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.

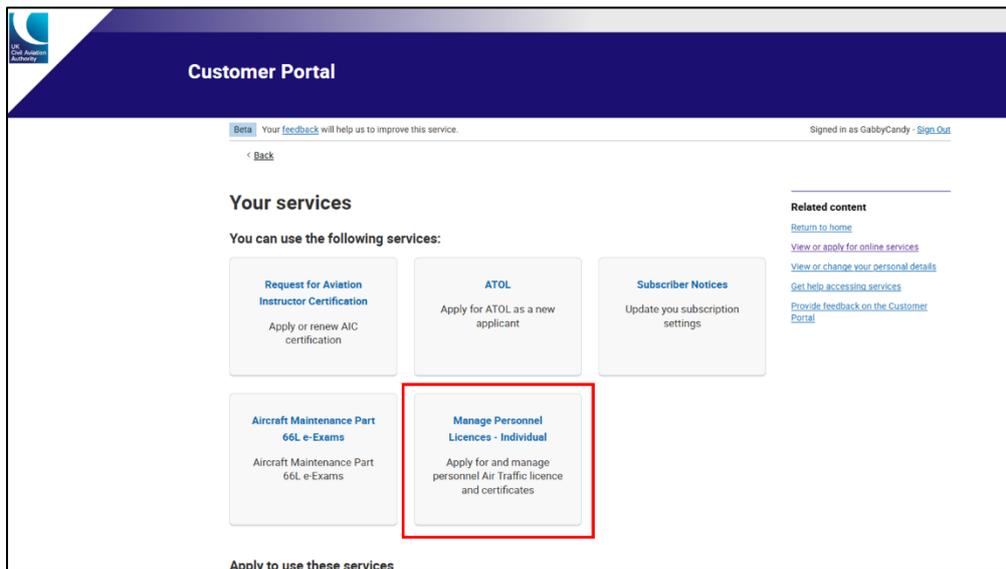# Logging In

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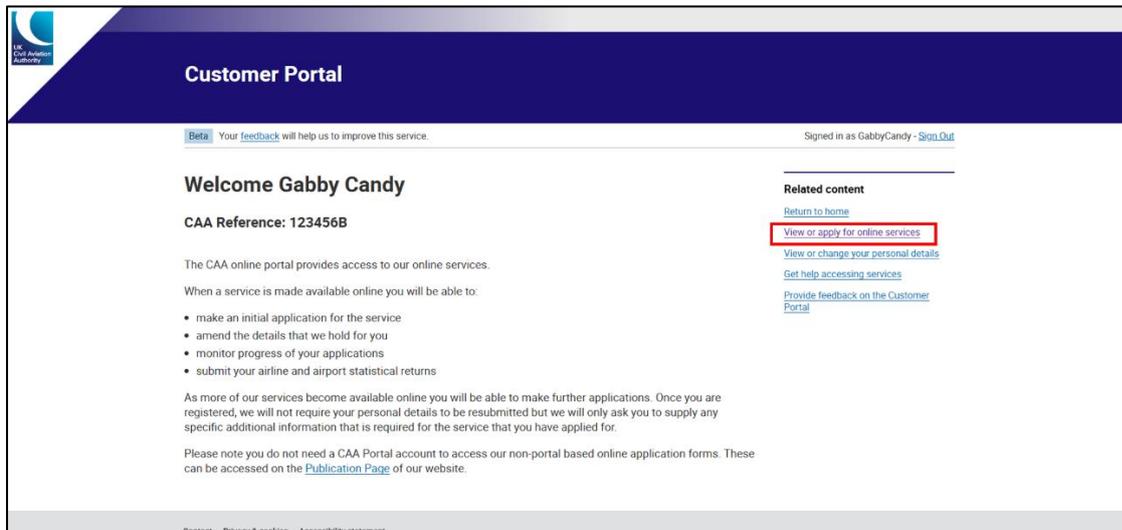
Step 3. Select the '**Manage Personnel Licences - Individual**' link from your list of services.

