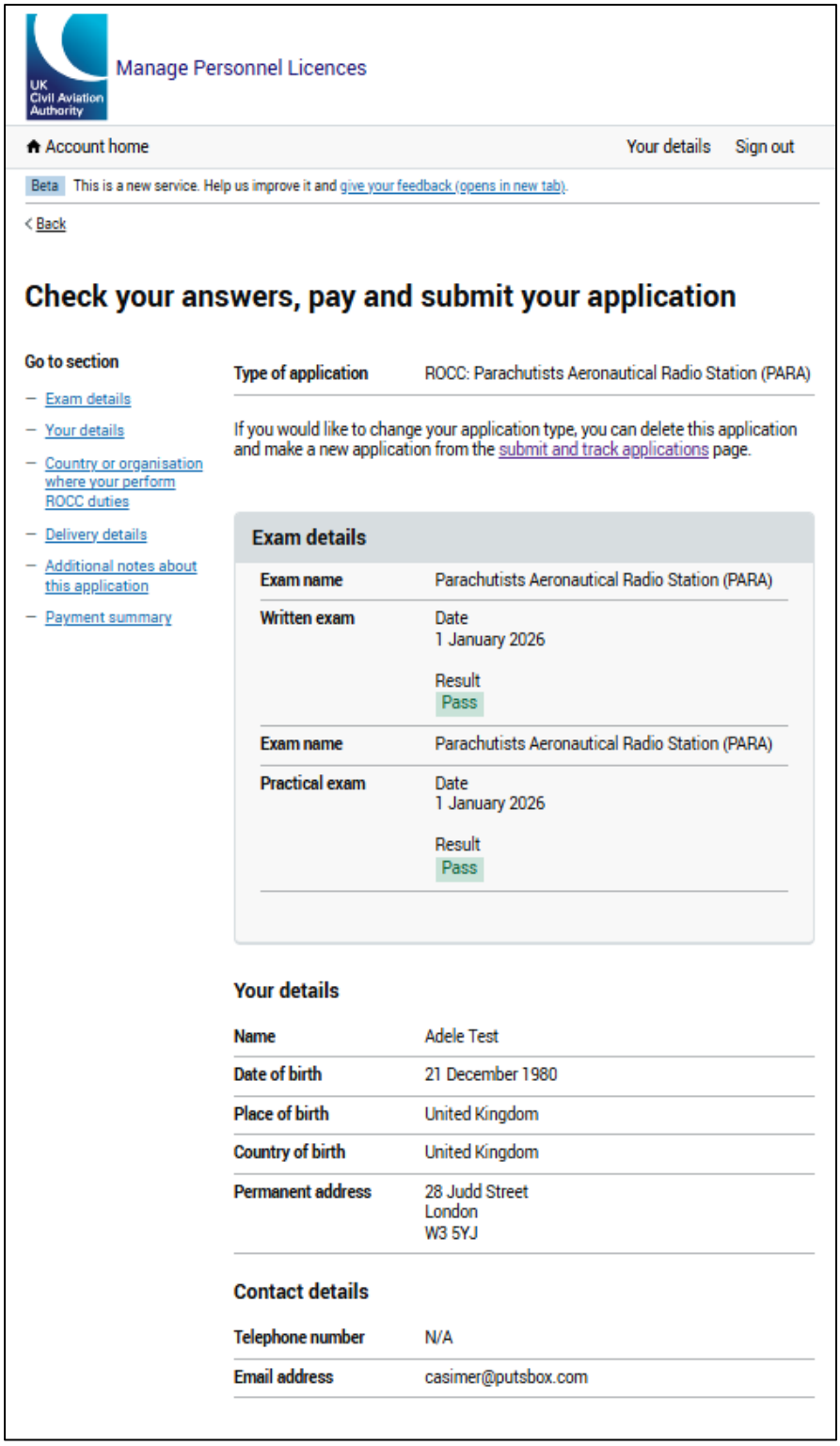


There is an optional task called '**Add any additional notes about this application**'. Clicking on this link will take you to a page where you can add any additional information you want the licensing officer assessing your application to know.



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.



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

Check your answers, pay and submit your application

Go to section

- Exam details
- Your details
- Country or organisation where your 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

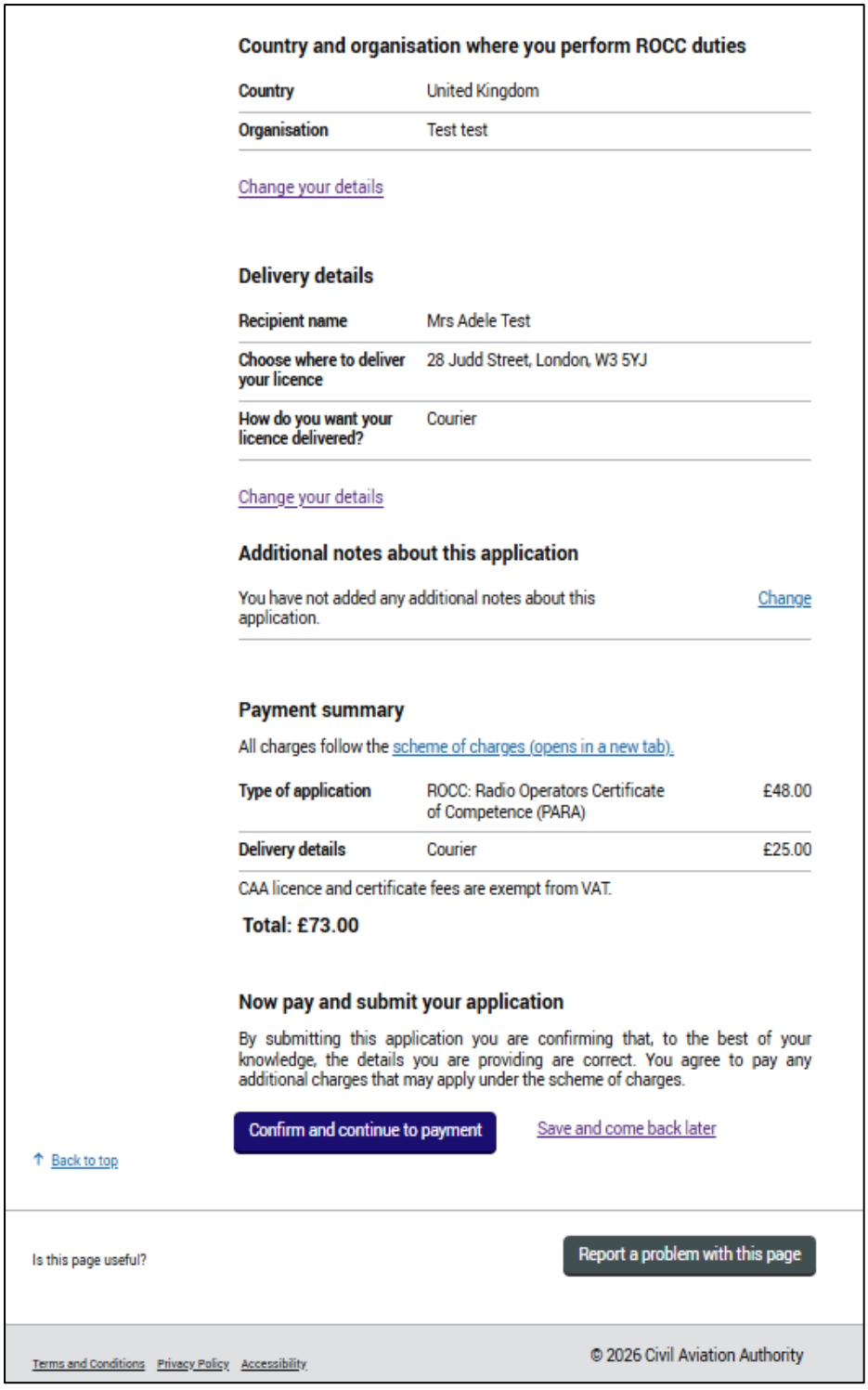
Exam name	Parachutists Aeronautical Radio Station (PARA)
Written exam	Date 1 January 2026 Result Pass
Exam name	Parachutists Aeronautical Radio Station (PARA)
Practical exam	Date 1 January 2026 Result Pass

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



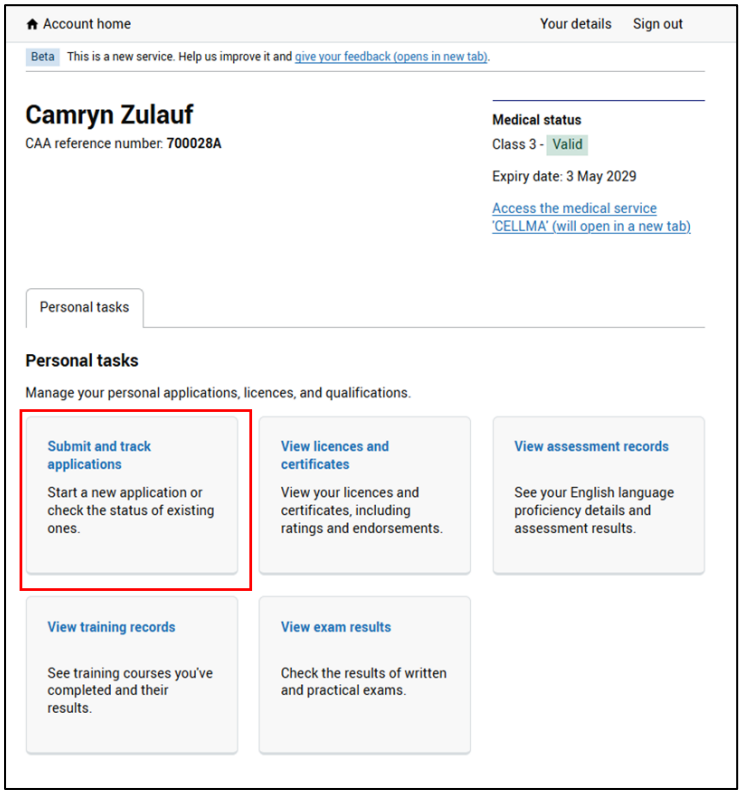
Step 17: Carefully review the application and then click on '**Confirm and continue to payment'**.

Step 18: Now you will be asked how you wish to pay for your application. Refer to the 'Making a payment' section of this guide.

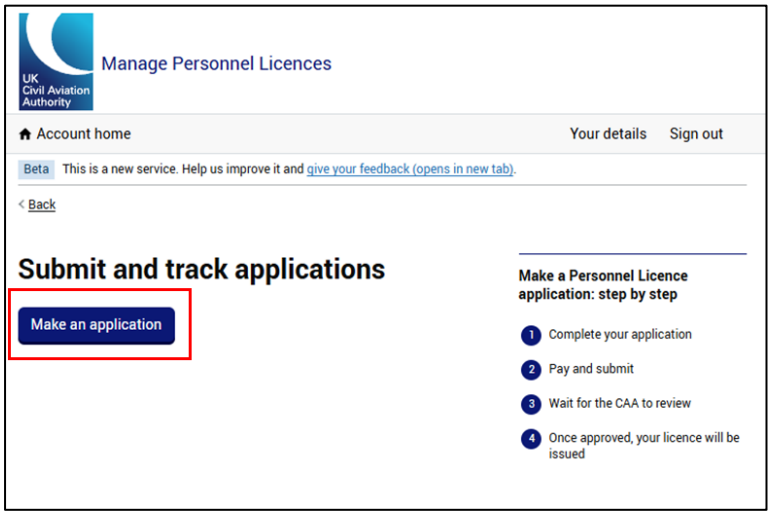
Apply for a Student Air Traffic Controller Licence

You can apply for an initial Student Air Traffic Controller licence using the service.

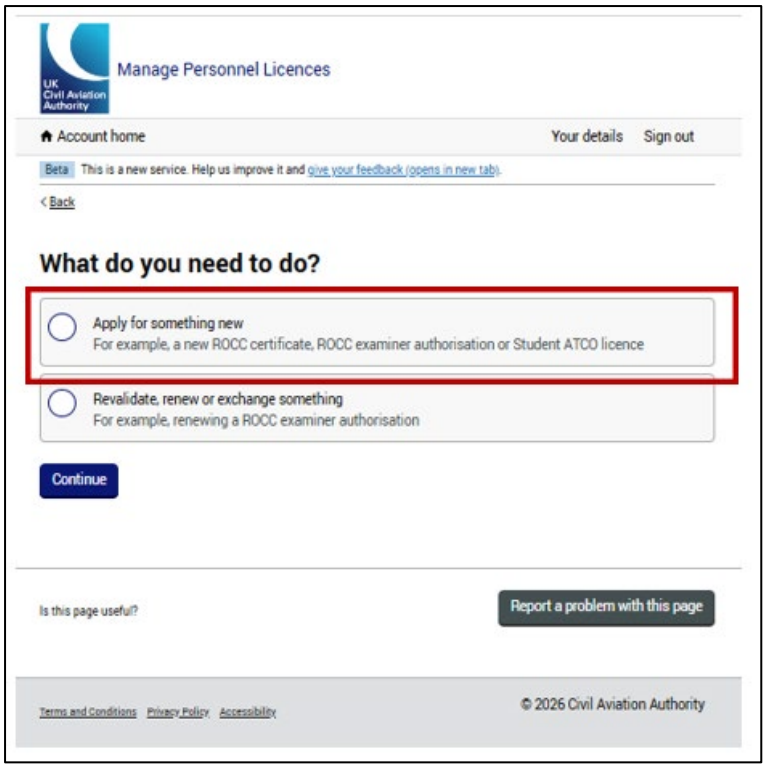
Step 1: When you're ready to make your application, click on the '**Submit and track applications**' tile on your homepage.



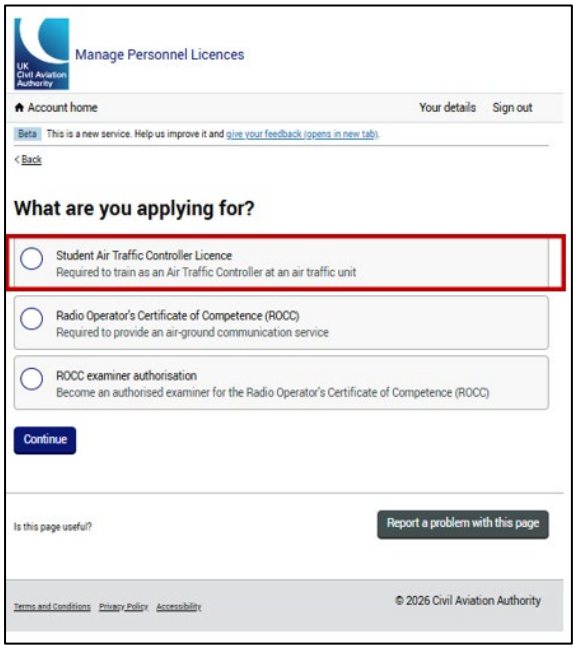
Step 2: Click on the '**Make an application**' button.



