

# **Manage Personnel Licences Service**

## **User Guide:**

## **ROCC Examiners**



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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 and examiners to complete their 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, view an audit trail of previously submitted examination results, apply for and manage your own licences and examiner certificates.

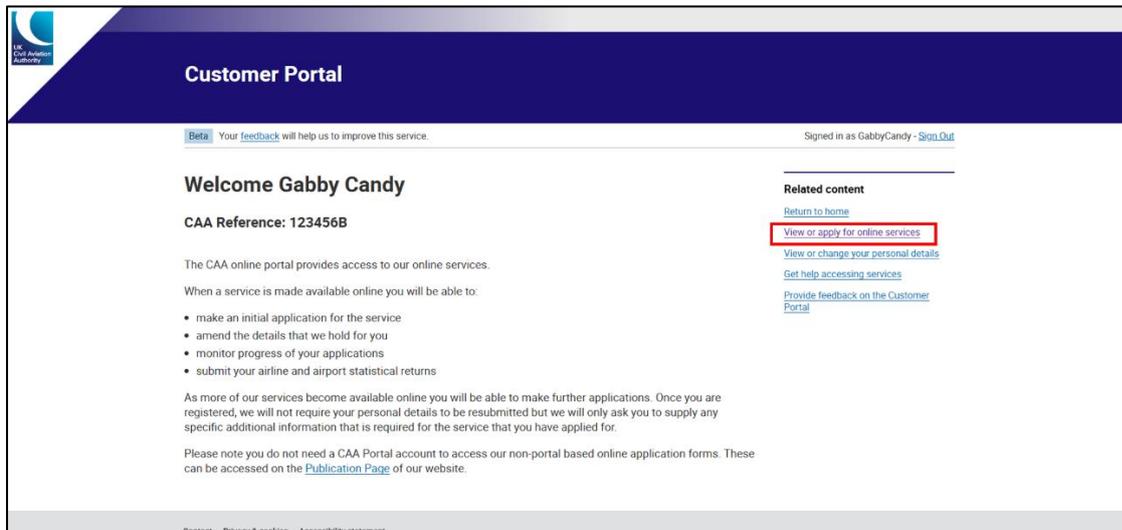
## Registering for the service

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.

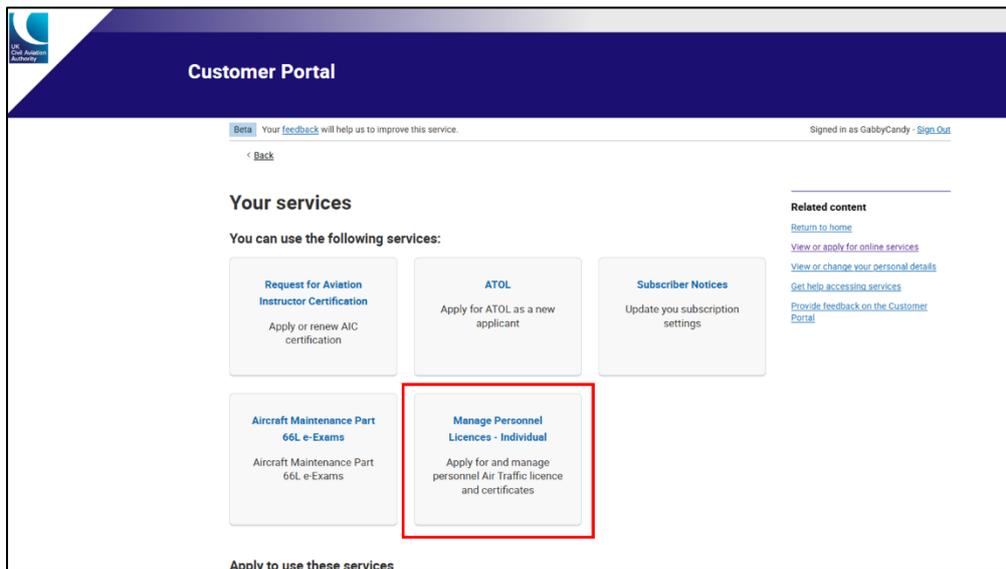
## Logging In

**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 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 when contacting the CAA.

The ROCC Examiner Homepage is divided into two main tabs: **Personal tasks** and **Assessor and examiner tasks**. Each tab provides access to different functions and records within the system.

### Personal Tasks Tab

The Personal tasks tab contains your personal licensing records and applications. It is made up of the following three areas:

The screenshot shows 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 states: 'Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#)'. The user's name 'Jimmy Test' and CAA reference number '700021A' are shown. Below this are two tabs: 'Personal tasks' and 'Assessor and examiner tasks'. The 'Personal tasks' section is active and contains three cards: 'Submit and track applications' (with subtext: 'Start a new application or check the status of existing ones.'), 'View licences and certificates' (with subtext: 'View your licence, renew or revalidate a rating, or apply for a new one.'), and 'View exam results' (with subtext: 'Check the results of written and practical exams.'). A 'Help and guidance' section at the bottom left provides contact details: 'Contact us', 'Email: ats.licensing@caa.co.uk', '0330 022 1972', and 'Monday to Friday 8.30am to 4.30pm'. To the right, 'Latest updates and guidance' includes links: 'Check the latest scheme of charges' and 'Stay up to date with CAA regulations'. The footer contains 'Terms and Conditions', 'Privacy Policy', 'Accessibility', and '© 2026 Civil Aviation Authority'.

### Submit and track applications

Use this section to:

- Start a new licensing application for yourself
- View the full details of your 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 Radio Operator's Certificate of Competence (ROCC) or ROCC Examiner Authorisations you 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.
- Please note this will only show exam results logged through the service and not historic records.

## Assessor and Examiner Tasks Tab

The Assessor and Examiner Tasks tab allows examiners to record assessment outcomes relating to other individuals. The tiles visible under this tab are dependent on the licences and privileges held by the user.

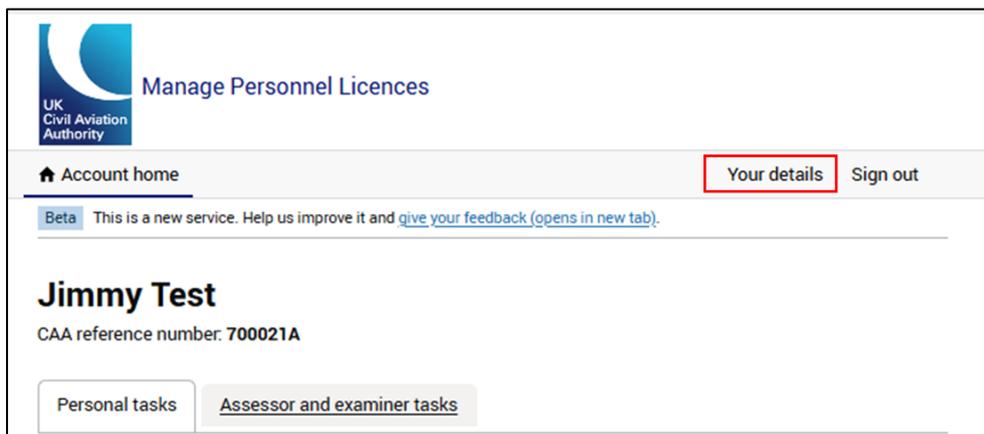
ROCC Examiners will have a tile called 'Add ROCC exam results'. This allows authorised examiners to record the result of written and practical ROCC examinations undertaken by students.

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 states: 'Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#).' The user profile for 'Jimmy Test' is shown with CAA reference number 700021A. Two tabs are visible: 'Personal tasks' and 'Assessor and examiner tasks', with the latter being active. Under the active tab, there is a section titled 'Assessor and examiner tasks' with the description: 'Access records and tasks for examiners, such as adding exam results.' A prominent button labeled 'Add ROCC exam results' is present, with a sub-description: 'Record exam results for the a Radio Operator Certificate of Competence (ROCC)'. Below this is a 'Help and guidance' section. On the left, under 'Contact us', the email 'ats.licensing@caa.co.uk' and phone number '0330 022 1972' are listed, along with the hours 'Monday to Friday 8:30am to 4:30pm'. On the right, under 'Latest updates and guidance', there are two links: 'Check the latest scheme of charges' and 'Stay up to date with CAA regulations'. The footer contains links for 'Terms and Conditions', 'Privacy Policy', and 'Accessibility', and the copyright notice '© 2026 Civil Aviation Authority'.

