Manage Personnel Licences Service

External User Guide:

Organisations



Contents

Manage Personnel Licences Service 4
What is the Manage Personnel Licences Service? 4
Purpose of the Service 4
Who Can Use This Service 4
Types of organisation account 4
Setting up your organisation account 5
Setting up a CAA Portal Account 6
Logging In 8
Navigating your organisation account 9
Switching accounts 10
Managing your organisation account 12
Adding team members 12
How to add a team member 12
Removing team members 16
Changing the organisation manager 17
Setting the team email address 19
Adding licence holders to your organisation account 20
Responding to requests to join your organisation 25
Removing individuals from your organisation 27
Viewing licence holder records 29
Viewing an individual's licence 32
Viewing an individual's medical status 34
Viewing an individual's English Language Proficiency (ELP) 36
Viewing an individual's training records 37
Viewing an individual's contact information 39
Making licensing applications 41
Submitting an application 41
Applying for a Student Air Traffic Controller Licence 43
Applying to add additional ratings to a Student ATCO licence 50
Making a payment 59
Pay Now using GovPay 59
Sending a payment request to someone else 60

Viewing submitted applications and tracking progress 62
Draft applications 64
Cancelling an application 66
CAA Support 67
Contact the CAA 67
Reporting technical issues 67

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. It provides a single, streamlined way for both organisations and individuals to complete licensing tasks without the need for paper forms or manual processing.

Purpose of the Service

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

- Reducing the amount of effort required by customers to make a licensing application and increasing the clarity and usability of the application process
- Creating flexibility on who can complete and pay for licensing applications
- Allowing information and supporting evidence to be submitted and verified digitally, reducing the need for physical paperwork.
- Ensuring information is collected once and securely stored in an ongoing customer record.
- Allowing licence holders to view and manage their own licensing records
- Enabling organisations to view and manage their employees' licences, with consent
- Introducing automated notifications about licensing privileges, such as when an endorsement is expiring soon, to support compliance
- Introducing application tracking to increase visibility and confidence in the application process

Who Can Use This 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.
- **A unit admin –** manage employee licences, view licensing records and validities, and submit licensing applications on behalf of others.

Types of organisation account

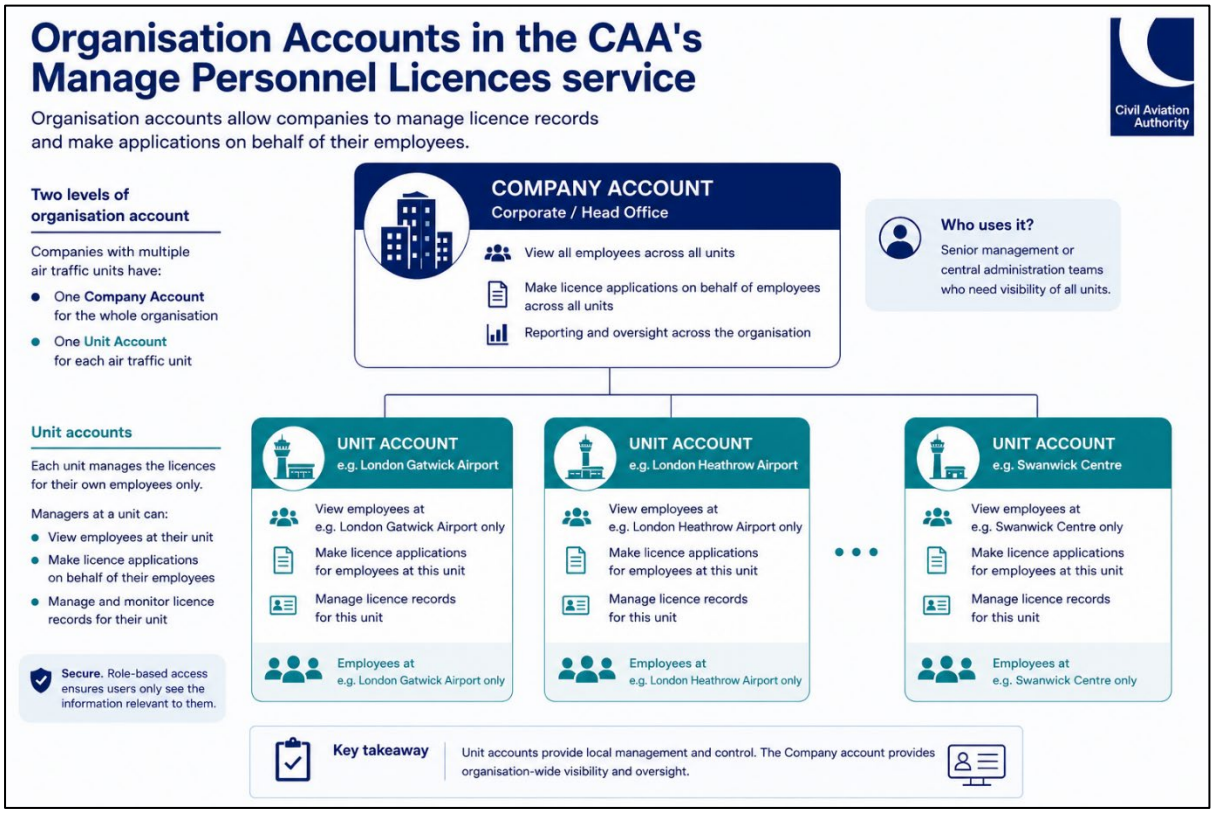
There are two types of organisation accounts in the Manage Personnel Licences service: Unit accounts and Company accounts.

Unit accounts allow team members (such as administrators and managers) to view and manage licences for employees of that particular air traffic unit. For example, London Gatwick.

Company accounts are for Air Navigation Service Providers that have more than one air traffic unit. People with access to the company account will be able to see licence holders at all air traffic units under that company and manage their applications. This account may be useful for senior management or central administration teams.

In essence, Unit Accounts provide local management and control, while the Company Accounts provides organisation-wide visibility and oversight.

This dual system with role-based access ensures that individual users only have access to the information they need to see.



Setting up your organisation account

The CAA needs to set up any new organisation accounts in the system.

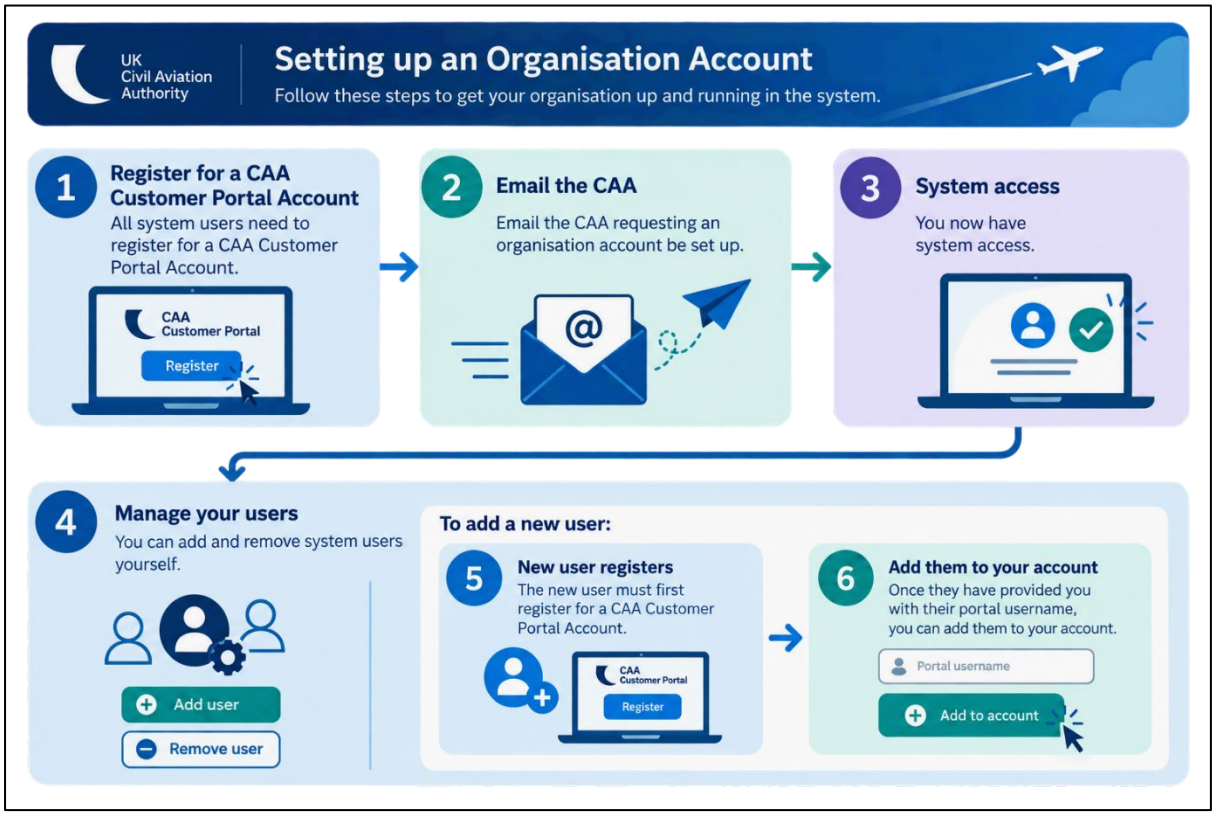
If you would like to request an organisation account that your team can use to manage employees' licences and applications, please send an email to customerportalsupport@caa.co.uk with the subject line: 'Request for an organisation account in the Manage Personnel Licences service'.

In the email, you will need to provide the following information:

- Organisation name
- Organisation address
- Organisation type (Unit or Company)

- Team email address (This is the email where all system notifications will go to, such as application updates. We recommend this is a shared team inbox that all account users can access).
- Names, work email addresses and portal account usernames for team members you want to be able to log in on behalf of your organisation

Please note that each team member must have a CAA Portal Account before they can be added as a team member for your organisation.



Setting up a CAA Portal Account

You will need to create a CAA Customer Portal Account and request access to the 'Manage Personnel Licences service – Organisations' before you can be added to an organisation account and start using the system.

Step 1: Access the CAA Customer Portal: https://portal.caa.co.uk.

Step 2: Click on 'Create New User' and choose a unique username and password. Make a note of these.

Step 3: You will receive an activation link to your email address. Click on the link to activate your account.

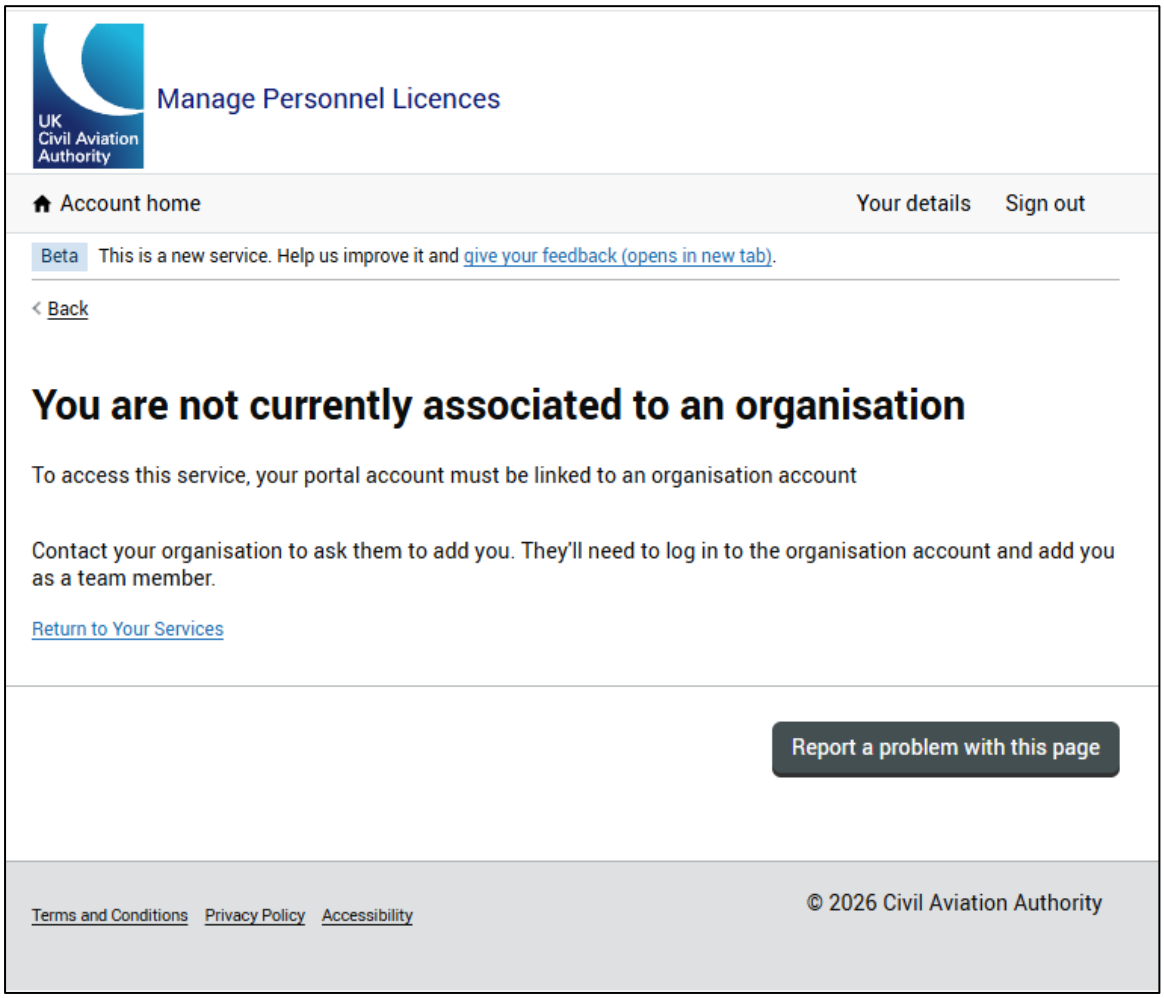
Step 4: Sign into your portal account. If you cannot sign in, the activation of your account did not work. See our help page for more information.

Step 5: Click on ‘View or apply for online services’ from the right-hand side menu.

Step 6: Scroll down to the ‘Apply to use these services’ section and select the ‘Manage Personnel Licences – Organisations’ service.

Step 7: You will see an information page explaining what the service is and what is can be used for. Click ‘Continue’ at the bottom of the page.

Step 8: If you have not yet been added to an organisation, you will see the ‘You are not currently associated to an organisation’ page. Once you have been added as a team member to your organisation, you will be able to log in and access the account.

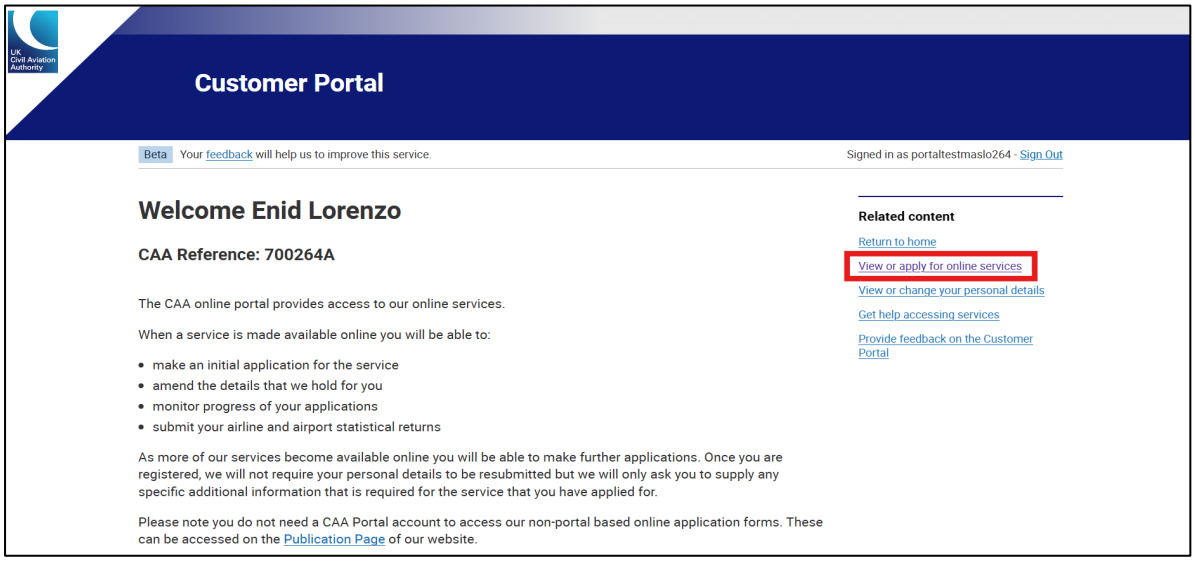


Logging In

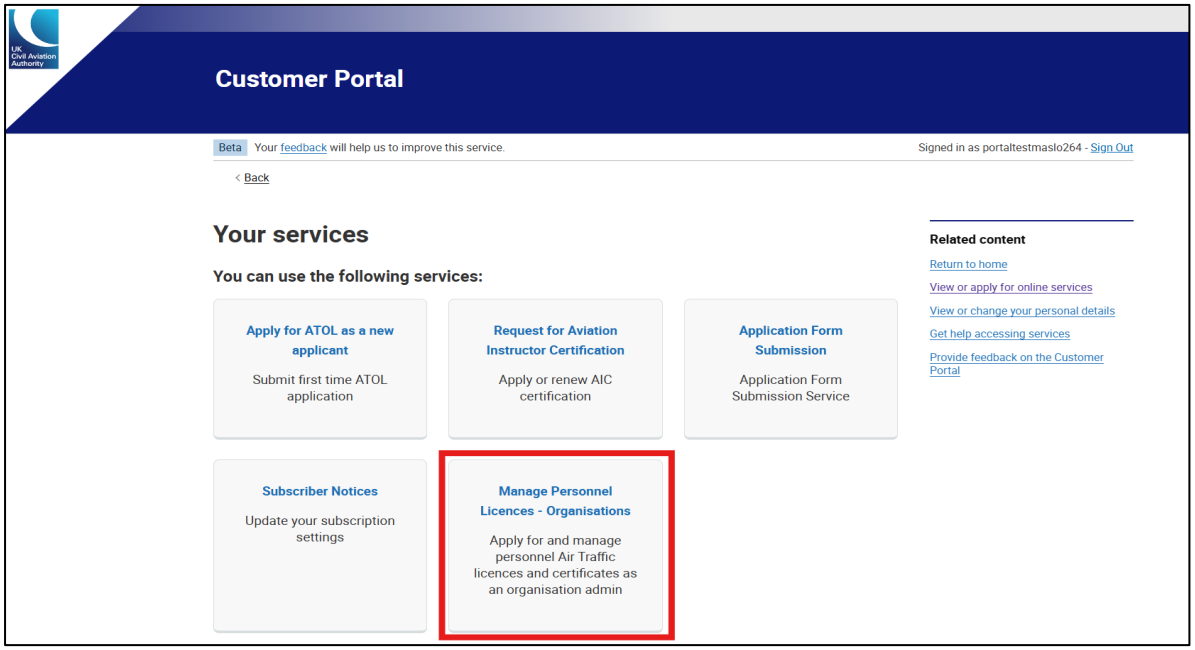
The access the Manage Personnel Licences service, follow these simple steps.

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 - Organisation**' link from your list of services.

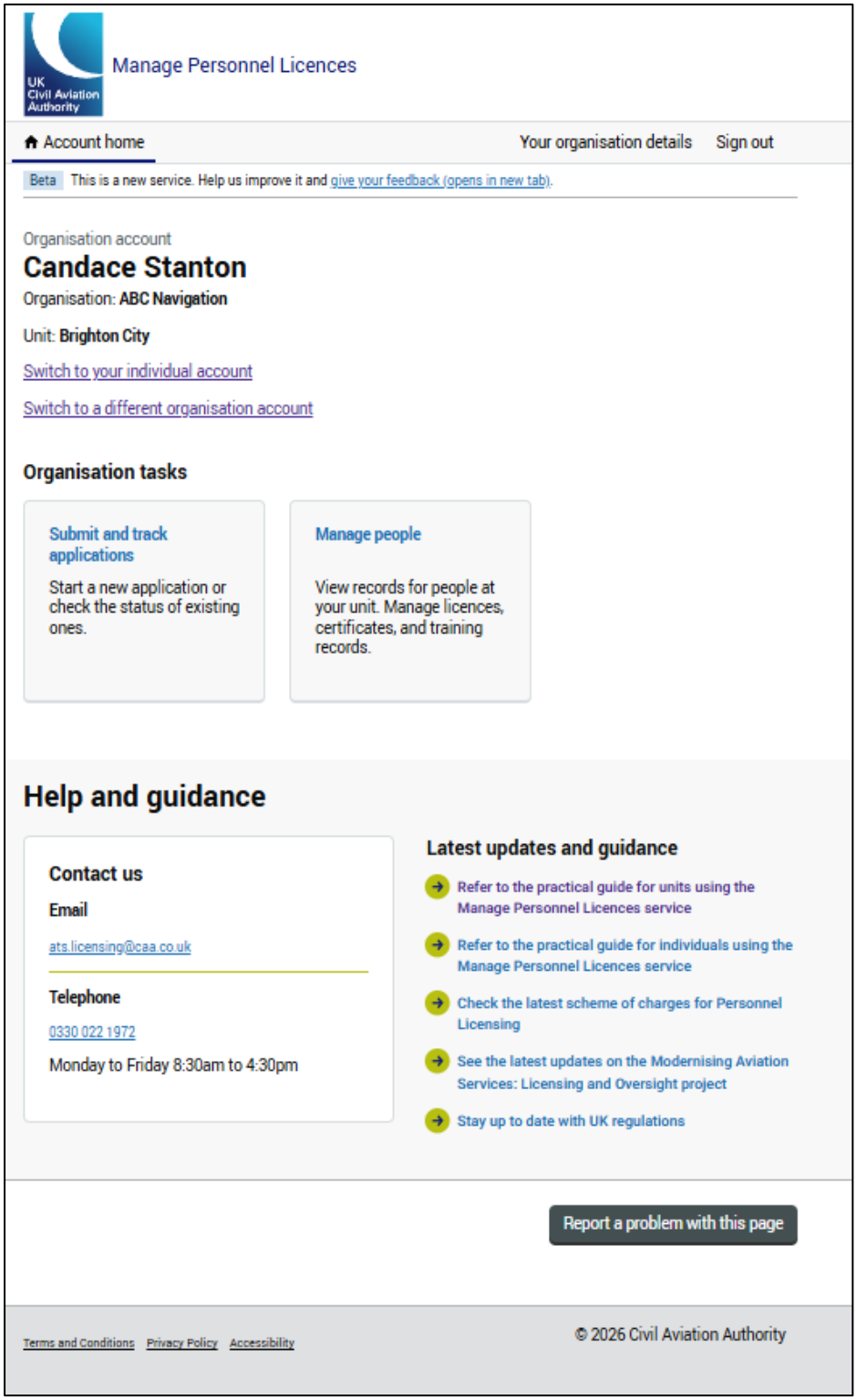


And you're in!

Navigating your organisation account

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

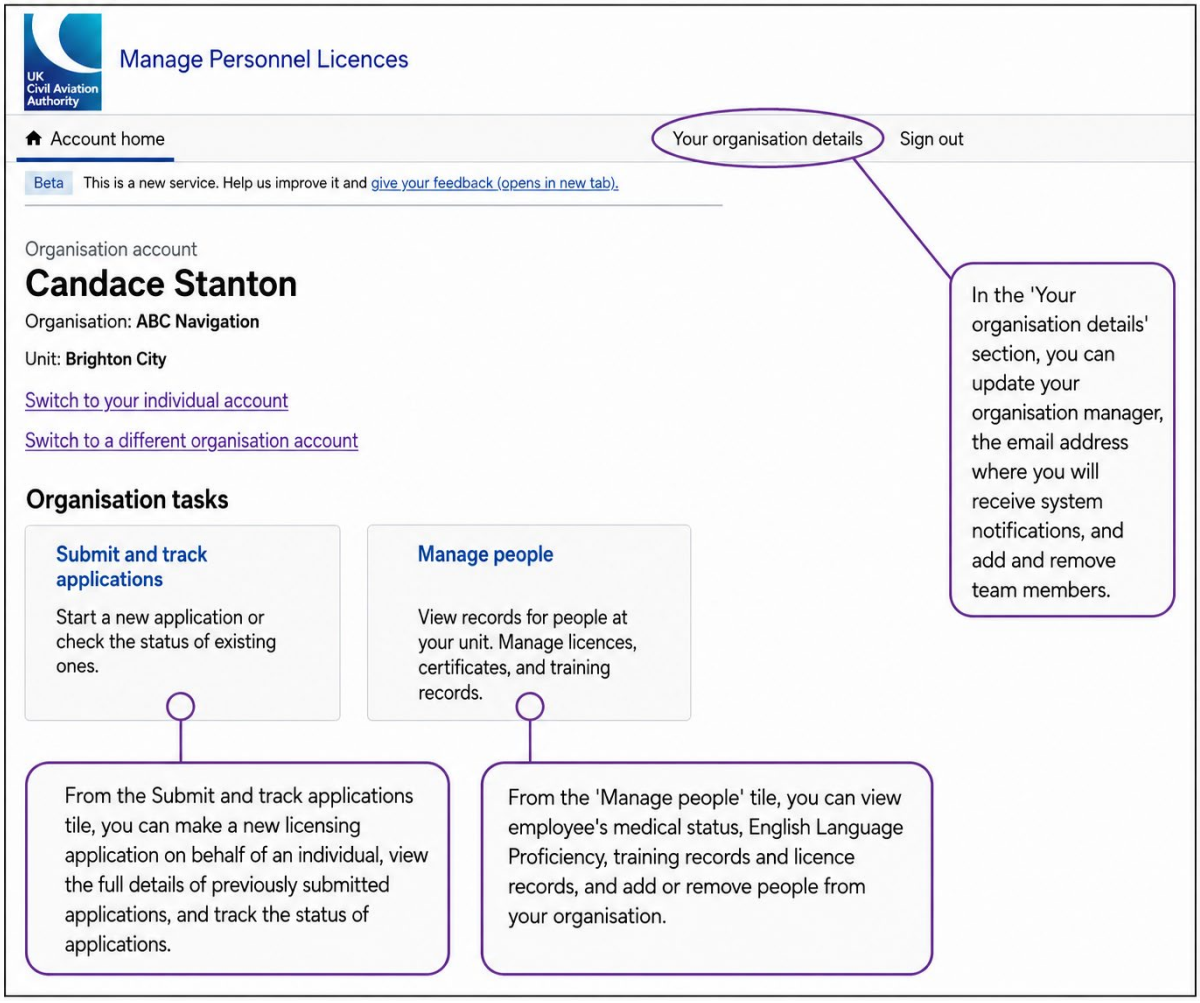
Your name, organisation and unit are displayed at the top of this page.



In the **Your organisation details** section, you can update your organisation manager, the email address where you will receive system notifications, and add and remove team members.

From the **Submit and track applications** tile, you can make a new licensing application on behalf of an individual, view the full details of previously submitted applications, and track the status of applications.