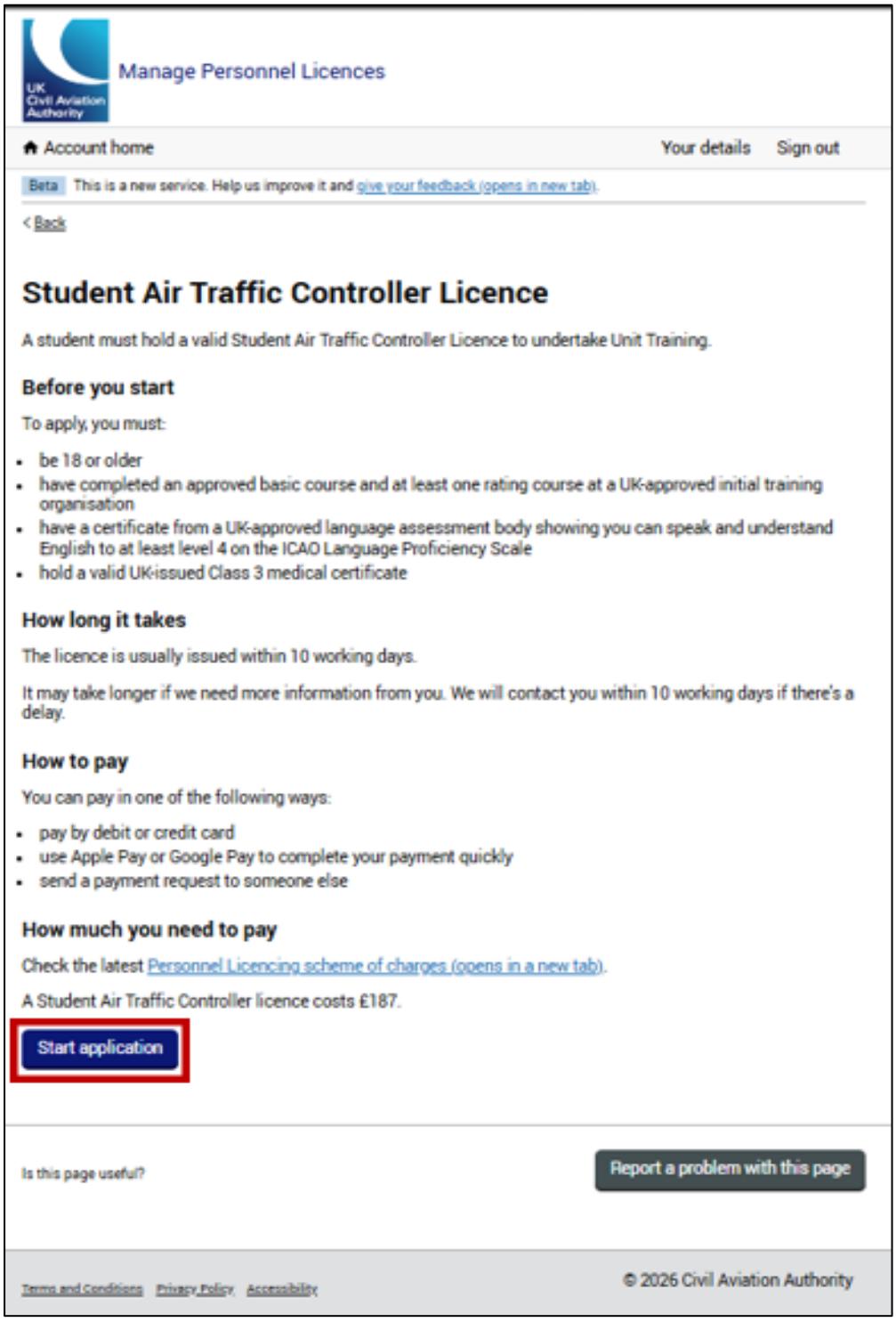
Step 3: Select **'Apply for something new'** and click '**Continue**'.



Step 4: Select '**Student Air Traffic Controller Licence'** and click '**Continue'.**

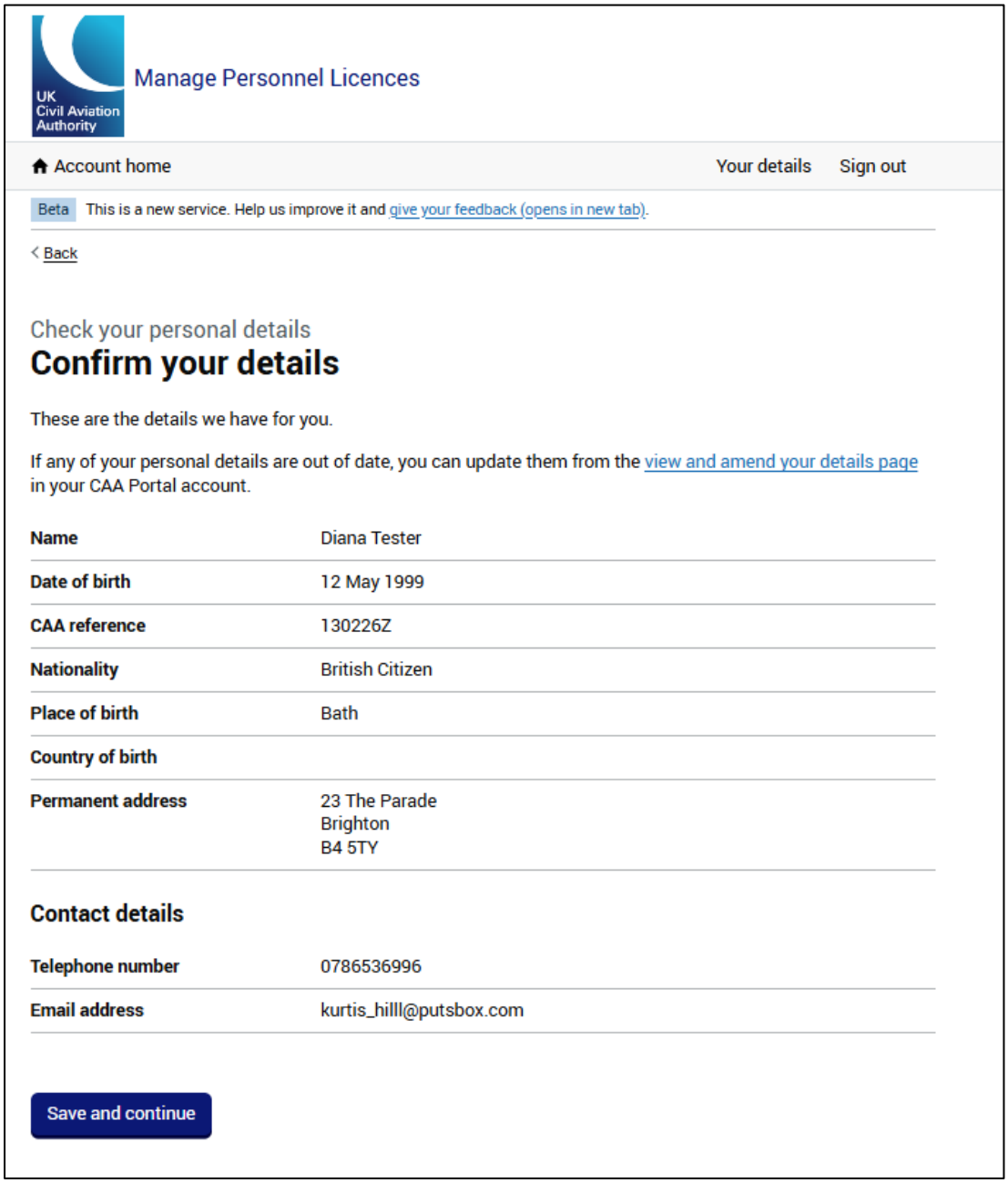


Step 5: Read the ‘Before you start’ page for key information about the application prerequisites and costs, and then click ‘**Start application**’.



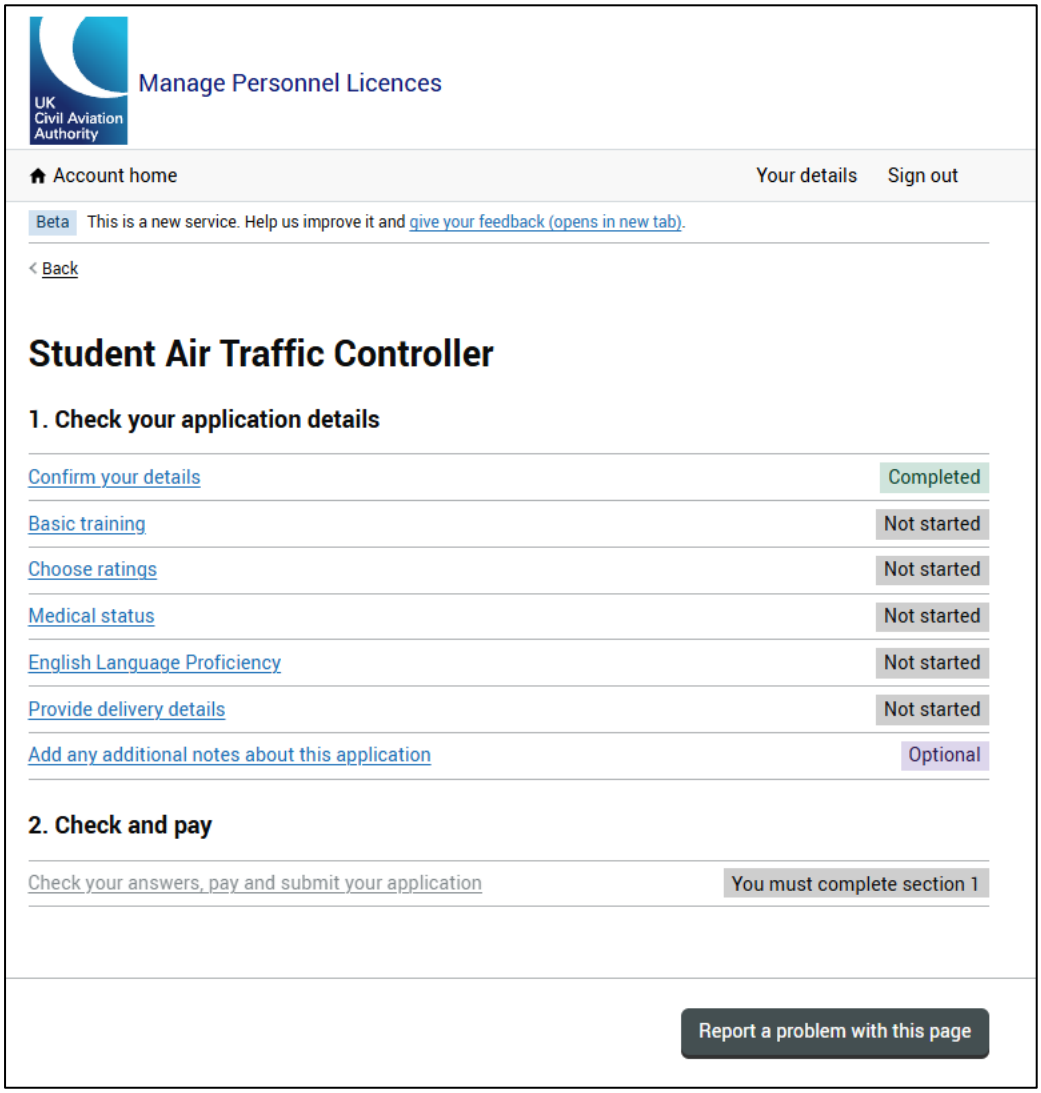
Step 6: The system will pull through your personal and contact information from your portal account into the application, so you don't need to enter them. If all the details are correct, click on '**Save and continue**'.

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 licence/certificate with the correct details.

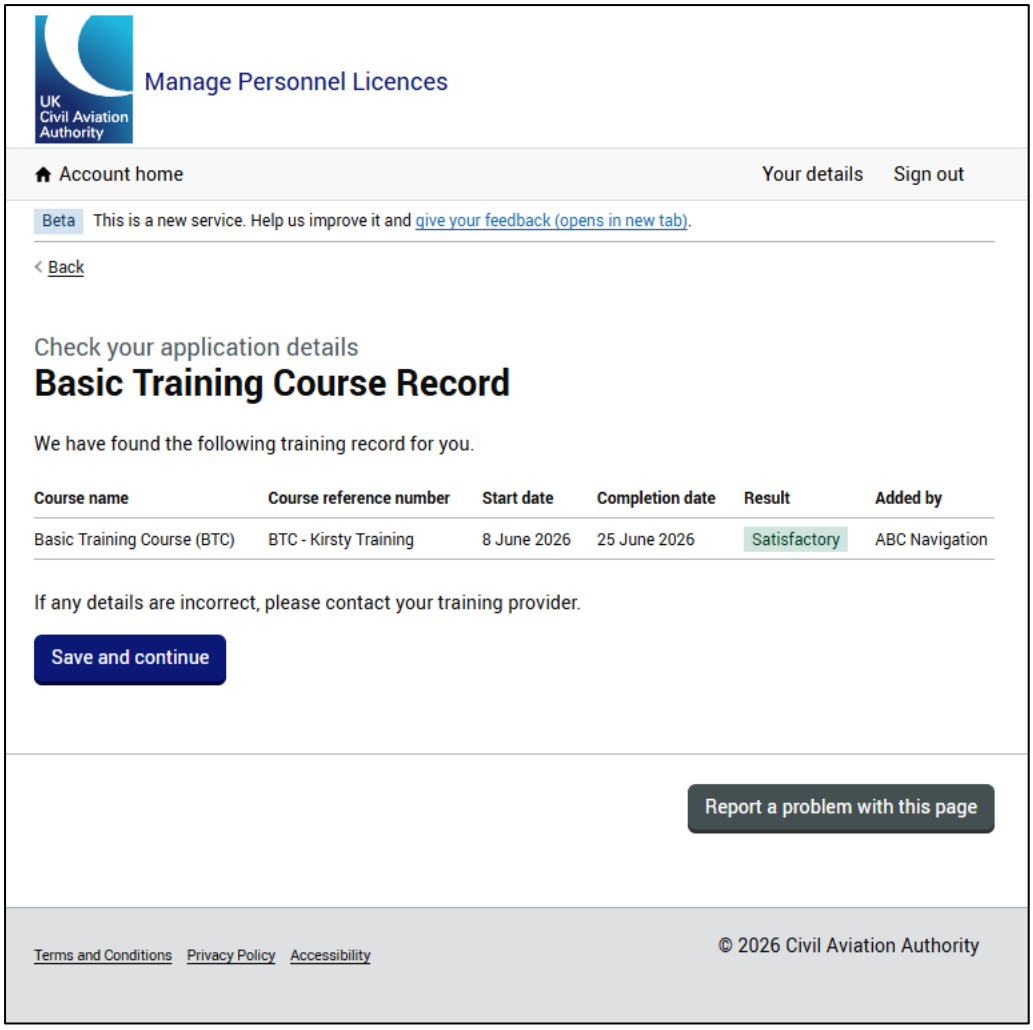


Step 7: You will be taken to the main application task list. Each link in section one of the task list will take you to information you need to provide as part of the application.

You will see that '**confirm your details** is marked as completed as you have just confirmed these details are correct.