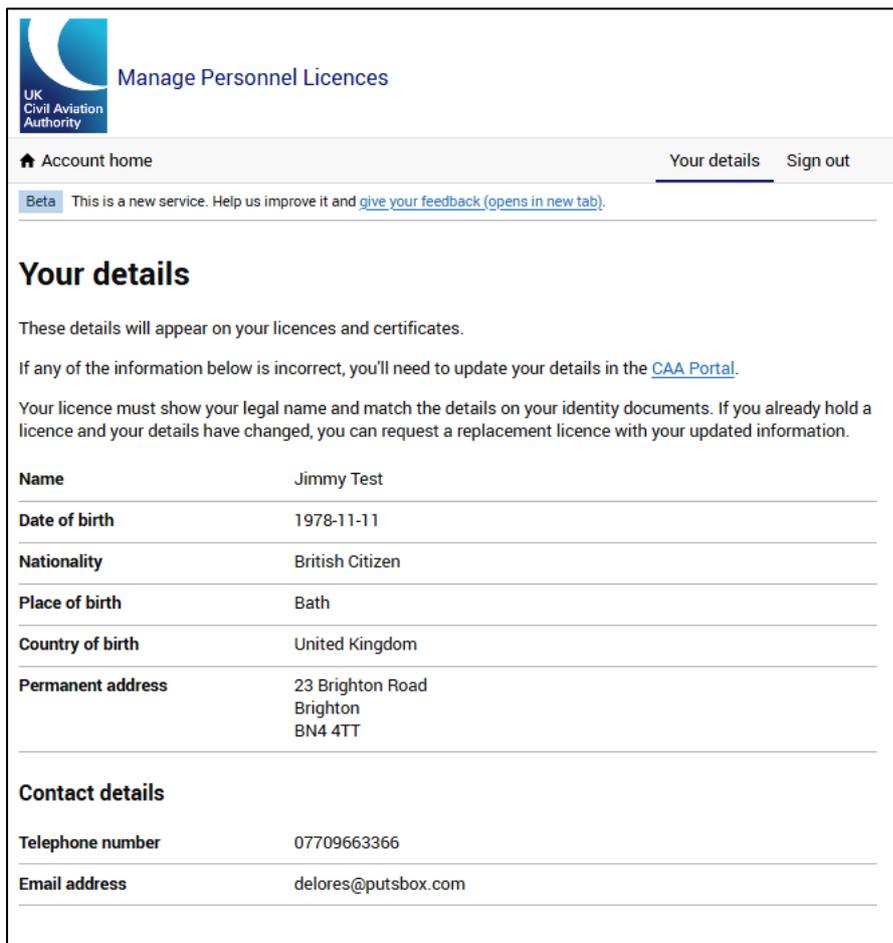
# Managing Your Account

## Updating your contact details

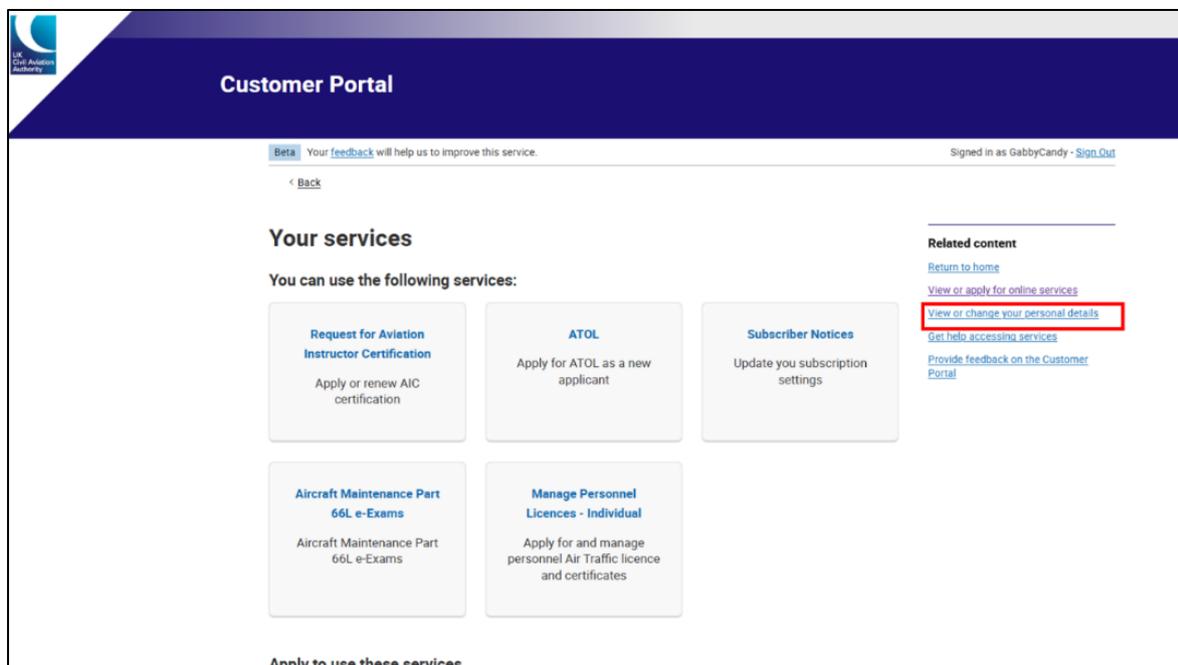
You can view your personal and contact information by selecting **'Your Details'** in the top right corner of the homepage.



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.



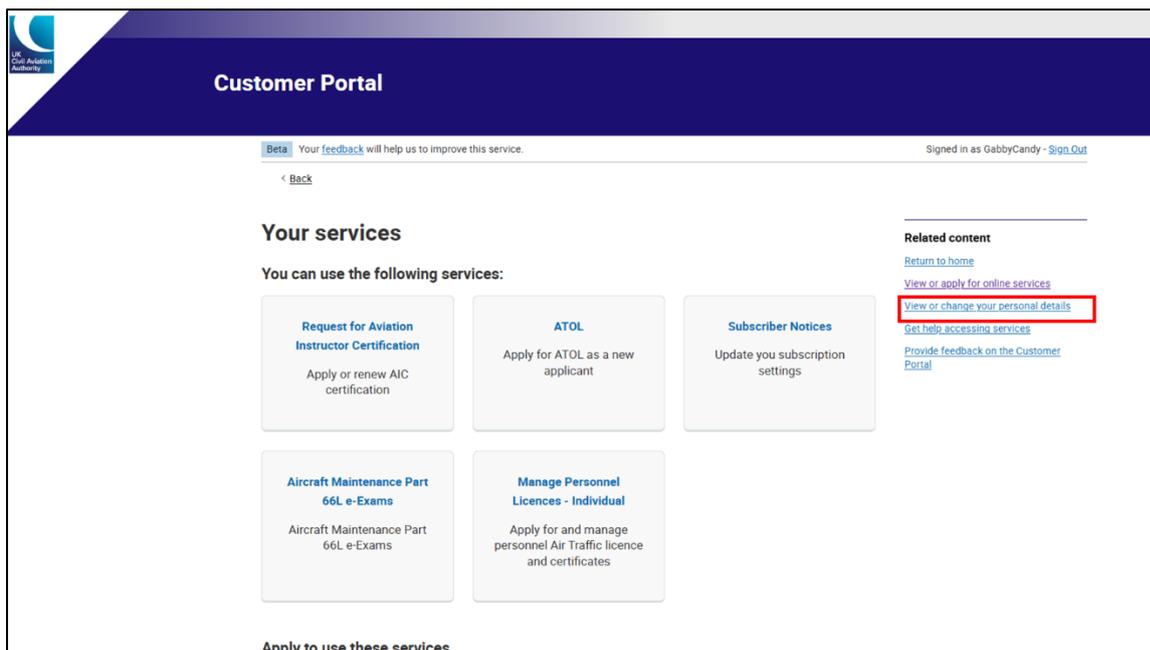
**Please note:** You must use your official personal details in the portal, for example your name must be your legal name as per your ID document, as this information will be used to issue any licences or certificates you may apply for.