From the **Manage people** tile, you can view employee's medical status, English Language Proficiency, training records and licence records, and add or remove people from your organisation.



Switching accounts

This feature is designed to give users flexibility in managing their roles within the system. For example, you may have access to both an **organisation account** (used to manage applications and records on behalf of your organisation) and your own **personal account** (used to manage your individual licences and personal details). It is also possible to be a member of multiple organisations.

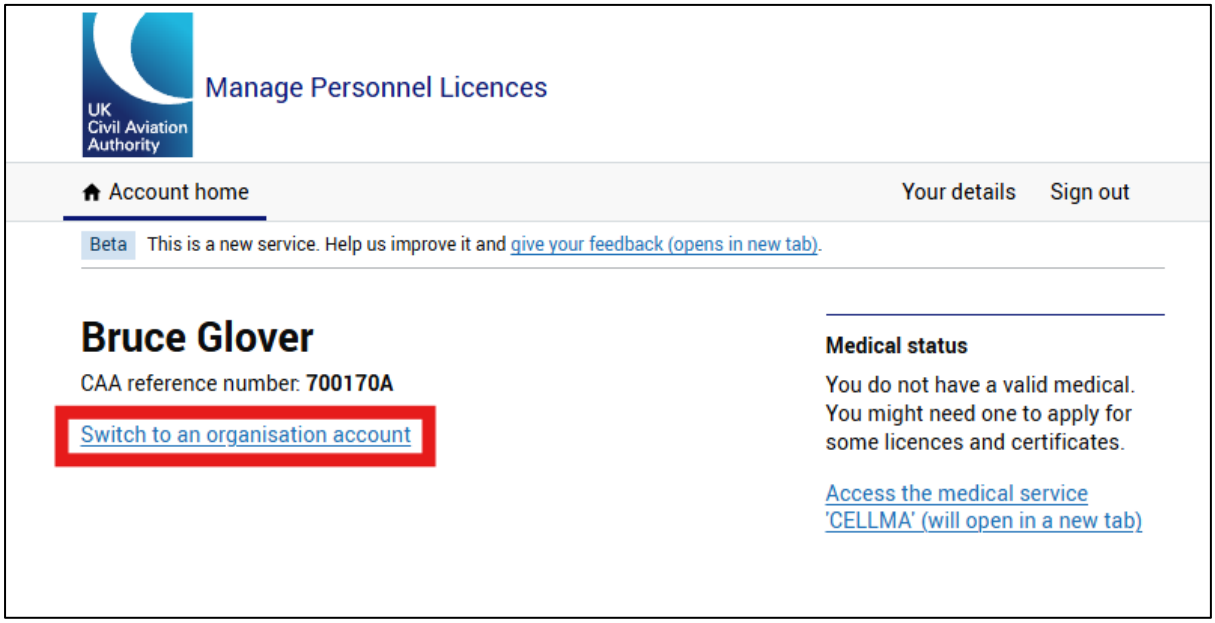
By switching between accounts, you can:

- Carry out organisation-related tasks, such as submitting applications for employees or reviewing training records.
- Access your personal account to view your current licence, update your details, or make amendments whenever necessary.

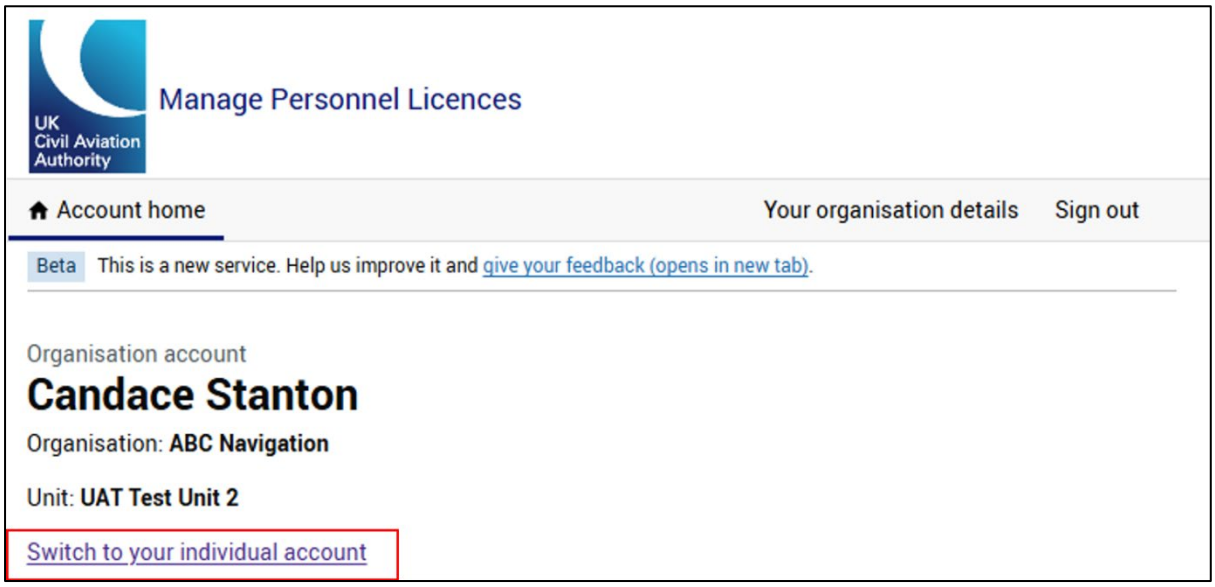
This ensures that all activities are kept clearly separated, while still allowing you to move between accounts quickly and efficiently.

How to switch to another account:

1. From Account Home, select ‘Switch to an organisation account’



2. From Account Home, select ‘Switch to an organisation account’



Managing your organisation account

Adding team members

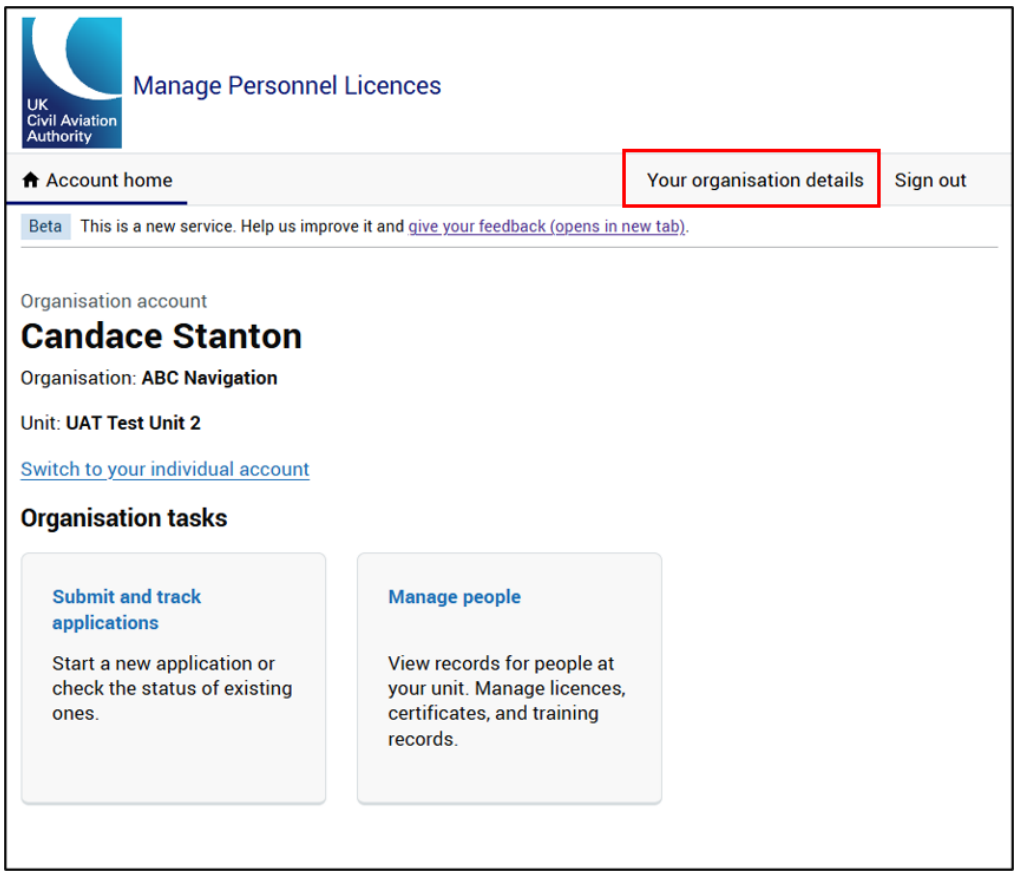
A team member is someone who can log in to your organisation account to carry out tasks on behalf of the organisation, such as submitting licence applications and viewing licence records. You can add new team members to your account at any time.

Before you begin

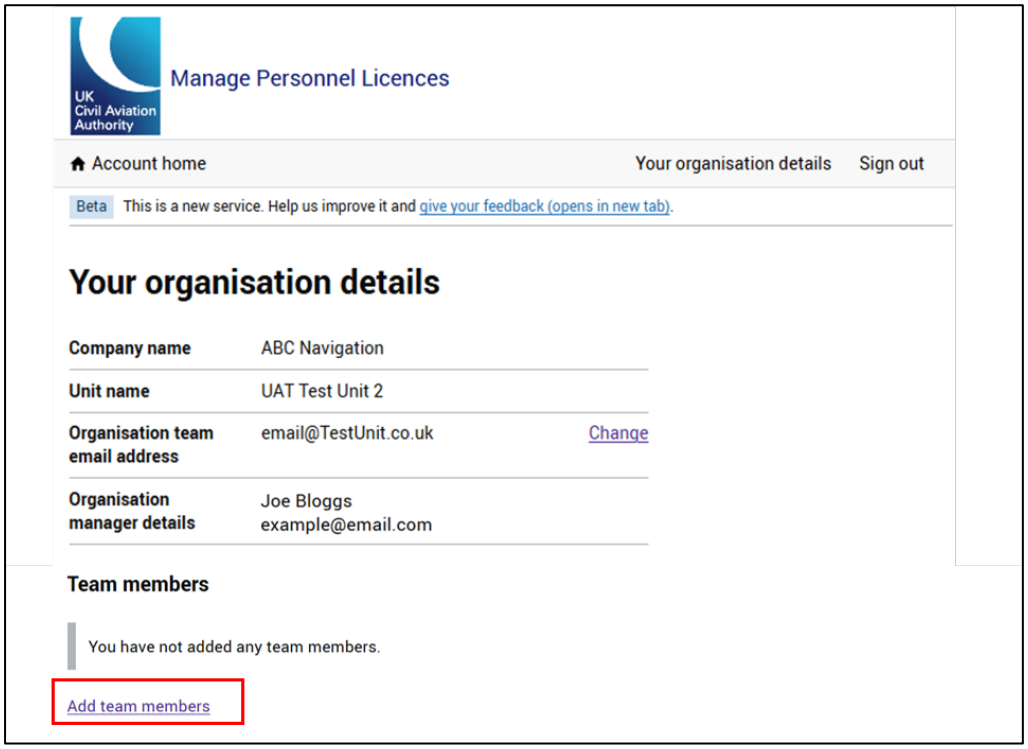
- Each person you want to add must have a **CAA Customer Portal account**.
- You'll need to ask your colleague to set up their own CAA Customer Portal account before you can add them to your organisation account.
- Refer to section Setting up a CAA Portal Account for information on this process
- Your colleague will need to provide you with their unique portal username.
- Once your colleague has a CAA Customer Portal account, you will need to add them to the organisation account before they are able to log into the Manage Personnel Licences Organisations service.

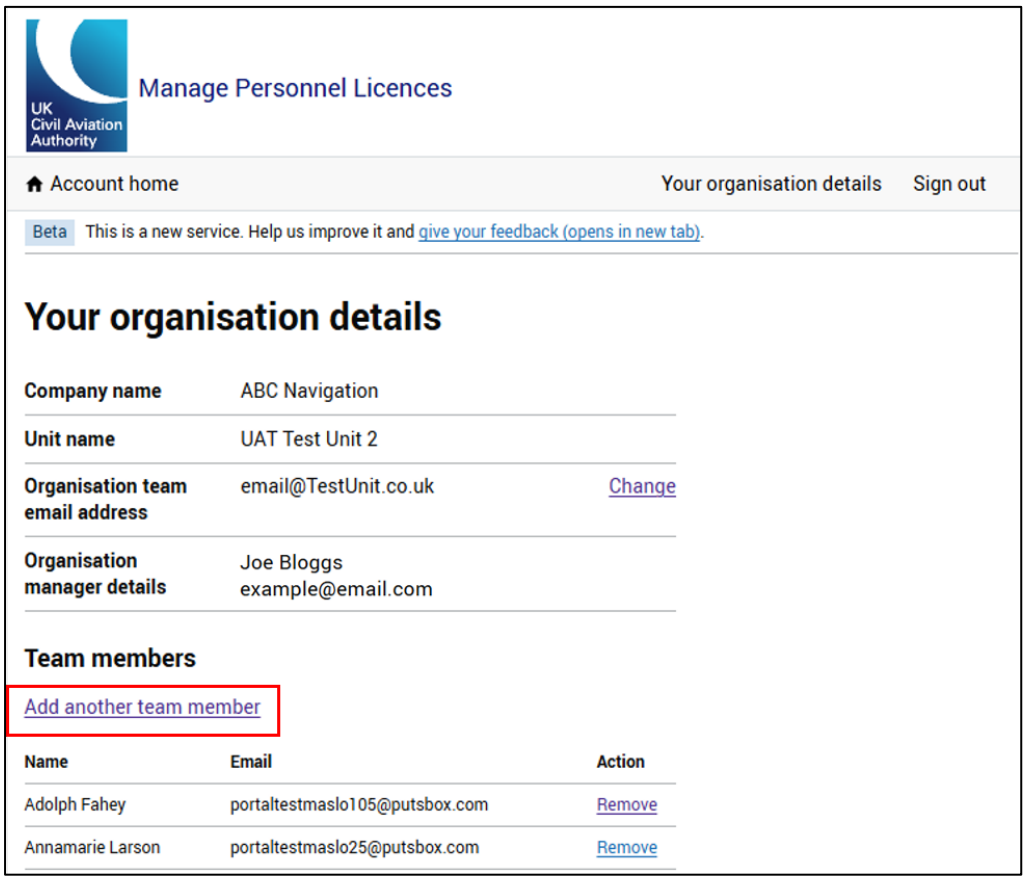
How to add a team member

Step 1: Go to the **Your Organisation Details** tab.

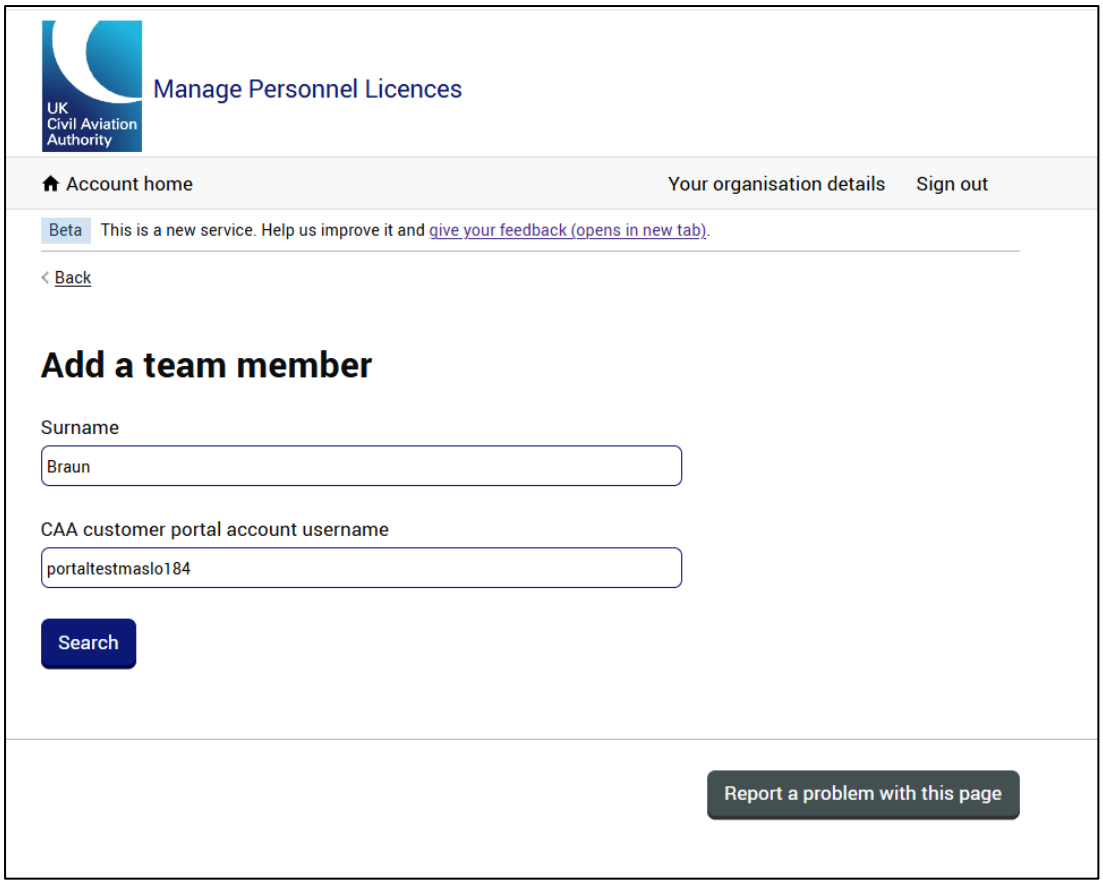


Step 2: Click on the '**Add team members'** or **'Add another team member'** link.



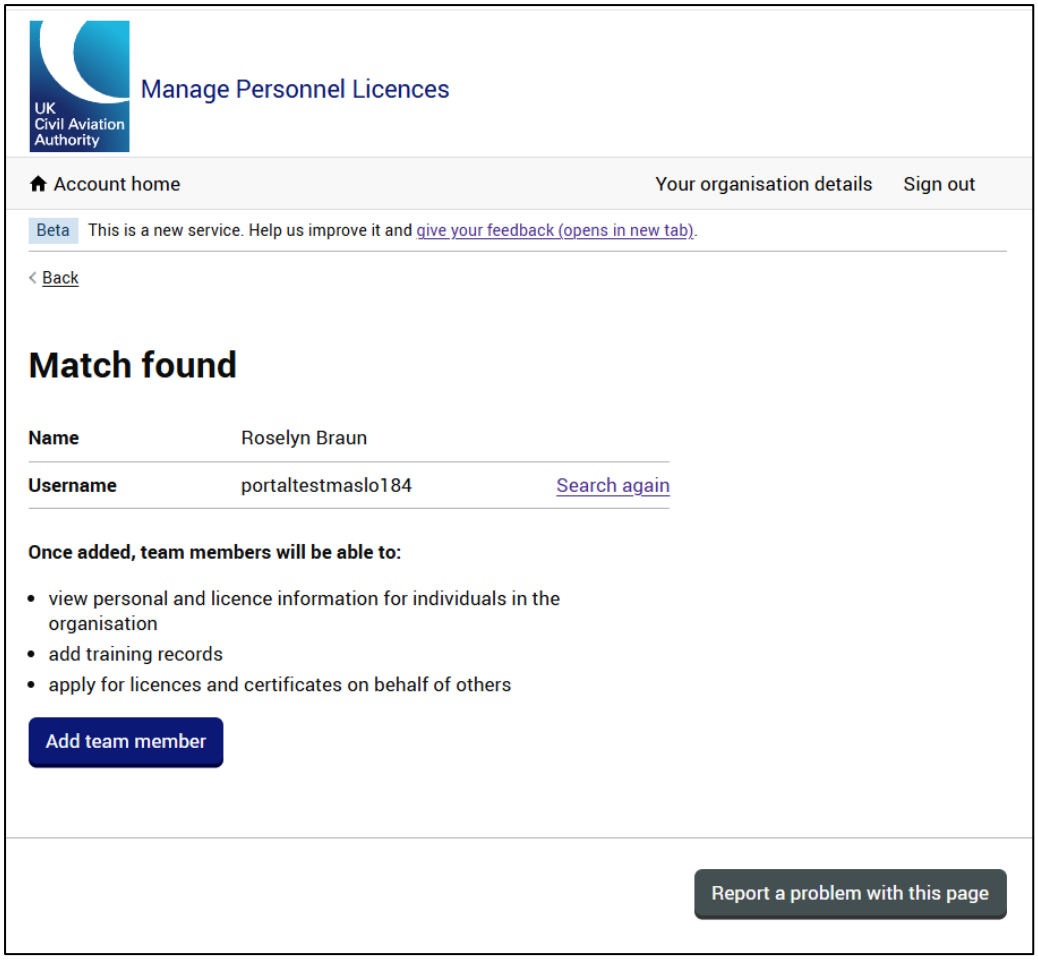


Step 3: Enter the **surname** and **portal username** for the person you wish to add and click '**Search'**.

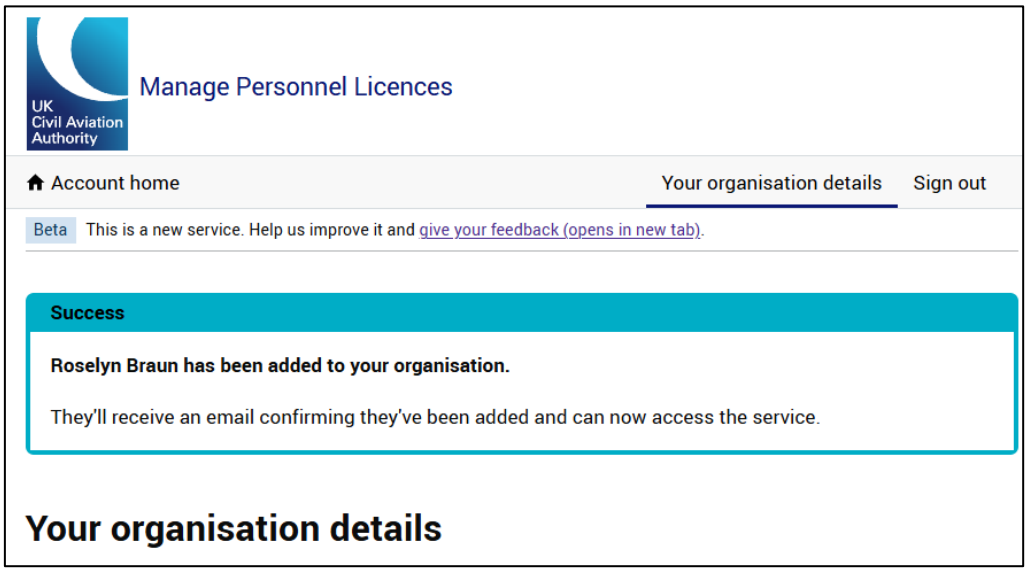


Step 4: If the system does not find a match, it will return a **No match found** page and you will be asked to search again. Ensure you are spelling the name and username correctly and there are no additional spaces, as this does need to be an exact match.

If the system finds a match, you will see a **Match found** page. The system will show the users full name, so you can check you are adding the right person. A message advises what the user will be able to do and what information they will have access to once they have been added. To proceed, click **'Add new team member'**.



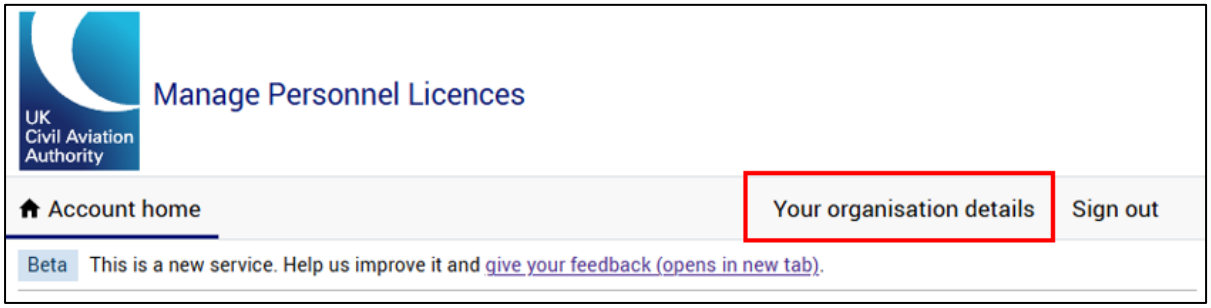
Step 5: A blue banner will appear at the top of the screen advising that the team member has been added successfully to your organisation. The individual will also receive an email to confirm they have been added as a team member and they can access the organisation account to carry out tasks.



Removing team members

If someone leaves your organisation, or should no longer have access to licensing records, you must remove them from your organisation account.

Removal of team members is also managed through the **'Your organisation details'** tab.



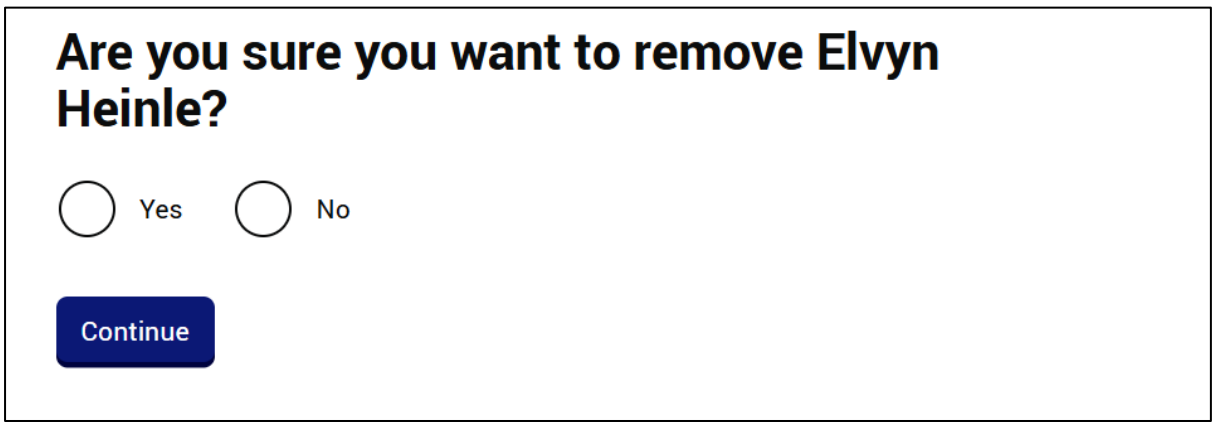
In the **Team members** section, there will be a '**Remove'** link next to each name to remove them as a team member.



You cannot remove yourself or the organisation manager. You will need to change the organisation manager to be someone else before you can remove that person.

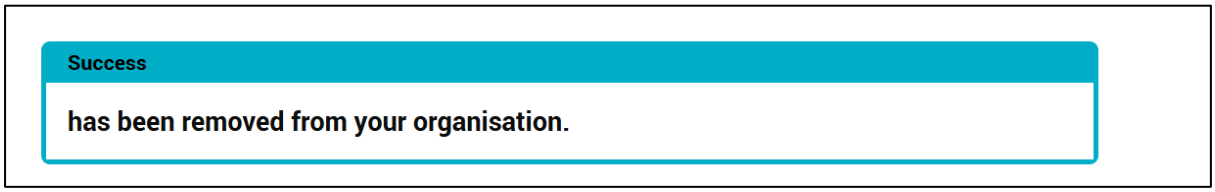
Find the person you wish to remove and click on the '**Remove'** link.