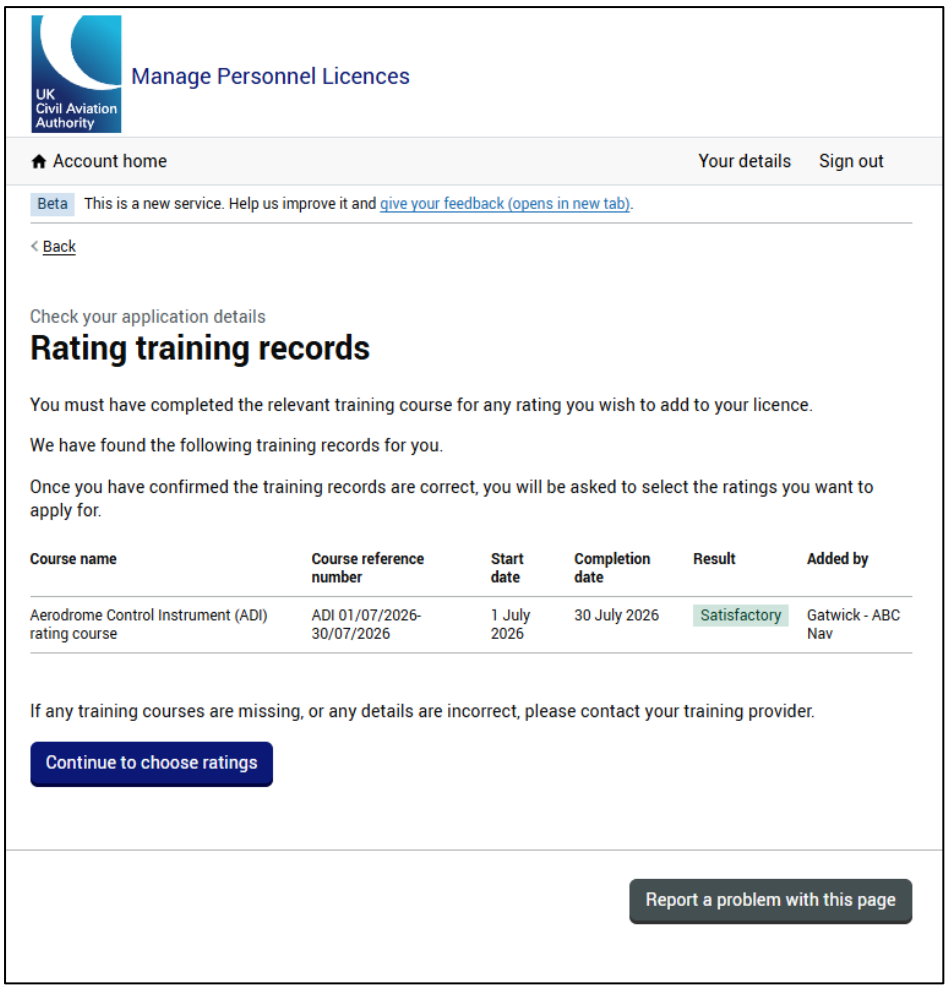
Step 8: Click on the '**Basic training'** link. One of the requirements for a Student ATCO licence is to have completed a Basic Training Course. When you click on this link, the system will search for a record of you successfully completing that course.



Step 9: Review the course details. If any details are incorrect, contact your training provider directly. If the course details are correct, click '**Save and continue**'.

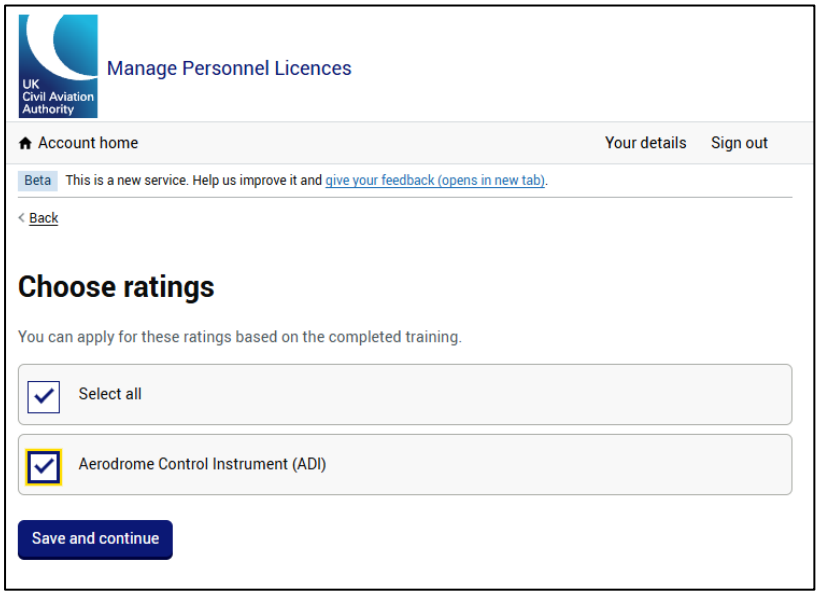
Step 10: You'll be taken back to the task list where the 'Basic training' task will show as 'Completed'. Click on the '**Choose ratings'** task.

Step 11: The system will search for a record of you successfully completing at least one rating course and will present the training records found. Check that a training course is showing for each rating you want on your Student ATCO licence.



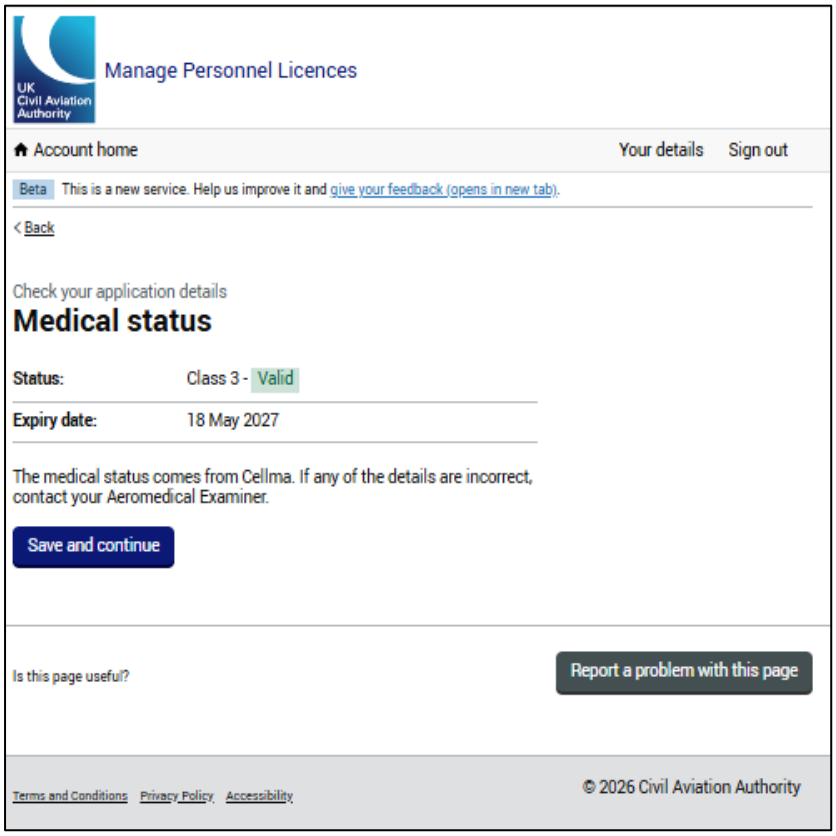
If any details are incorrect, contact your training provider directly. If the course details are correct, click '**Continue to choose ratings**'.

Step 12: The system will only allow you to apply for ratings where the CAA has a record that you completed the appropriate training course. Select the rating(s) you want to add to your Student ATCO licence and click '**Save and continue'**.



Step 13: You'll be taken back to the task list where the 'Choose ratings' task will show as 'Completed'. Click on the '**Medical status'** task.

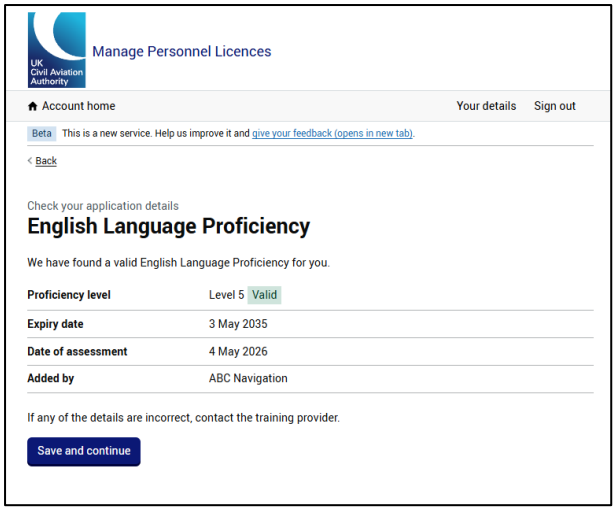
Step 14: The system will search for a record of your Class 3 medical.



If any details are incorrect, contact your AME directly. If the medical details are correct, click '**Save and continue'**.

Step 15: You'll be taken back to the task list where the 'Medical status' task will show as 'Completed'. Click on the '**English Language Proficiency'** task.

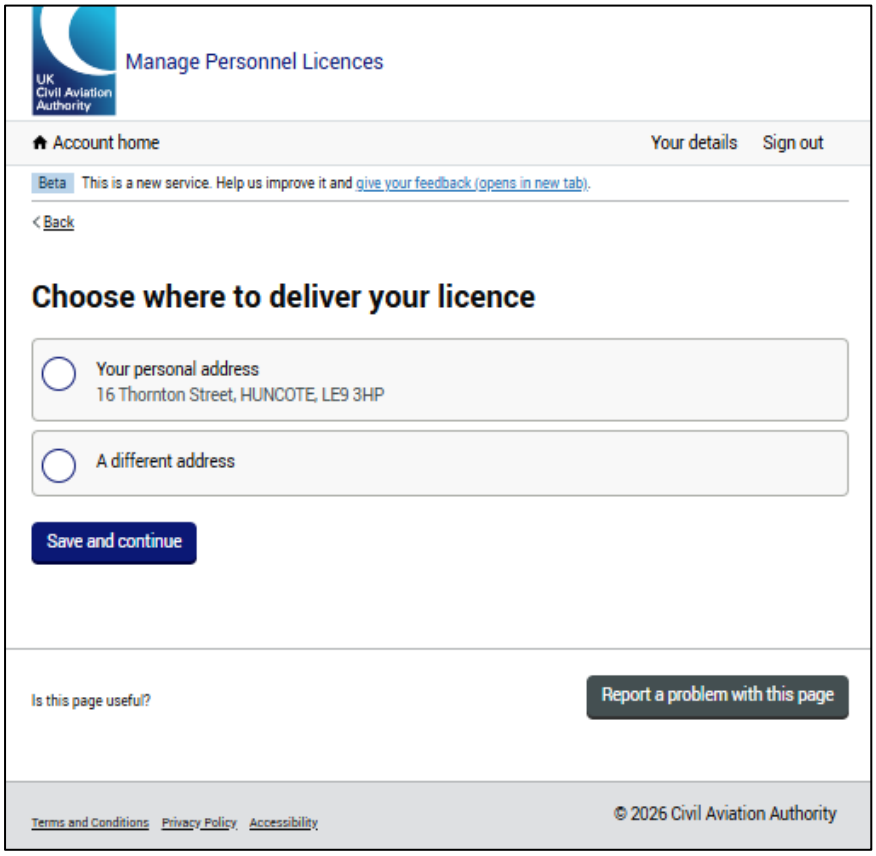
Step 16: The system will search for a record of your English Language Proficiency assessment.



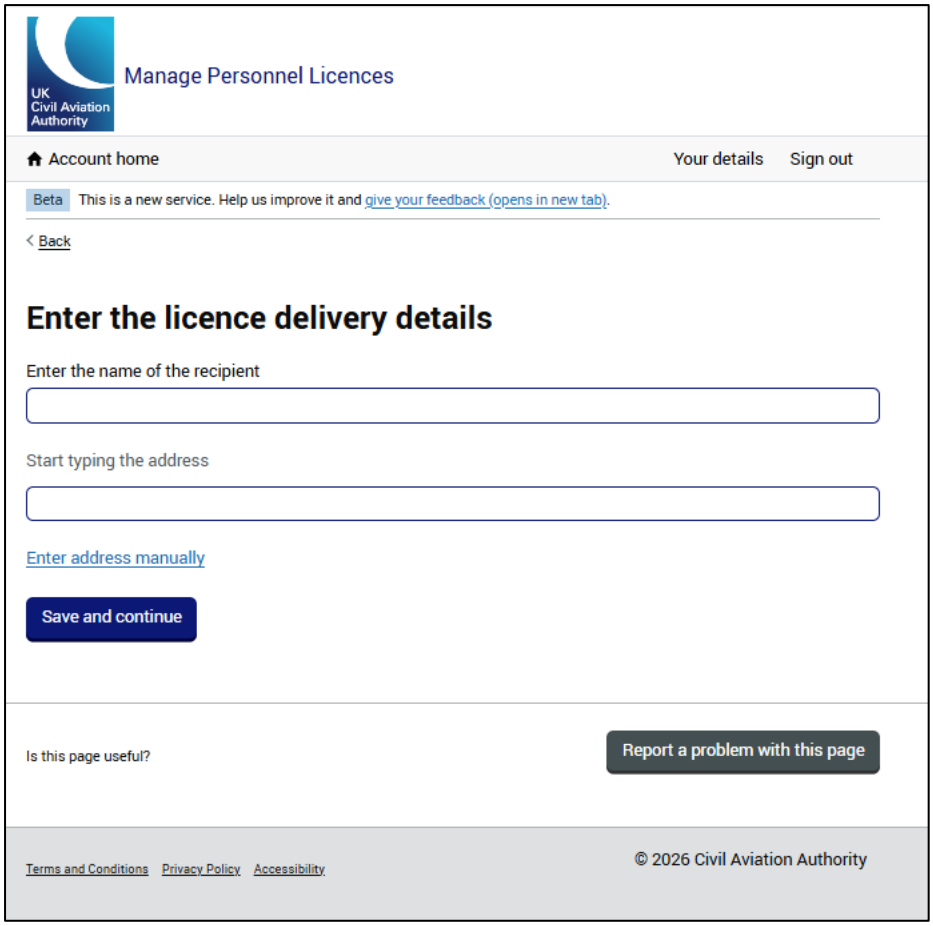
If any details are incorrect, contact your training provider directly. If the course details are correct, click '**Save and continue**.

Step 17: You'll be taken back to the task list where the 'English Language Proficiency' task will show as 'Completed'. Click on the '**Provide delivery details'** task.

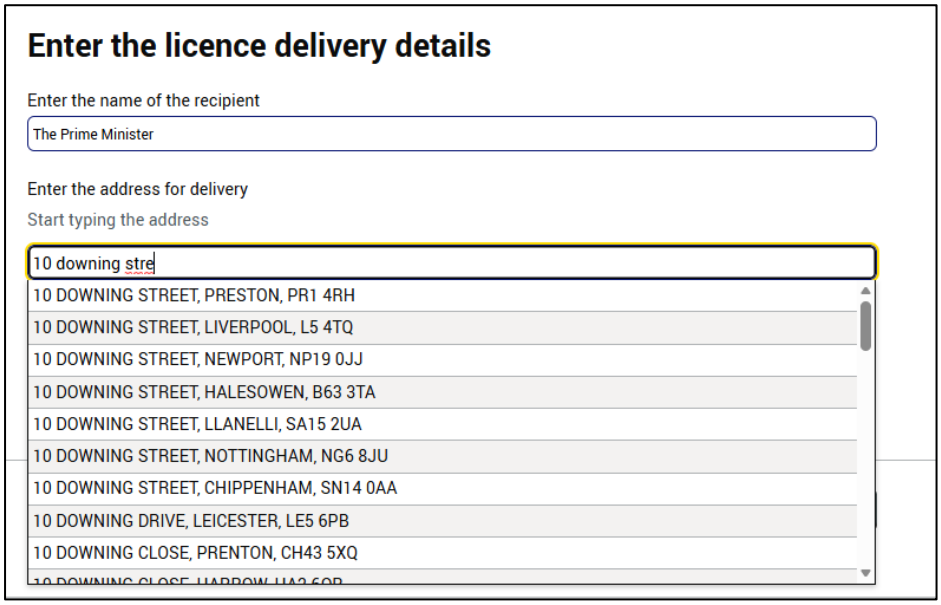
You will be asked if you want to use the permanent address we have on record for you for the delivery of your licence or to enter a new one.