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:

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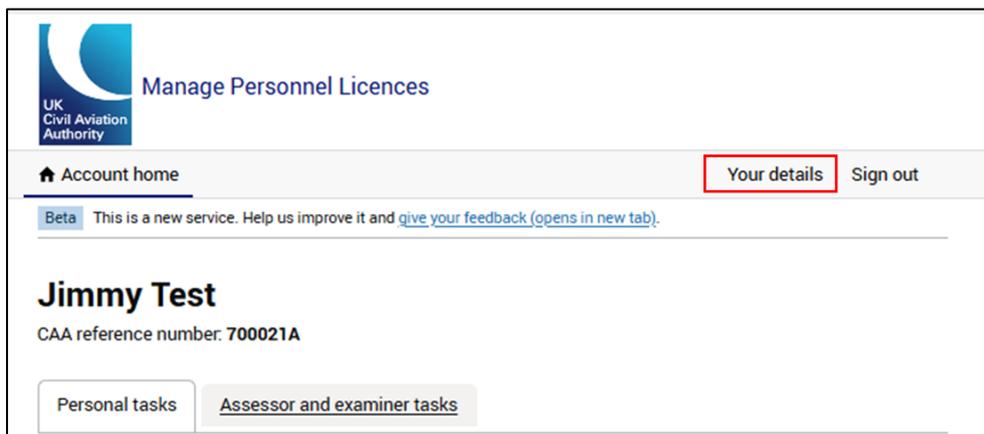
ROCC Examiners will have a tile called 'Add ROCC exam results'. This allows authorised examiners to record the result of written and practical ROCC examinations undertaken by students.
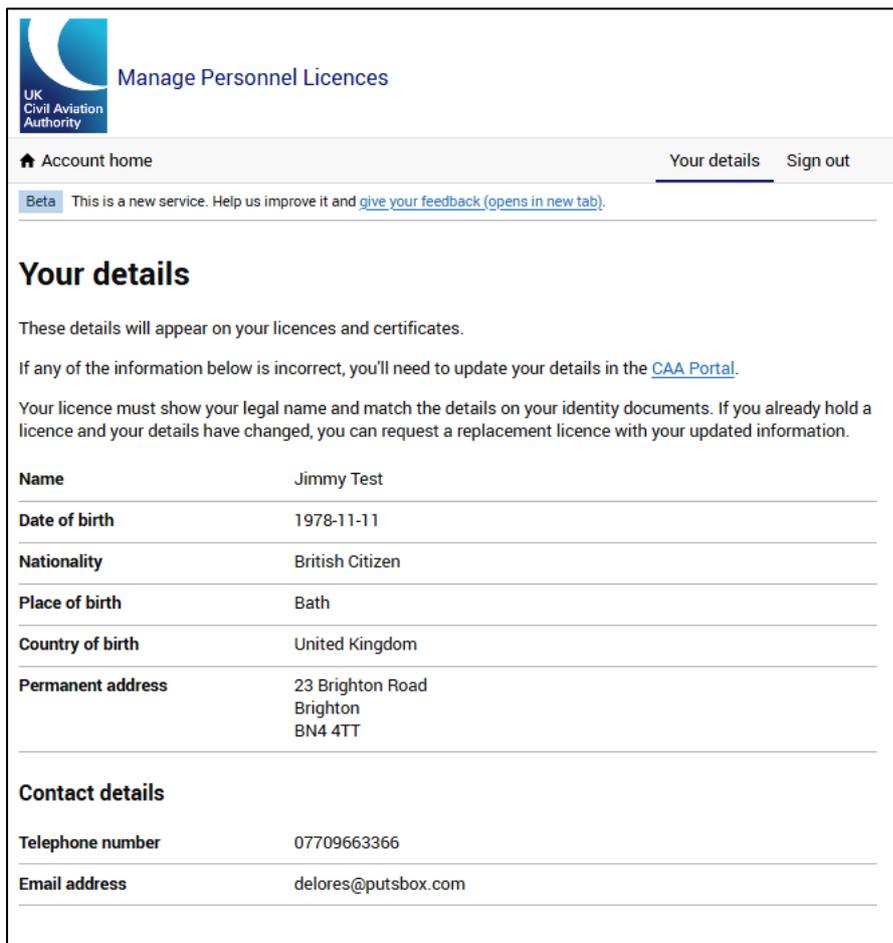