You will be taken to a screen to confirm you want to remove that team member.



If you are sure you want to remove that individual from your organisation, click **'Yes'** and click **'Continue'**.

The system will show a blue confirmation banner advising the person has been removed.



From this point they will no longer be able to log into your organisation account.

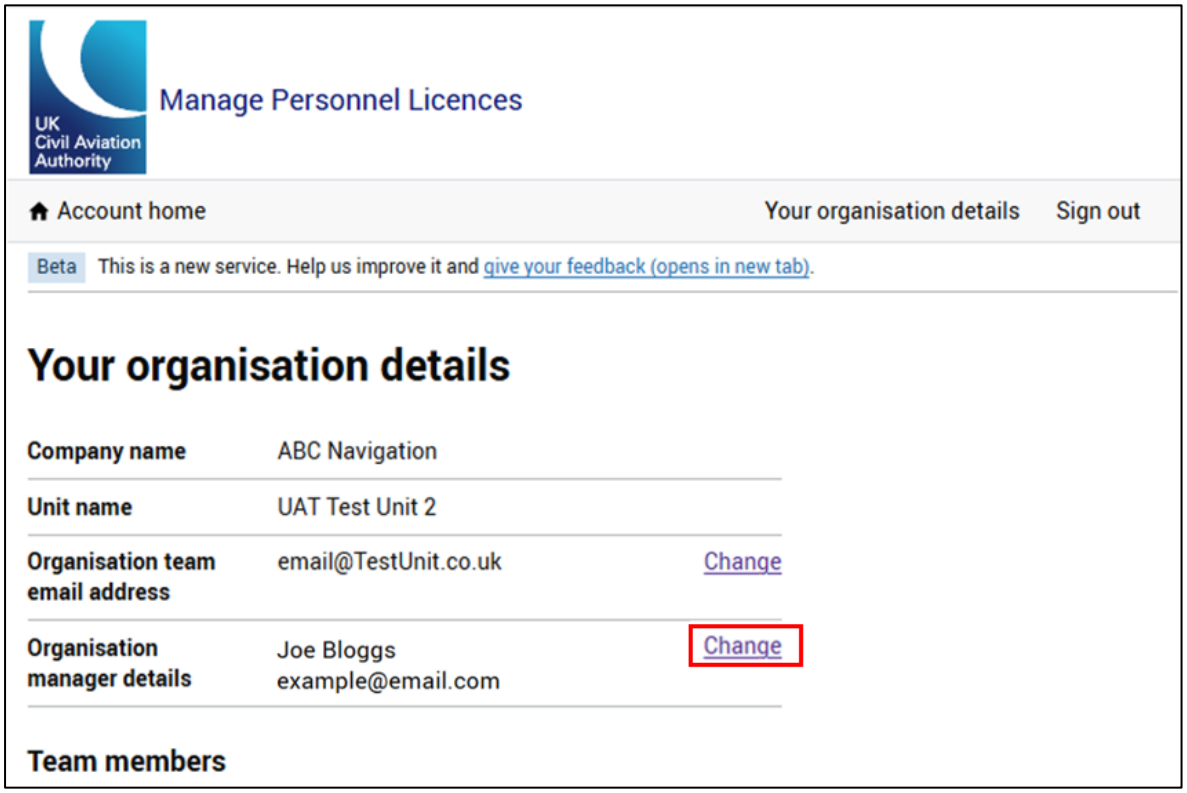
If you remove somebody by accident, you can simply follow the process for adding a new team member again.

Changing the organisation manager

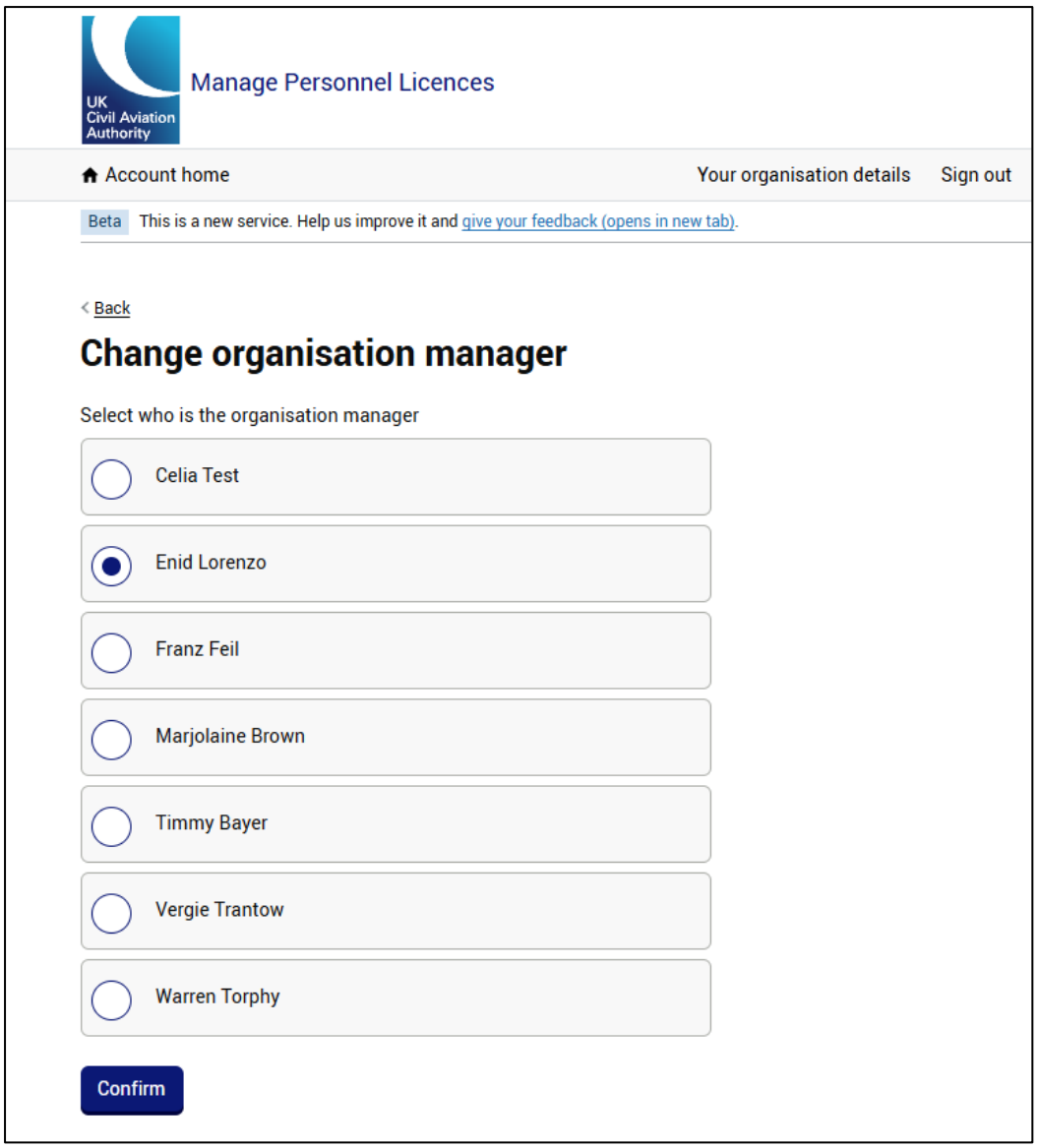
Only the current organisation manager can change the organisation manager.

Step 1: Navigate to '**Your organisation details**'

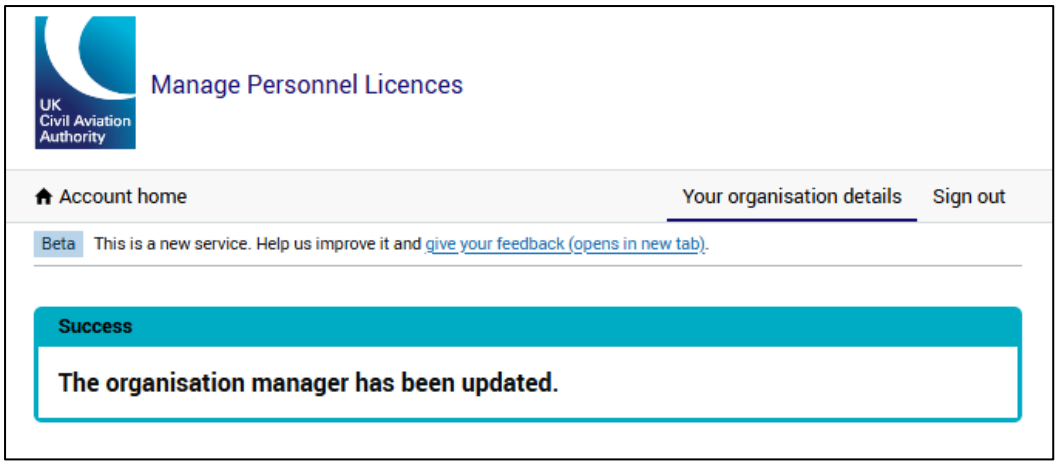
Step 2: Select '**Change**' next to **Organisation manager details**.



Step 3: Select the person from the list who you would like to assign as the Organisation Manager, then '**Confirm**'



Step 4: You will be redirected back to the 'Your organisation details' tab, with a blue banner displayed at the top of the page confirming the organisation manager has been updated.



Setting the team email address

You can update your organisation's team email address by navigating to the **'Your Organisation Details'** section from your account homepage.

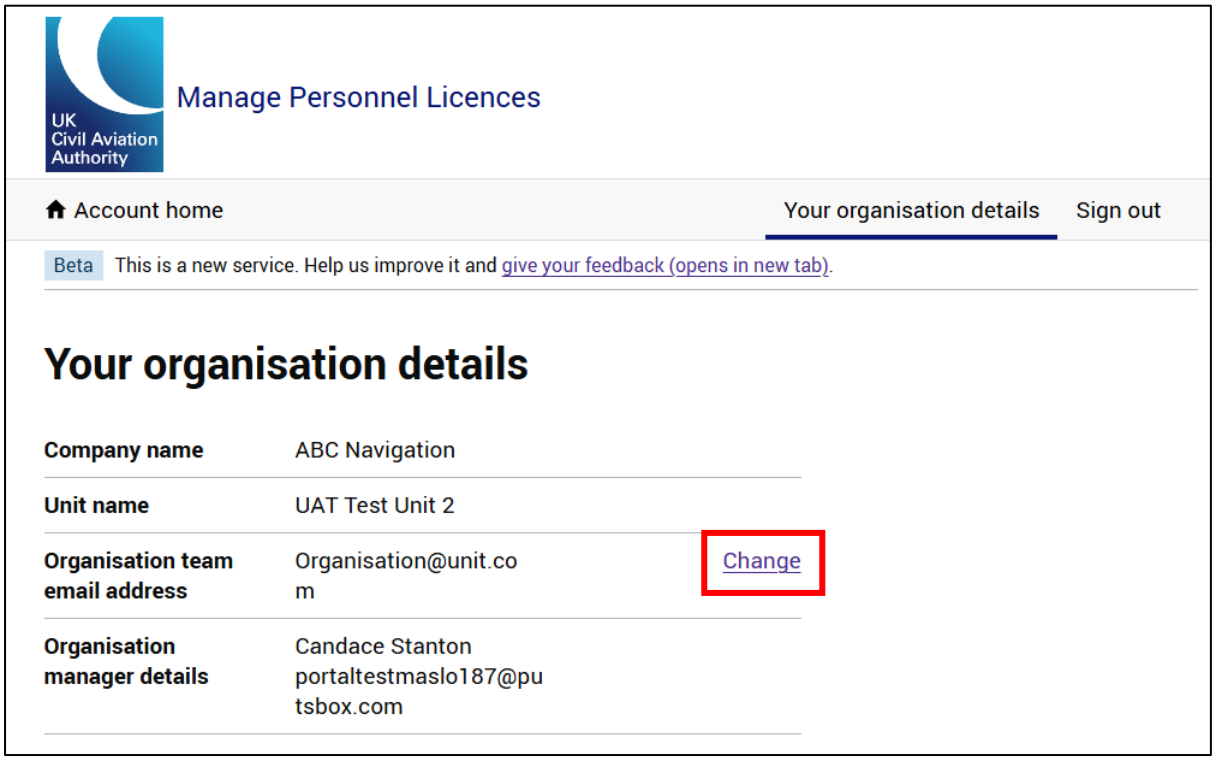
We recommend using a shared team email address that is accessible to all relevant team members, rather than an individual's email address.

This email address will receive automated system notifications, including application submission receipts, application status updates, reminders of upcoming expiries (for example of English Language Proficiencies or licence endorsements) and requests from individuals wishing to join the organisation.

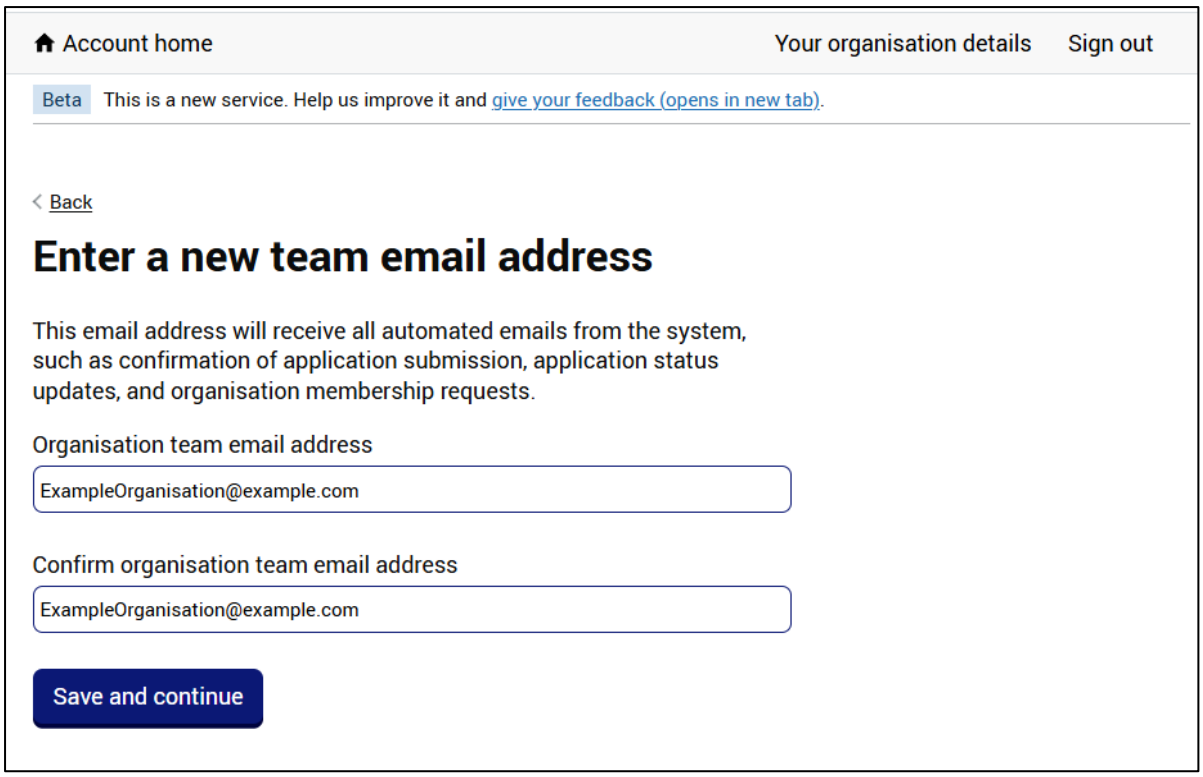
To change the team email address, follow the below steps.

Step 1: Click on **'Your Organisation Details'**

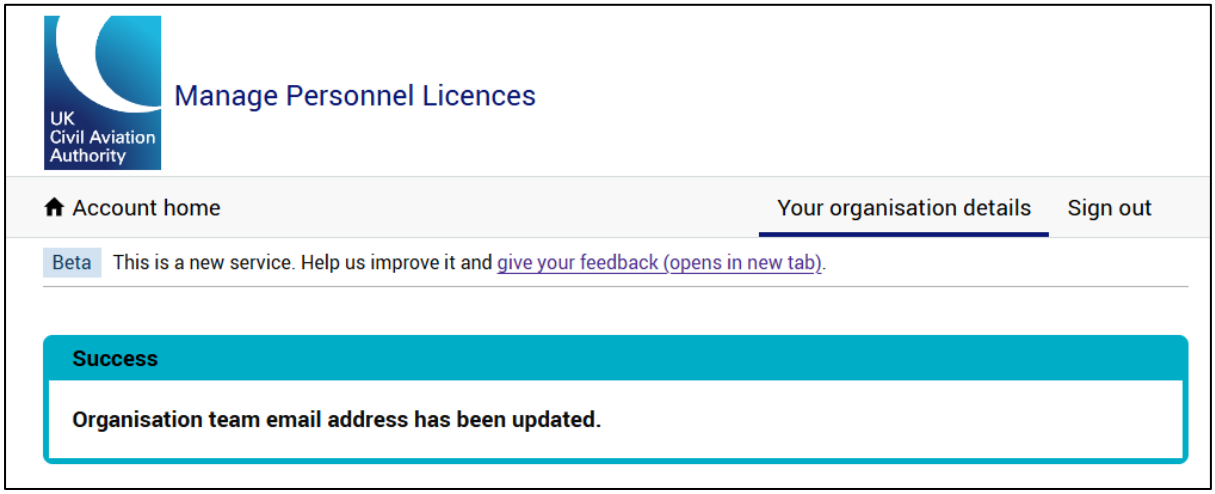
Step 2: Click on '**Change**' next to the **Organisation team email address** field



Step 3: Enter the new email address in both fields. Click '**Save and continue**'.



Step 4: You will be returned to the '**Your organisation details**' page. A blue banner should be displayed at the top of the page, confirming the organisation team email address has been changed successfully



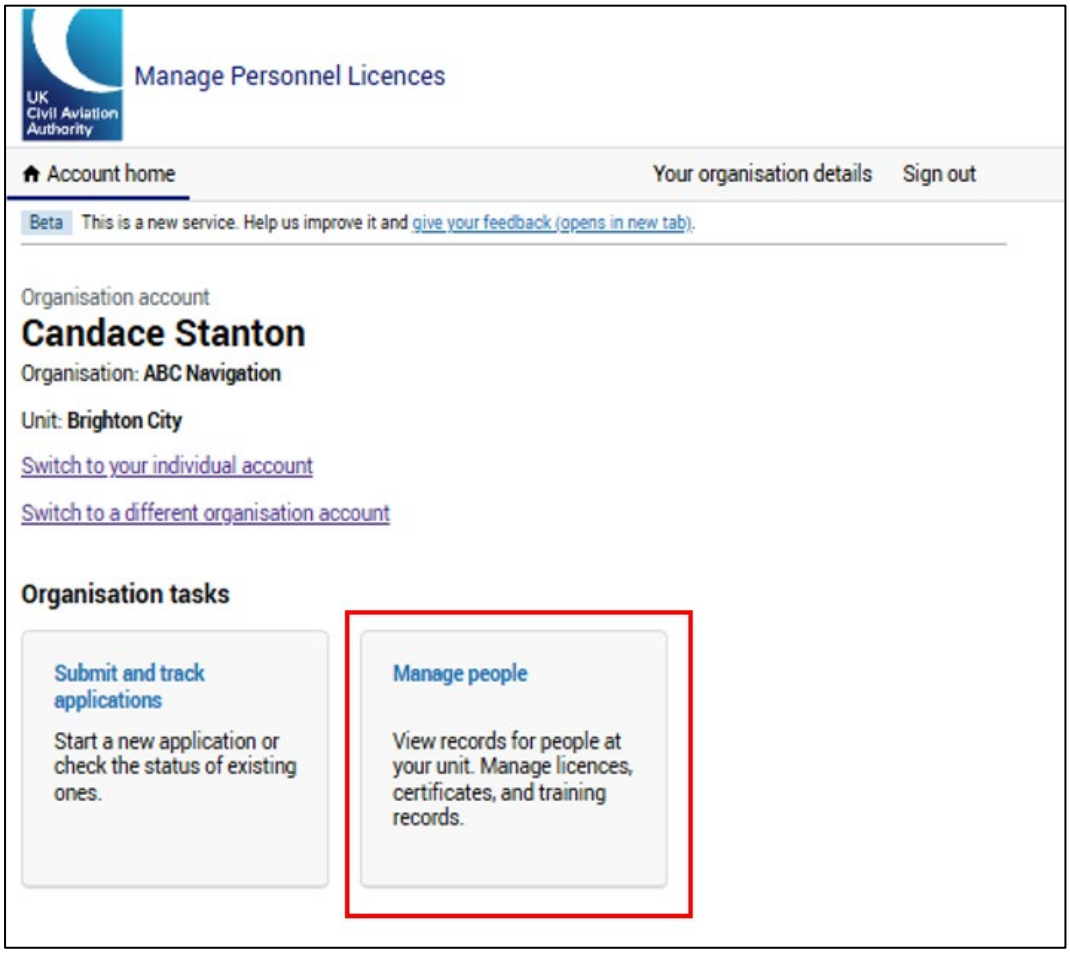
Adding licence holders to your organisation account

You can add employees to your account in order to view their licensing and medical information. For General Data Protection Regulation (GDPR) purposes, the individual has to accept your invitation to join the organisation and share their data.

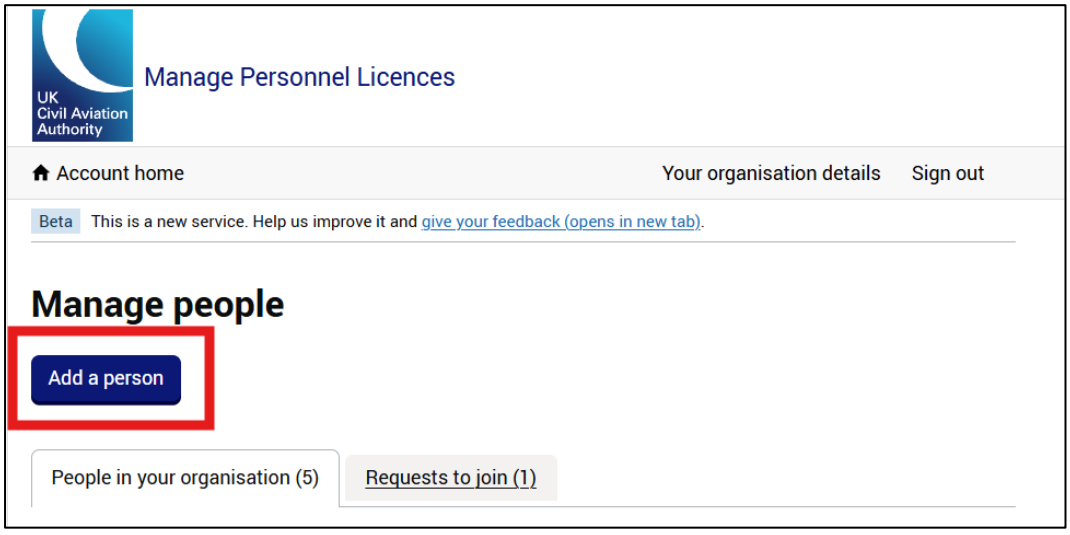
Once an individual has accepted your invitation to join, you will be able to access a consolidated view of their air traffic licensing records.

To add an individual, please follow the steps below:

Step 1: Navigate to the **'Manage People'** tile on your homepage.

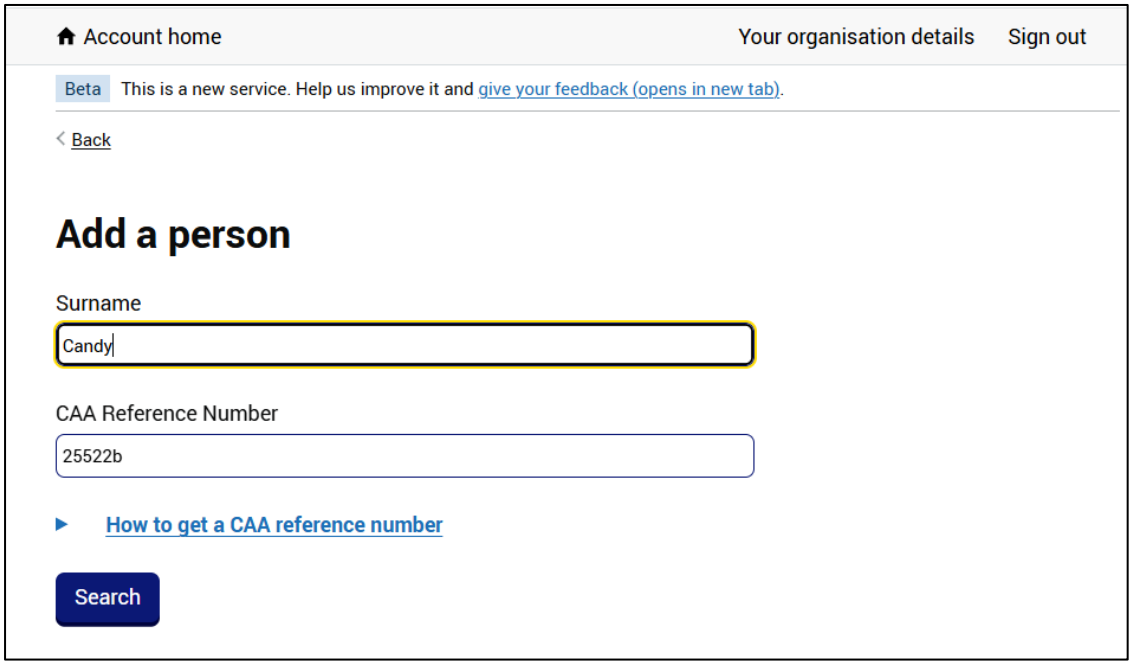


Step 2: Click on the '**Add a Person'** button.