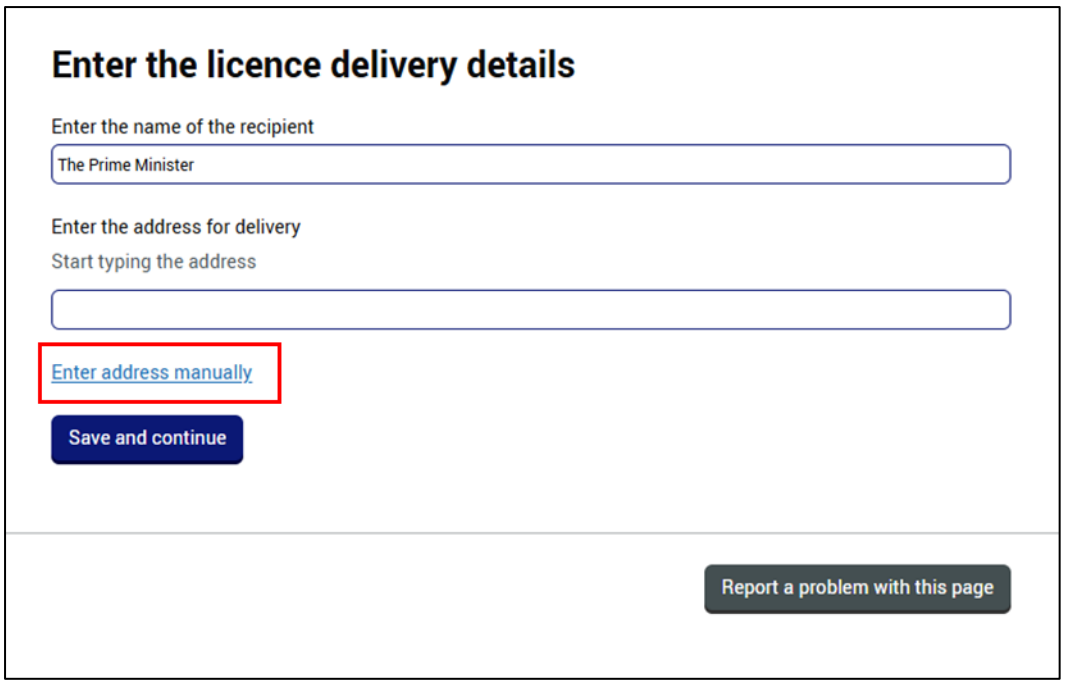
If you select 'A different address', you will be asked to enter the name of the recipient (in case it is not you, i.e. a company representative) and the address.

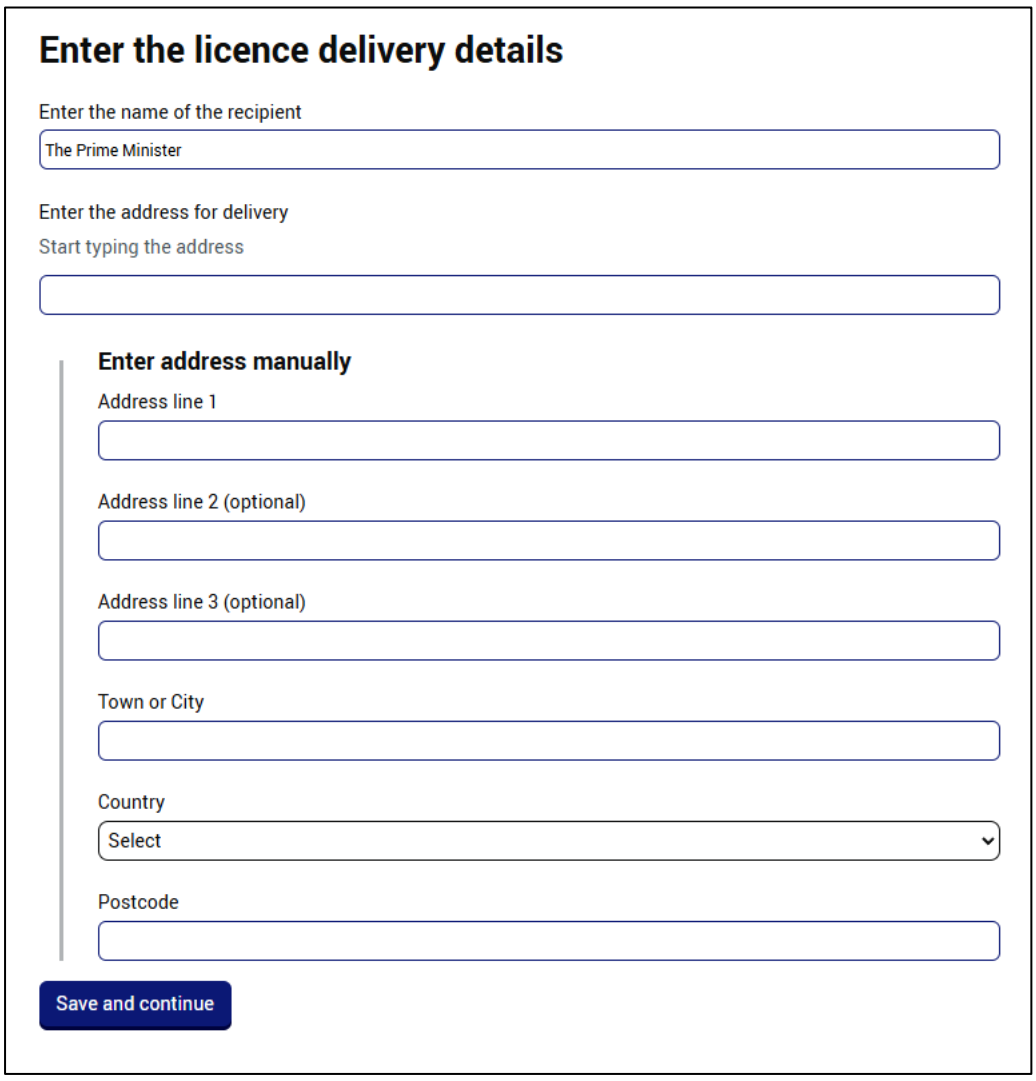


You can start typing the address and then select the address from the options displayed.



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





Click '**Save and continue'.**

Step 18: 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).

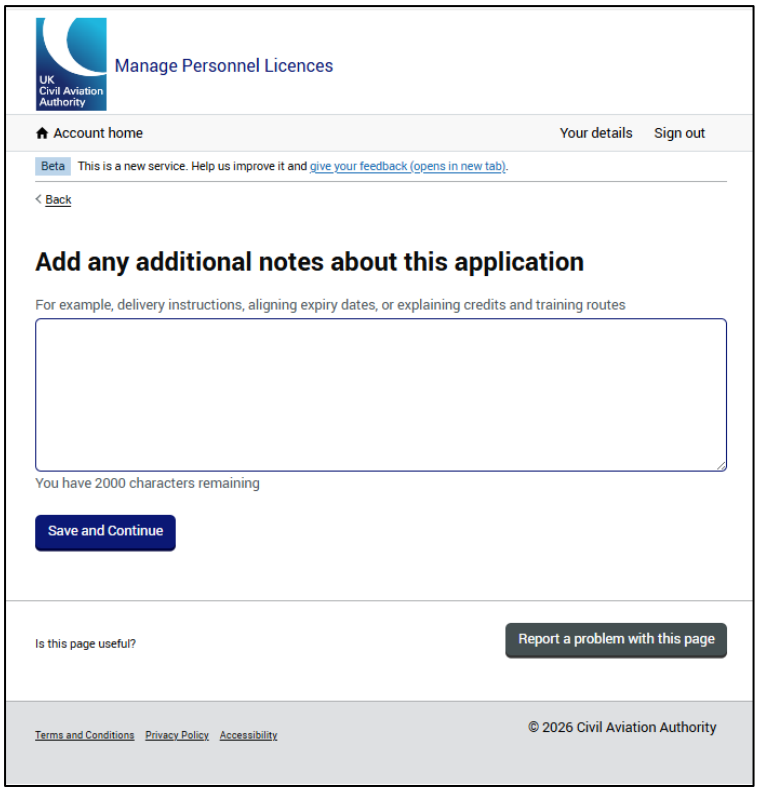
If your postal address is outside the UK, you will automatically be charged for Secure Courier to ensure safe delivery of your new certificate.

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

Step 19: 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.

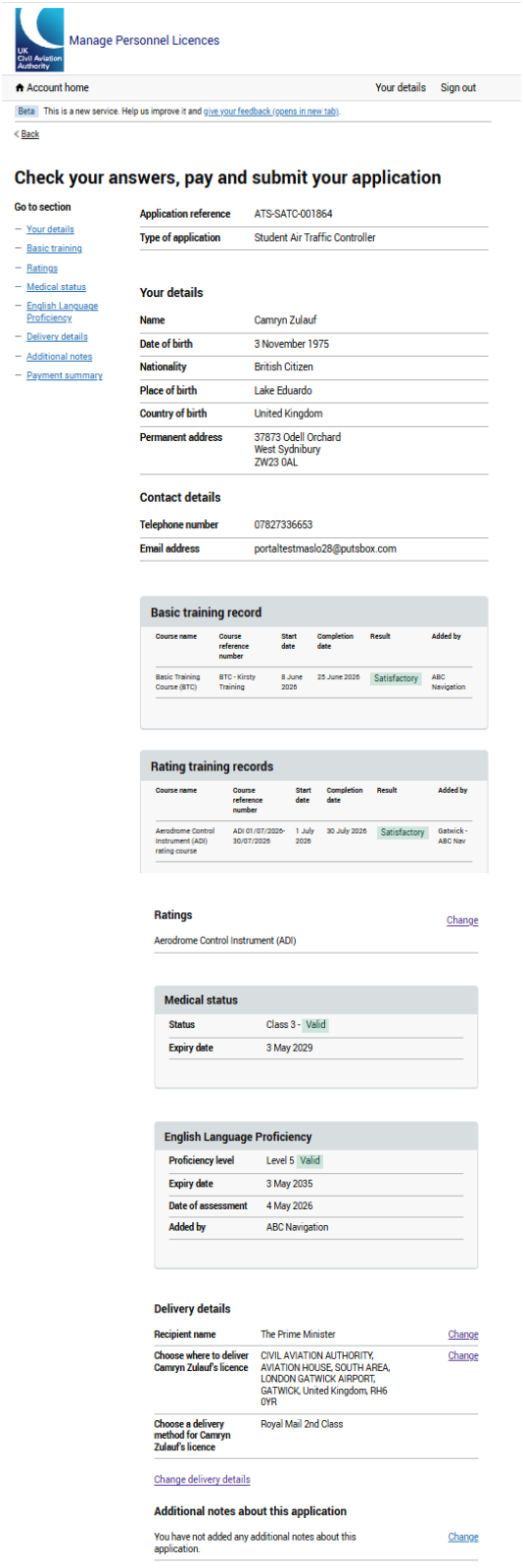
Step 20: There is an optional task called '**Add any additional notes about this application**'. Clicking on this link will take you to a page where you can add any additional information you want the licensing officer assessing your application to know.

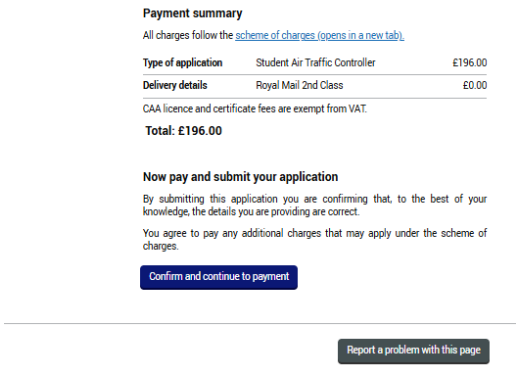


Enter any relevant notes and click on '**Save and Continue'**. You will be directed back to the task list and the additional notes field will show as completed.

You do not need to complete this task.

Step 21: 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.





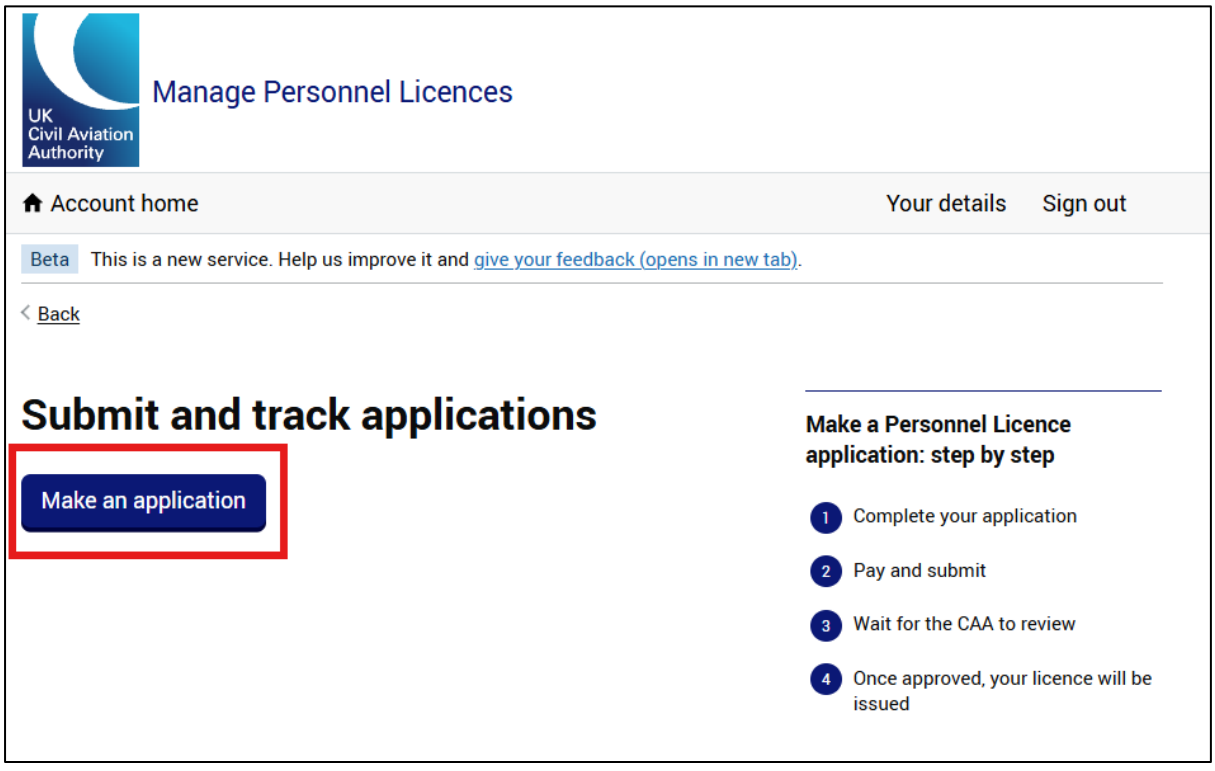
Step 22: Carefully review the application and then click on '**Confirm and continue to payment'**.