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.

**Manage Personnel Licences**

UK Civil Aviation Authority

Account home Your details Sign out

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**Jimmy Test**  
CAA reference number: **700021A**

Personal tasks **Assessor and examiner tasks**

**Personal tasks**  
Manage your personal applications, licences, and qualifications.

**Submit and track applications**

Start a new application or check the status of existing ones.

**View licences and certificates**

View your licence, renew or revalidate a rating, or apply for a new one.

**View exam results**

Check the results of written and practical exams.

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

**Manage Personnel Licences**

UK Civil Aviation Authority

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](#)

**Licences and certificates**

Licence or certificate type	Number	Status	Actions
Radio Operators Certificate of Competence Examiner	GBR-ROCX-AGCS-700021A	Valid	<a href="#">View record</a>
Radio Operators Certificate of Competence	GBRROCC-AGCS-700021A	Valid	<a href="#">View record</a>

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 Examiner (AGCS)

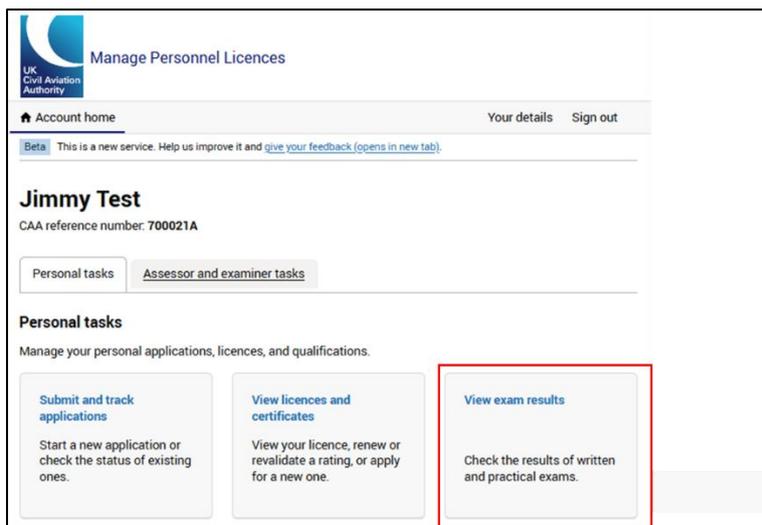
[Make an application](#)

<b>Name of holder</b>	Jimmy Test
<b>Certificate number</b>	GBR-ROCX-AGCS-700021A
<b>Date of birth</b>	11 November 1978
<b>Date of issue</b>	8 February 2024
<b>Date of expiry</b>	8 February 2028
<b>State that issued the certificate</b>	United Kingdom
<b>Status</b>	<span style="background-color: #e0f2e0; padding: 2px 5px; font-weight: bold;">Valid</span>

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[Privacy Policy](#)
[Accessibility](#)
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## Viewing exam results

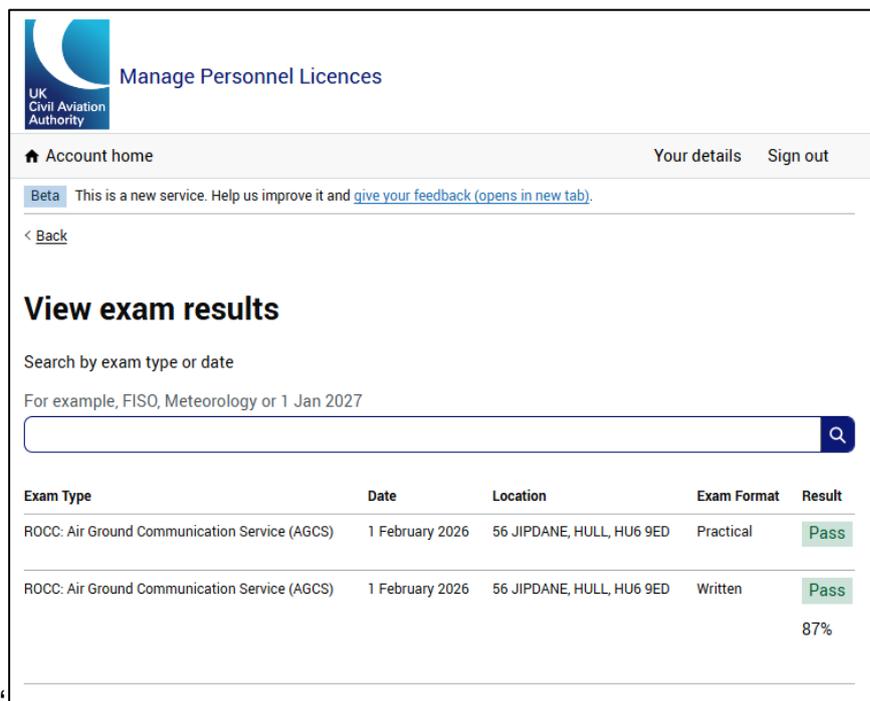
Click on the **‘View exam results’** tile on your account homepage to access your own exam records.



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.

## 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.

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

**Filter by date**  
 For example, 27 3 2007

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
Student Air Traffic Controller Licence	Not submitted yet	<b>Draft</b> Continue with your application	<a href="#">Continue</a> <a href="#">Delete</a>
Student Air Traffic Controller Licence	23 September 2025	<b>Awaiting payment</b> Waiting for [Name of org] to pay the invoice	<a href="#">View details</a>

Filter by status

Show all

Draft

Awaiting payment

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
Student Air Traffic Controller Licence	Not submitted yet	<b>Draft</b> Continue with your application	<a href="#">Continue</a> <a href="#">Delete</a>
Student Air Traffic Controller Licence	23 September 2025	<b>Awaiting payment</b> Waiting for [Name of org] to pay the invoice	<a href="#">View details</a>

Filter by status

Show all

Draft

Awaiting payment

**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	<b>Draft</b> Continue with your application	<a href="#">Continue</a> <a href="#">Delete</a>
Offshore Communication Service			
Radio Operators Certificate of Competence	Not submitted yet	<b>Awaiting payment</b>	<a href="#">View details</a>
Parachutists Aeronautical Radio Station			<a href="#">Cancel</a>

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.

## Becoming a ROCC Examiner

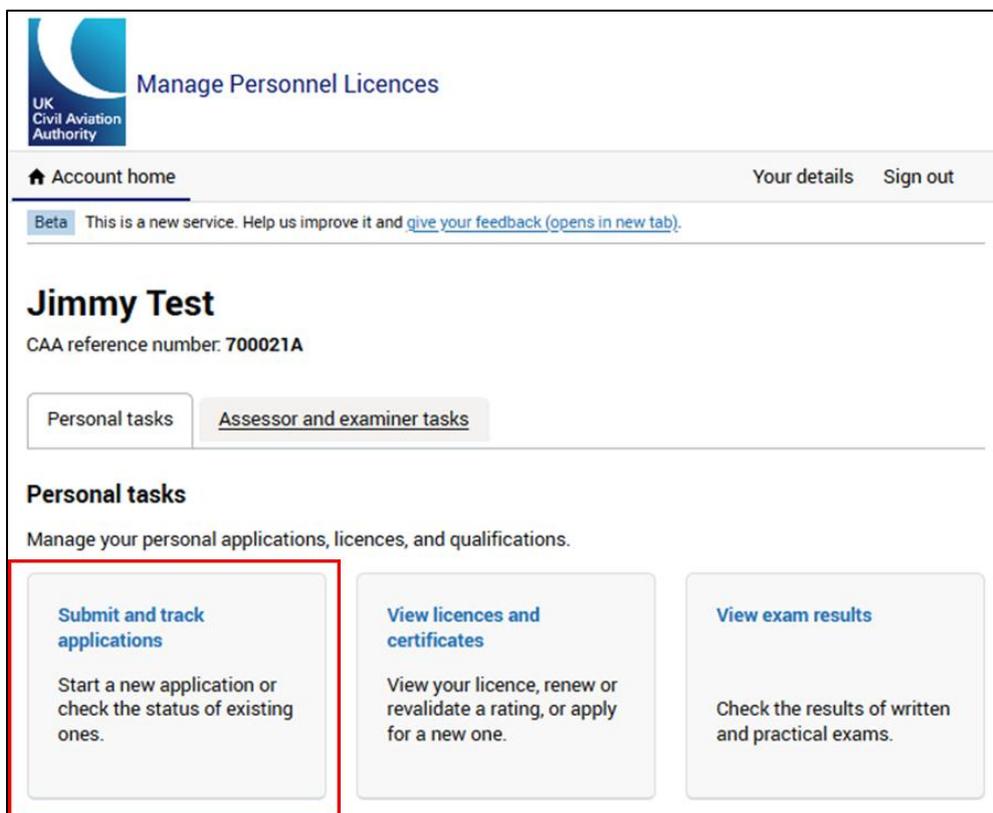
The requirements for becoming a ROCC Examiner can be found on the official CAA website: [Authorised Examiners for Radio Operators Certificate of Competence | UK Civil Aviation Authority](#).