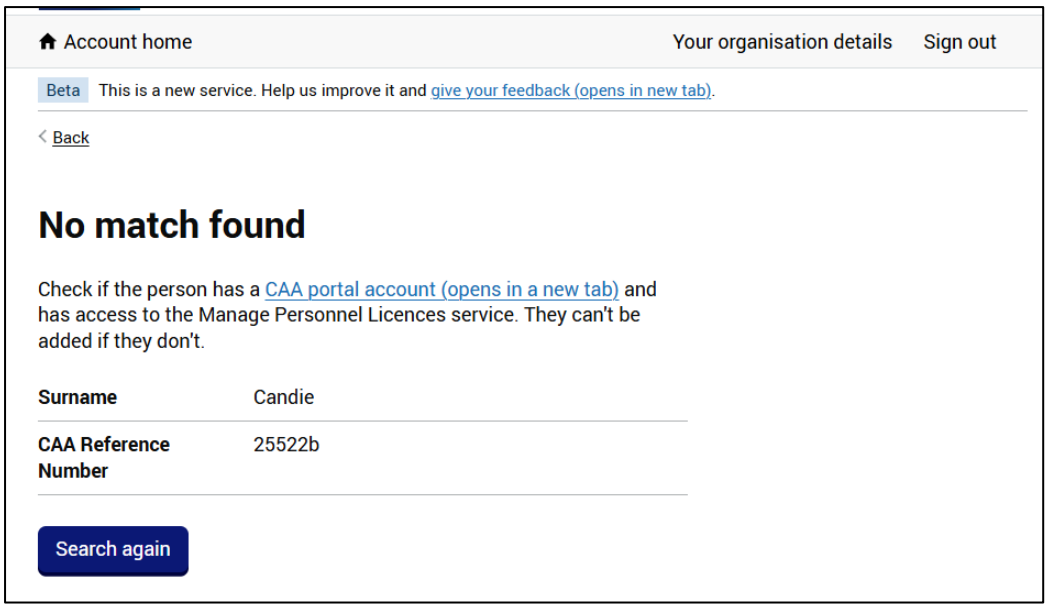


Step 3: Enter the surname and CAA reference number of the individual into the relevant fields and click '**Search'.**

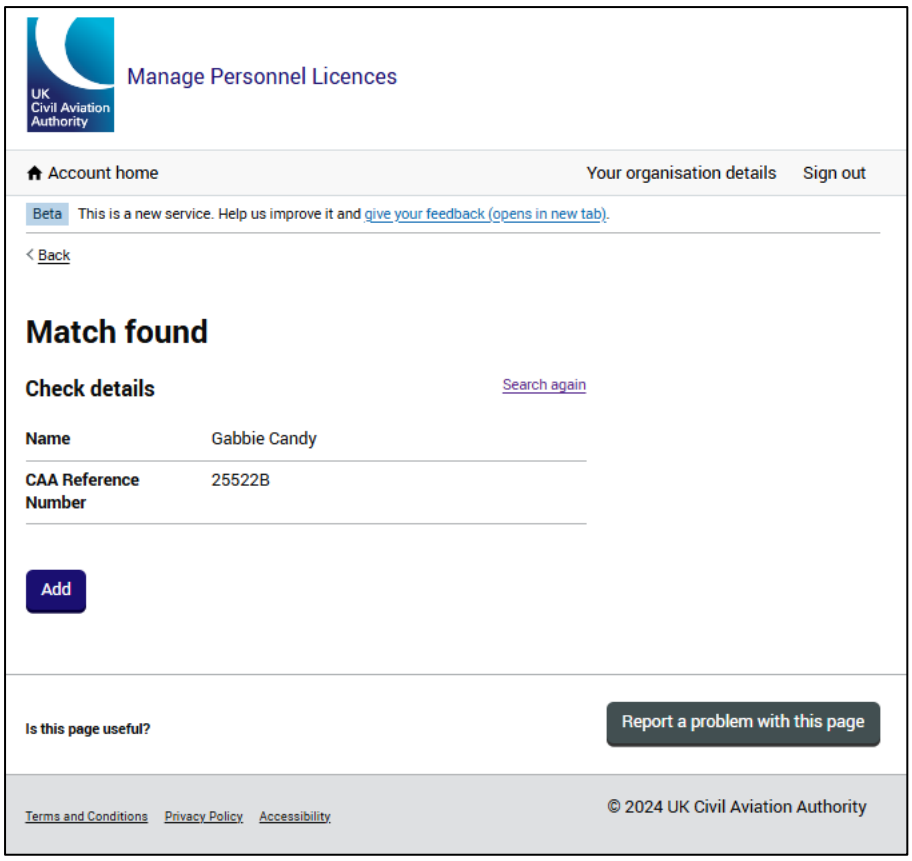
The individual must have a CAA Customer Portal account, have registered for the 'Manage Personnel Licences – Individual' service, and passed the ID check before they can be added to your organisation.



Step 4: If the individual cannot be located in our systems, you will be taken to a '**Match not found'** screen and you can search again.

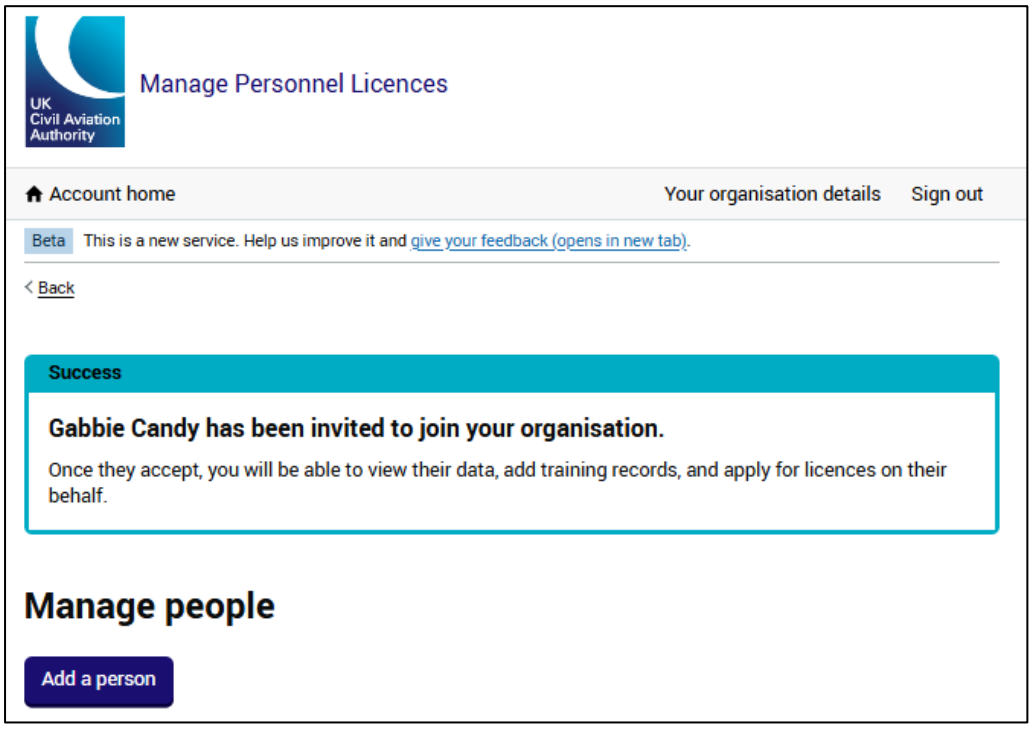


If the details entered are correct, the system will locate the individual and you will be taken to a '**Match found'** screen.



Click the **'Add'** button to send them an invitation to join your organisation.

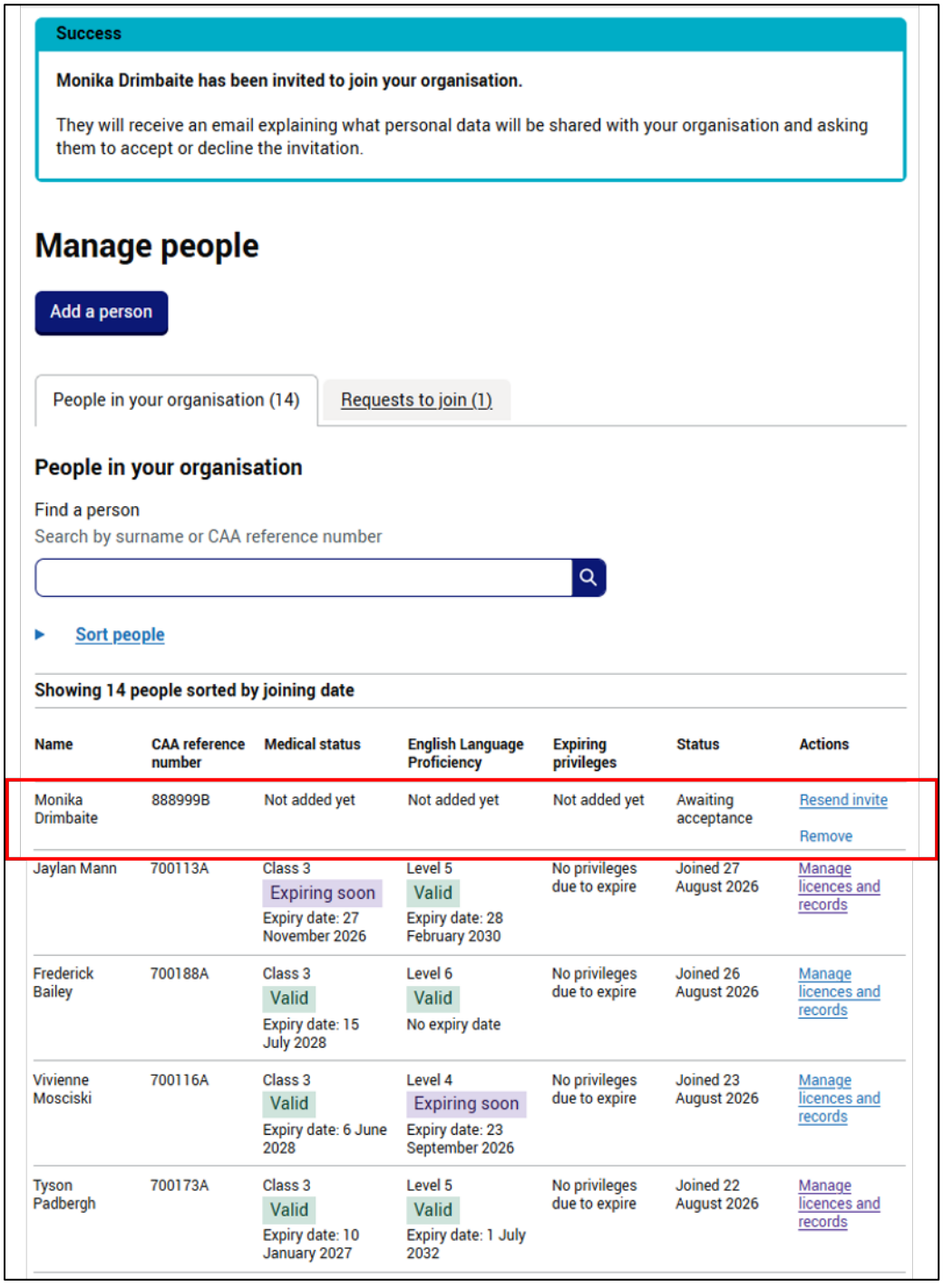
Step 5: A blue banner will appear at the top of the screen confirming that the individual has been invited to join your organisation.



The individual will receive an email notification advising them that your organisation has requested to add them.

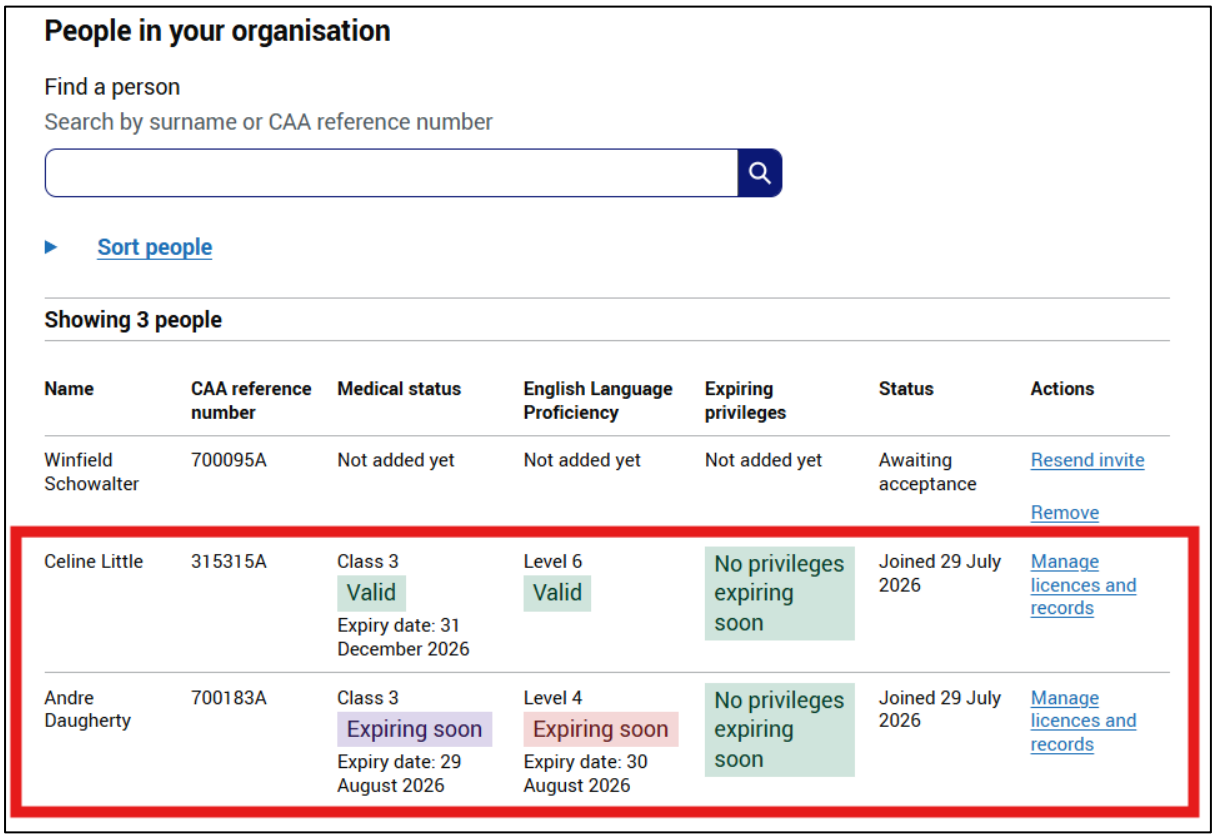
The email will clearly outline the information that will be shared with your organisation, should they choose to accept the request.

The individual will now appear at the top of the list of people in your organisation. You will not be able to view any of their information until they accept the invitation to join your organisation. If they do not respond, you have the option to resend the invite or remove them from your list.



Step 6: You will receive an email (to the organisation team email address set in the system) when the individual accepts or declines your invitation.

Step 7: Once the individual accepts the invite to join your organisation, the columns on the Manage People page will fill in with their information and you will be able to view their licensing and training records by clicking on the '**Manage licences and records**' link.



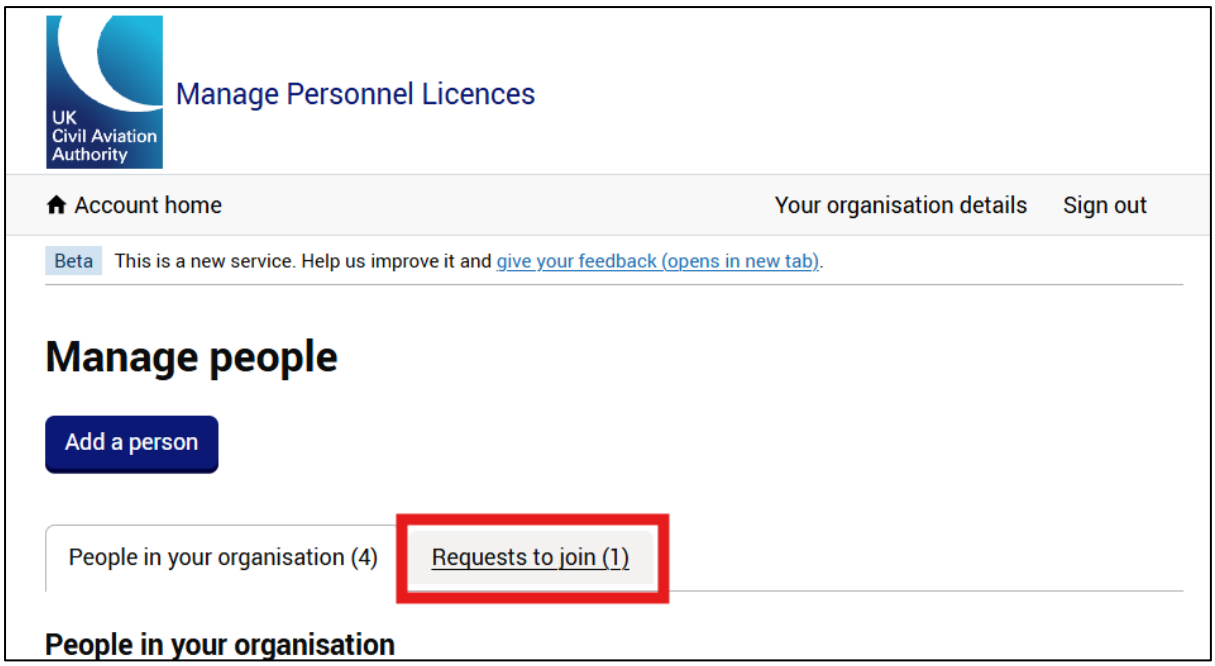
Responding to requests to join your organisation

Individuals (trainees and licence holders) can request to join your organisation, in order for you to make applications and manage licence records on their behalf.

You will receive an email notification about any requests to join that you receive. These will be sent to the email set up as your 'team email address' in the organisation account.

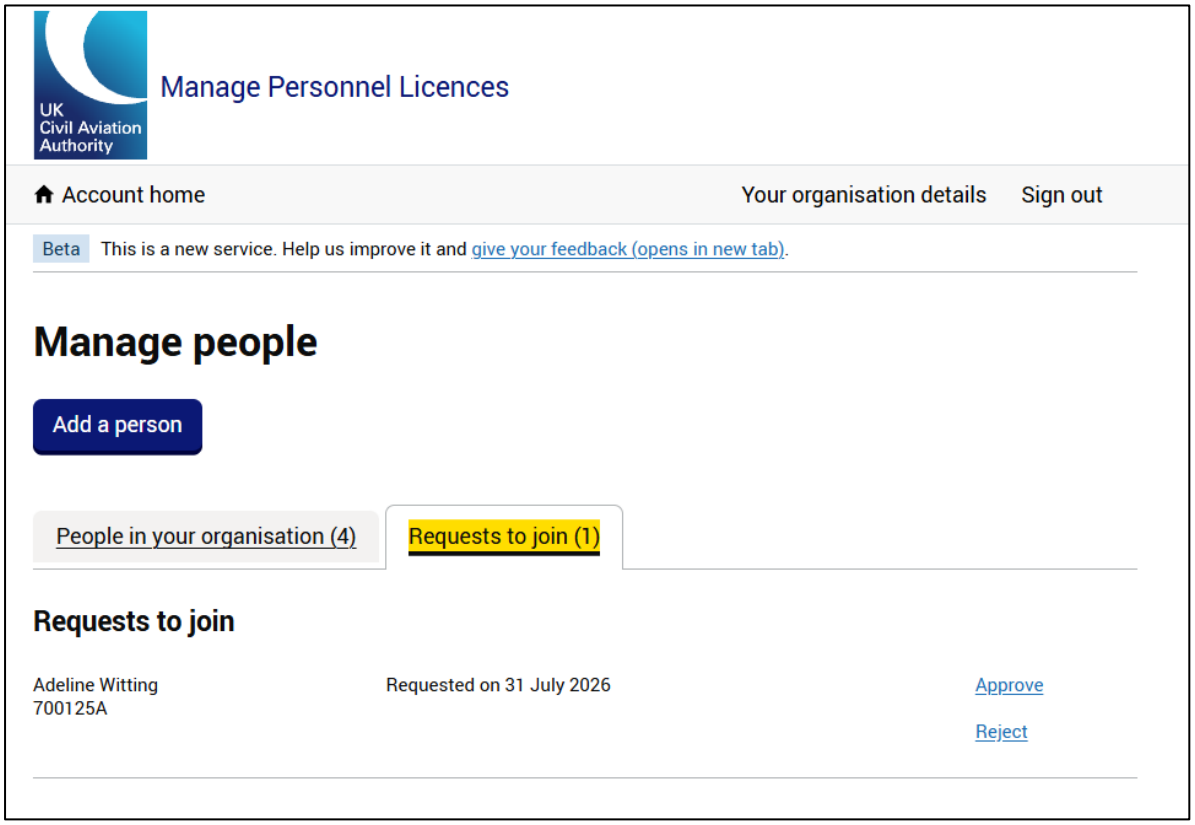
You can also view requests to join from within your organisation account.

Click on the **'Manage People'** tile on your homepage and then click on the '**Requests to join'** tab.



This tab will show the number of outstanding requests you have to respond to.

You can choose whether you would like to approve or reject the request.



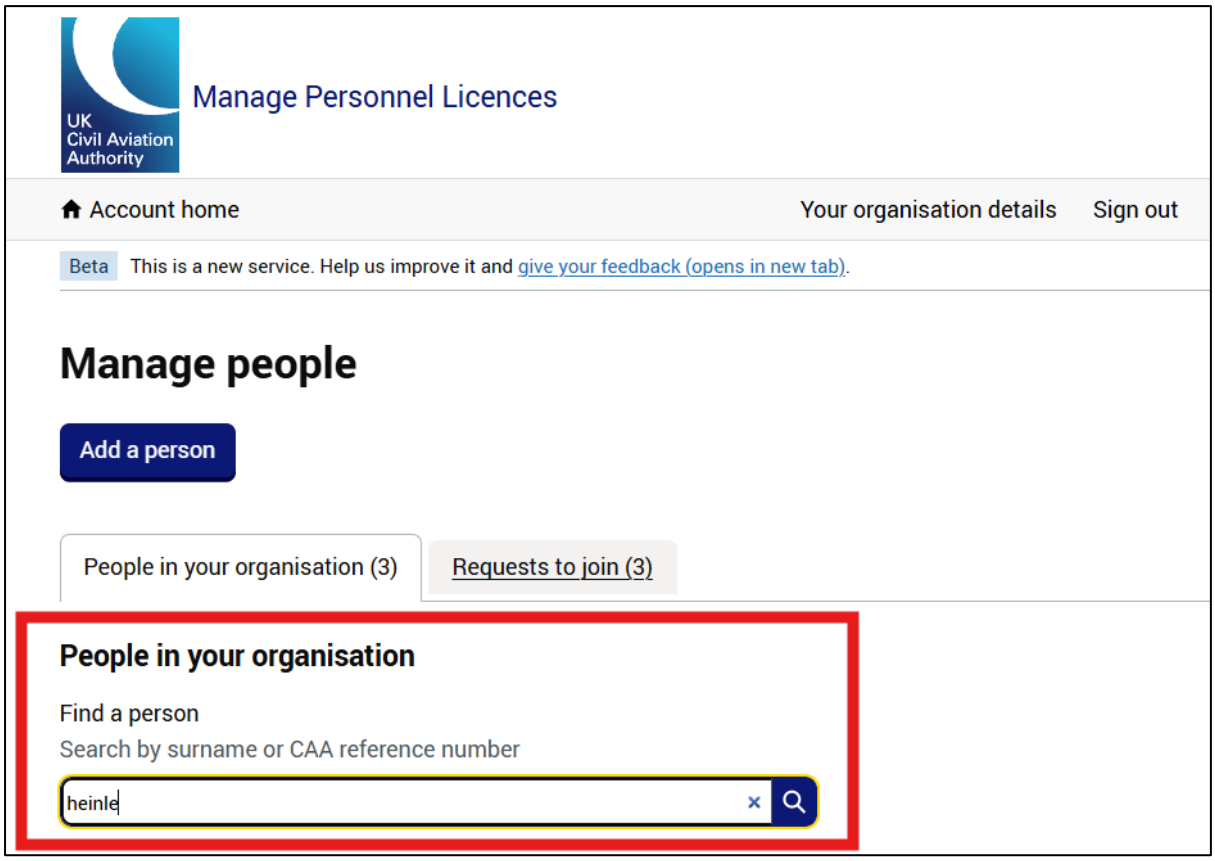
If you choose to **Approve** the request, a blue banner will appear confirming that the individual has joined your organisation. They will now appear in the ‘People in your organisation’ tab and you will automatically be able to view any data held about this individual.

Removing individuals from your organisation

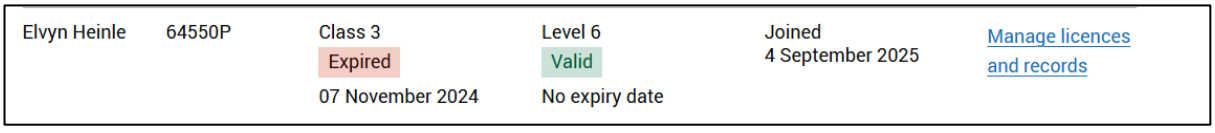
If you need to remove an individual from your organisation's account, for example because they no longer work for your organisation and you should no longer have access to their records, you will can do this through the 'Manage People' tile.

Step 1: Click on the '**Manage People'** tile on your homepage

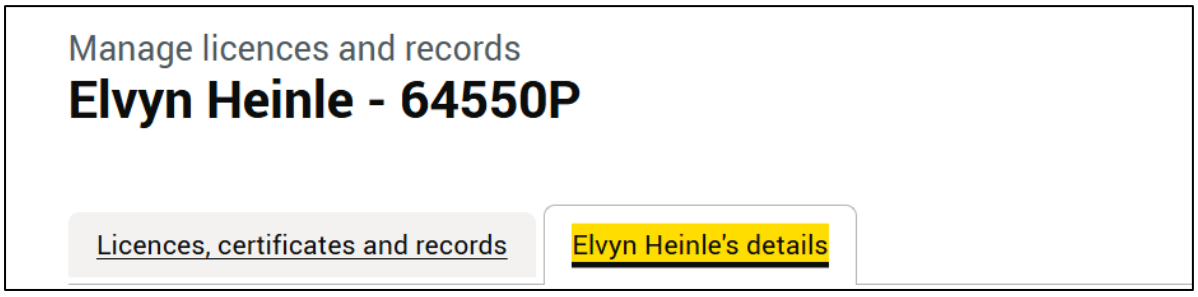
Step 2: Locate the person from the list of individuals in the 'People in your organisation' tab. You can use the search bar to search by surname or CAA reference number and click on the magnifying glass icon.