Step 23: Now you will be asked how you wish to pay for your application. Refer to the 'Making a payment' section of this guide.

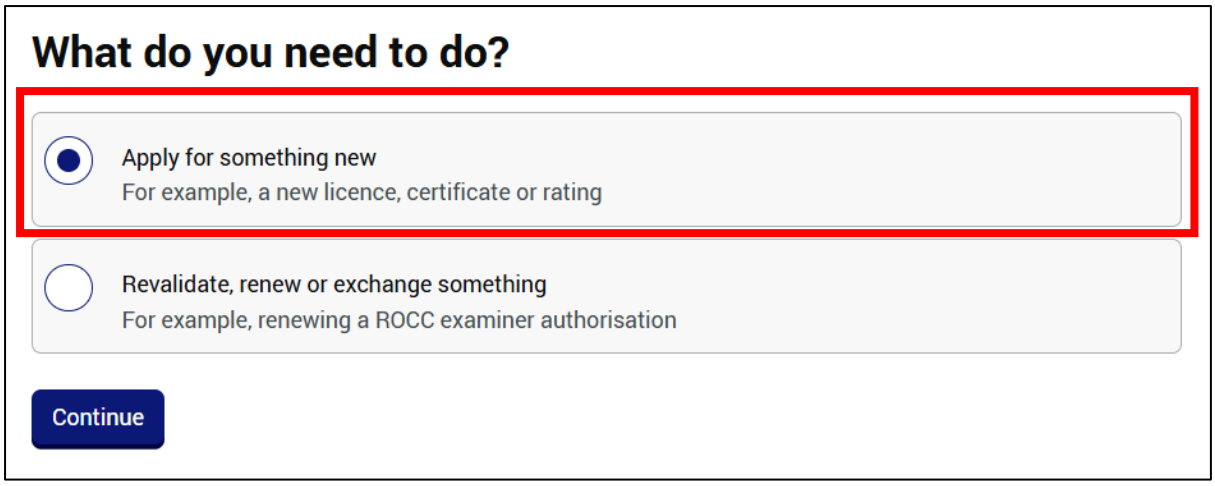
Apply to add additional ratings to a Student ATCO licence

You can apply to add additional rating(s) to a valid Student Air Traffic Controller licence using the service.

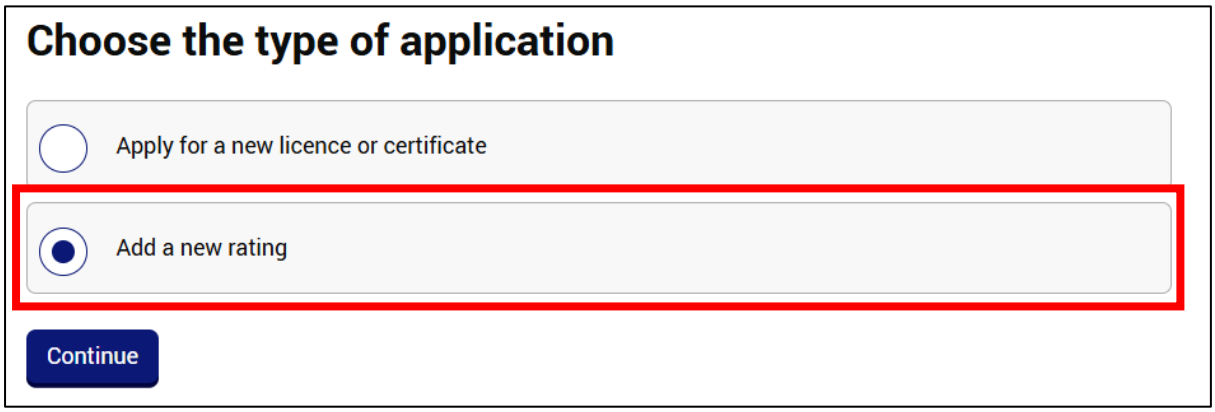
Step 1: When you're ready to make your application, click on the '**Submit and track applications**' tile on your homepage.



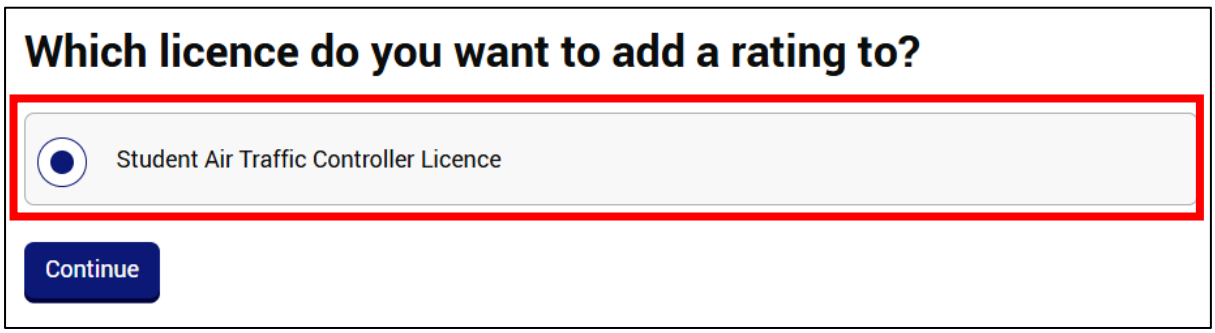
Step 2: Select '**Apply for something new'**, then '**Continue'**.



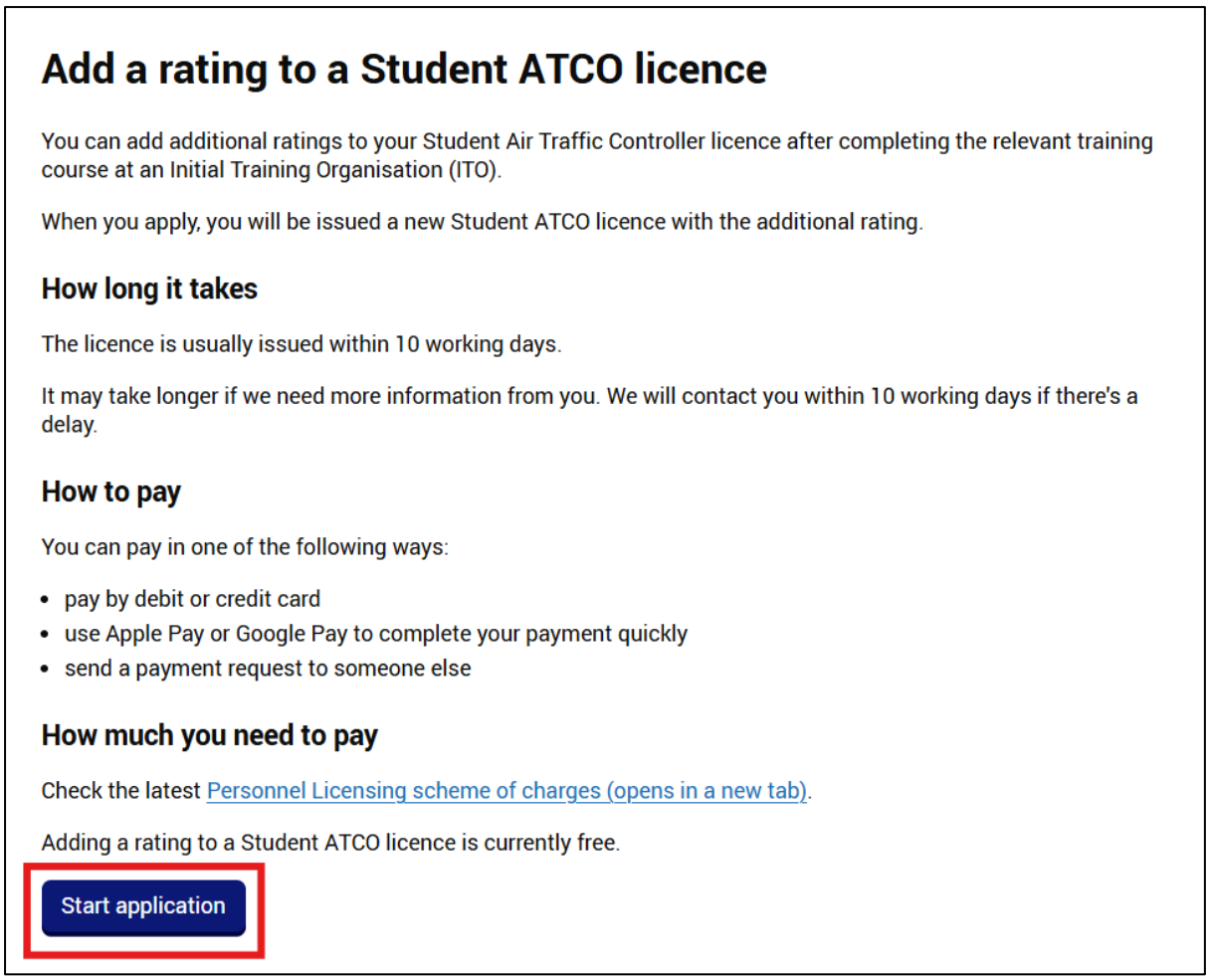
Step 3: Select '**Add a new rating**', then '**Continue'**.



Step 4: Select 'Student Air Traffic Controller', then Continue.

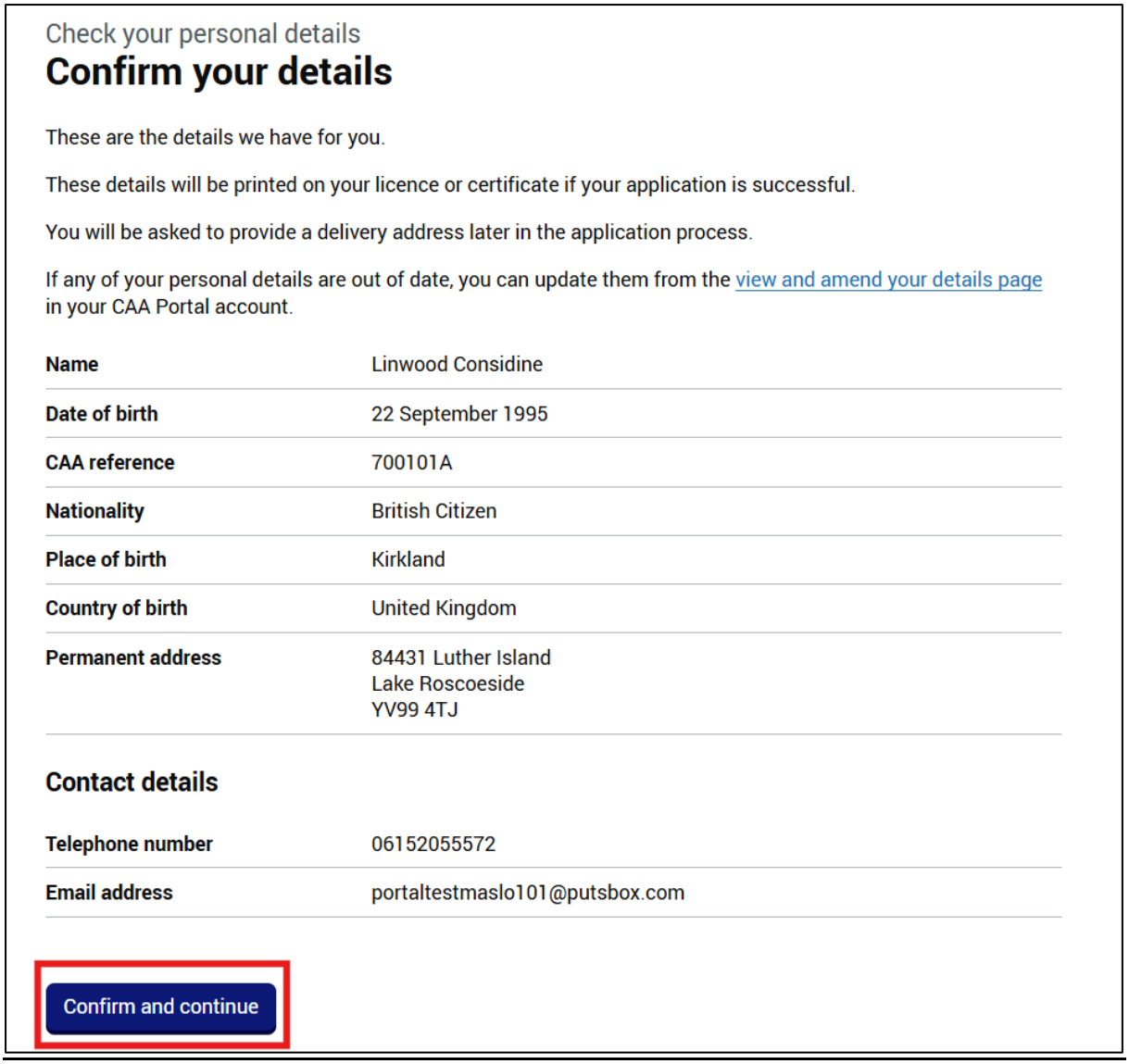


Step 5: Read the 'Before you start' page for key information about the application prerequisites and costs, and then click '**Start application**'.