### Apply for ROCC Examiner Authorisation

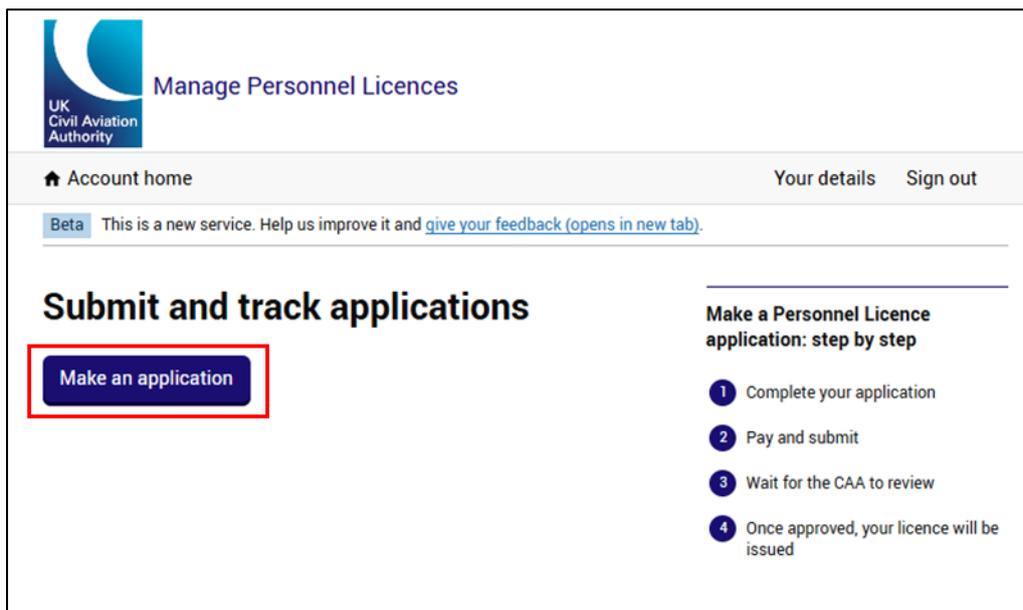
To make an application for a ROCC Examiner Authorisation, you must have held a Radio Operators Certificate of Competence (ROCC) in the relevant category for at least 3 years.

**Step 1:** Navigate to the **'Personal tasks'** tab on your account homepage

**Step 2:** Start the application by clicking on the **'Submit and track applications'** tile.



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



**Step 4:** Select **'Apply for something new'** from the application menu and click **'Continue'**.

**Step 5:** Select **'ROCC examiner certificate'** and click **'Continue'**.

**Step 6:** Read the Before you start page for key information about the application prerequisites and costs, and then click **'Start application'**.

**Step 7:** The system will now check that you have held a ROCC for the requisite amount of time.

If you do not meet this minimum requirement, you will see a page saying **'You cannot apply for a ROCC examiner authorisation right now'**.

If you meet the requirements and hold more than one category of ROCC, you will be asked which one you want to apply for an Examiner authorisation for. You can only select one category per application, but you can submit multiple applications.

Make your selection and click **'Save and continue'**.

**Step 8:** You will be asked to confirm your personal details. 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 authorisation with the correct details.



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 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.

<b>Name</b>	Adele Test
<b>Date of birth</b>	21 January 1981
<b>CAA reference</b>	700020A
<b>Nationality</b>	British Citizen
<b>Place of birth</b>	London
<b>Country of birth</b>	United Kingdom
<b>Permanent address</b>	28 Judd Street London W3 5YJ

**Contact details**

<b>Telephone number</b>	07709569966
<b>Email address</b>	casimer@putsbox.com

Save and continue

**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 'Confirm your details' is marked as completed as you have just confirmed these details are correct.

The screenshot shows the 'Manage Personnel Licences' interface for a 'ROCC examiner certificate'. At the top left is the UK Civil Aviation Authority logo. The page title is 'Manage Personnel Licences'. Navigation links include 'Account home', 'Your details', and 'Sign out'. A 'Beta' banner indicates this is a new service with a feedback link. A '< Back' link is present. The main heading is 'ROCC examiner certificate'. Under '1. Check your application details', there is a progress list: 'Confirm your details' (Completed), 'Upload supporting documents' (Not started), 'Add references' (Not started), 'Add your ROCC operational experience' (Not started), and 'Add any additional notes about this application' (Optional). Under '2. Check and submit', the 'Check your answers and submit your application' link is disabled with the message 'You must complete section 1'. At the bottom, 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 10:** Click on the ‘**Upload supporting documents**’ link.

**Step 11:** Upload your supporting letter. This must be a letter on headed company paper from the airport manager or operator confirming your experience over the last two years.

Click ‘**Save and continue**’.

**Step 12:** Upload a copy of your CV highlighting your relevant experience. Click ‘**Save and continue**’.

You will be directed back to the task list and the ‘Upload supporting documents’ 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](#)

## ROCC examiner certificate

### 1. Check your application details

<a href="#">Confirm your details</a>	Completed
<a href="#">Upload supporting documents</a>	Completed
<a href="#">Add references</a>	Not started
<a href="#">Add your ROCC operational experience</a>	Not started
<a href="#">Add any additional notes about this application</a>	Optional

### 2. Check and submit

<a href="#">Check your answers and submit your application</a>	You must complete section 1
--	-----------------------------

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**Step 13:** Click on the ‘**Add references**’ link next.

**Step 14:** Enter the full name, email address and job role of your first reference.

You will also need to upload their reference letter.

Then click ‘**Save and continue**’.

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

## Enter details for your first referee

Your reference must have seen you carry out ROCC duties and be able to confirm your experience.

Full name

Email address

Job role

Upload reference letter

Drag and drop files here or [Choose files](#)

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

**Step 15:** Enter the full name, email address and job role of your second reference.

You will also need to upload their reference letter.

Then click '**Save and continue**'.

You will be directed back to the task list and the 'Add references' task will now show as completed.

**Step 16:** Click on the '**Add your ROCC operational experience**' link next.

**Step 17:** Enter the location or organisation where you gained your operational experience. Click '**Save and continue**'.

## Where did you gain your ROCC operational experience?

For example: ACGS Unit or Offshore Platform

**Step 18:** Enter the dates of your operational experience at that location and confirm if you are still operational. 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' and the logo is the UK Civil Aviation Authority. The navigation bar includes 'Account home', 'Your details', and 'Sign out'. A 'Beta' banner states: 'This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#)'. A '< Back' link is visible. The main heading is 'What were the dates of your operational experience?'. The 'Start date' section includes the text 'For example, 27 3 2022' and three input fields for Day (3), Month (1), and Year (2020). The 'Are you still operational at?' section asks to 'Select "No" if you are no longer operational' and has two radio button options: 'Yes' (unselected) and 'No' (selected). The 'Date when your ROCC operational experience ended' section includes the text 'For example, 27 3 2023' and three input fields for Day (5), Month (8), and Year (2025). At the bottom, there are two buttons: 'Save and continue' and 'Save and come back later'.