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# Managing Your Account

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.
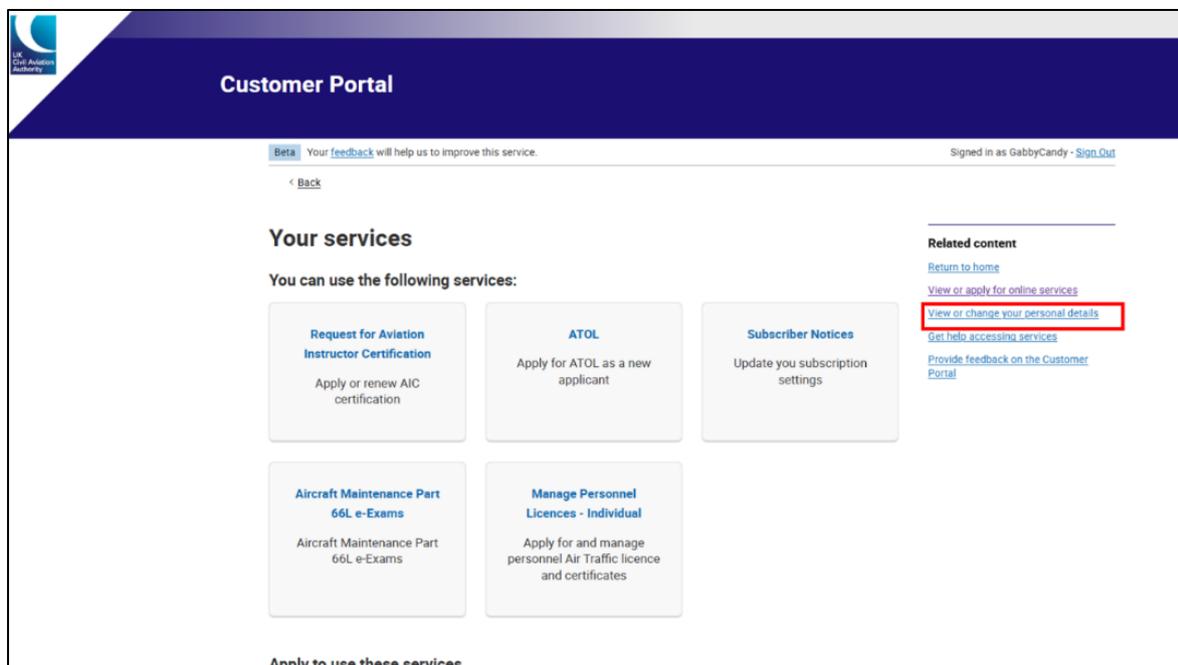

Please note: You must use your official personal details in the portal, for example your name must be your legal name as per your ID document, as this information will be used to issue any licences or certificates you may apply for.

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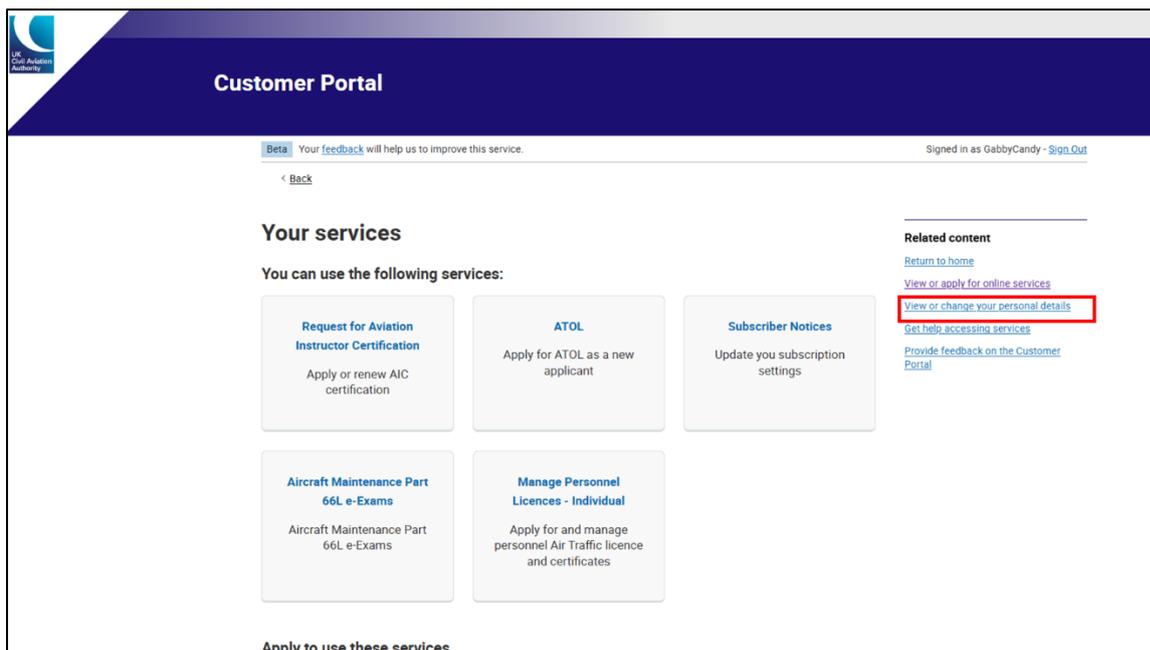
Update the details you want to change and click on 'Submit'.