Step 3: Once you have located the individual, click on the **'Manage licences and records'** link**.**



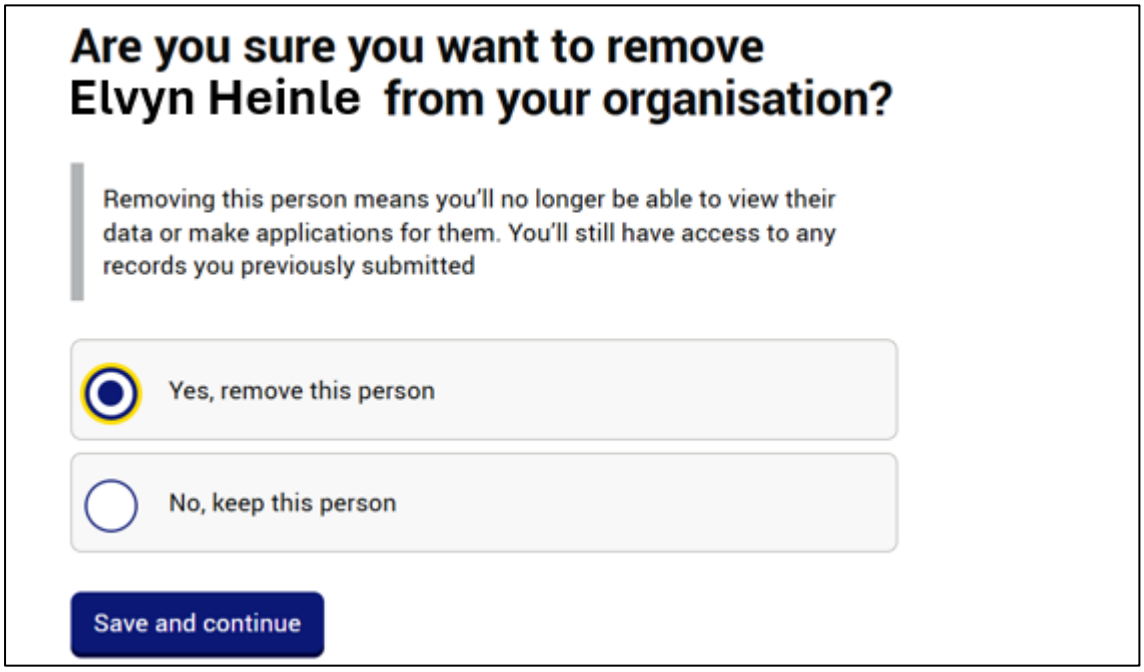
Step 4: Click on the individual's **details** tab:



Step 5: Scroll to the bottom of the page and click on the **'Remove from organisation'** button**.**



Step 6: You will be taken to a page to confirm the removal from the organisation, as well as a reminder that removing the individual means you'll no longer be able to view their data or make applications for them.

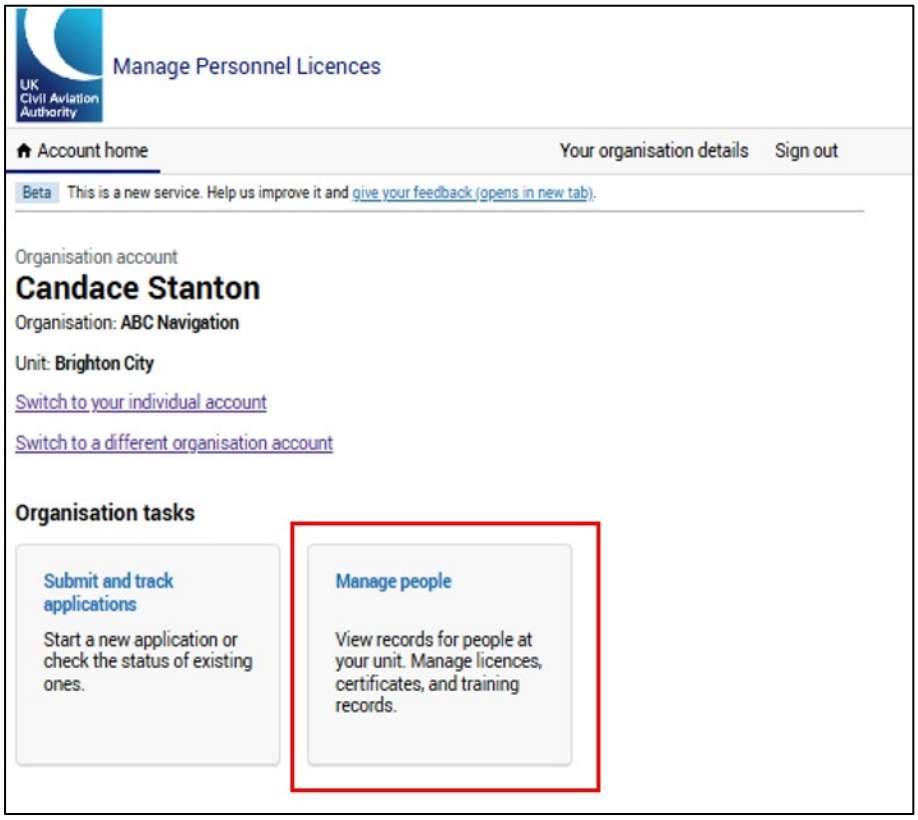


Step 7: To proceed, select **'Yes, remove this person'** and click **'Save and continue'.** You will see a blue success banner confirming the person has been removed.



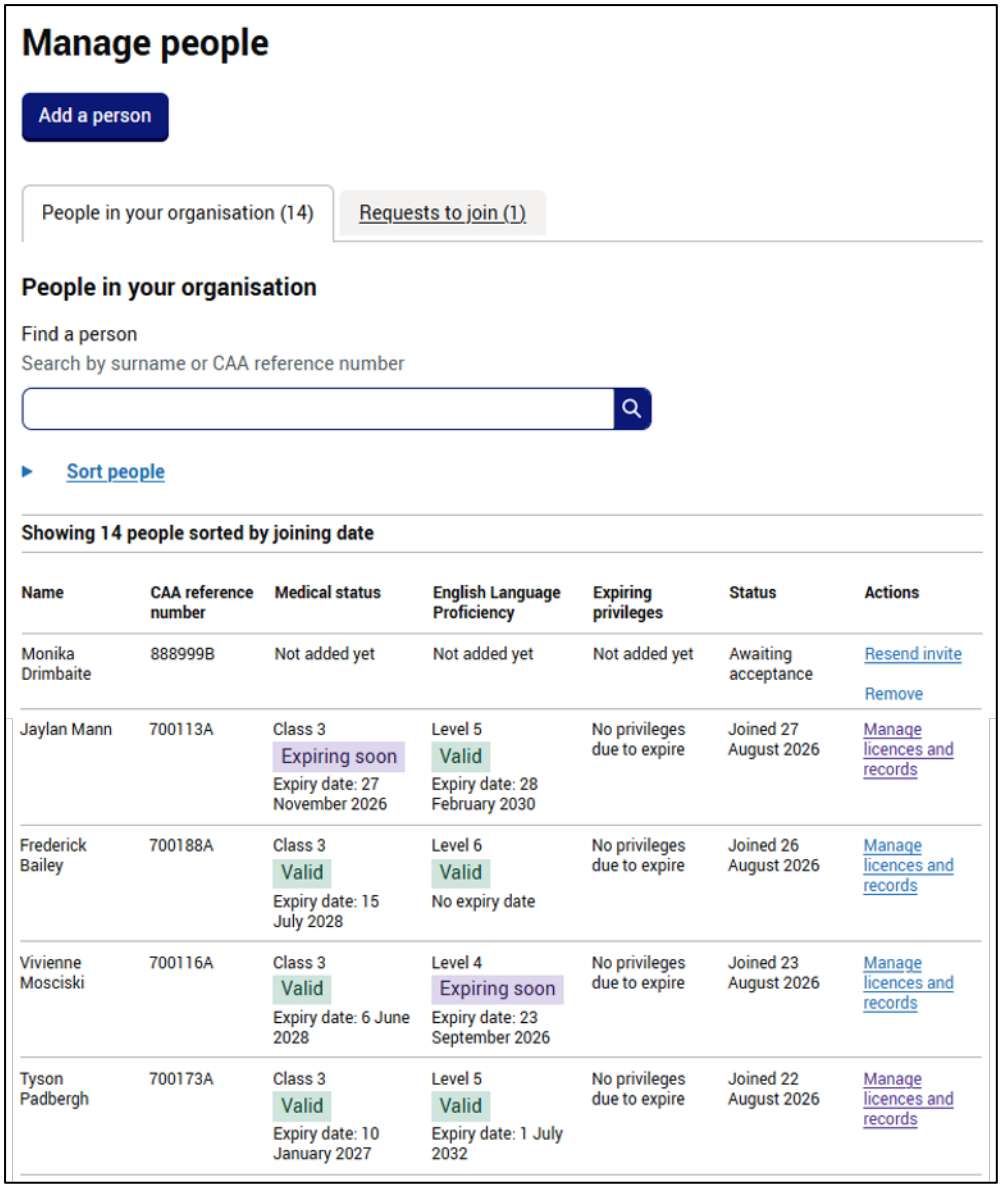
Viewing licence holder records

The '**Manage People'** tile provides a centralised view of all the individuals (trainees and licence holders) who have been added to your organisation.



When you click on 'Manage people' on the homepage, you will be presented with a dashboard displaying a summary table of key information for each individual within your organisation.

This is your snapshot view of the status of all your employees licensing privileges and where action needs to be taken.



Manage people

Add a person

People in your organisation (14) | Requests to join (1)

People in your organisation

Find a person

Search by surname or CAA reference number

Sort people

Showing 14 people sorted by joining date

Name	CAA reference number	Medical status	English Language Proficiency	Expiring privileges	Status	Actions
Monika Drimbaite	888999B	Not added yet	Not added yet	Not added yet	Awaiting acceptance	Resend invite Remove
Jaylan Mann	700113A	Class 3 Expiring soon Expiry date: 27 November 2026	Level 5 Valid Expiry date: 28 February 2030	No privileges due to expire	Joined 27 August 2026	Manage licences and records
Frederick Bailey	700188A	Class 3 Valid Expiry date: 15 July 2028	Level 6 Valid No expiry date	No privileges due to expire	Joined 26 August 2026	Manage licences and records
Vivienne Mosciski	700116A	Class 3 Valid Expiry date: 6 June 2028	Level 4 Expiring soon Expiry date: 23 September 2026	No privileges due to expire	Joined 23 August 2026	Manage licences and records
Tyson Padbergh	700173A	Class 3 Valid Expiry date: 10 January 2027	Level 5 Valid Expiry date: 1 July 2032	No privileges due to expire	Joined 22 August 2026	Manage licences and records

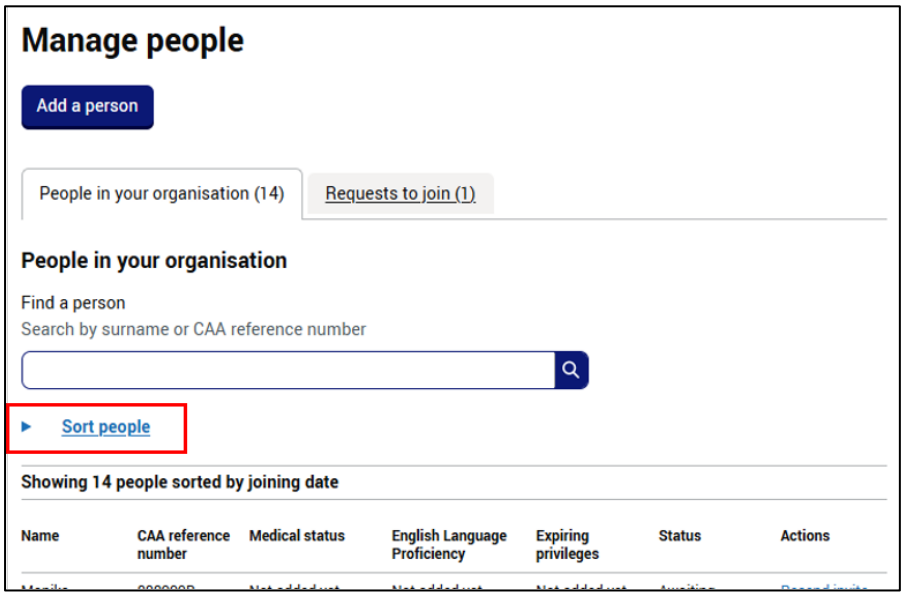
Within this table, you can view each persons':

1. **Name**
2. **CAA Reference number**
3. **Medical status** – whether they currently hold a valid class 3 medical.
4. **English language proficiency** – their most recent English Language Proficiency assessment.
5. **Expiring privileges** – any licence endorsements that are approaching their expiry date.
6. **Status** - whether the individual has joined your organisation. Their status will either 'Awaiting acceptance' or 'Joined [date of joining])'.

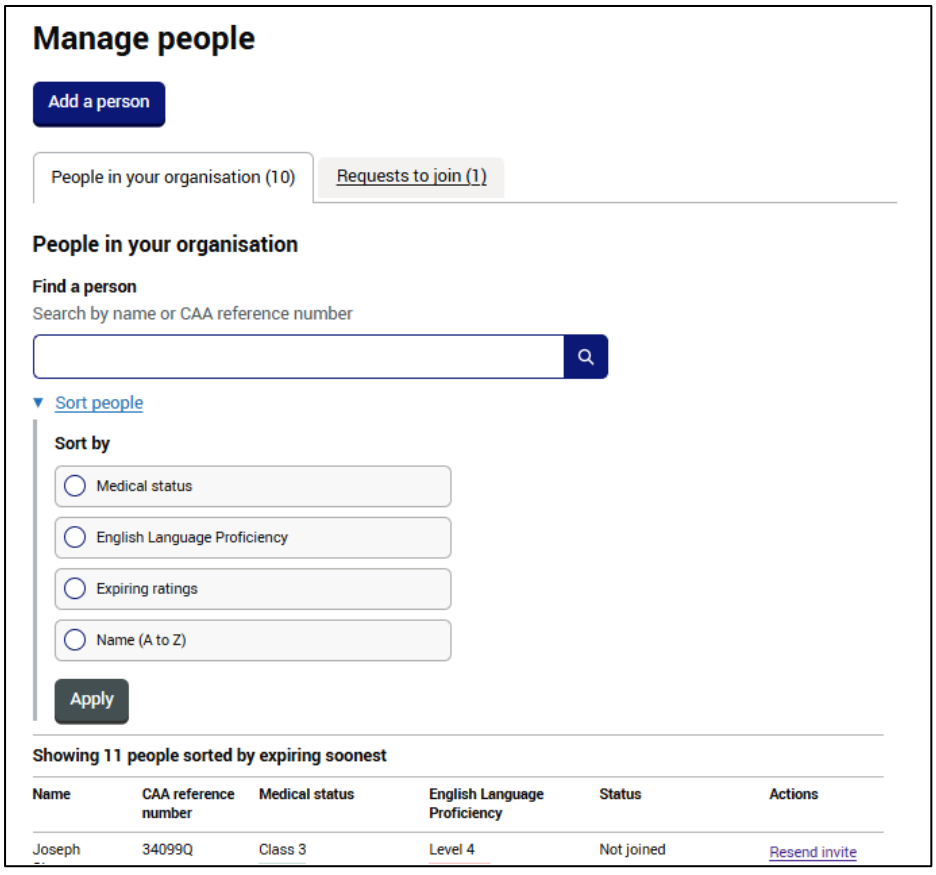
The 'Manage licences and records' link provides access a more detailed breakdown of licensing information for each individual.

The list is automatically sorted by the status of the individual, ie those that are waiting to join at the top, followed by people who have joined, newest to oldest joining dates.

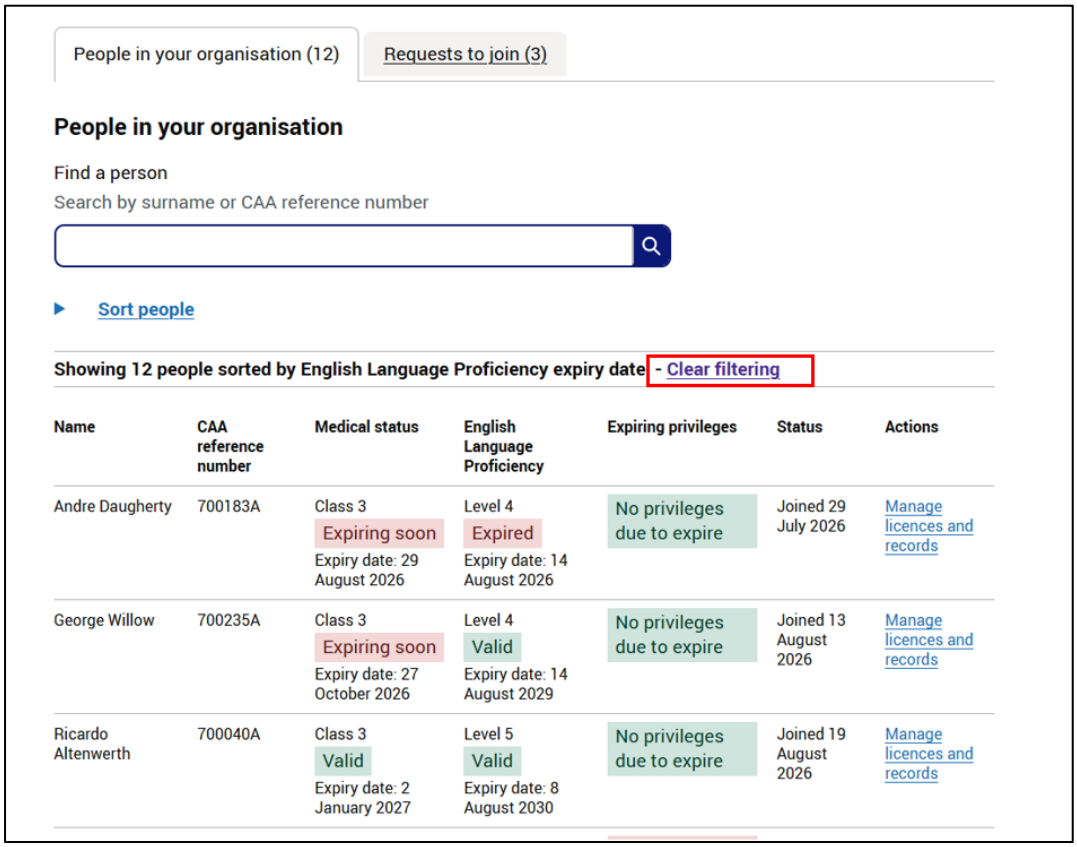
Clicking on the '**Sort people'** link opens some preset filters you can apply.



You can filter the list alphabetically, by medical expiry (expiring soonest at the top), English Language Proficiency (expiring soonest at the top), or Expiring privileges (expiring soonest at the top).



When a filer has been applied, the list will be reordered. You can remove the filter by clicking on ‘Clear filtering’.

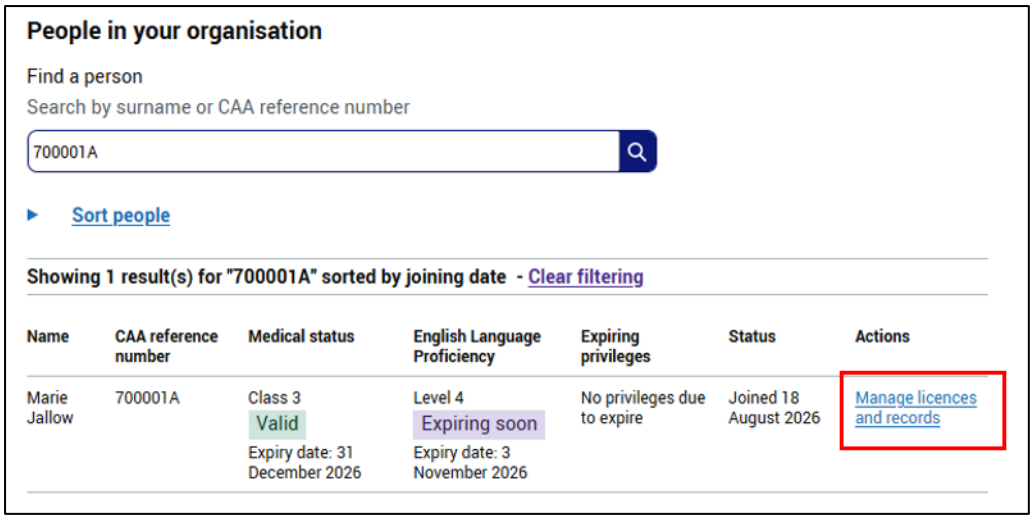


Viewing an individual’s licence

To view someone’s licence, first click on the ‘**Manage People’** tile on your homepage. Next, locate the individual using the search bar on the Manage people page.



Under the **Actions** column, click on the **Manage licences and records** link.

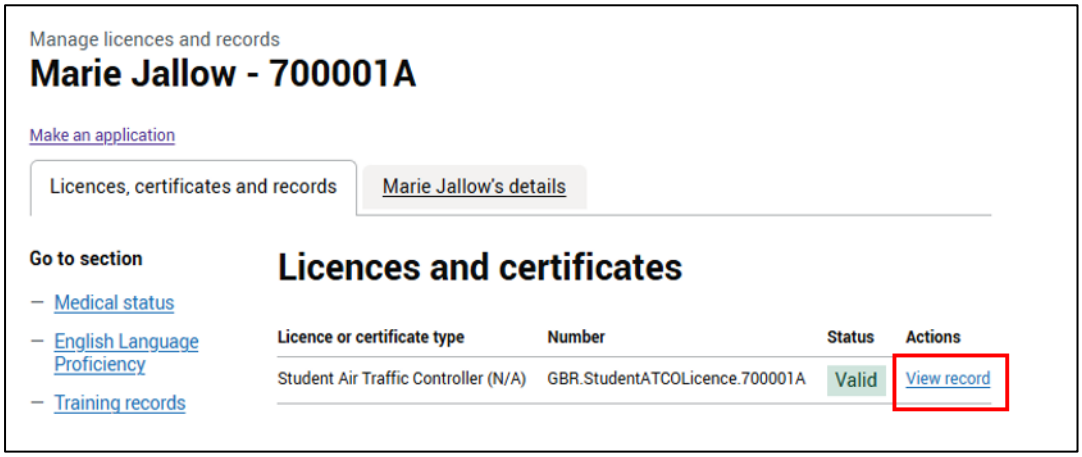


This will open the individual's record, where at the top of the page any Air Traffic licences or certificates already held will be listed. For this phase of the system roll out, this will only include:

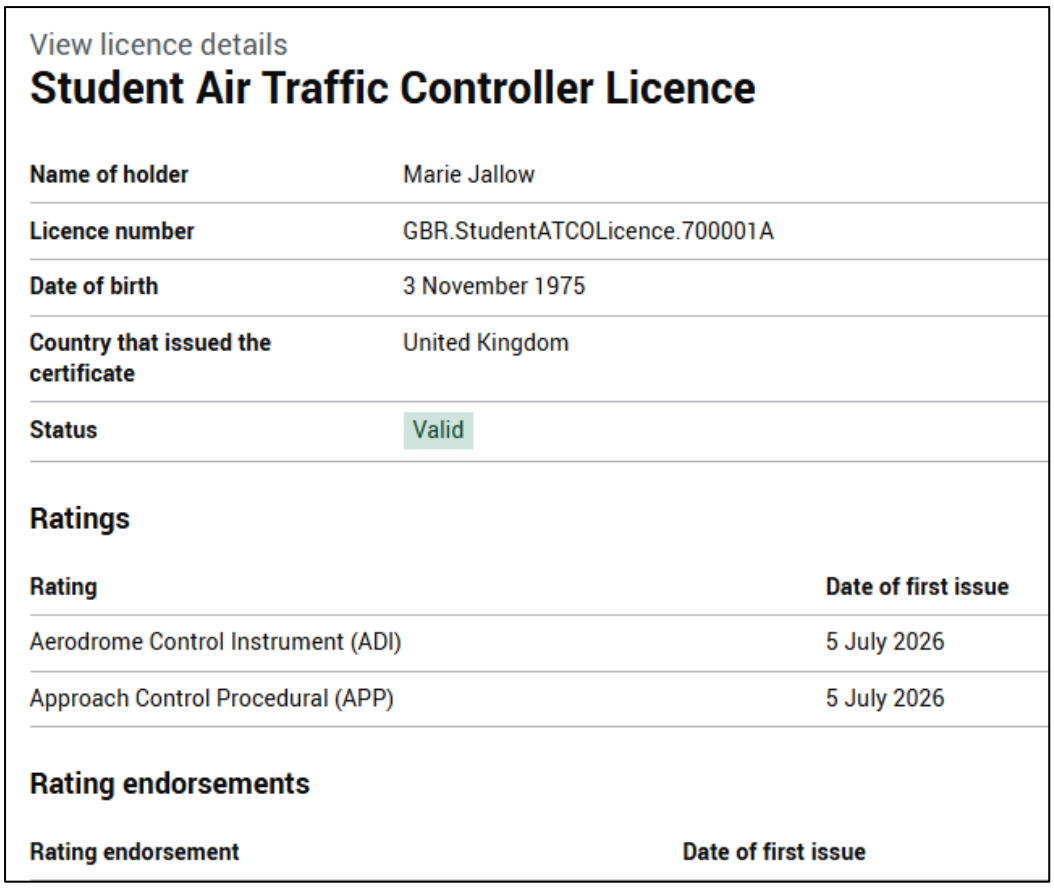
- Student Air Traffic Controller licence
- Radio Operators Certificate of Competence (ROCC)
- ROCC Examiner Authorisation

Please note that Student Air Traffic Controller licences and Air Traffic Controller licences issued before the system was launched will not yet appear here, but all historic data will be migrated into the system shortly in another release.

Clicking on the **'View record'** link next to the relevant licence or certificate, will present the information on that licence or certificate.



You will be able to see the holder's details, the licence or certificate number, confirmation of the licence or certificate's validity, and the expiry date where relevant. You will also be able to see any ratings or endorsements held on the licence and their validities.


View licence details

Student Air Traffic Controller Licence

Name of holder	Marie Jallow
Licence number	GBR.StudentATCOLicence.700001A
Date of birth	3 November 1975
Country that issued the certificate	United Kingdom
Status	Valid

Ratings

Rating	Date of first issue
Aerodrome Control Instrument (ADI)	5 July 2026
Approach Control Procedural (APP)	5 July 2026

Rating endorsements

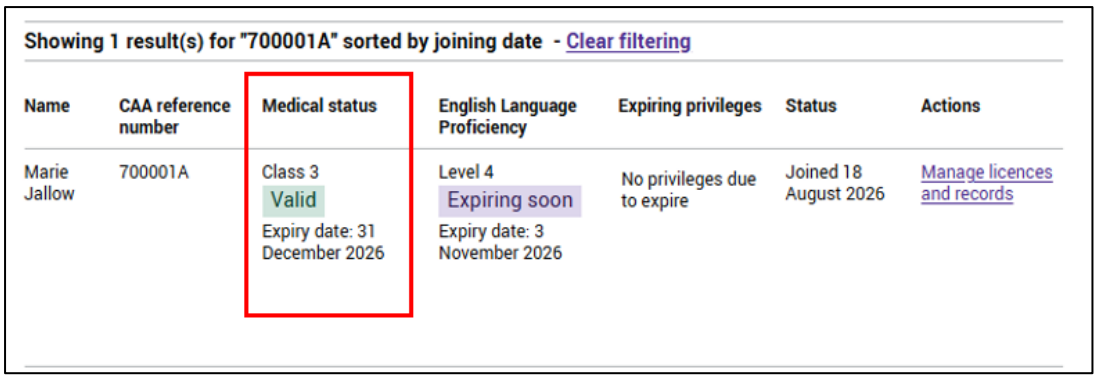
Rating endorsement	Date of first issue

Viewing an individual's medical status

To check an individual's medical status, first click on the '**Manage People'** tile from your homepage and locate the individual using the search bar on the Manage people page.