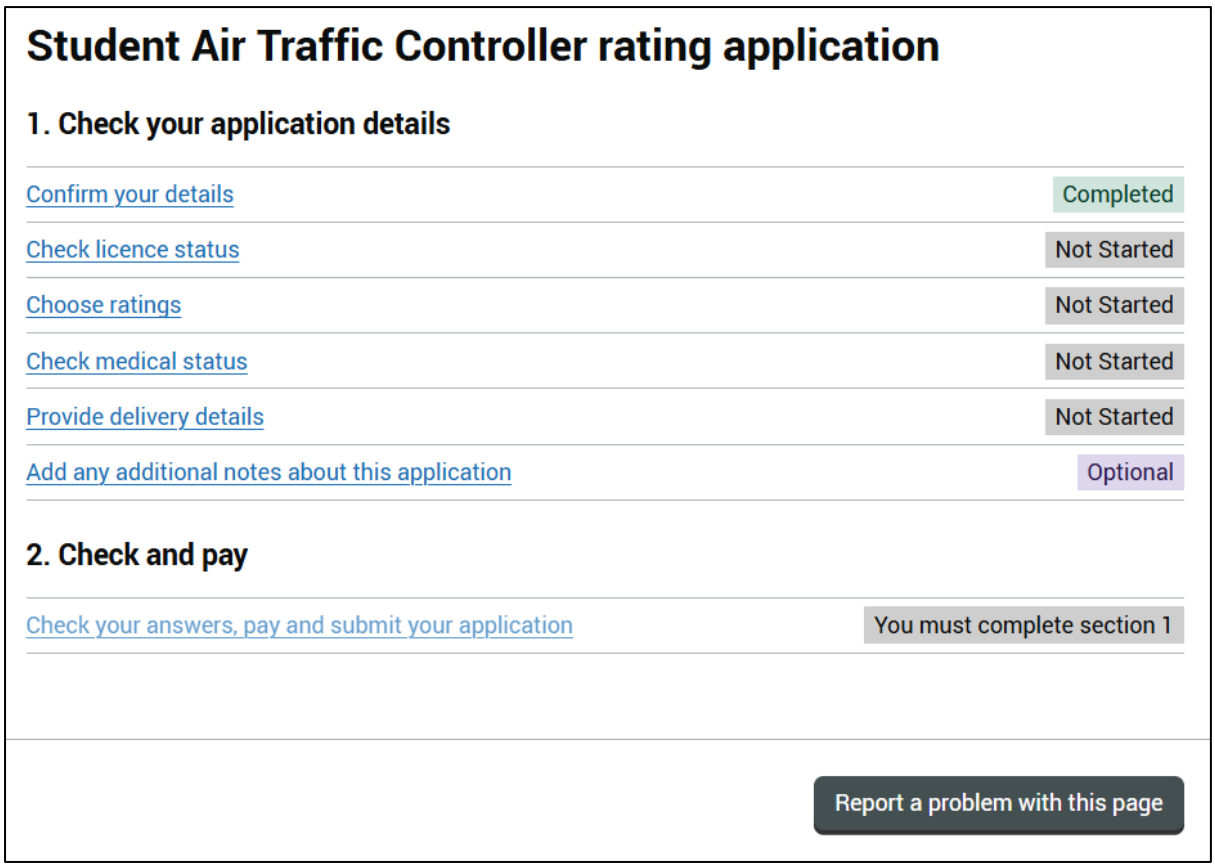
Step 6: The system will pull through your personal and contact information from your portal account into the application, so you don't need to enter them. If all the details are correct, click on '**Save and continue'**.

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 licence/certificate with the correct details.

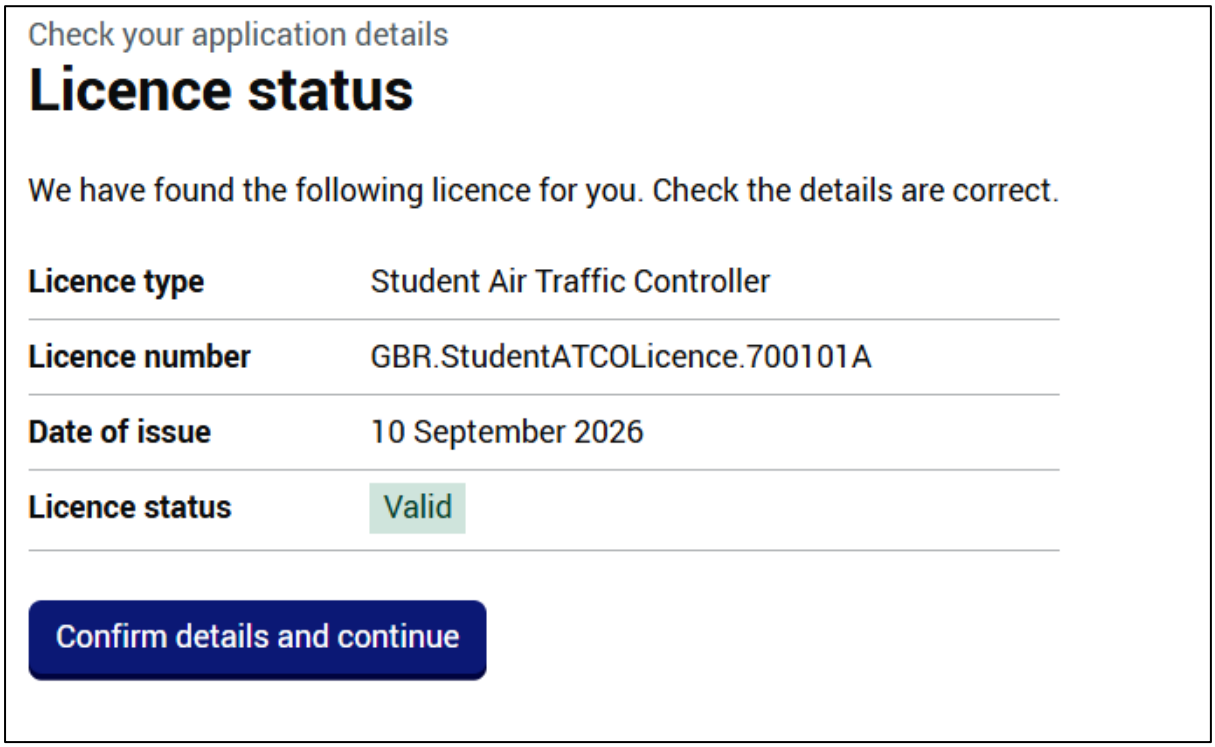


Step 7: You will be taken to the main application task list. Each link in section one of the task list will take you to information you need to provide as part of the application.

You will see that **confirm your details** is marked as completed as you have just confirmed these details are correct.



Step 8: Click on the '**Check licence status'** link. When you click on this link, the system will search for a record of a valid Student Air Traffic Controller licence.



Step 9: Review the licence details.

If no licence is found, you won't be able to proceed with the application. You should speak to the CAA licensing team if you believe this is incorrect.

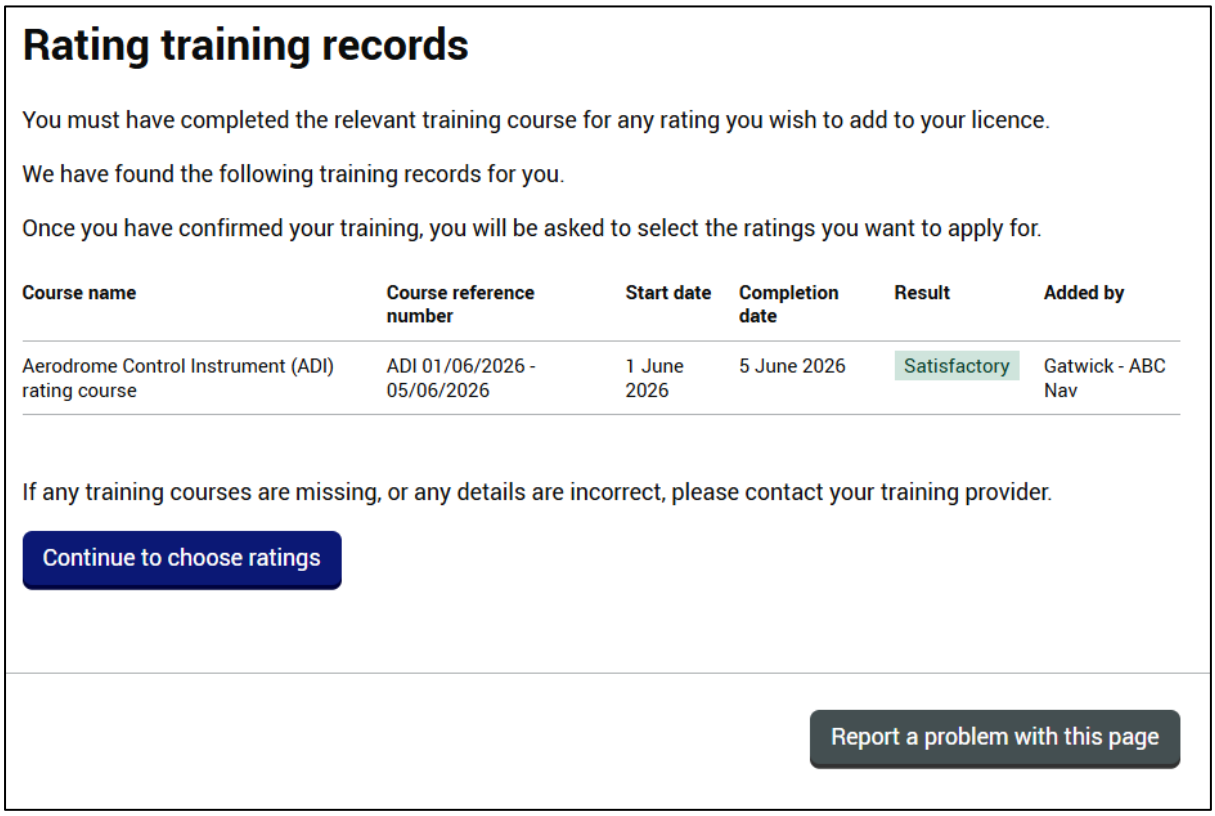
If the licence details are correct, click '**Confirm details and continue**'.

Step 10: You'll be taken back to the task list where the 'Check licence status' task will show as 'Completed'. Click on the '**Choose ratings'** task.

Step 11: The system will look for a record of you having completed a rating training course for a rating that is not already on your licence. (Ie a new course for a new rating).

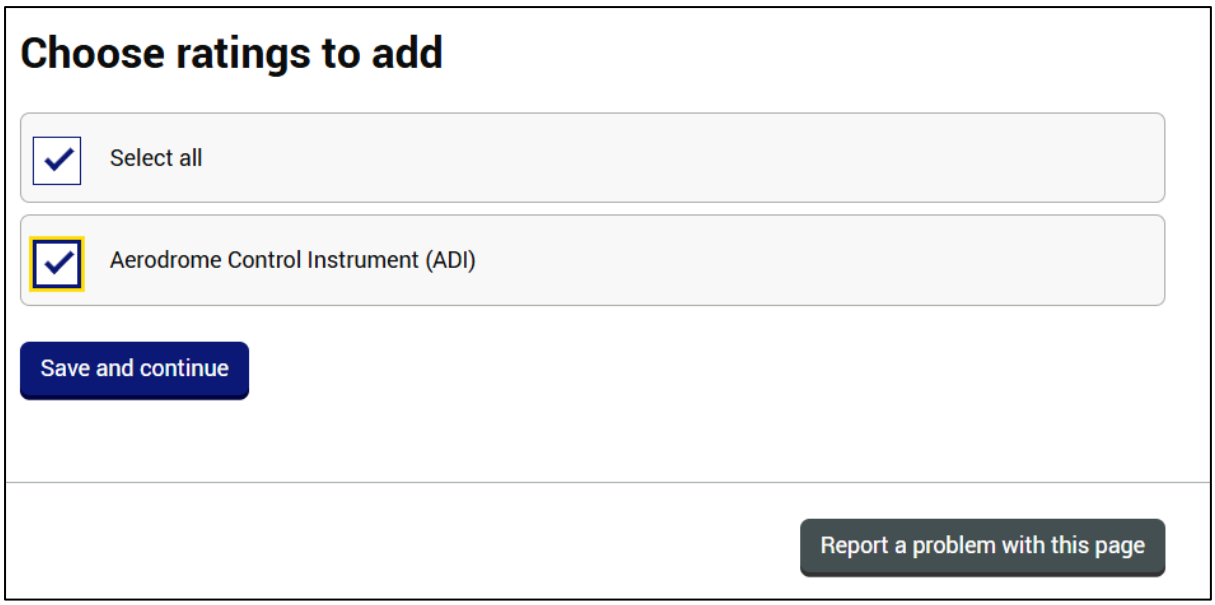
If no record is found, you won't be able to proceed with the application and will need to contact the Initial Training Organisation (ITO) to ensure the result has been reported to the CAA.

Check that a training course is showing for each rating you want on your Student ATCO licence. Review the information and click on '**Continue to choose ratings**'.



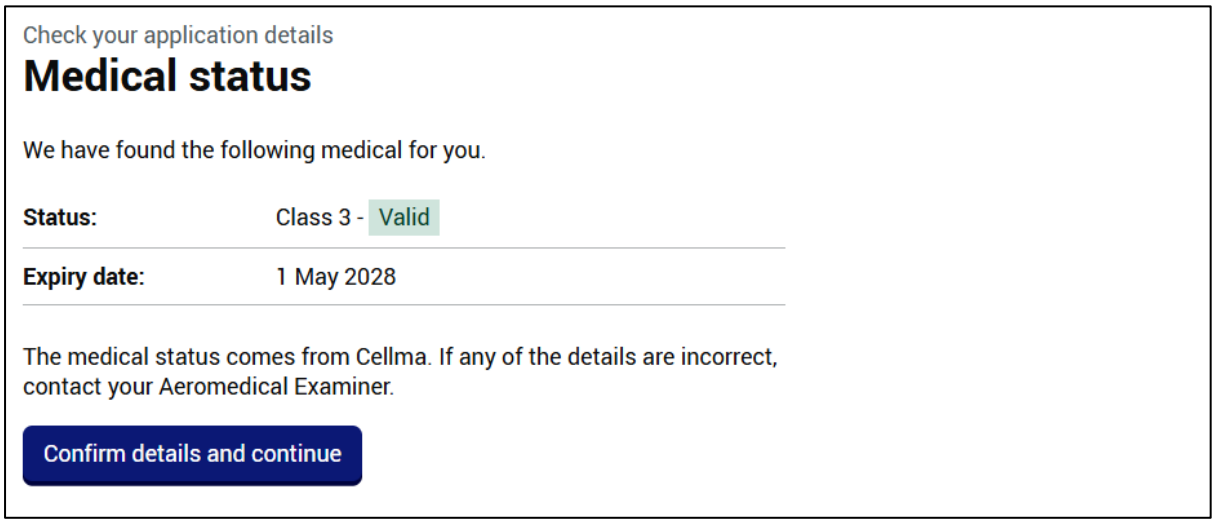
If any details are incorrect, contact your training provider directly.

Step 12: The system will only allow you to apply for ratings where the CAA has a record that you completed the appropriate training course. Select the rating(s) you want to add to your Student ATCO licence and click '**Save and continue'**.



Step 13: You'll be taken back to the task list where the 'Choose ratings' task will show as 'Completed'. Click on the '**Check medical status'** task.

Step 14: The system will search for a record of your Class 3 medical. The most recent medical record will be pulled into the application.



If no record is found or the medical is not valid, you will still be able to proceed with the application, but will receive a warning that the licence cannot be used until the medical is renewed.