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.

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

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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.

Viewing exam results

Click on the '**View exam results'** tile on your account homepage to access your own exam records.
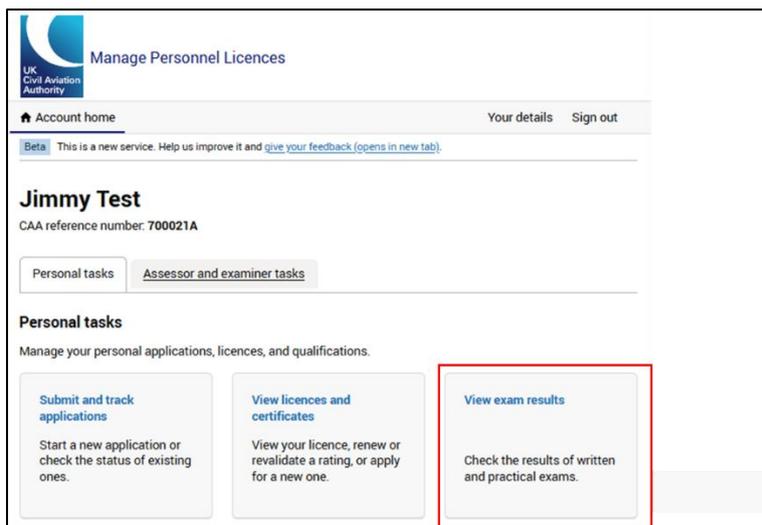
ROCC exam results are logged by the ROCC examiner.

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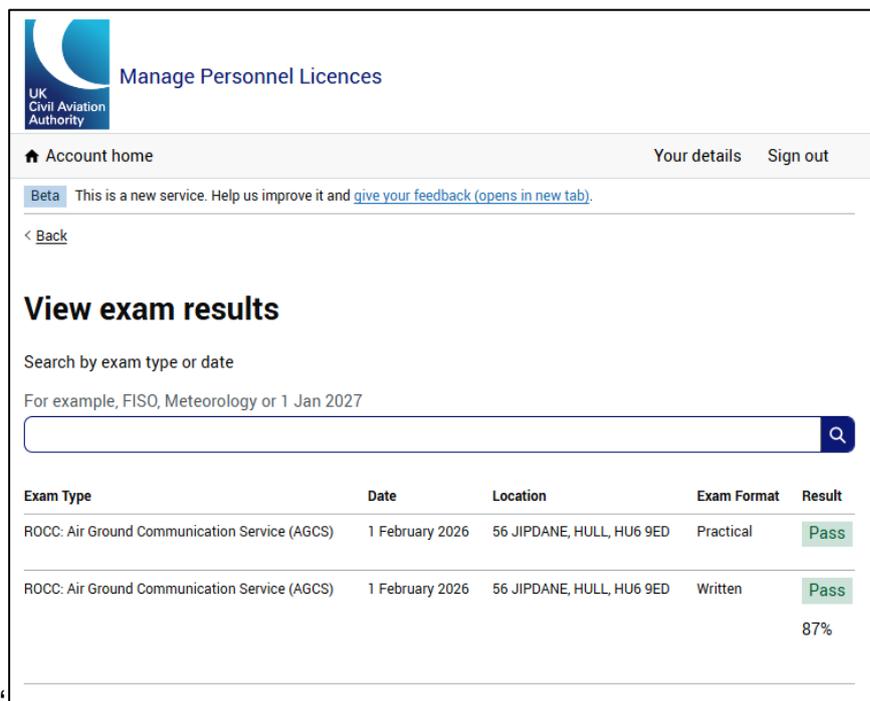
To filter your records, type details into the search bar and press enter. You can filter by exam type, exam format, location, or date.