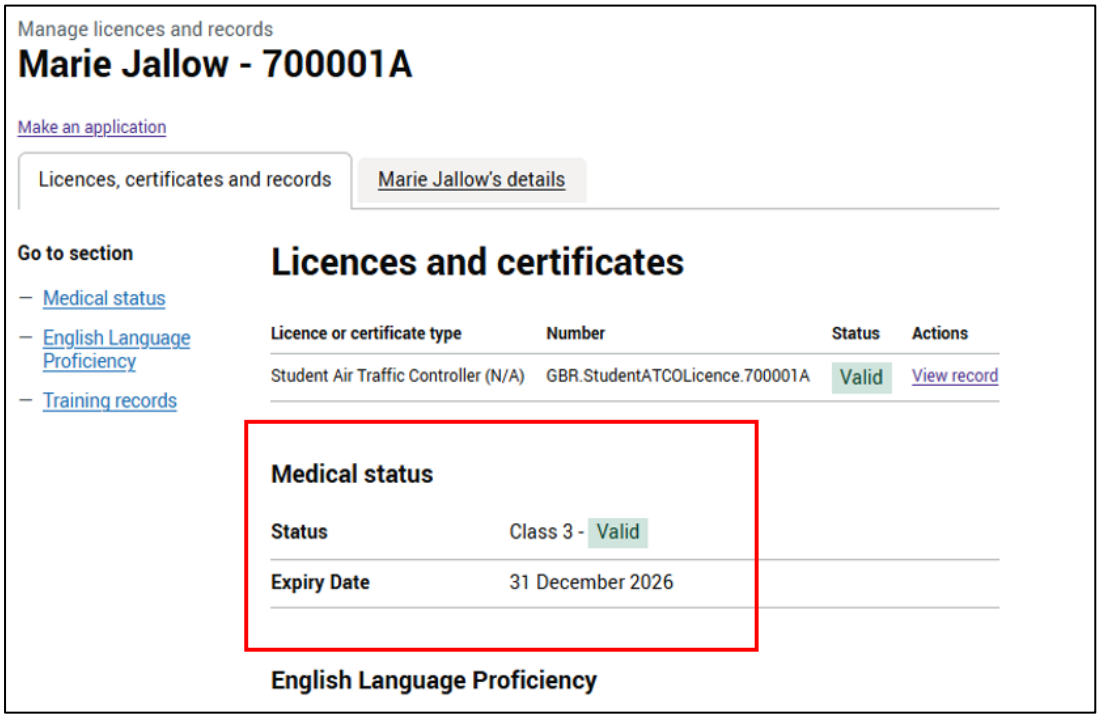
In the 'medical status' column of this table you will be able to see the class, status and expiry date of that person's most recent Class 3 medical certificate.



You can also click on the '**Manage licences and records'** link on the individual's row. This will open their full licensing record, where you can navigate directly to the Medical Status section.

The information displayed is limited to:

- The class of medical certificate held
- Whether the certificate is valid
- The expiry date of the certificate

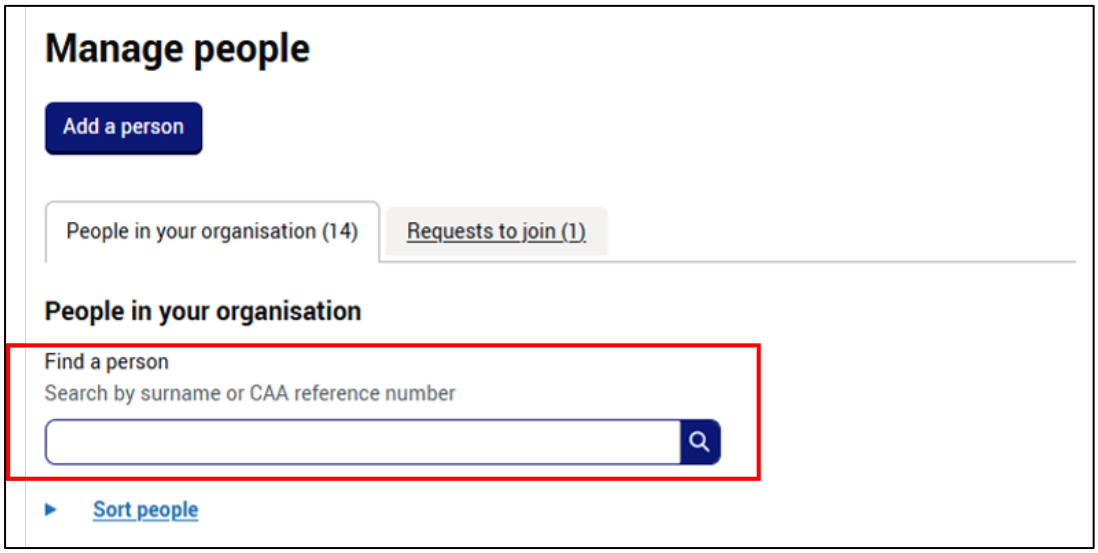


This data is retrieved directly from the CAA's medical records system (Cellma). Please note that no additional details are available, and the information cannot be edited within this system.

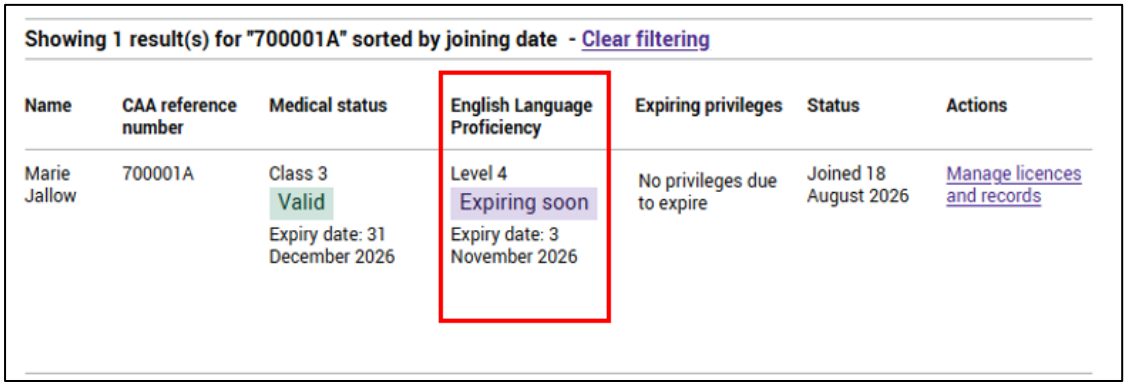
If you believe any of the details are incorrect, please contact the Aeromedical Examiner (AME).

Viewing an individual's English Language Proficiency (ELP)

To check an individual's English Language Proficiency, first click on the '**Manage People'** tile from your homepage and locate the individual using the search bar on the Manage people page.



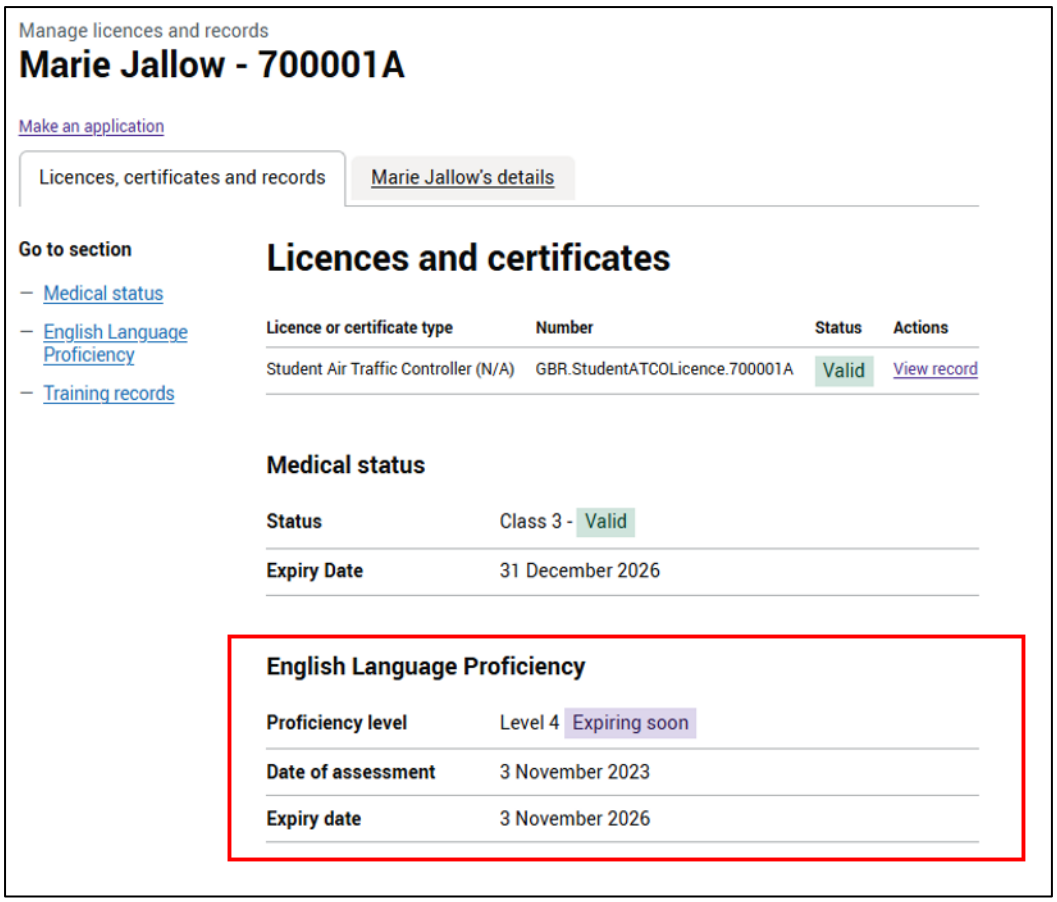
In the 'English Language Proficiency' column of this table you will be able to see the level, status and expiry date of that person's most recent ELP assessment.



You can also click on the '**Manage licences and records'** link on the individual's row. This will open their full licensing record, where you can navigate directly to the English Language Proficiency section. Here you can see the details of their most recent ELP assessment.

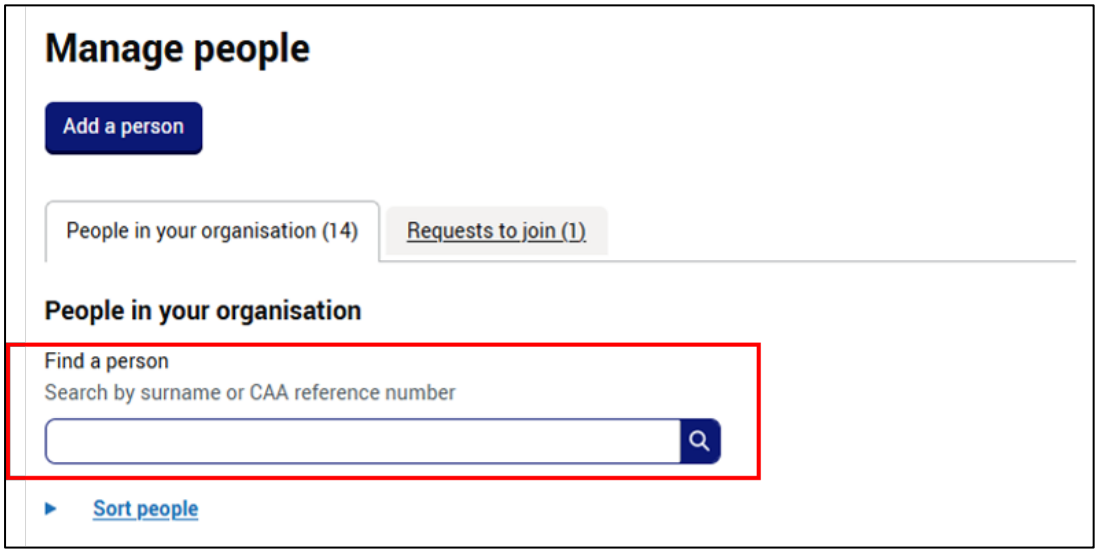
The information displayed includes:

- If the student holds an English language proficiency
- The level held and if it is valid
- The date of the ELP assessment
- The expiry date

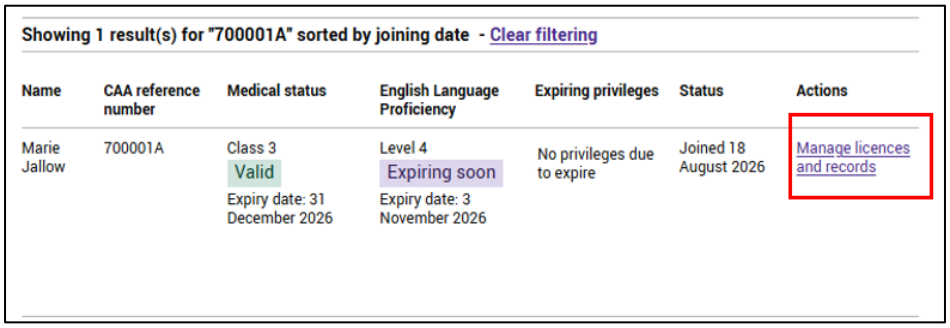


Viewing an individual's training records

To check an individual's training records**,** first click on the '**Manage People'** tile from your homepage and locate the individual using the search bar on the Manage people page.



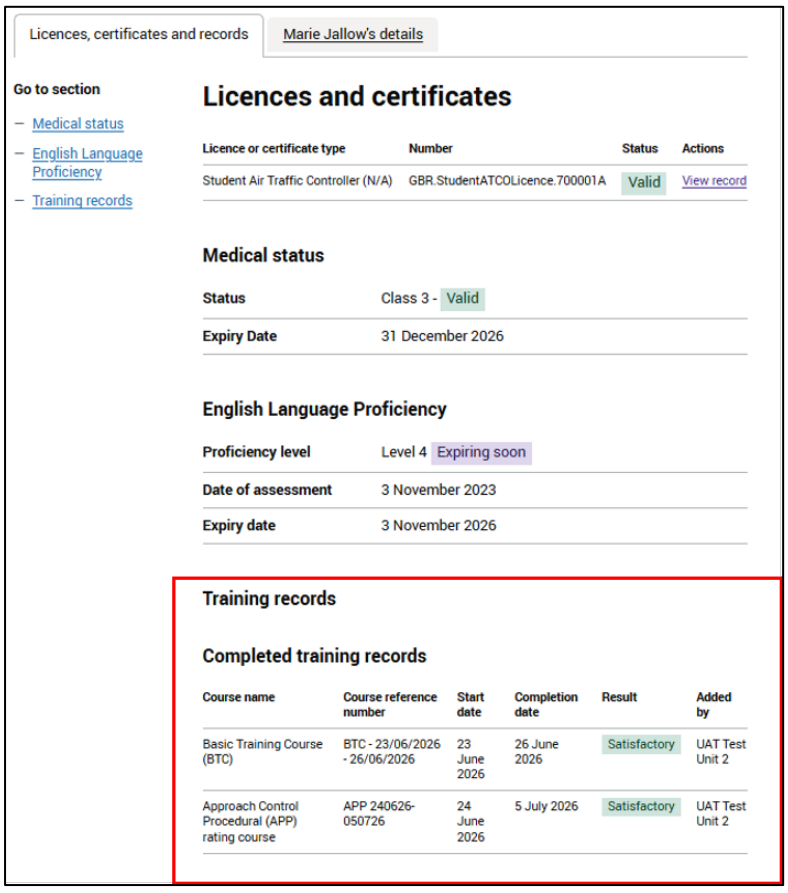
Then, under the Actions column, select the '**Manage licences and records'** link. This will open the individual's full record.



Scroll down to the 'Training records' section. This will display courses that the individual has completed with an Initial Training Organisation. Please note that this will only show courses completed and logged since the launch of the Manage Personnel Licences service, historic training records will not show here.

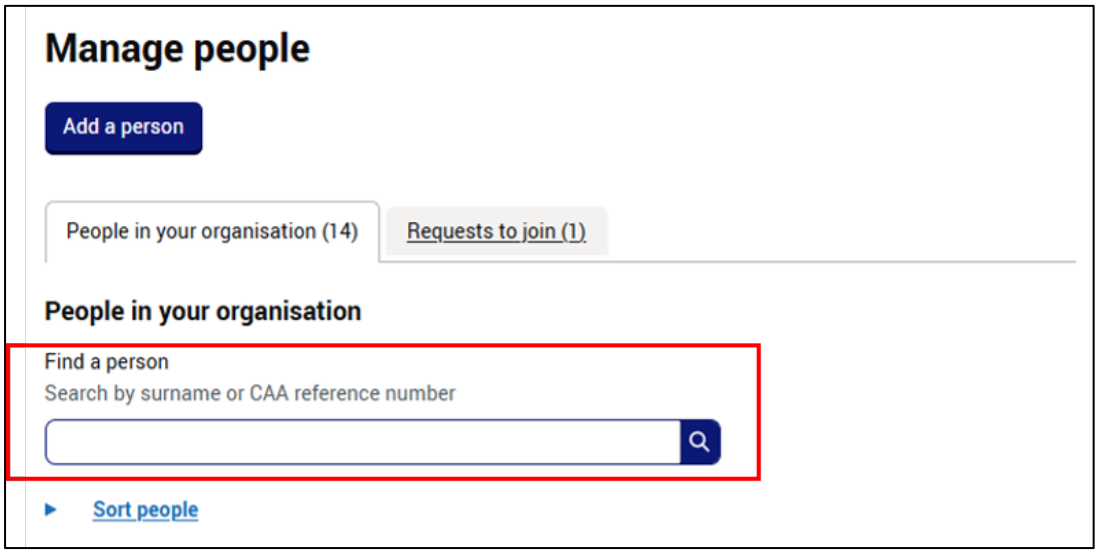
The information displayed includes:

- Course name and reference number
- Start date and completion date
- Result of training
- The ITO where the training was completed

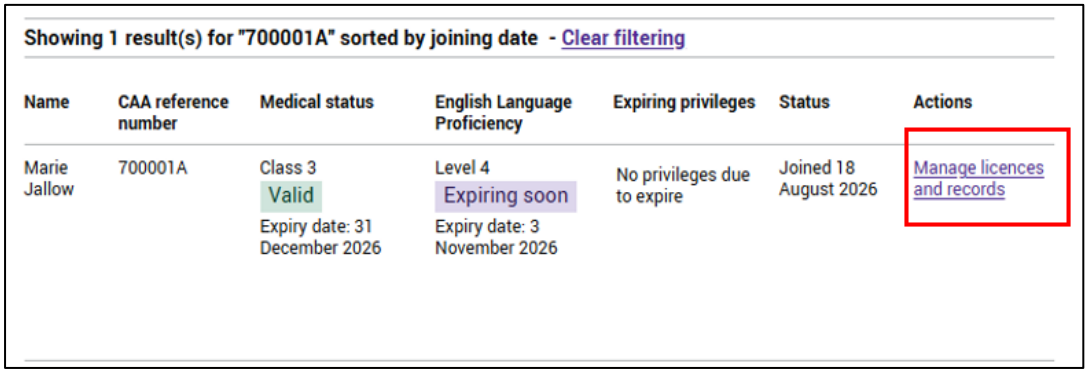


Viewing an individual's contact information

To view an individual's personal and contact information, first click on the '**Manage People'** tile from your homepage and locate the individual using the search bar on the Manage people page.



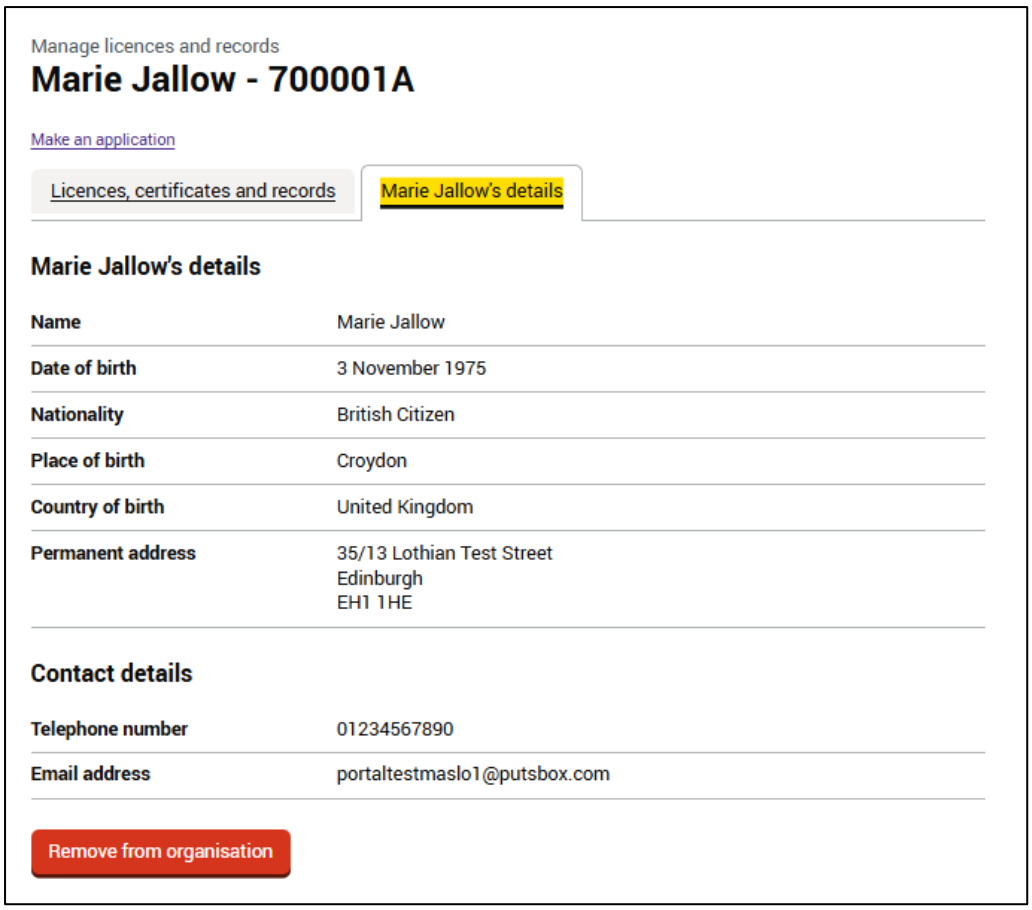
Then, under the Actions column, select the '**Manage licences and records'** link. This will open the individual's full record.



Click on the second tab '**[Name] details**'.

This will display the individual's key personal information, such as:

- Full name
- Date of birth
- Nationality
- Permanent address
- Email
- Telephone



Manage licences and records

Marie Jallow - 700001A

Make an application

Licences, certificates and records | Marie Jallow's details

Marie Jallow's details

Name	Marie Jallow
Date of birth	3 November 1975
Nationality	British Citizen
Place of birth	Croydon
Country of birth	United Kingdom
Permanent address	35/13 Lothian Test Street Edinburgh EH1 1HE

Contact details

Telephone number	01234567890
Email address	portaltestmaslo1@putsbox.com

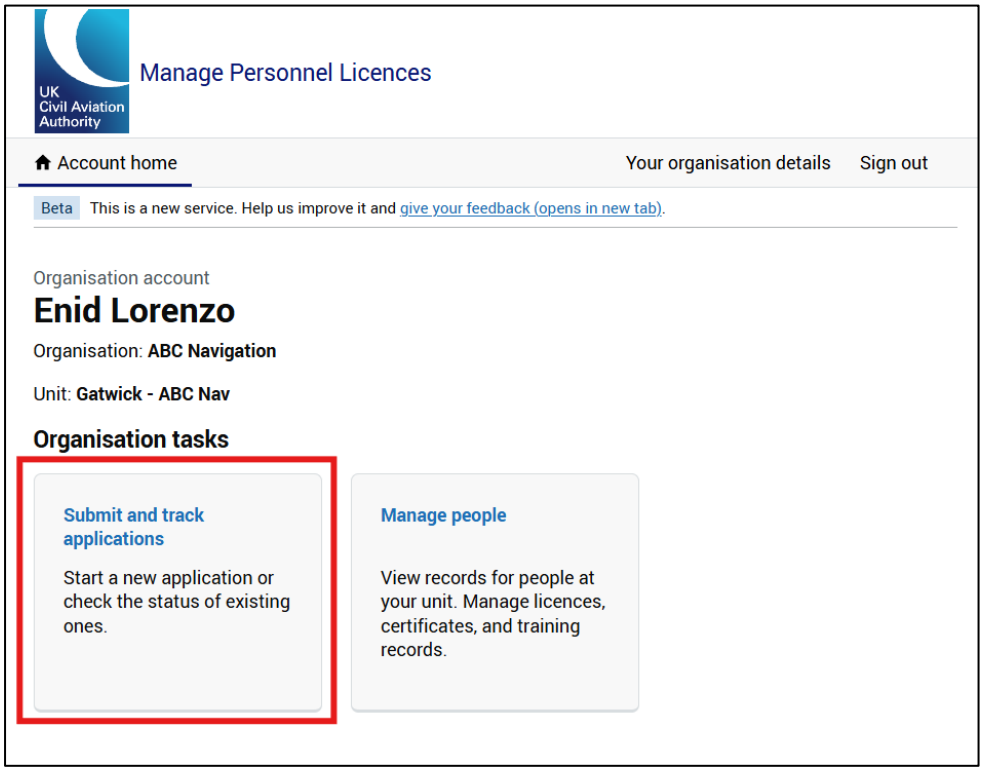
Remove from organisation

Making licensing applications

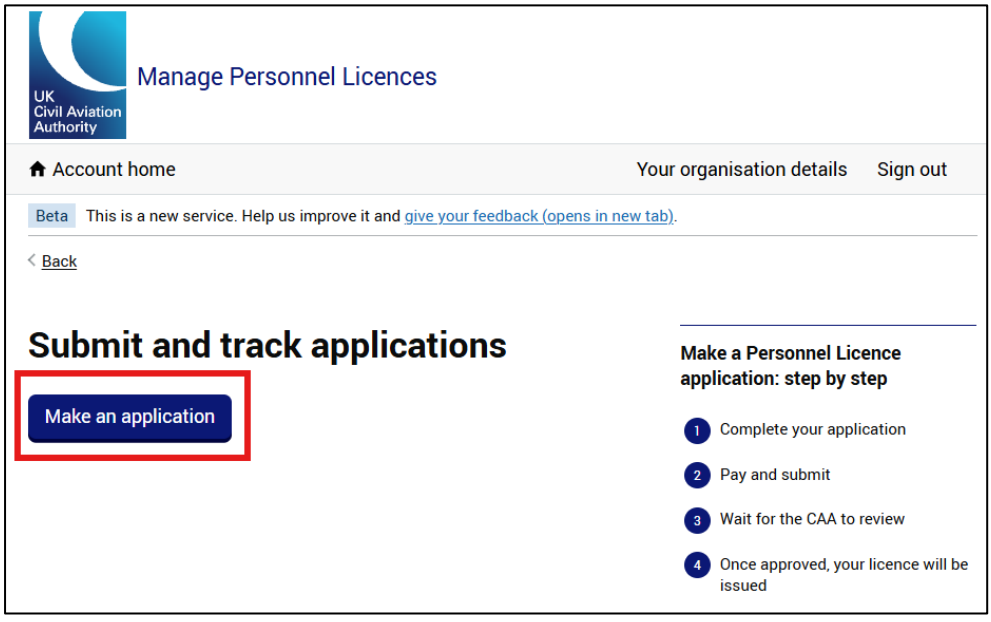
As an organisation, you can submit applications on behalf of any individuals who are members of your organisation.