**Step 19:** Confirm if you took any breaks of more than 90 days. If you answer 'Yes', you will be asked to provide details of the break, such as how long it was.

Click **'Save and continue'**.

**Did you take any breaks of more than 90 days?**

For example, a period of leave or reassignment.

Yes

No

[Save and continue](#)

You will be directed back to the task list and the 'Add your ROCC operational experience' task will now show as completed.

**Step 20:** You have now completed all the mandatory tasks for this application and section 2, 'Check your answers 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.

The screenshot shows 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 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 'Add any additional notes about this application', followed by the instruction: 'For example, delivery instructions, aligning expiry dates, or explaining credits and training routes'. A large text input area is provided, with a character count below it: 'You have 2000 characters remaining'. A 'Save and Continue' button is at the bottom left. At the bottom right, there is a 'Report a problem with this page' button. The footer contains links for 'Terms and Conditions', 'Privacy Policy', and 'Accessibility', along with the copyright notice '© 2026 Civil Aviation Authority'.

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 21:** Click on the '**Check your answers 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.

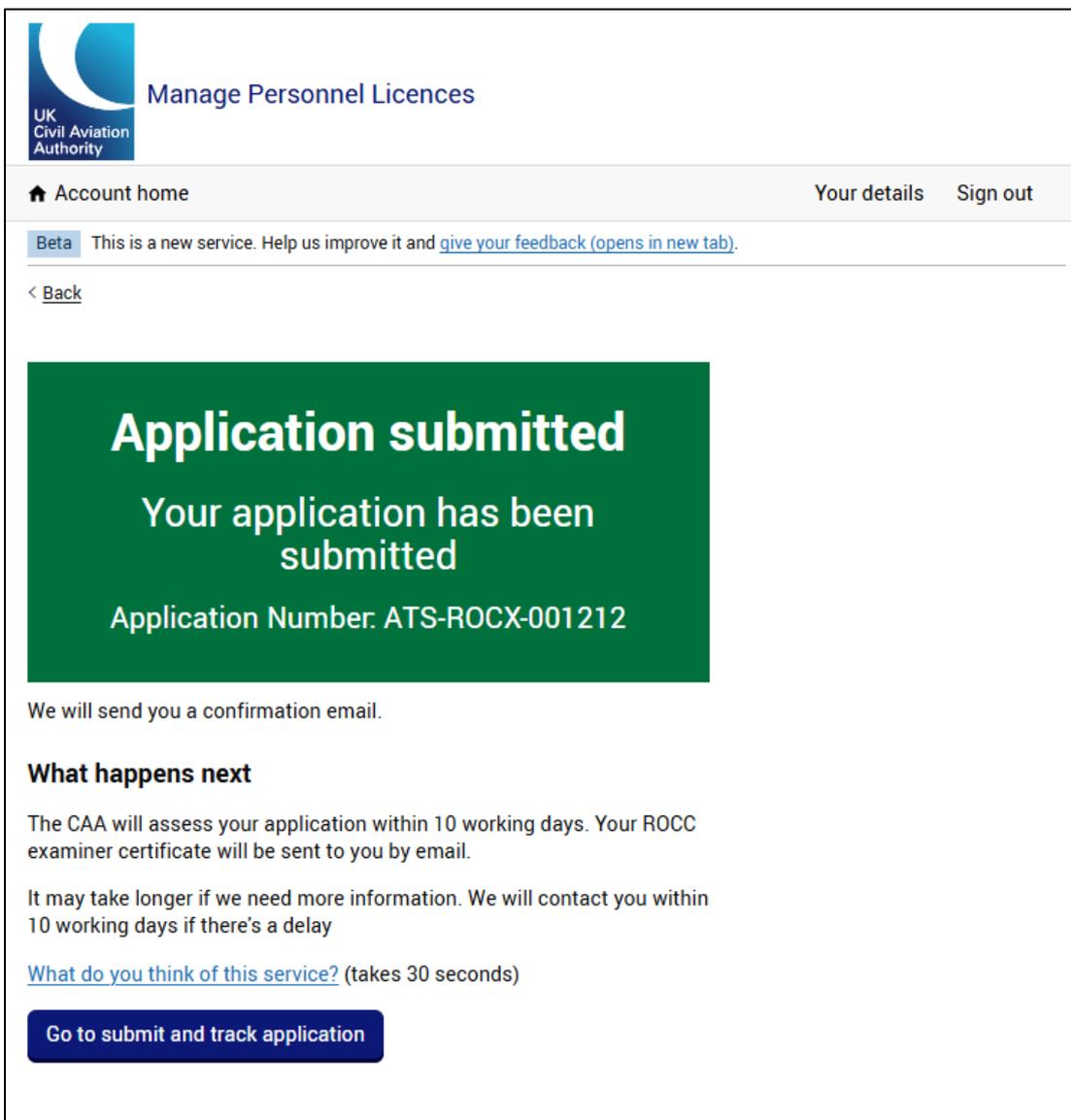
### Check your answers, pay and submit your application

<p><b>Go to section</b></p> <ul style="list-style-type: none"> <li><a href="#">Your details</a></li> <li><a href="#">Upload supporting documents</a></li> <li><a href="#">Add references</a></li> <li><a href="#">Add your ROCC operational experience</a></li> <li><a href="#">Additional notes about this application</a></li> </ul>	<p><b>Your details</b></p> <p><b>Name</b> Adele Test</p> <hr/> <p><b>Date of birth</b> 21 December 1980</p> <hr/> <p><b>Place of birth</b></p> <hr/> <p><b>Country of birth</b></p> <hr/> <p><b>Permanent address</b> 28 Judd Street London W3 5YJ</p> <hr/> <p><b>Contact details</b></p> <p><b>Telephone number</b> N/A</p> <hr/> <p><b>Email address</b> casimer@putsbox.com</p> <hr/> <p><b>Type of ROCC you want to become an examiner for</b></p> <p>Offshore Communication Service (OCS)</p> <hr/> <p><b>Supporting documents</b></p> <p><b>Supporting Letter</b> <a href="#">TIF File 112KB.tif</a> <a href="#">Change</a></p> <hr/> <p><b>CV</b> <a href="#">TIF File 112KB.tif</a> <a href="#">Change</a></p> <hr/> <p><b>ROCC operational experience</b></p> <p><b>Where did you gain your ROCC operational experience?</b> Offshore Platform D <a href="#">Change</a></p> <hr/> <p><b>Start date</b> 3 January 2020 <a href="#">Change</a></p> <hr/> <p><b>End date</b> Not Provided <a href="#">Change</a></p> <hr/> <p><b>Breaks over 90 days</b> No <a href="#">Change</a></p> <hr/> <p><b>Break details</b> Not Provided <a href="#">Change</a></p> <hr/> <p><b>Additional notes about this application</b></p> <p>You have not added any additional notes about this application. <a href="#">Change</a></p> <hr/> <p><b>Now submit your application</b></p> <p>By submitting this application you are confirming that, to the best of your knowledge, the details you are providing are correct.</p> <p style="text-align: center;"> <span style="background-color: #000080; color: white; padding: 5px 15px; border-radius: 3px; cursor: pointer;">Confirm and submit</span> <span style="margin-left: 20px; color: #000080; text-decoration: underline;">Save and come back later</span> </p>
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[↑ Back to top](#)

**Step 22:** Carefully review the application and then click on '**Confirm and submit**'.

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



The screenshot shows the UK Civil Aviation Authority's 'Manage Personnel Licences' interface. At the top left is the CAA logo. The main header reads 'Manage Personnel Licences'. Below this is a navigation bar with 'Account home', 'Your details', and 'Sign out'. A 'Beta' banner states: 'This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#)'. A '< Back' link is visible. The central focus is a large green box with the text: 'Application submitted', 'Your application has been submitted', and 'Application Number: ATS-ROCX-001212'. Below this, it says 'We will send you a confirmation email.' A section titled 'What happens next' explains that the CAA will assess the application within 10 working days and that a ROCC examiner certificate will be sent by email. It also notes that a longer delay is possible if more information is needed. A link asks for feedback: '[What do you think of this service?](#) (takes 30 seconds)'. At the bottom is a blue button labeled 'Go to submit and track application'.