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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.

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.

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.

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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.

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.
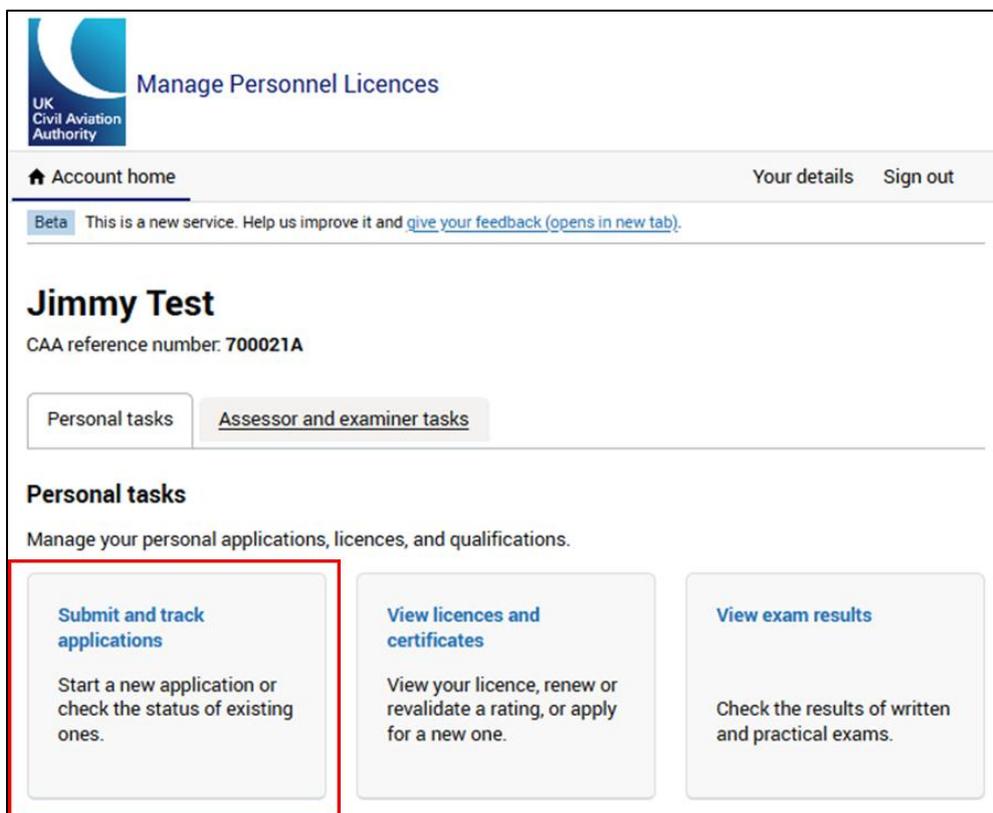
Step 3: Click on the '**Make an application'** button.
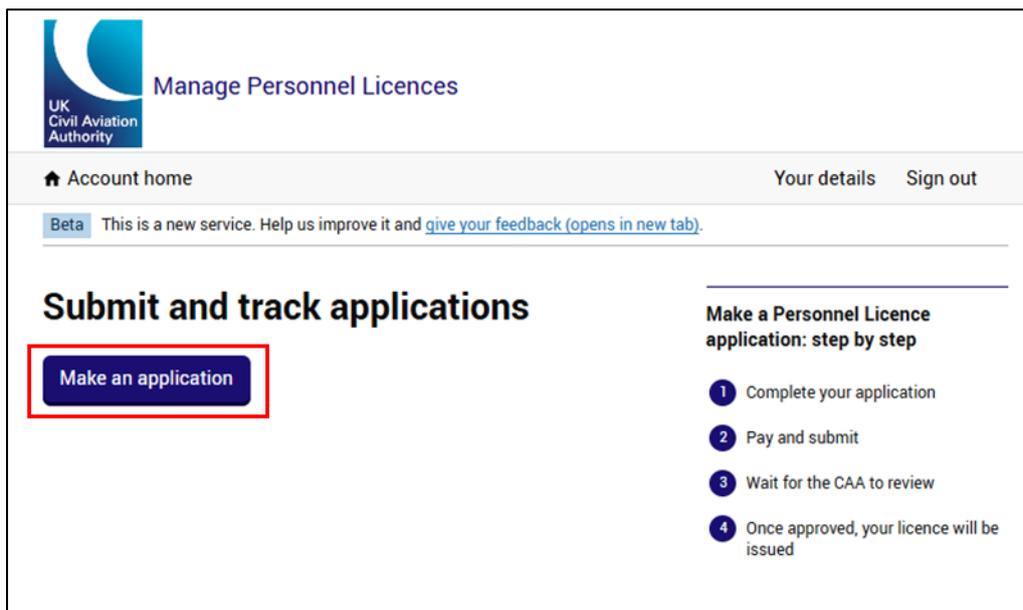
Step 4: Select **'Apply for something new'** from the application menu and click **'Continue'**.