Submitting an application

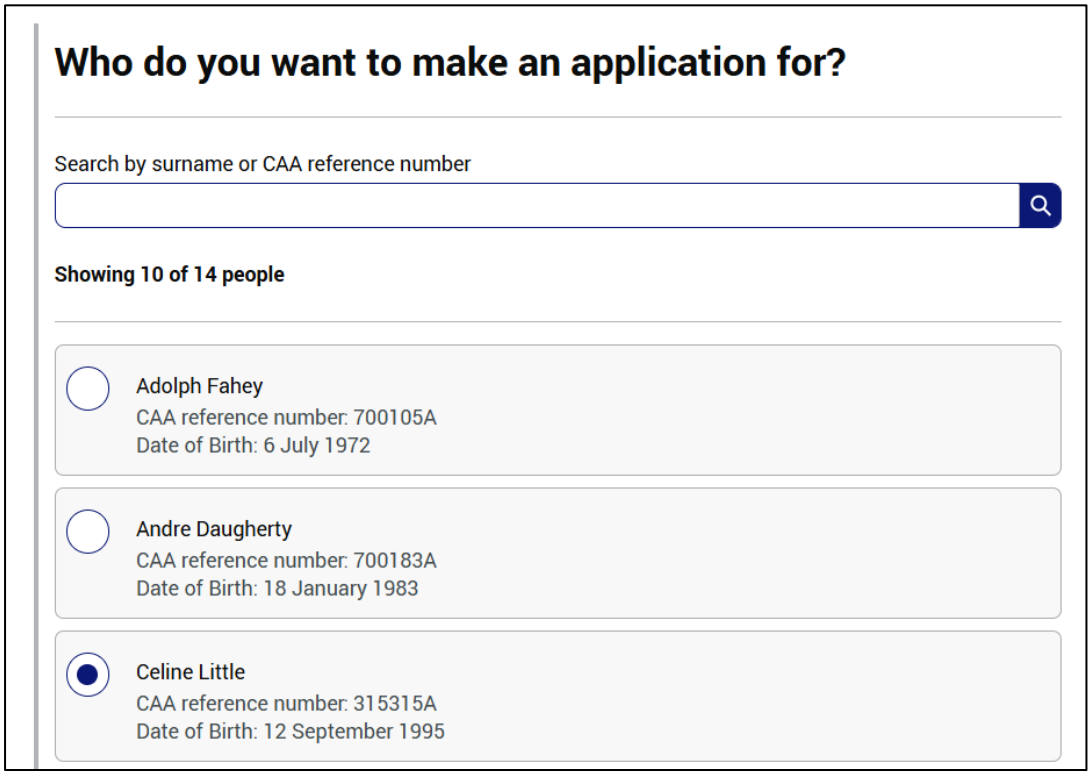
Step 1. To make a licensing application, click on the '**Submit and track applications**' tile on your homepage.



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



Step 3. Select who you want to make an application for, either by searching for the applicant's surname, entering the CAA reference number, or selecting the applicant from the list. Select '**Continue**' at the bottom of the screen.



Step 4. Select what you are applying for from the application menus.

Step 5. You will see a 'Before you start' page, explaining the requirements for your chosen application. Read the information carefully and click '**Start application**'.

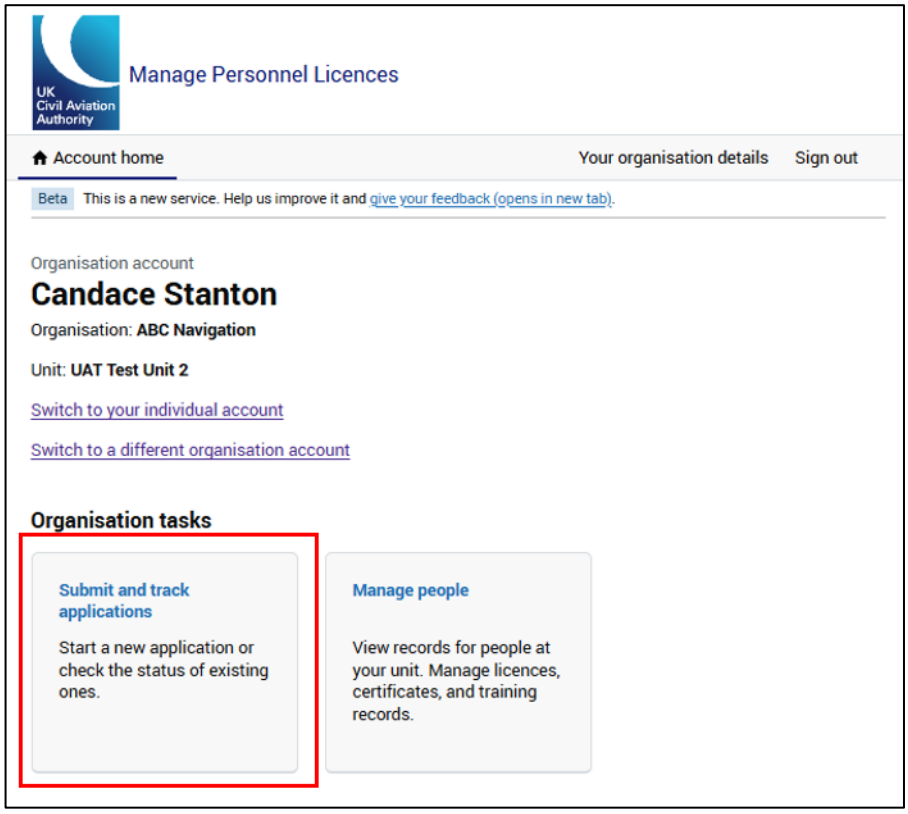
Step 6. You will be presented with the personal information we have on file for the applicant. Review this to ensure you are applying for the correct person and click on '**Save and continue'**.

Step 7. You will taken to the application task list, which shows you all the information you need to provide or confirm before you can submit the application. Work your way through the task list. Once all mandatory tasks have been completed, you can submit the application.

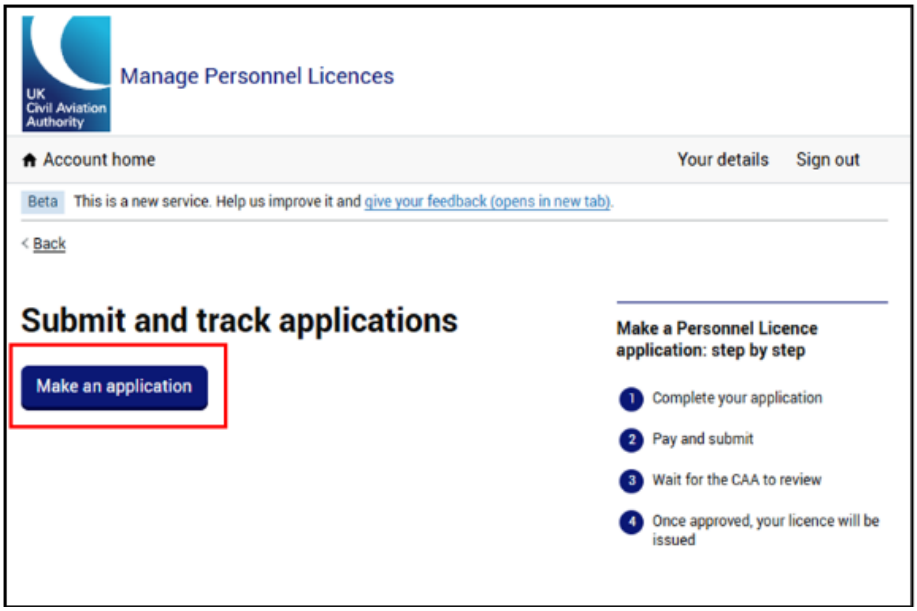
Applying for a Student Air Traffic Controller Licence

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

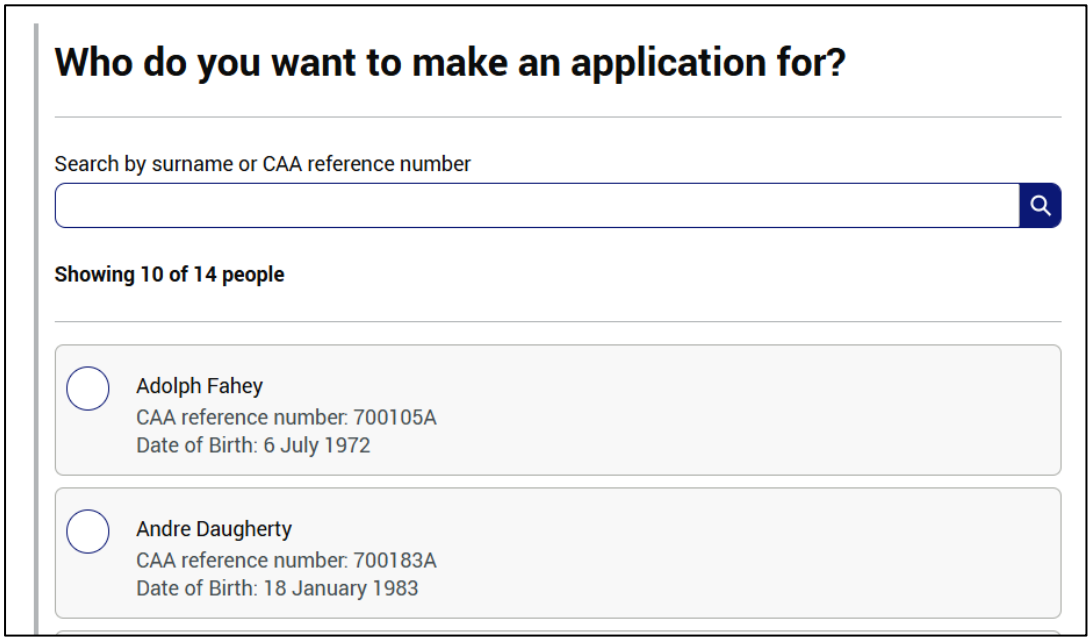
Step 1: When you're ready to make your application, click on the '**Submit and track applications**' tile on your homepage.



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



Step 3. Select who you want to make an application for, either by searching for the applicant's surname, entering the CAA reference number, or selecting the applicant from the list. Select '**Continue**' at the bottom of the screen.



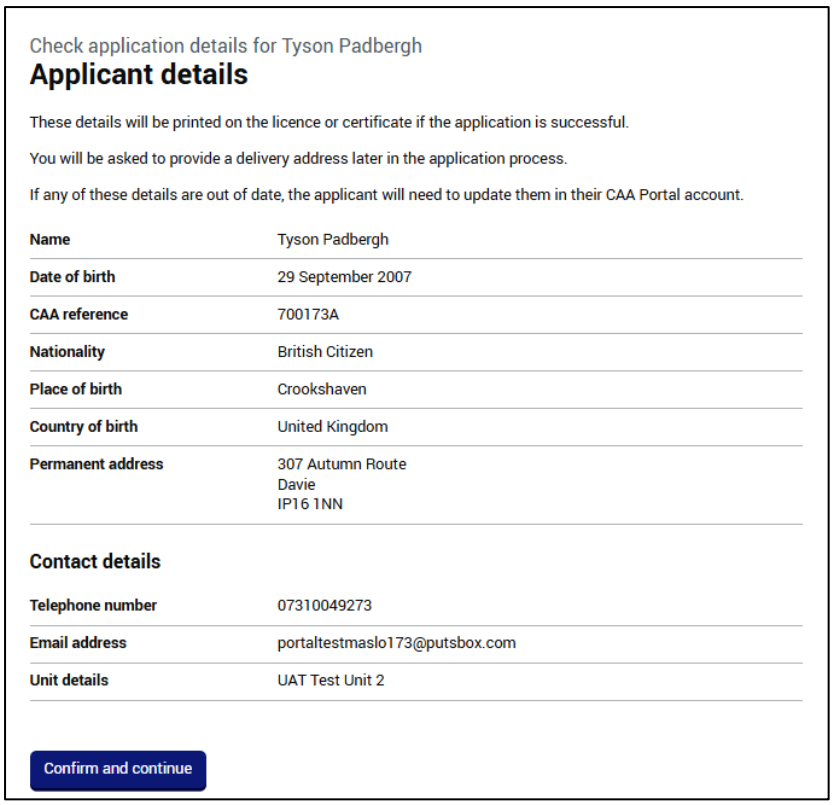
Step 4. Select '**Apply for something new**' from the 'What do you need to do?' application menu.

Step 5. Select '**Apply for a new licence or certificate'** from the 'Choose the type of application' application menu.

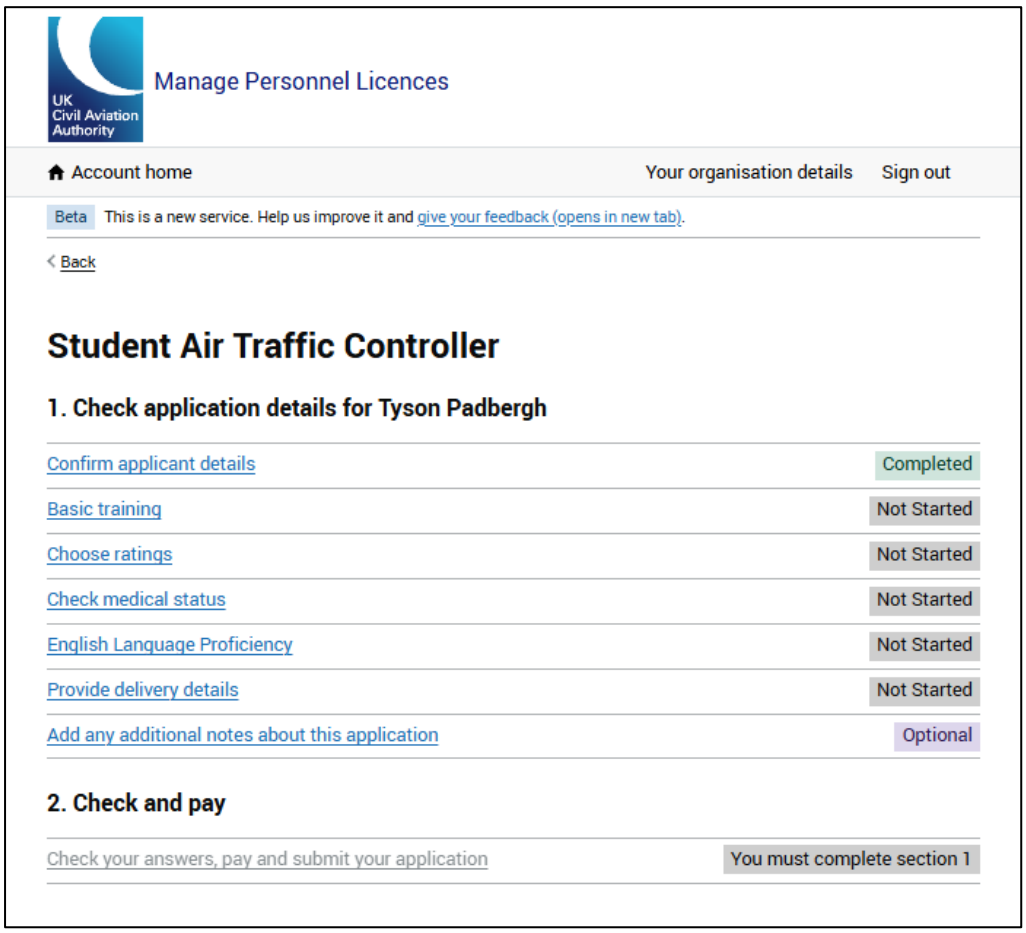
Step 6. Select '**Student Air Traffic Controller Licence'** from the 'What are you applying for?' application menu.

Step 7: You will see a 'Before you start' page, explaining the requirements for your chosen application. Read the information carefully and click '**Start application**'.

Step 8. You will be presented with the personal information we have on file for the applicant. Review this to ensure you are applying for the correct person and that their information is correct, then click on '**Save and continue'**.



Step 9. You will taken to the application task list, which shows you all the information you need to provide or confirm before you can submit the application.

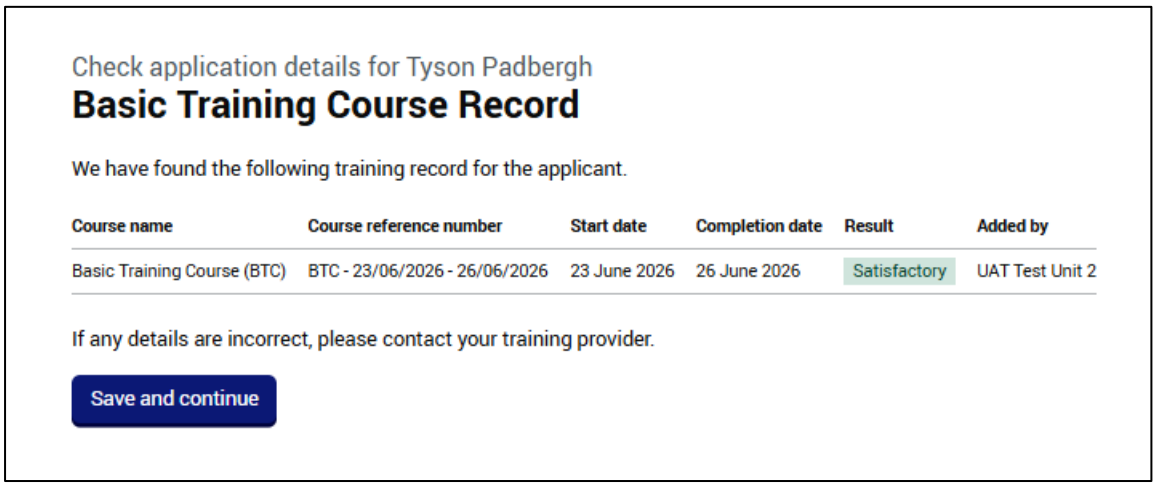


Step 10. You will see that the ‘Confirm applicant details’ task is already completed. Click on the ‘**Basic training’** task.

Step 11. The system will look for a record of the applicant having completed the required Basic Training Course.

If no record is found, you wont be able to proceed with the application and will need to contact the Initial Training Organisation (ITO) to ensure the result has been reported to the CAA.

If a satisfactory training record is found, the information about that course will be displayed so that you can check the information is correct. Review the information and click on ‘**Save and continue**’.

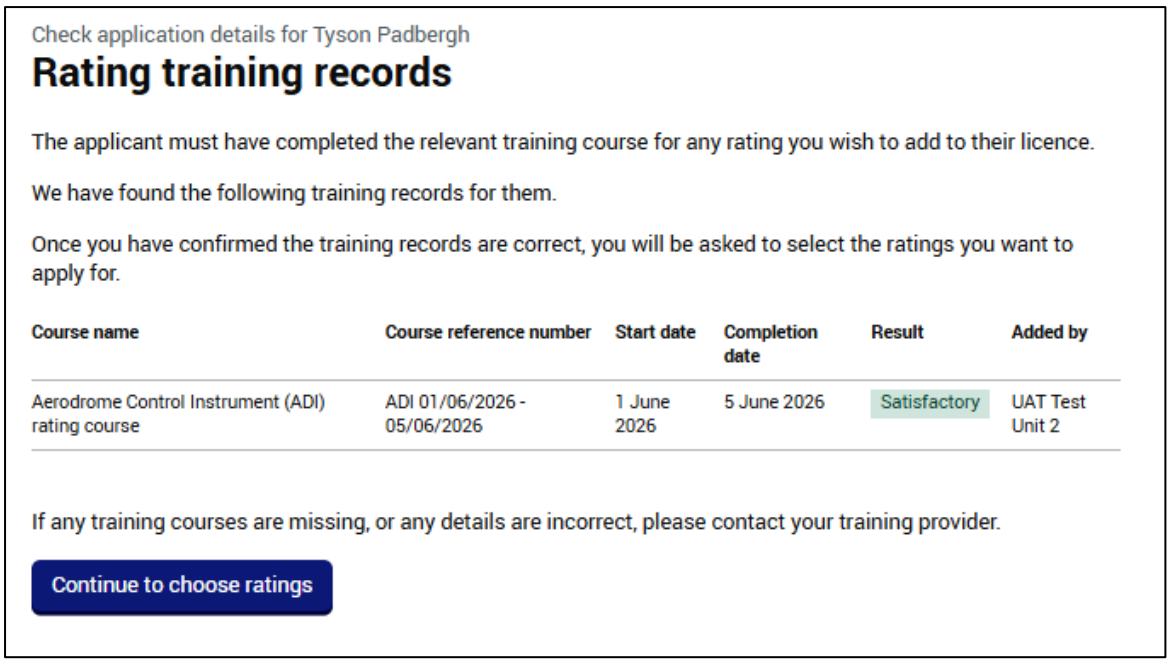


Step 12. You’ll be navigated back to the task list and the ‘Basic training’ task will show as completed. Click on the ‘**Choose ratings**’ task.

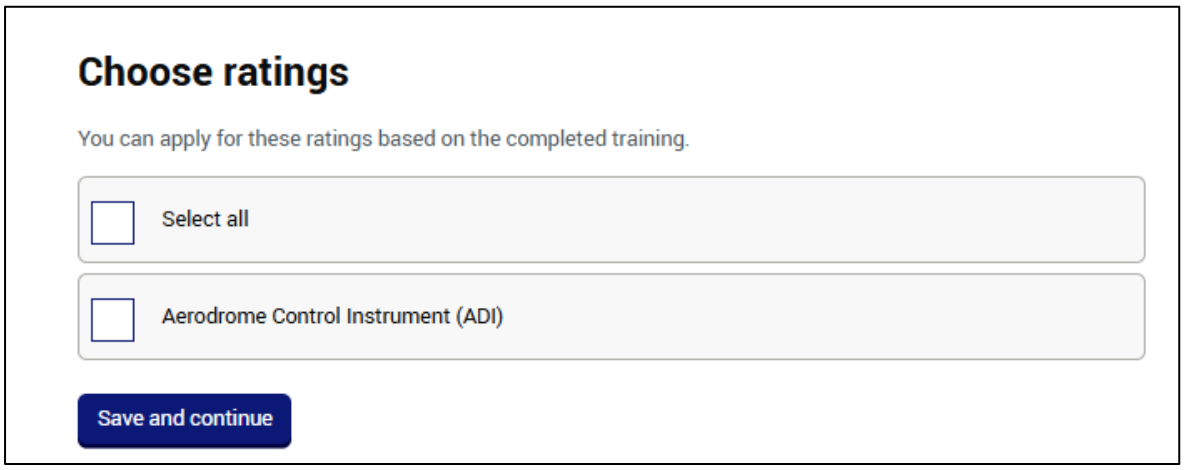
Step 13. The system will look for a record of the applicant having completed a rating training course.

If no record is found, you wont be able to proceed with the application and will need to contact the Initial Training Organisation (ITO) to ensure the result has been reported to the CAA.

If a satisfactory training record is found, the information about that course or courses will be displayed so that you can check the information is correct. Review the information and click on ‘**Continue to choose ratings**’.



Step 14. Select the rating(s) you want to be issued on the Student ATCO licence. You will only be shown ratings where the associated training course has been passed. Once your selection is made, click on '**Save and continue**'.

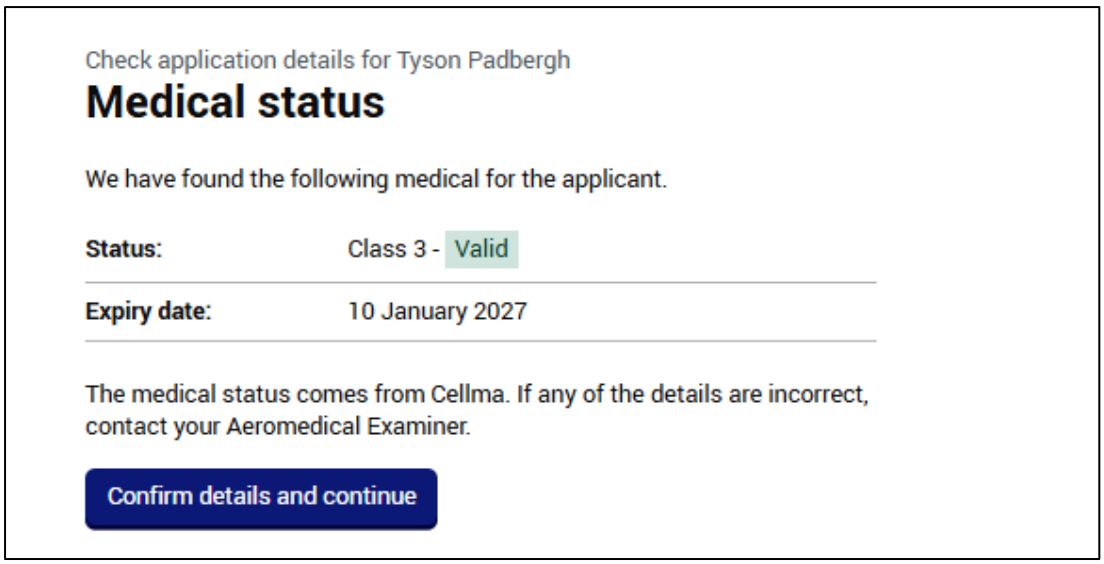


Step 15. You'll be navigated back to the task list and the 'Choose ratings' task will show as completed. Click on the '**Check medical status**' task.

Step 16. The system will look to Cellma for a Class 3 medical certificate. The most recent medical record will be pulled into the application.

If no record is found or the medical is not valid, you wont be able to proceed with the application and will need to contact your AME.

If a valid Class 3 medical is found, the high-level information about that medical will be displayed so that you can check the information is correct. Review the information and click on '**Confirm details and continue**'.

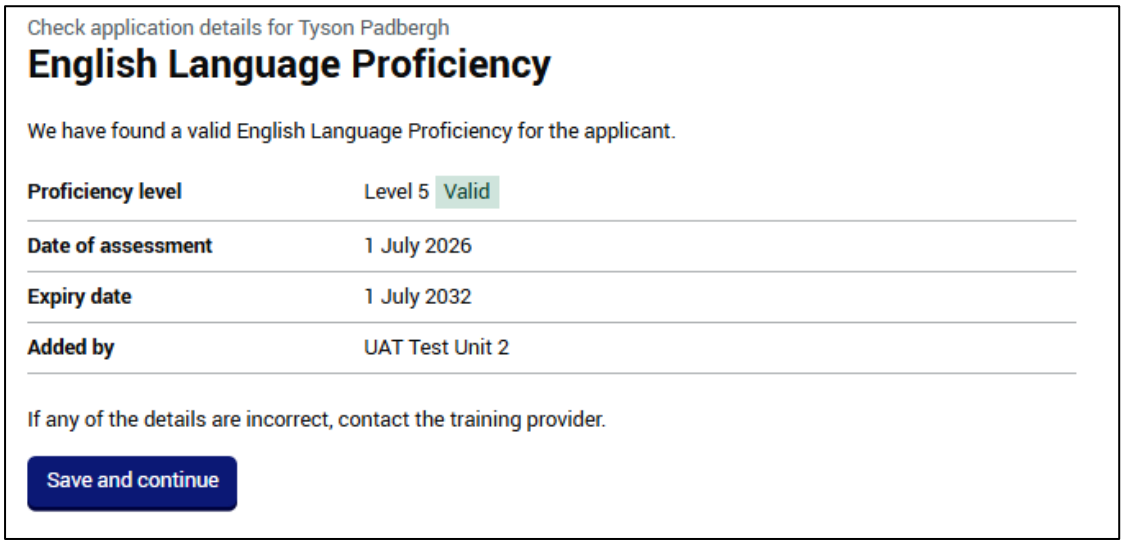


Step 17. You'll be navigated back to the task list and the 'Check medical status' task will show as completed. Click on the '**English Language Proficiency**' task.