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.

## Renew a ROCC Examiner Authorisation

The requirements to renew a ROCC Examiner authorisation can be found on the official CAA website: [Authorised Examiners for Radio Operators Certificate of Competence | UK Civil Aviation Authority](#).

**Step 1:** Navigate to the ‘**Personal tasks**’ tab on your account homepage

**Step 2:** Click on the ‘**Submit and track applications**’ tile.

The screenshot shows the 'Manage Personnel Licences' page for a user named Jimmy Test. The page has a header with the UK Civil Aviation Authority logo and the title 'Manage Personnel Licences'. Below the header is a navigation bar with '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 'Jimmy Test' and CAA reference number '700021A' are displayed. There are two tabs: 'Personal tasks' (selected) and 'Assessor and examiner tasks'. Under 'Personal tasks', there is a sub-header 'Personal tasks' and a description 'Manage your personal applications, licences, and qualifications.' Three tiles are shown: 'Submit and track applications' (highlighted with a red box), 'View licences and certificates', and 'View exam results'. The 'Submit and track applications' tile contains the text: 'Start a new application or check the status of existing ones.'

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

The screenshot shows the 'Submit and track applications' page. The header is the same as the previous screenshot. The main heading is 'Submit and track applications'. A blue button labeled 'Make an application' is highlighted with a red box. To the right, there is a section titled 'Make a Personnel Licence application: step by step' with a numbered list of four steps: 1. Complete your application, 2. Pay and submit, 3. Wait for the CAA to review, and 4. Once approved, your licence will be issued.

**Step 4:** Select **'Revalidate, renew or exchange something'** from the application menu and click **'Continue'**.

**Step 5:** Select **'ROCC examiner certificate'** and click **'Continue'**.

**Step 6:** Read the Before you start page for key information about the application prerequisites and costs, and then click **'Start application'**.

**Step 7:** If you hold more than one ROCC Examiner Authorisation you will be asked to confirm which one you want to renew.

Make your selection and click **'Save and continue'**.

**Step 8:** You will be asked to confirm your personal details. 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 authorisation with the correct details.


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 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.

<b>Name</b>	Adele Test
<b>Date of birth</b>	21 January 1981
<b>CAA reference</b>	700020A
<b>Nationality</b>	British Citizen
<b>Place of birth</b>	London
<b>Country of birth</b>	United Kingdom
<b>Permanent address</b>	28 Judd Street London W3 5YJ

**Contact details**

<b>Telephone number</b>	07709569966
<b>Email address</b>	casimer@putsbox.com

Save and continue

**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 'Confirm your details' is marked as completed as you have just confirmed these details are correct.

If your ROCC Examiner Authorisation has not yet expired, you will be asked to provide details of your recent ROCC operational experience.

If your ROCC Examiner Authorisation has already expired, you will be asked to complete the full initial application. Refer to the 'Apply for a ROCC Examiner Authorisation' section for a step-by-step guide.

Once you have completed all the mandatory tasks in section one of the task list, the 'check and submit section will be 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.

The screenshot shows a web page titled 'Manage Personnel Licences' from the UK Civil Aviation Authority. The page is for adding additional notes to an application. It features a navigation bar with '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)'. A '< Back' link is available. The main heading is 'Add any additional notes about this application', followed by a sub-heading: 'For example, delivery instructions, aligning expiry dates, or explaining credits and training routes'. Below this is a large text input area. A character count indicates 'You have 2000 characters remaining'. A 'Save and Continue' button is located below the input area. 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 links for 'Terms and Conditions', 'Privacy Policy', and 'Accessibility', along with the copyright notice '© 2026 Civil Aviation Authority'.

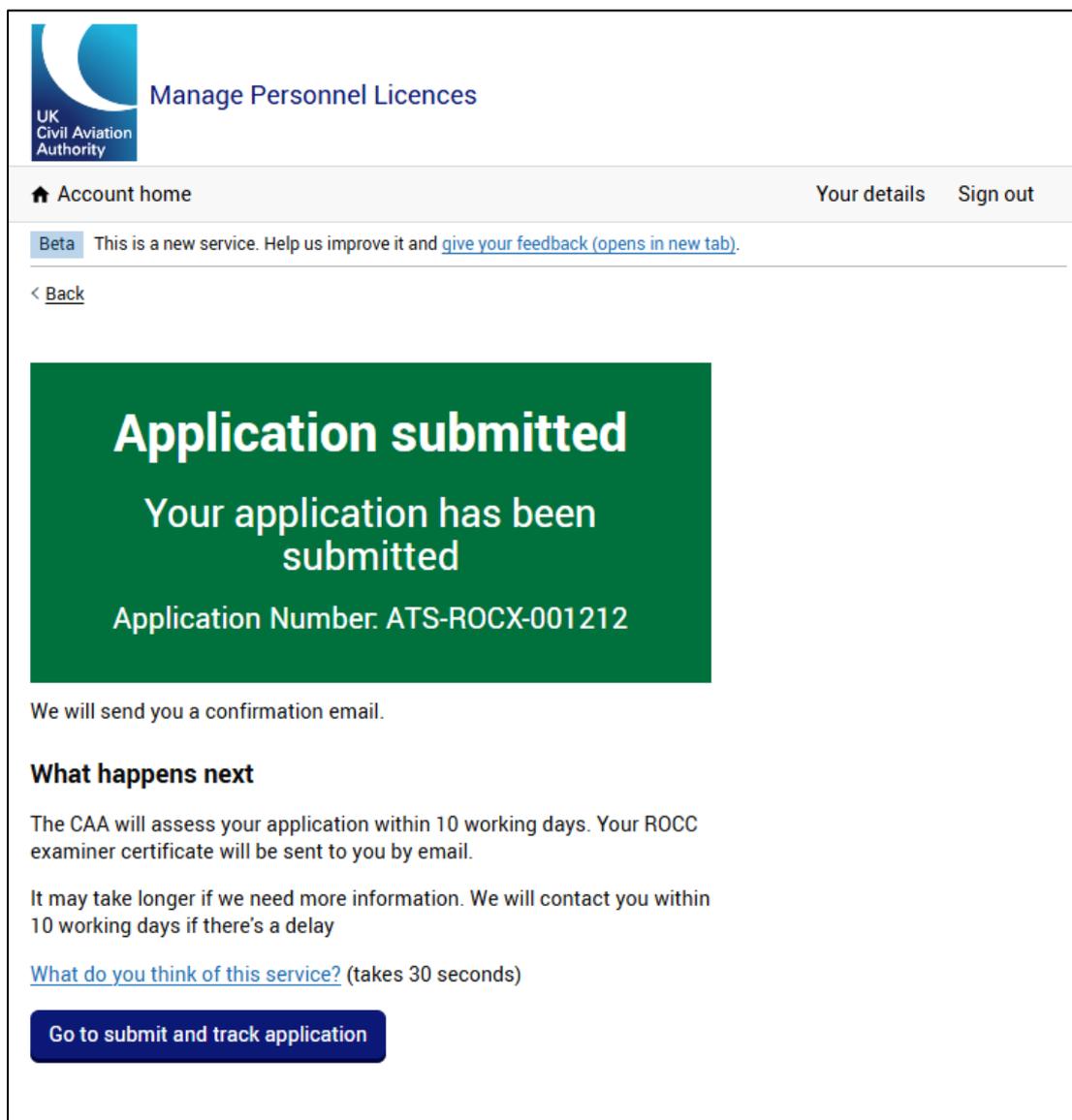
Enter any relevant notes and click on '**Save and Continue**'. You will be directed back to the task list and the additional notes field will show as completed.

**Step 10:** Click on the **'Check your answers 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 11:** Carefully review the application and then click on **'Confirm and submit'**.