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.

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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).

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Check your personal details
Confirm your details

These are the details we have for you.

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

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

Contact details

Telephone number	07709569966
Email address	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.

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).

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ROCC examiner certificate

1. Check your application details

Confirm your details	Completed
Upload supporting documents	Not started
Add references	Not started
Add your ROCC operational experience	Not started
Add any additional notes about this application	Optional

2. Check and submit

Check your answers and submit your application	You must complete section 1

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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.

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'**.

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

Offshore Platform D

Save and continue

Step 18: Enter the dates of your operational experience at that location and confirm if you are still operational. Click '**Save and continue'.**

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).

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What were the dates of your operational experience?

Start date
For example, 27 3 2022

Day   Month   Year

3   1   2020

Are you still operational at?
Select "No" if you are no longer operational

○ Yes

● No

Date when your ROCC operational experience ended
For example, 27 3 2023

Day   Month   Year

5   8   2025

Save and continue   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'.**

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.

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

Step 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.

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.

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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.

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

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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. <u>It is of utmost importance that we issue your authorisation with the correct details.</u>

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.

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.

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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.

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
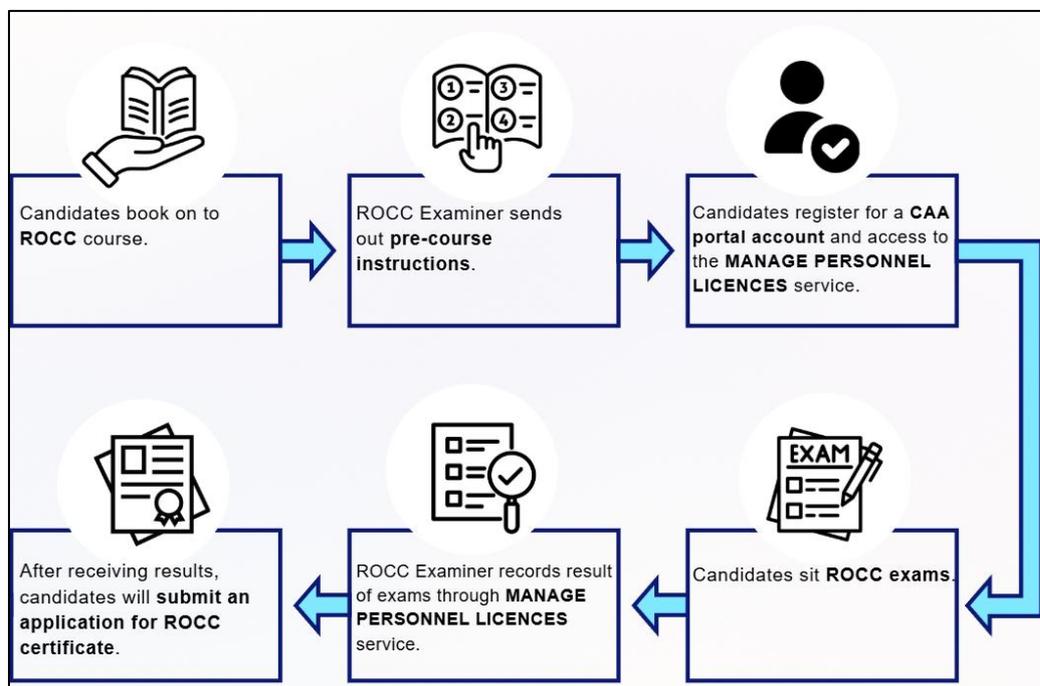
Pre-course instructions

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
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.