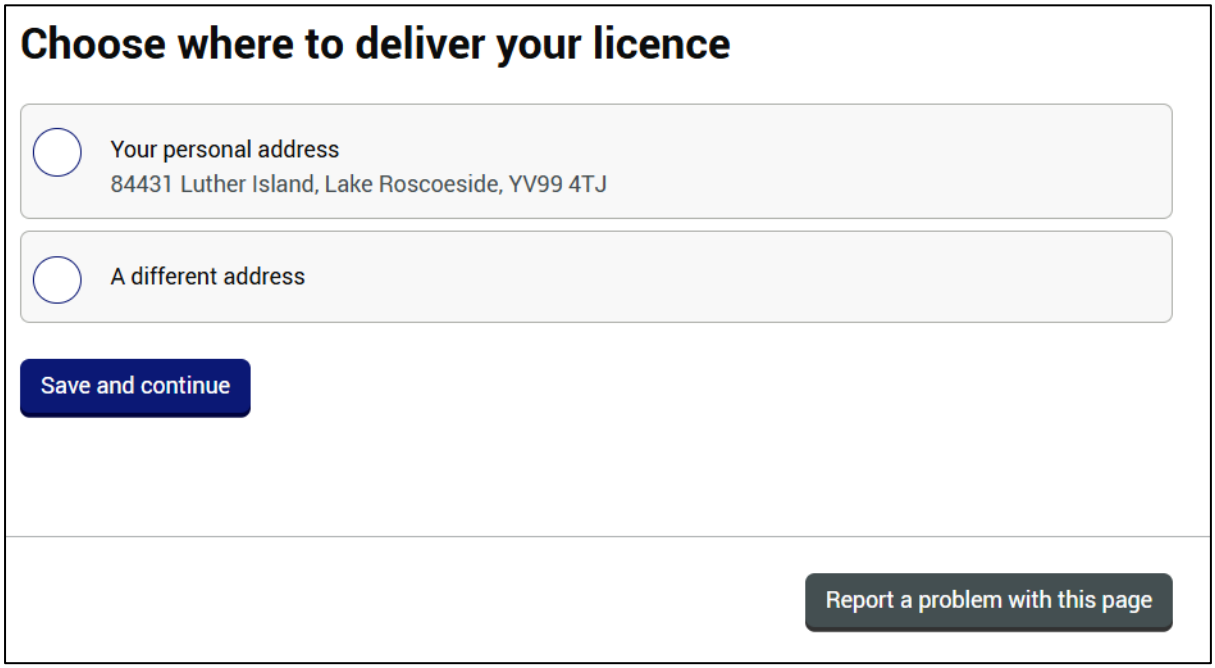
If any details are incorrect, contact your AME directly.

If the medical details are correct, click '**Confirm details and continue'**.

Step 15: You'll be taken back to the task list where the 'Medical status' task will show as 'Completed'. Click on the '**Provide delivery details'** task.

Confirm where you want the licence to be delivered. If you are linked to an organiation on the system, you will be provided the option of your organisation address, your home address, or to enter an alternative address. 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. Once a selection has been made, click on '**Save and continue**'.



Step 16: 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).

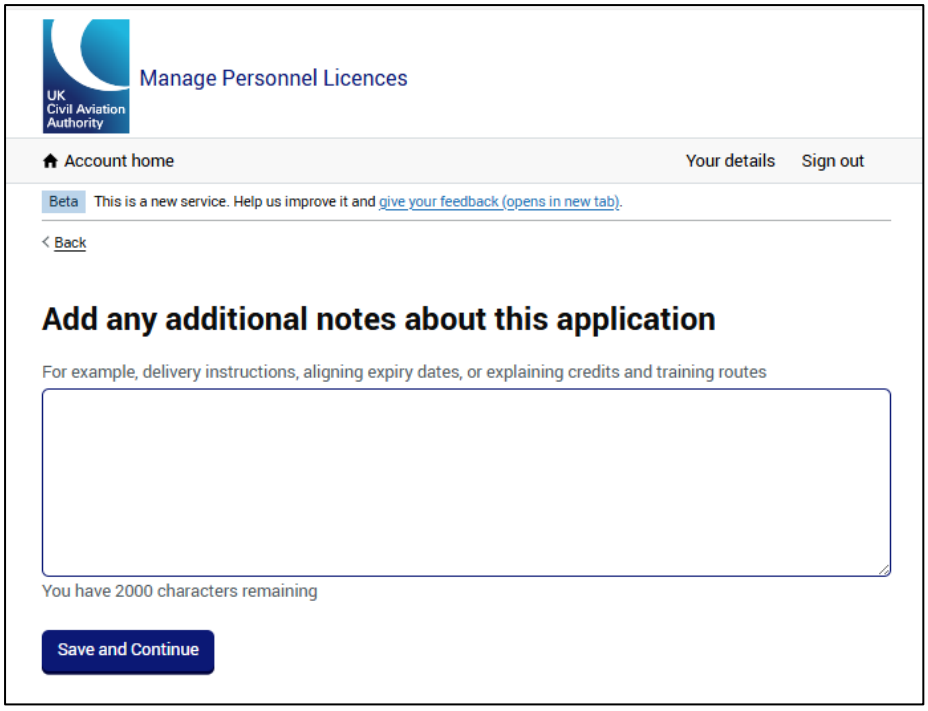
If your postal address is outside the UK, you will automatically be charged for Secure Courier to ensure safe delivery of your new certificate.

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

Step 17: 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.

Step 18: 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.



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.

You do not need to complete this task.

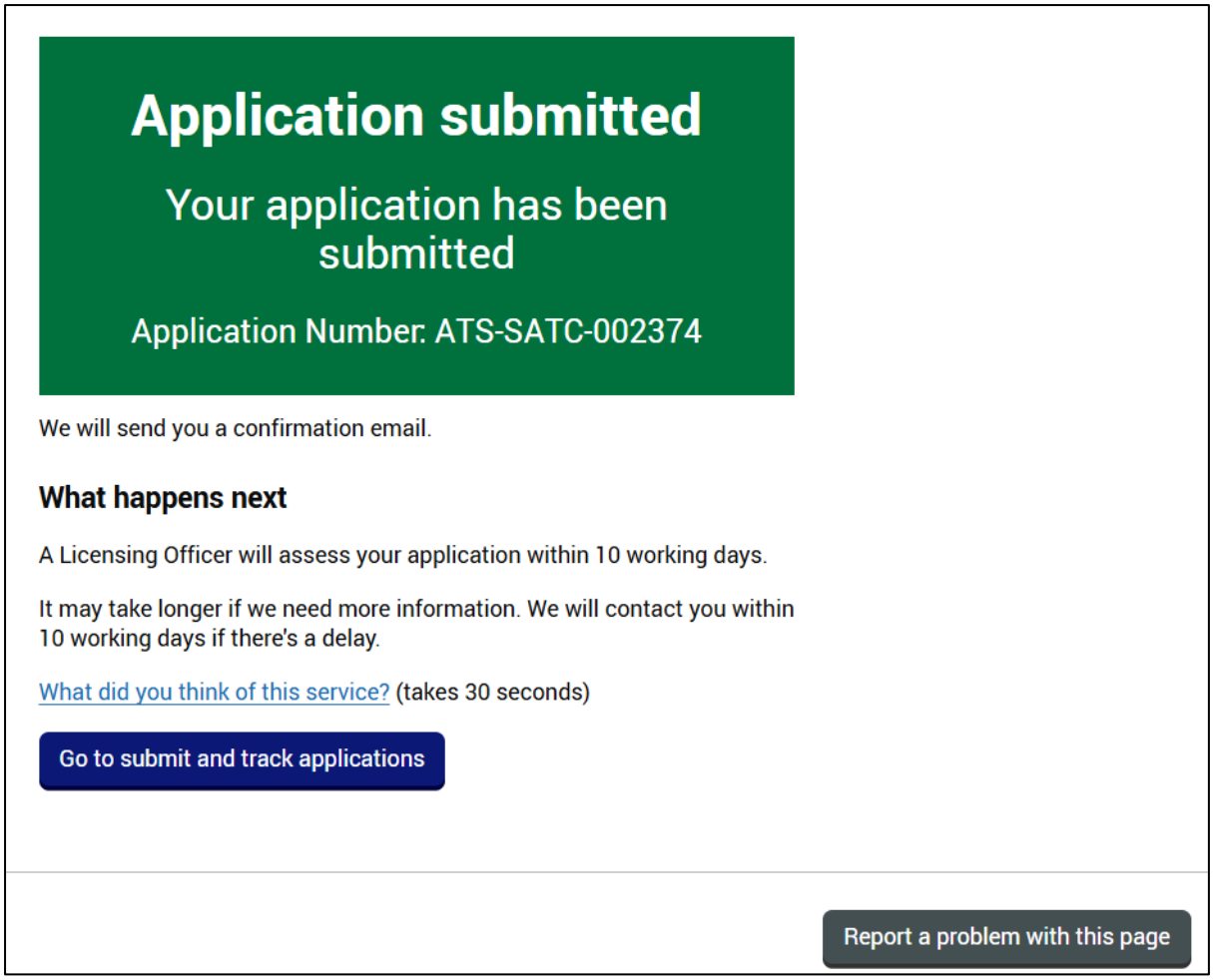
Step 19: Click on the '**Check your answers, pay and submit your application**' link. This will take you to a '**Check your Answers'** page where you can review your application and make any changes required.

Step 20: Carefully review the application and then click on '**Confirm and submit'**.

There is no additional charge to add additional rating(s) to an existing Student Air Traffic Controller licence, unless you have selected the courier option when confirming your delivery details.

If there is a courier fee to pay, you will be directed to the payment page.

Step 21: You will be presented with a '**Application Submitted'** page. Your application has now been submitted and you are given your unique application reference number.



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

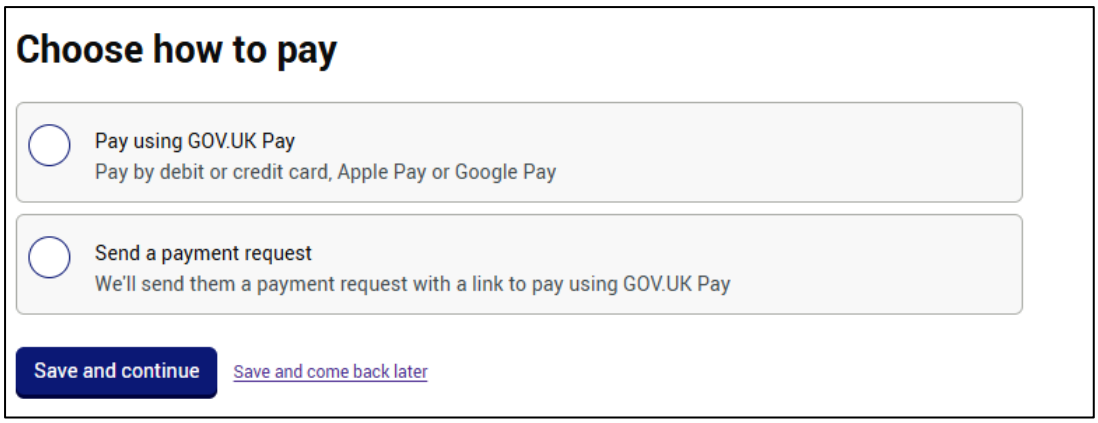
Clicking on the '**Go to submit and track applications'** button will return you to your applications page.

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.



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.

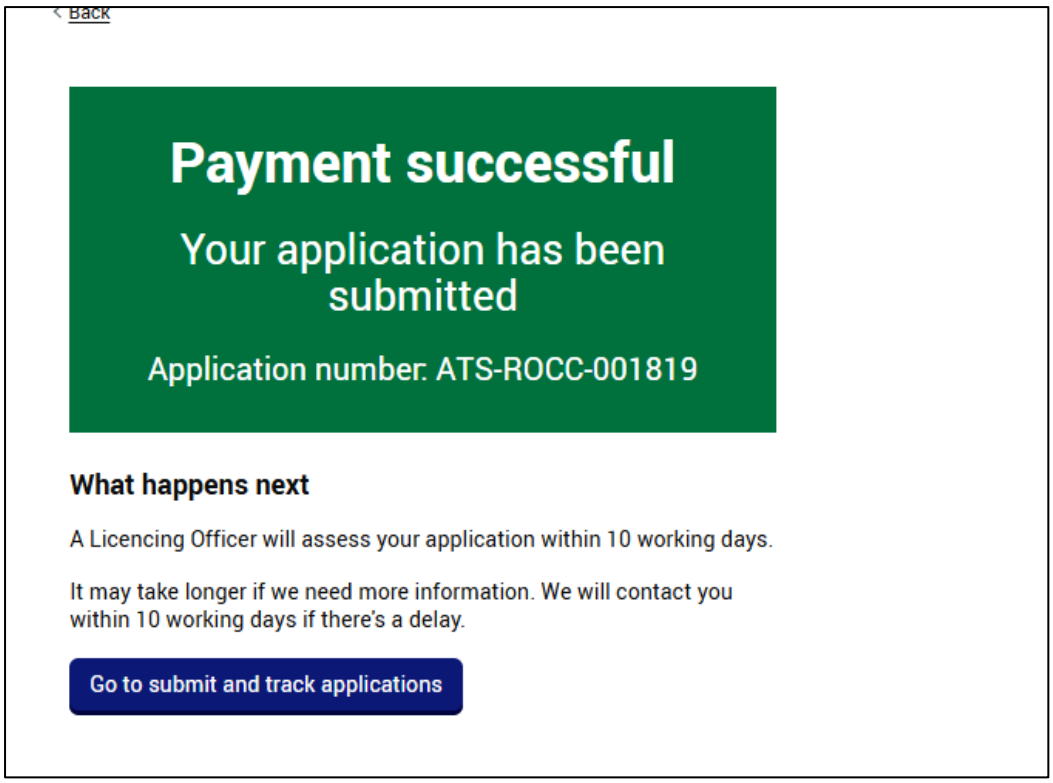
If you want to pay using your digital wallet, click on the Apple or Google buttons.

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.



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

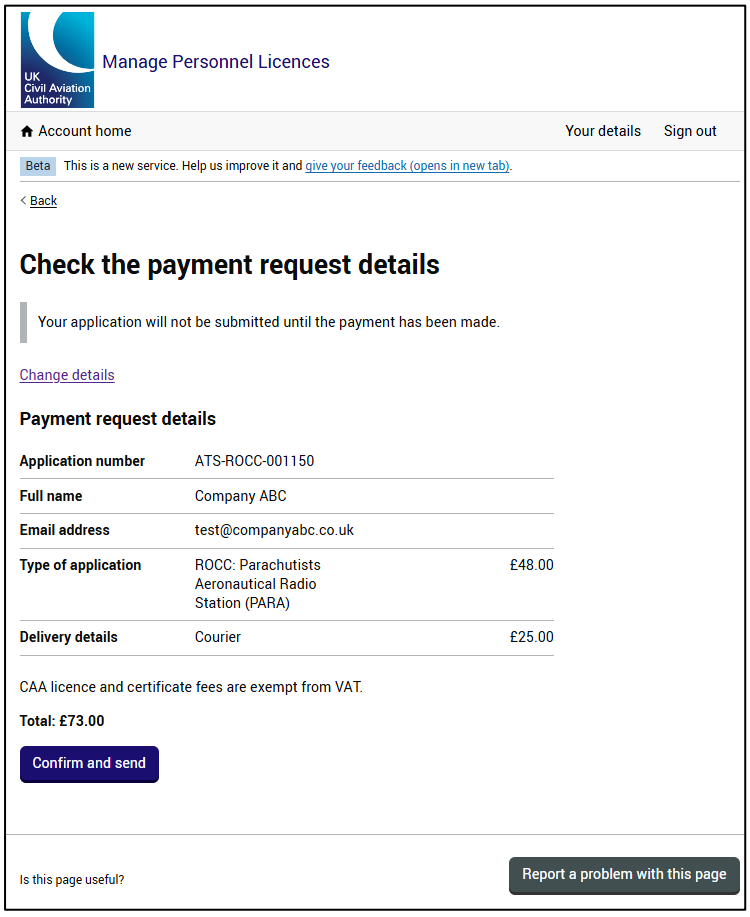
You can direct payment to someone else, for example your employer.