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



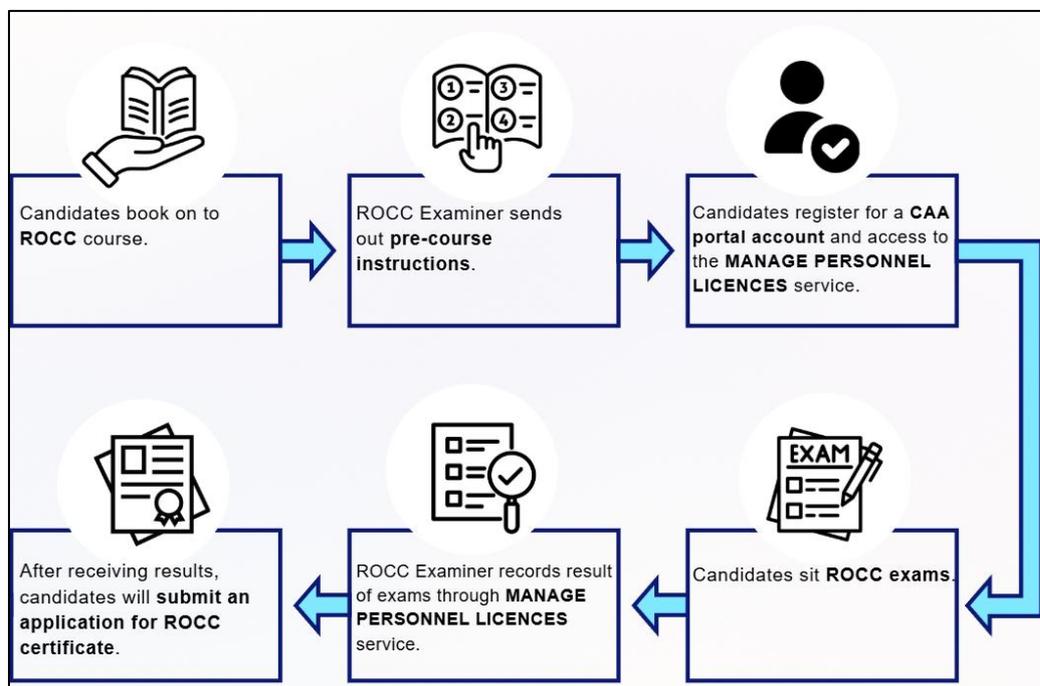
The screenshot shows a web page for 'Manage Personnel Licences' on the UK Civil Aviation Authority website. The page has a header with the CAA logo and navigation links for 'Account home', 'Your details', and 'Sign out'. A beta notice is present: 'Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#).' Below this is a '< Back' link. The main content area features a large green box with the text: 'Application submitted', 'Your application has been submitted', and 'Application Number: ATS-ROCX-001212'. Underneath the green box, it says 'We will send you a confirmation email.' A section titled 'What happens next' explains that the CAA will assess the application within 10 working days and that a ROCC examiner certificate will be sent by email. It also notes that it may take longer if more information is needed. A link asks for feedback: 'What do you think of this service? (takes 30 seconds)'. At the bottom, there is a dark blue button labeled 'Go to submit and track application'.

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.

# The ROCC Examination Process

## Overview of the process



## Pre-course instructions

Before attending the course and sitting their exams, candidates must create a CAA Customer Portal Account and register for the ‘Manage Personnel Licences Individual’ service. They will need to pass an Identity check and then will be issued with a CAA reference number, which you will need in order to log their exam results.

To ensure the smooth running of courses, please ensure you include this information in your pre-course communications.

We have provided suggested text below that could be included in pre-course instructions to applicants.

“You must obtain a CAA reference number from the CAA **before** attending the course and sitting your exams. We will not be able to record the result of your exams without a CAA reference number, which will stop you from being able to apply for the ROCC certificate.

Please ensure you complete the following steps at least one week before the course is scheduled to start:

1. Create a CAA Customer Portal Account: <https://portal.caa.co.uk>

2. Apply for the “Manage Personnel Licences Individual” service.
3. Complete the Identity Check

Once the above steps are complete, the CAA will set up your licensing account and issue you with a CAA reference number. This can take up to 5 working days. You will receive an email with your CAA reference number when the process has been completed.

For guidance on how to complete the above steps, please refer to the CAA's [Registration Guide CAP1902B](#). Alternatively, you can follow this video demo: [Registering for the Manage Personnel Licences service as a new user - YouTube](#)

If you have any questions or experience any issues, contact the CAA's support team on:

Email: [customerportalsupport@caa.co.uk](mailto:customerportalsupport@caa.co.uk)

Telephone: 0330 022 1909

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

On the first day of training you will be asked for your CAA reference number, please ensure you have made a note of it so you can give it to your examiner.”

## Recording ROCC exam results

ROCC exam results must be logged via the Manage Personnel Licences service. Notification will not be accepted by email.

**Step 1:** Click on the ‘Assessor and examiner tasks’ tab.

**Step 2:** Click on the ‘Add ROCC exam results’ tile.

**Step 3:** Click on the ‘Add results’ button.

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 ROCC exam results

**Add results**

**If you need to report a change**  
To report changes to previously entered exam results, contact the Civil Aviation Authority.  
Email: [ats.licensing@caa.co.uk](mailto:ats.licensing@caa.co.uk)  
Telephone: 0330 022 1972  
Monday to Friday, 8:30am to 4:30pm

**Step 4:** You now need to search for the person you wish to add exam results for.

You will not be able to view any of their records, only add an exam record for them.

Enter their Surname and CAA reference number into the relevant fields and click ‘Search’.

You will need to enter the surname exactly as it appears on the candidate’s account, so take care when typing in the name. Do not add any spaces at the end of the name.

### Who are you adding exam results for?

Surname

CAA reference number

[▶ How to get a CAA reference number](#)

**Search**

**Step 5:** You will either see a ‘Match found’ or ‘No match found’ page.

You will see the 'No match found' page if the details you entered do not match any records the CAA holds. Click on '**Search again**' to try again.

**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](#)

## No match found

Check if the person has a [My CAA account \(opens in a new tab\)](#) and has access to the Manage Personal Licences service. They can't be added if they don't.

<b>Surname</b>	touray
<b>CAA Reference Number</b>	789456C

[Search again](#)

If a match is found, the system will pull through the person's full name.

Check the details are correct and click '**Save and continue**'

**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](#)

## Match found

Check details. [Search again](#)

<b>Name</b>	Jainabaaba Touray
<b>CAA Reference Number</b>	789456C

[Save and continue](#)

**Step 6:** Choose which ROCC exams the individual has completed from the provided list.

The category of exams that appear in this list for you to choose from will depend on the category of ROCC Examiner Authorisation you hold.

For example, if you hold a ROCC Examiner Authorisation for AGCS, then you will only have the option to log exam results for Air Ground Communication Service (AGCS). If you hold multiple ROCC Examiner Authorisations, each category you hold will be listed to choose from.

### Choose the Radio Operator's Certificate of Competence (ROCC) exams Gabby Candy has completed

Clearance Delivery Officer (CDO)

Parachutists Aeronautical Radio Station (PARA)

Air Ground Communication Service (AGCS)

Offshore Communication Service (OCS)

Save and continue

Choose the type of exams and click '**Save and continue**'.

**Step 7:** Choose whether you want to log results for the 'Written exam', 'Practical exam' or 'Both written and practical exams'. Click '**Save and continue**'

In this example, we have selected the 'Both written and practical exams' option.

**Step 8:** Complete all fields on the written exam details page.

You will be asked to enter the date of the exam, whether the result is a pass or fail, and the exam mark as a percentage.

You will also be asked to confirm the version of the written paper the individual sat by choosing Paper A or B and entering the date printed on the question paper.

Finally, you must upload a scanned copy of the exam answer paper by either dragging the file into the box or clicking the 'Choose files' button. You can add multiple attachments here.