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.

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.

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'**

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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   **Choose files**

Save and continue

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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.
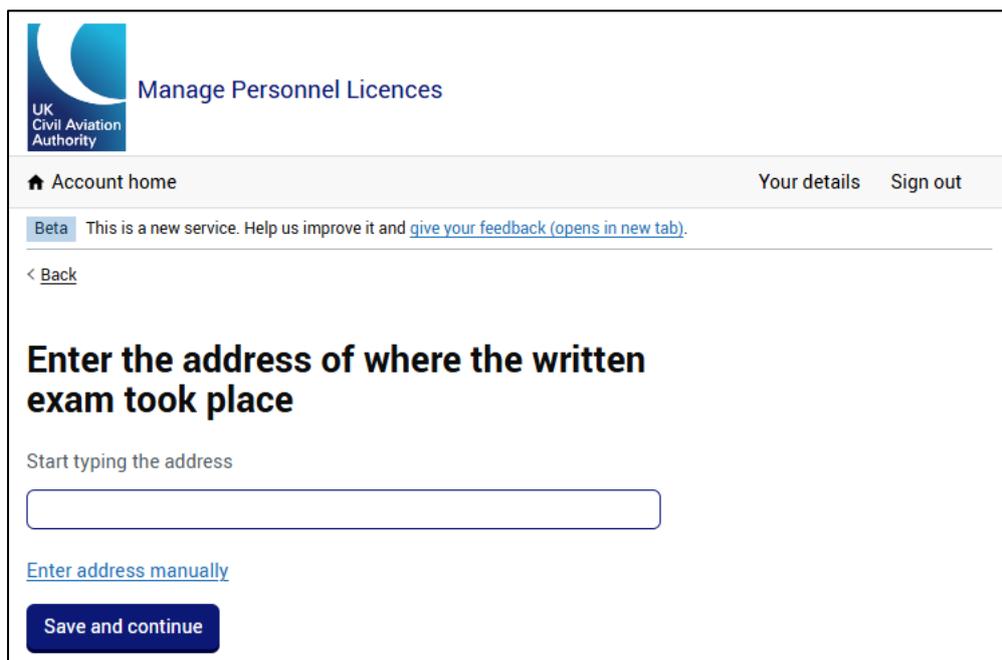
Click '**Save and continue**'

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 **Choose files**

Save and continue

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

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

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	View exam results details
Jainabaaba Touray	789456C	ROCX: Air Ground Communication Service (AGCS)	Written	Pass 44%	10 March 2026	View exam results details
Darren Klein	700137A	ROCX: Air Ground Communication Service (AGCS)	Practical	Pass	10 March 2026	View exam results details
Darren Klein	700137A	ROCX: Air Ground Communication Service (AGCS)	Written	Pass 87%	10 March 2026	View exam results details
Maria Test Case Jallow	222222L	ROCX: Air Ground Communication Service (AGCS)	Practical	Pass	9 March 2026	View exam results details
Maria Test Case Jallow	222222L	ROCX: Air Ground Communication Service (AGCS)	Written	Pass 70%	9 March 2026	View exam results details
Ephraim Wuckert	700090A	ROCX: Air Ground Communication Service (AGCS)	Written	Pass 83%	9 March 2026	View exam results details

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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	View exam result details

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.

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Written exam results

Name	Ephraim Wuckert
CAA Reference Number	700090A
Choose the Radio Operators Certificate of Competence Examiner (ROCX) exams Ephraim Wuckert has completed	ROCX: Air Ground Communication Service (AGCS)
Written exam details	Date 1 February 2026 Result 83% Pass Exam paper version Paper A Date on the question paper 1 January 2020 Exam evidence • Testing.png
Address of where the written exam took place	*CIVIL AVIATION AUTHORITY, AVIATION HOUSE, SOUTH AREA* *LONDON GATWICK AIRPORT* *GATWICK* *United Kingdom* *RH6 0YR*

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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

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Email: ats.licensing@caa.co.uk

Telephone: 0330 022 1972

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