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

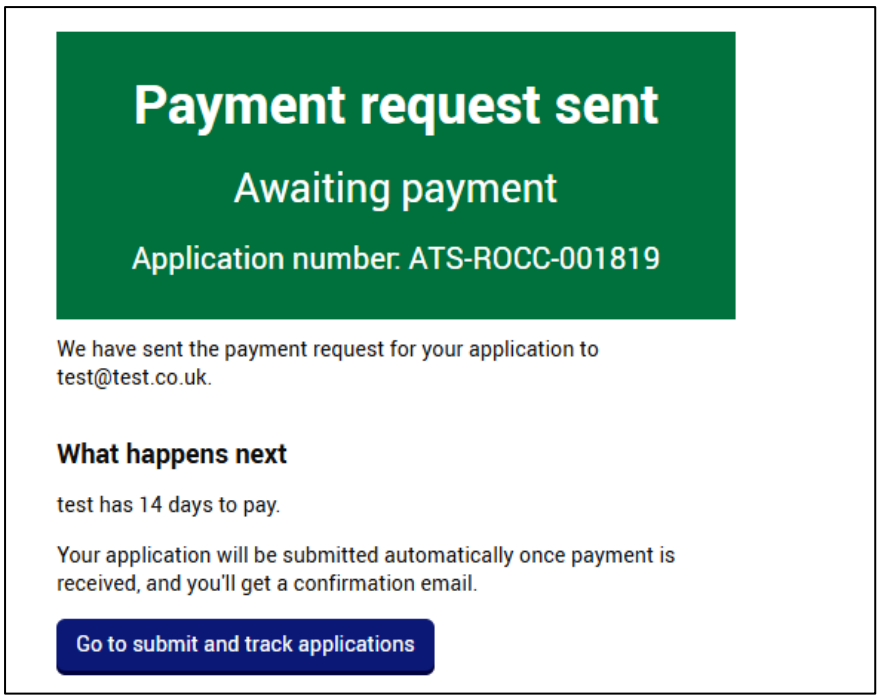
Step 2: Enter the full name or company name and email address of the payer in the provided text boxes then click '**Save and continue'.**



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.



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



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.

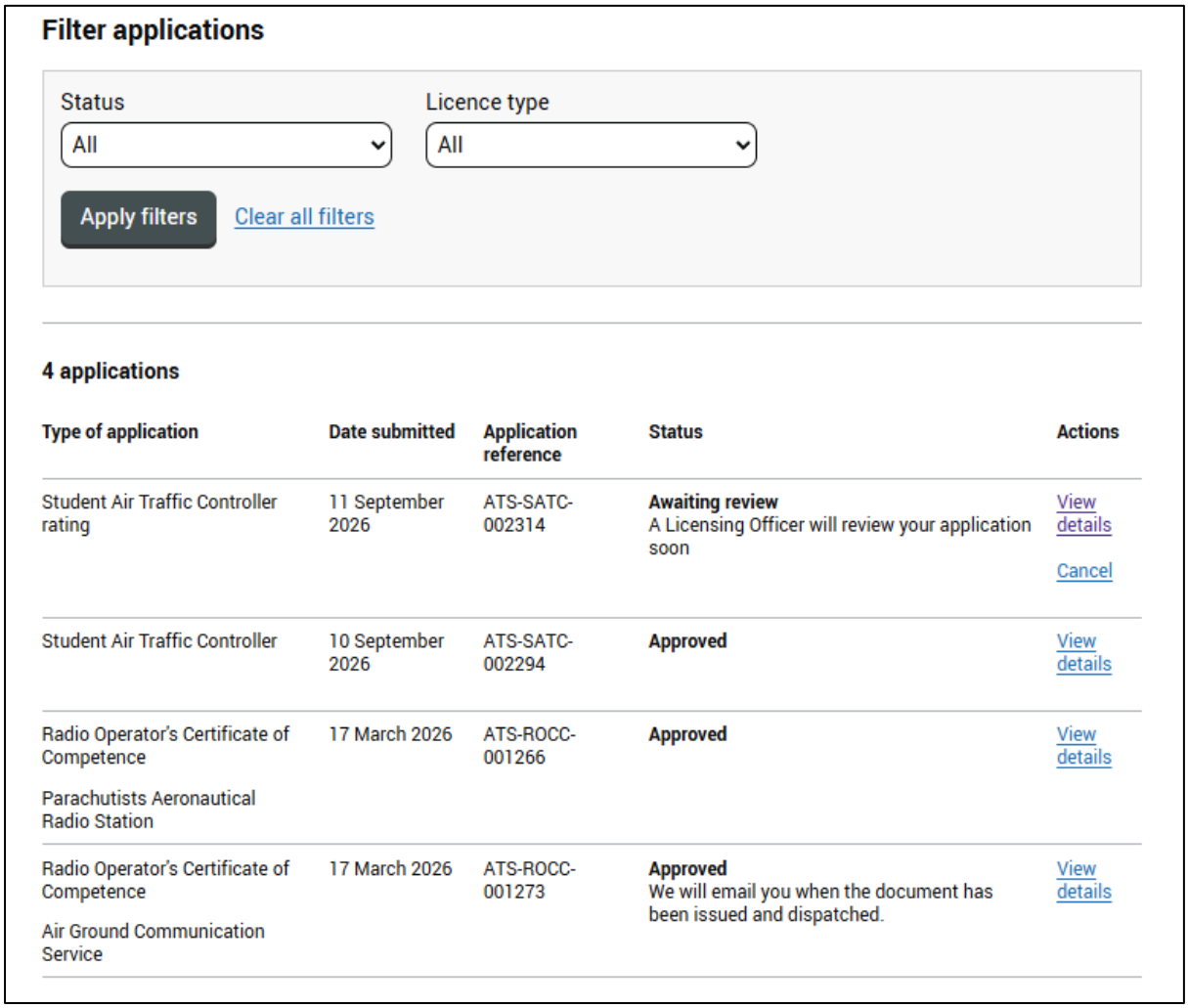
From the day of receiving the email, they will have 14 days to complete the payment. The payer can generate another payment link if the first one expires. They will receive an email with instructions on how to do this when the payment link expires.

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.



The status column shows the current status of each application. You 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.

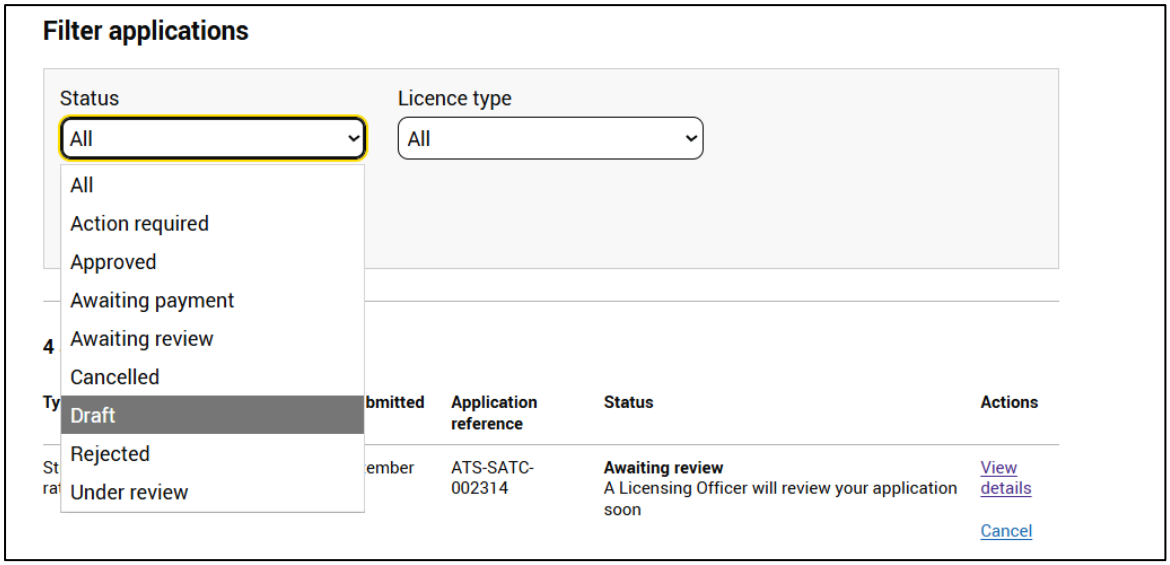
Once an application has been submitted it **cannot** be edited, but you can view the details and monitor its status at any time.

You can filter the list of applications by application status and/or licence type using the filter options above.

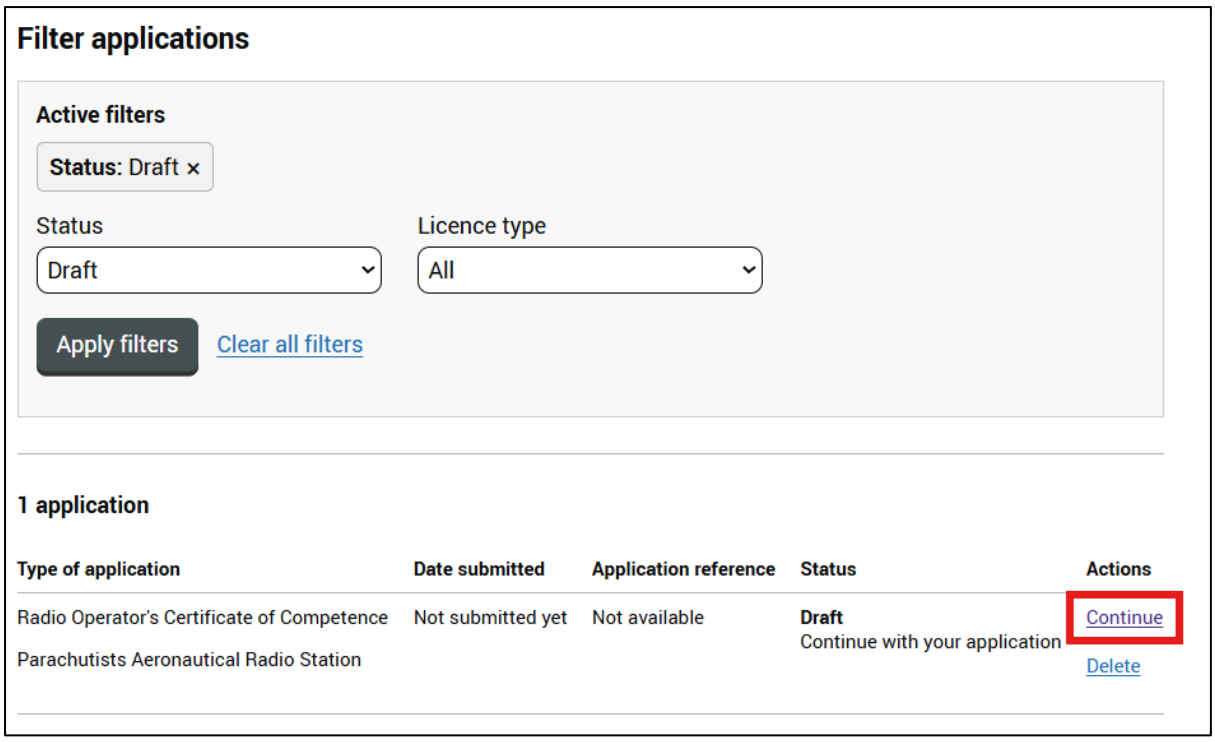
Draft applications

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.

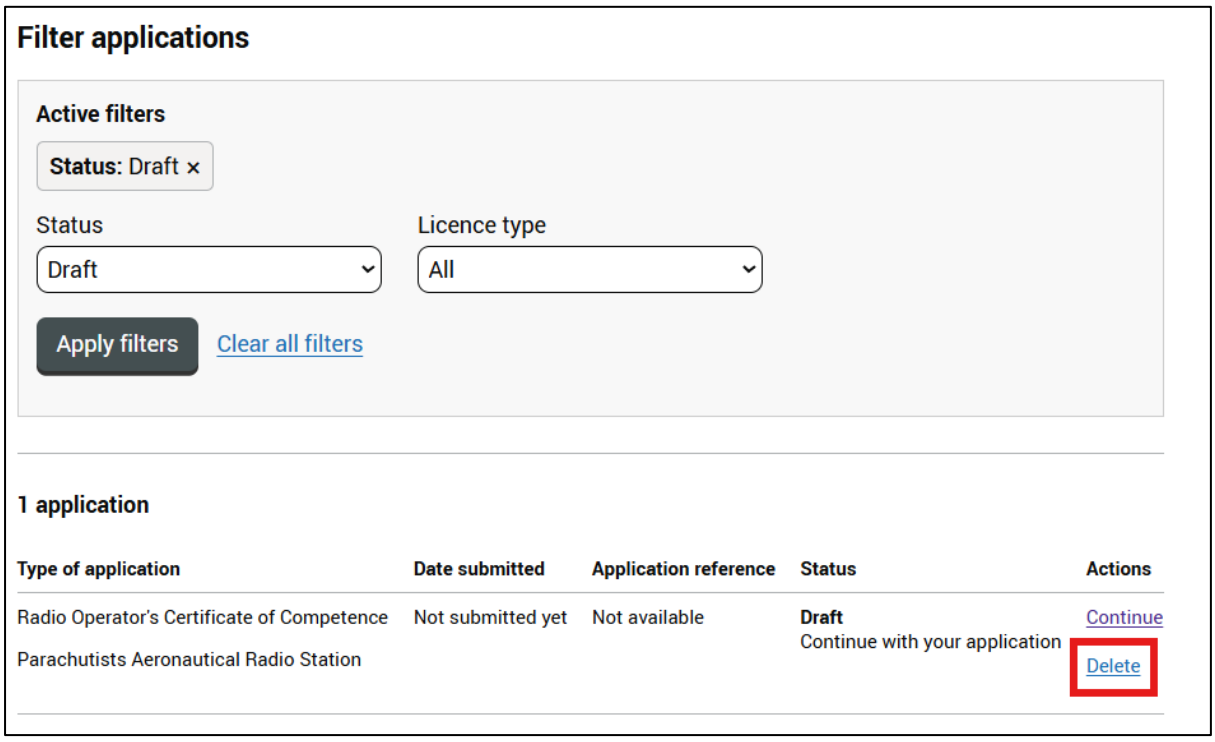
Above the list of applications, you can filter applications by status. Selecting the 'Draft' status will filter the view to show you only those applications that are still in draft.



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.



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



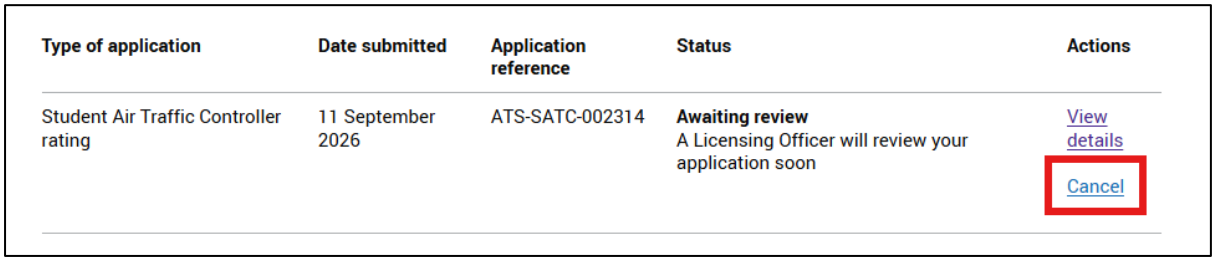
Please note: You can only delete draft applications.

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.



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