ROCC: Air Ground Communication Service (AGCS)

## Written exam details

Date of when the exam took place

For example, 27 3 2007

Day Month Year

Exam result

Pass

Fail

Enter the exam mark as a percentage

Provide a whole number between 0 and 100 for example, 70

 %

Exam paper version

Paper A

Paper B

Date on the exam paper

You can find this printed on the question paper. For example, 27 3 2007

Day Month Year

### Exam evidence

You must upload a copy of:

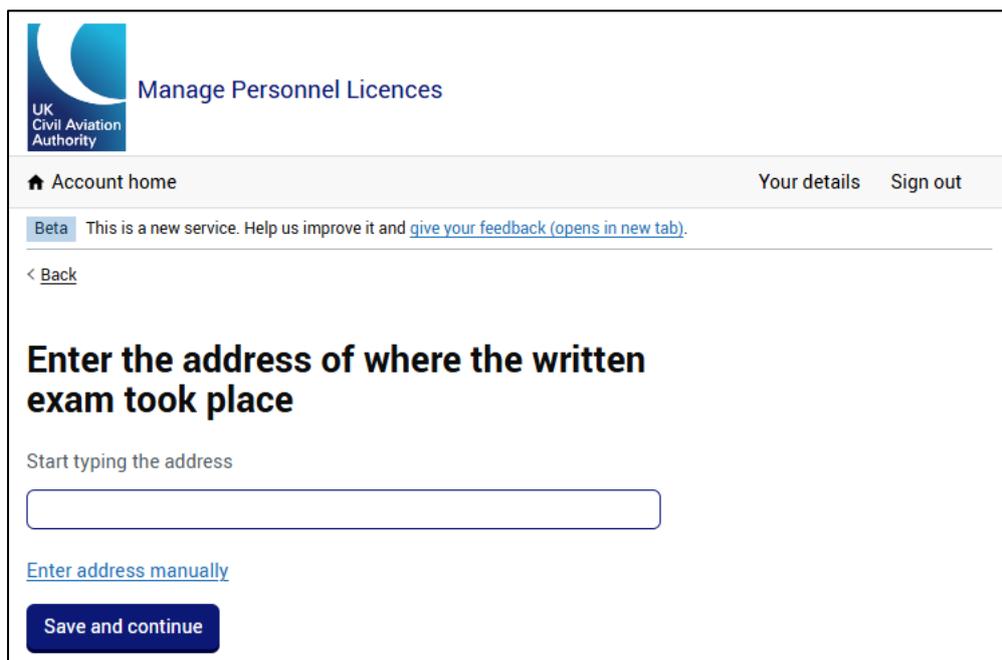
- the question paper
- the answer paper

Drag and drop files here or

Click '**Save and continue**'.

**Step 9:** Enter the address where the written exam took place. You can start typing the address or postcode into the box and it will give you a drop-down of options to choose from.

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



Click '**Save and continue**'

**Step 10:** You will be asked to enter the details of the practical exam.

Firstly, confirm if the practical exam took place on the same date as the written exam. If you select 'no', you will be asked to enter the date.

Confirm whether the exam was passed or failed.

Upload a copy of your assessment notes. Again you can do this by dragging the file into the box or clicking the 'Choose files' button.

Click '**Save and continue**'.

## ROCC: Air Ground Communication Service (AGCS)

### Practical exam details

Was the practical exam completed on the same day as the written exam?

The written exam took place on 1 February 2026

Yes

No

Exam result

Pass

Fail

Provide assessment notes

Upload a file with your notes

Drag and drop files here or

**Step 11:** Confirm if the practical exam took place as the same location as the written exam. If you select 'no', you will be asked to provide the address.

### Practical Exam Address

Written exam location *SOUTH AREA  
GATWICK  
United Kingdom  
RH6 0YR*

---

Was the practical exam completed at the same location?

Yes

No

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

Click '**Save and continue**'.

**Step 12:** You will be taken to a check your answers page, where you can review your answers before submitting the result. Clicking on a 'Change' link will take you back to that page to amend your answers.

Check all the information is correct and click '**Confirm and submit**'.

Please note: Once the results are submitted, you will need to contact the CAA if any changes need to be made.

You will be presented with an 'Exam Results Submitted' page.

An automated email will be sent to the individual notifying them of the exam result and, if they passed their exams, that they can now apply for their ROCC.

## Exam Results Submitted

An email confirmation will be sent to notify Gabby Candy of the submission.

### What happens next

The exam results have been recorded. If Gabby Candy passed both the written and practical exams, they can now apply for their Radio Operators Certificate of Competence.

### If you need to report a change

To report changes to previously entered exam results, contact the Civil Aviation Authority.

Email: [ats.licensing@caa.co.uk](mailto:ats.licensing@caa.co.uk)

Telephone: 0330 022 1972

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

[Go to Exam Results](#)

Click on the **'Go to Exam Results'** button to return to exam results page.

## Applying for a ROCC

Only once the exam results have been uploaded by you can the candidate proceed with a ROCC application.

It is important to note that ROCC Examiners are not able to submit applications for candidates. Each candidate must complete and submit their own application. The application will automatically pull in their exam results, so the candidate just needs to provide some personal information and pay for the application.

For guidance on how to apply for a ROCC, refer to the [Manage Personnel Licences Service: User Guide: Individuals](#).

## Viewing previously submitted exam results

You can view a list of all the exam results you have submitted via the service by clicking on the **'Add ROCC exam results'** tile under the 'Assessor and examiner tasks' tab. This serves as your audit trail.

Please note: exam results sent to the CAA prior to the launch of this service (before 30th March 2026) will not show here.

**Search submitted exam results**  
 Search by name or CAA reference number

Q

**68 exam results added**

Name	CAA reference number	Name of exam	Exam Type	Exam Result	Date submitted	Actions
Jainabaaba Touray	789456C	ROCX: Air Ground Communication Service (AGCS)	Practical	Pass	10 March 2026	<a href="#">View exam results details</a>
Jainabaaba Touray	789456C	ROCX: Air Ground Communication Service (AGCS)	Written	Pass 44%	10 March 2026	<a href="#">View exam results details</a>
Darren Klein	700137A	ROCX: Air Ground Communication Service (AGCS)	Practical	Pass	10 March 2026	<a href="#">View exam results details</a>
Darren Klein	700137A	ROCX: Air Ground Communication Service (AGCS)	Written	Pass 87%	10 March 2026	<a href="#">View exam results details</a>
Maria Test Case Jallow	222222L	ROCX: Air Ground Communication Service (AGCS)	Practical	Pass	9 March 2026	<a href="#">View exam results details</a>
Maria Test Case Jallow	222222L	ROCX: Air Ground Communication Service (AGCS)	Written	Pass 70%	9 March 2026	<a href="#">View exam results details</a>
Ephraim Wuckert	700090A	ROCX: Air Ground Communication Service (AGCS)	Written	Pass 83%	9 March 2026	<a href="#">View exam results details</a>

You can use the search bar to look for a specific result by typing in a name or CAA reference number.

Click on the **'View exams results details'** link next to an exam result to view the full record.

Name	CAA reference number	Name of exam	Written exam result	Practical exam result	Date submitted	Actions
Elvyn Heinle	64550P	ROCC: Air Ground Communications Service (AGCS)	Pass 100%	Pass	16 September 2025	<a href="#">View exam result details</a>

This detailed view includes any supporting documents provided during submission, such as exam papers, giving a complete record of each exam.

Only you and the CAA can view these attachments. Candidates cannot see any paperwork you provide.

[< Back](#)

## View exam results details

### Written exam results

<b>Name</b>	Ephraim Wuckert
<b>CAA Reference Number</b>	700090A
<b>Choose the Radio Operators Certificate of Competence Examiner (ROCX) exams Ephraim Wuckert has completed</b>	ROCX: Air Ground Communication Service (AGCS)
<b>Written exam details</b>	Date 1 February 2026  Result 83% <span style="background-color: #d4edda; padding: 2px;">Pass</span>  Exam paper version Paper A  Date on the question paper 1 January 2020  Exam evidence <ul style="list-style-type: none"> <li>• <a href="#">Testing.png</a></li> </ul>
<b>Address of where the written exam took place</b>	<i>CIVIL AVIATION AUTHORITY, AVIATION HOUSE, SOUTH AREA LONDON GATWICK AIRPORT GATWICK United Kingdom RH6 0YR</i>

## Amending submitted ROCC exam results

You cannot edit exam result records once they have been submitted to the CAA. If you realise you have made a mistake, you will need to contact the CAA.

## 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](mailto:ats.licensing@caa.co.uk)

Telephone: 0330 022 1972

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