Step 18. The system will look for a record of the applicant having a level 4-6 English Language Proficiency.

If no record is found, you wont be able to proceed with the application and will need to contact the Initial Training Organisation (ITO) to ensure the assessment details have been reported to the CAA.

If a satisfactory ELP assessment record is found, the information about that assessment will be displayed so that you can check the information is correct. Review the information and click on '**Save and continue**'.



Step 19. You'll be navigated back to the task list and the 'English Language Proficiency' task will show as completed. Click on the '**Provide delivery details**' task.

Step 20. Confirm where you want the licence to be delivered. You will be provided the option of the individual's home address, your organisation address, or to enter an alternative address.

Step 21. Confirm where you want the licence to be delivered. You will be provided the option of the individual's home address, your organisation address, or to enter an alternative address. If you select 'A different address', you will be asked to enter the name of the recipient (in case it is not you, i.e. a company representative) and the address. Once a selection has been made, click on '**Save and continue**'.

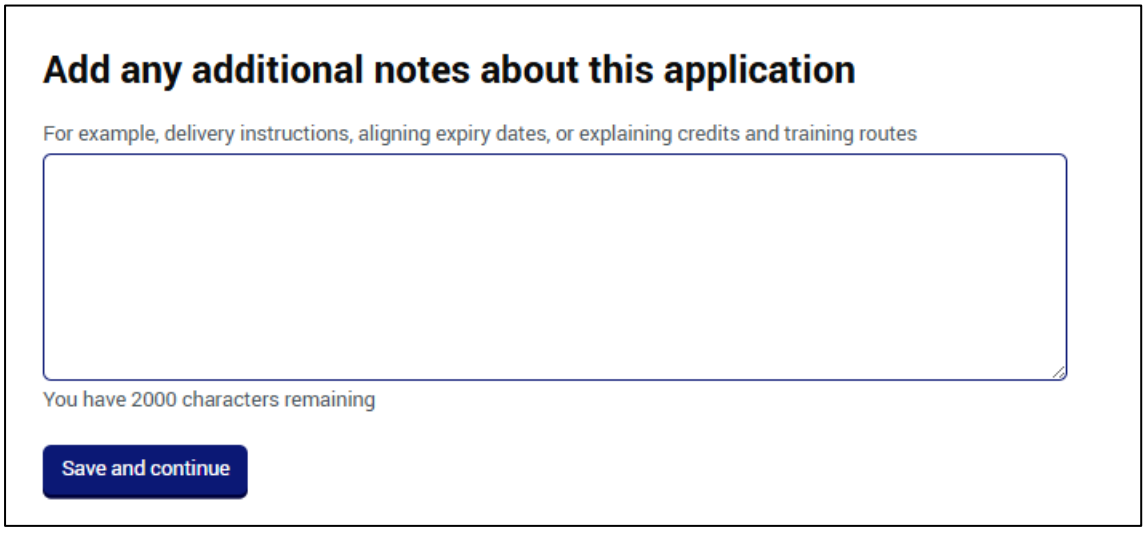
Step 22: You'll be asked to confirm your preferred delivery method. Select whether you wish to have the licence sent to you using Royal Mail 2nd Class post (free of charge) or by Secure Courier (at an additional cost).

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

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

Step 23: You will be directed back to the task list and the 'Provide delivery details' task will now show as completed. You have now completed all the mandatory tasks for this application and section 2, 'Check your answers, pay and submit your application', has now been unlocked.

Step 24: 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 the application to know.



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

You do not need to complete this task.

Step 25: Click on the 'Check your answers, pay and submit your application' link. This will take you to a 'Check your Answers' page where you can review the application and make any changes required.

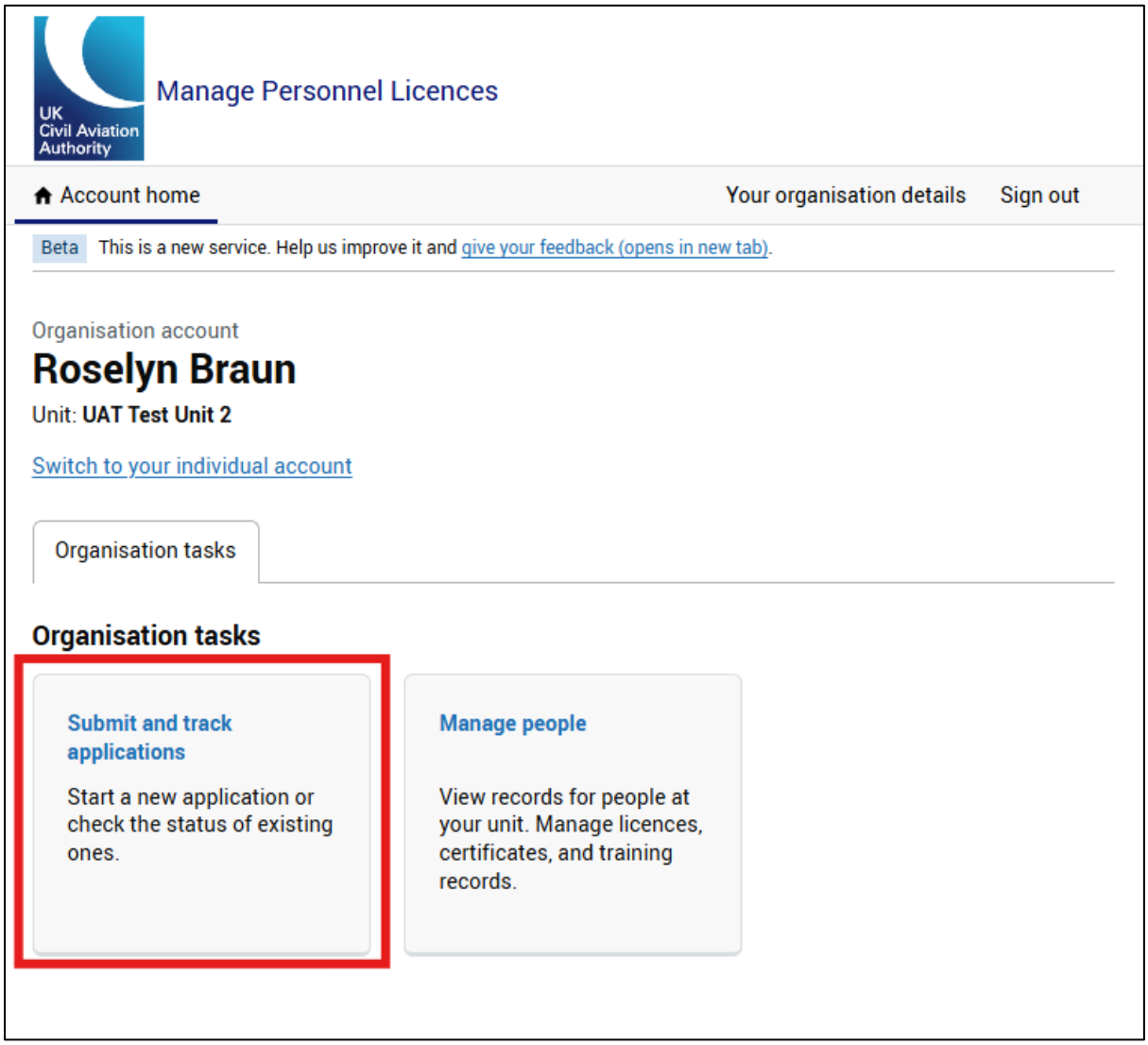
Step 26: Carefully review the application and then click on 'Confirm and continue to payment'.

Step 27: Now you will be asked how you wish to pay for your application. Refer to the 'Making a payment' section of this guide.

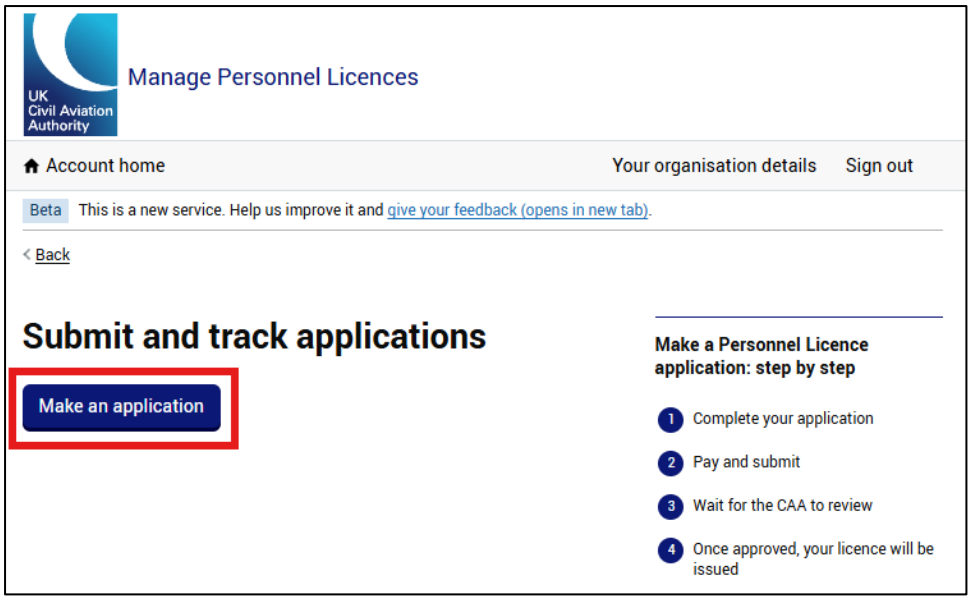
Applying to add additional ratings to a Student ATCO licence

You can apply to add additional ratings to a valid Student Air Traffic Controller licence using the service.

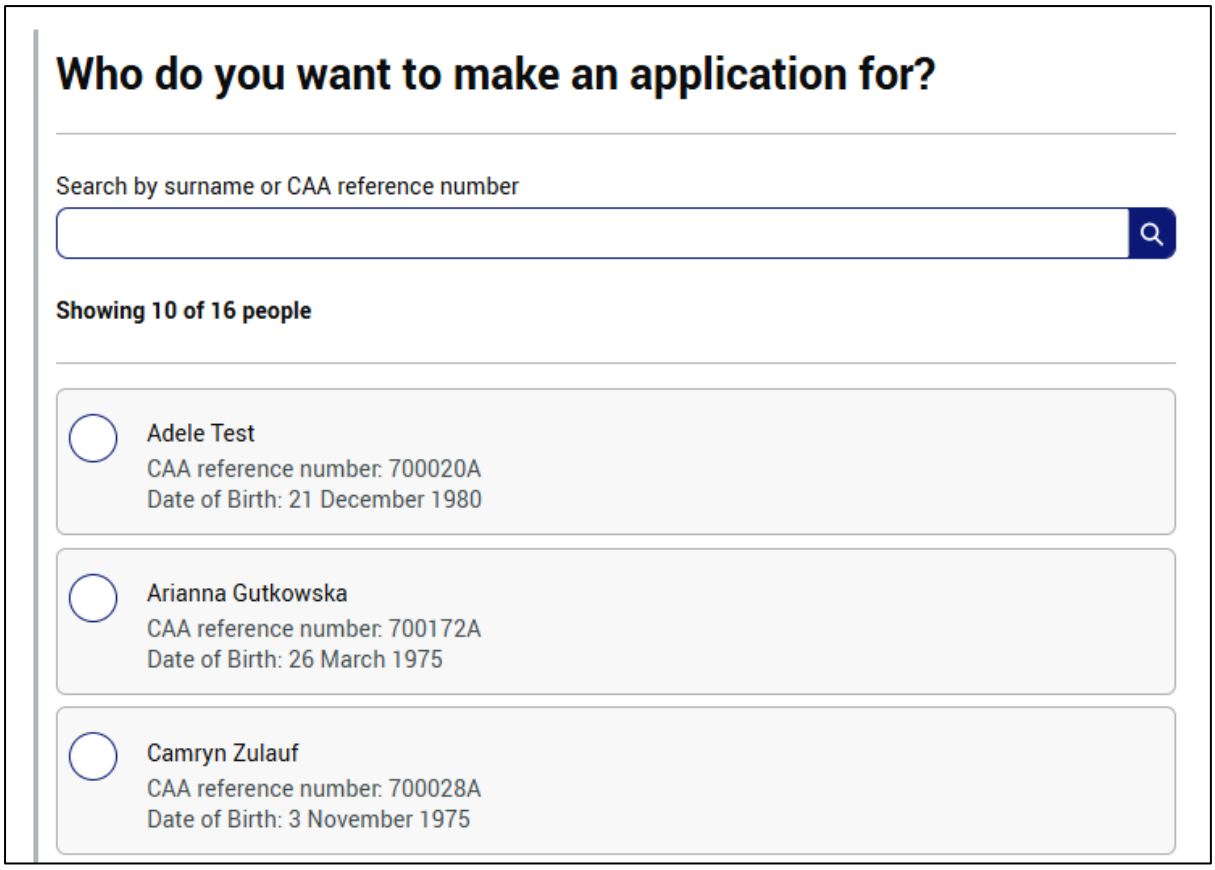
Step 1: When you're ready to make the application, click on the '**Submit and track applications**' tile on your homepage.



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



Step 3. Select who you want to make an application for, either by searching for the applicant's surname, entering the CAA reference number, or selecting the applicant from the list. Select '**Continue**' at the bottom of the screen.

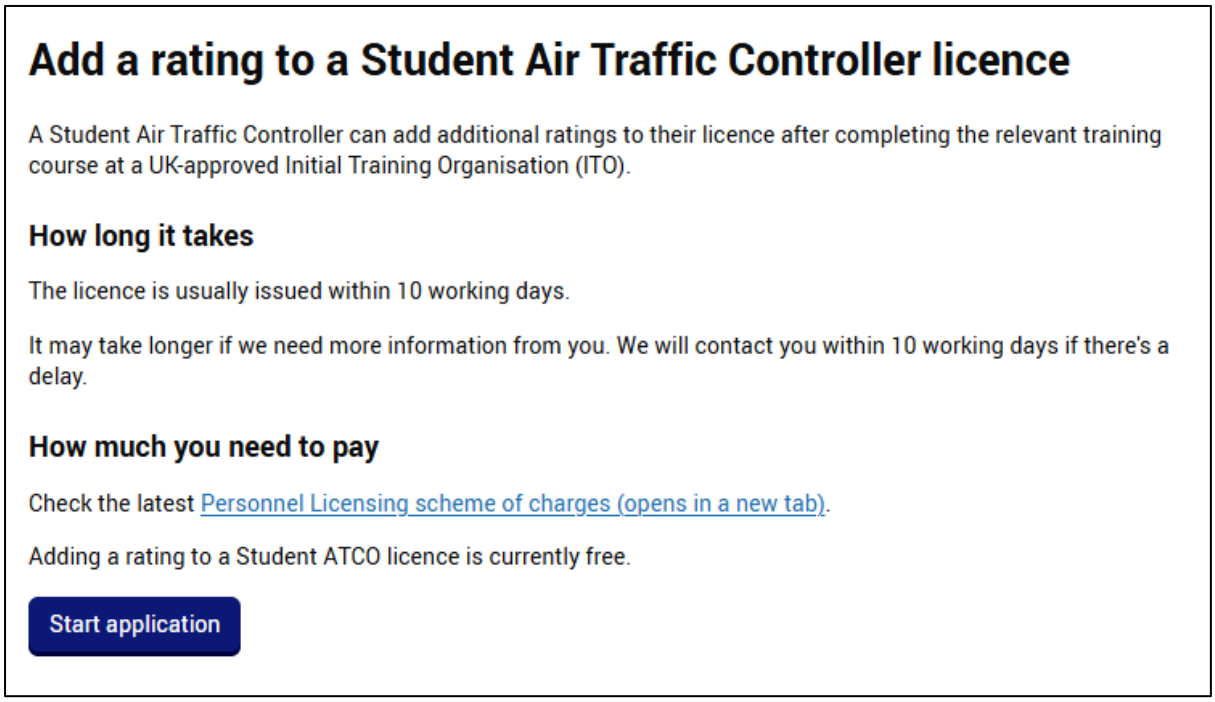


Step 4. Select '**Apply for something new**' from the 'What do you need to do?' application menu.

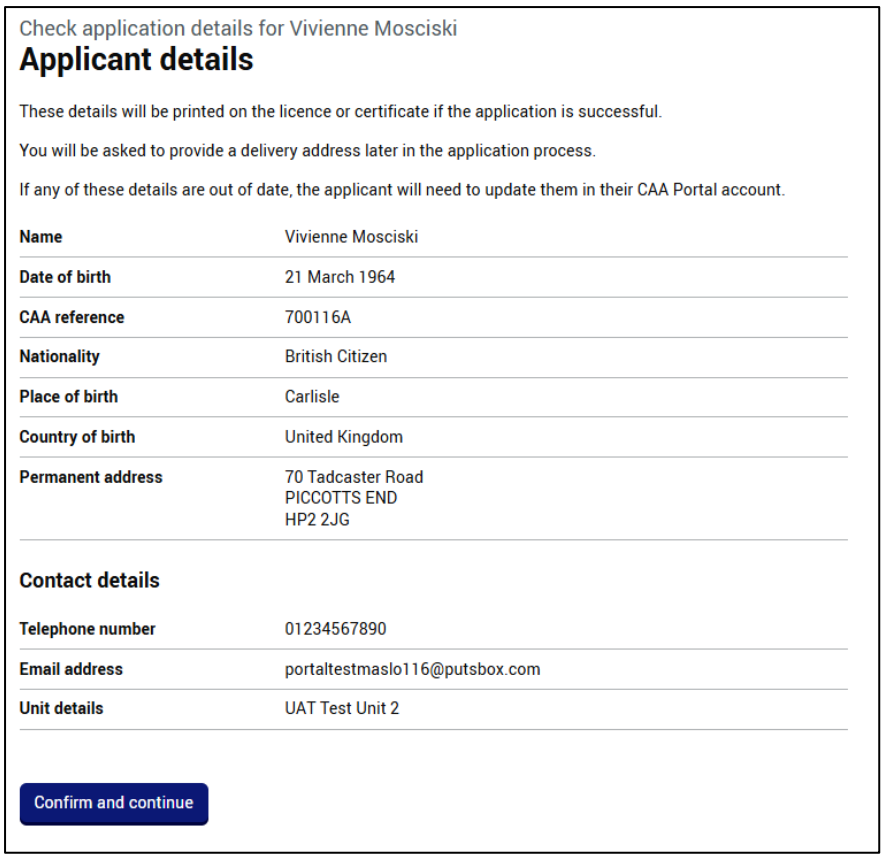
Step 5. Select '**Add a new rating'** from the 'Choose the type of application' application menu.

Step 6. Select '**Student Air Traffic Controller Licence'** from the 'Which licence do you want to add a rating to?' application menu.

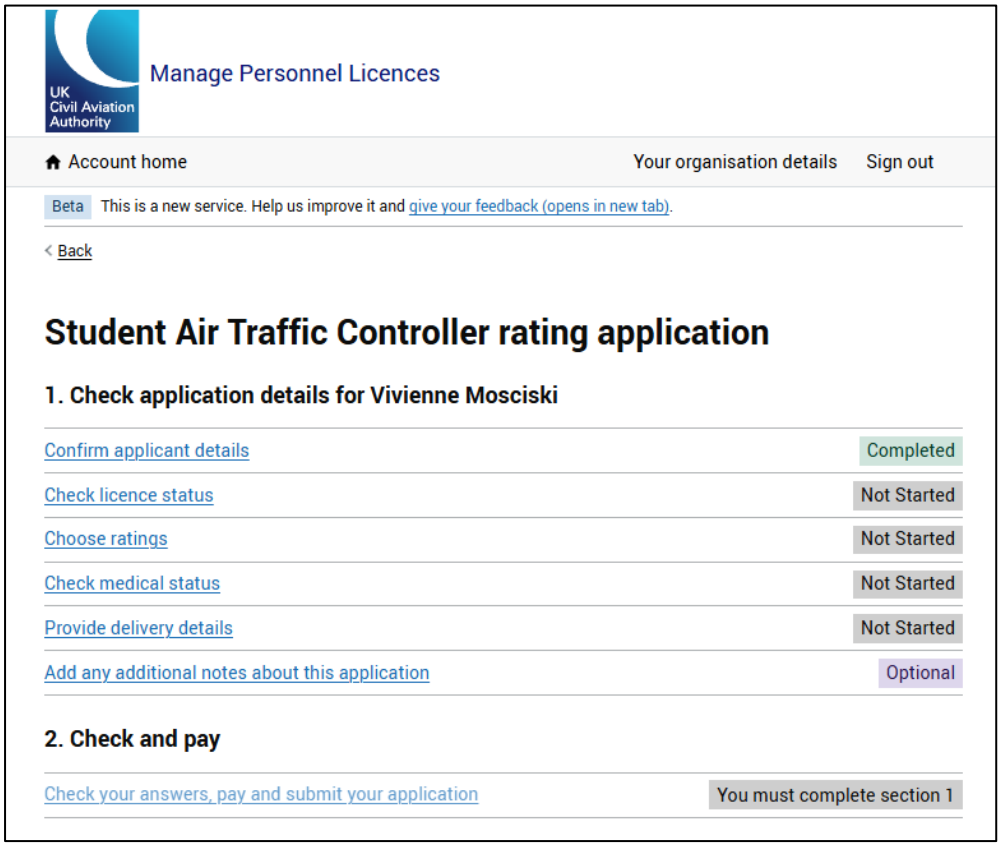
Step 7: You will see a 'Before you start' page, explaining the requirements for your chosen application. Read the information carefully and click '**Start application**'.



Step 8. You will be presented with the personal information we have on file for the applicant. Review this to ensure you are applying for the correct person and that their information is correct, then click on '**Confirm and continue'**.



Step 9. You will be taken to the application task list, which shows you all the information you need to provide or confirm before you can submit the application.

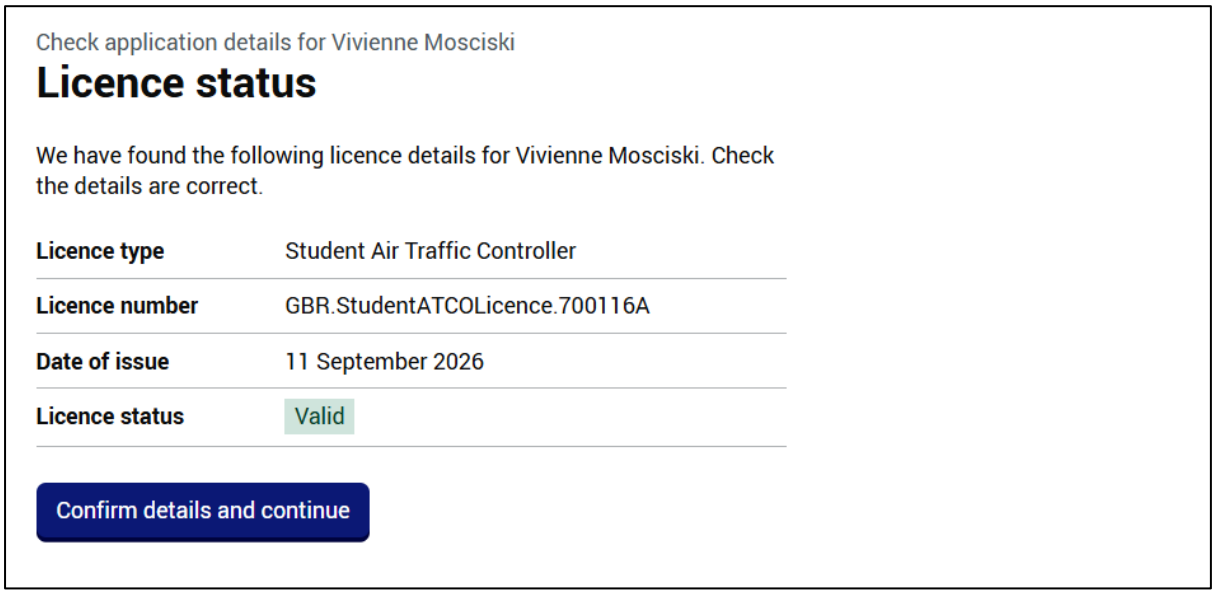


Step 10. You will see that the ‘Confirm applicant details’ task is already completed. Click on the ‘**Check licence status’** task.

Step 11. The system will look for a record of the applicant having a valid Student Air Traffic Controller licence.

If no licence is found, you wont be able to proceed with the application. You should speak to the CAA licensing team if you believe this is incorrect.

If a valid licence is found, the information for the licence will be displayed so that you can check the information is correct. Review the information and click on ‘**Confirm details and continue’.**

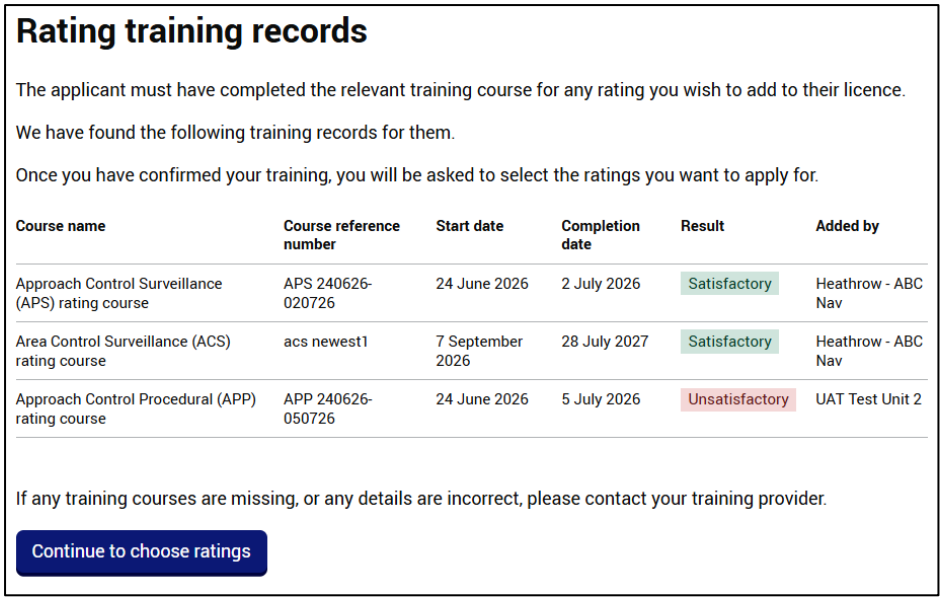


Step 12. You’ll be navigated back to the task list and the ‘**Check licence status’** task will show as completed. Click on the ‘**Choose ratings**’ task.

Step 13. The system will look for a record of the applicant having completed a rating training course for a rating that is not already on their licence. (Ie a new course for a new rating).

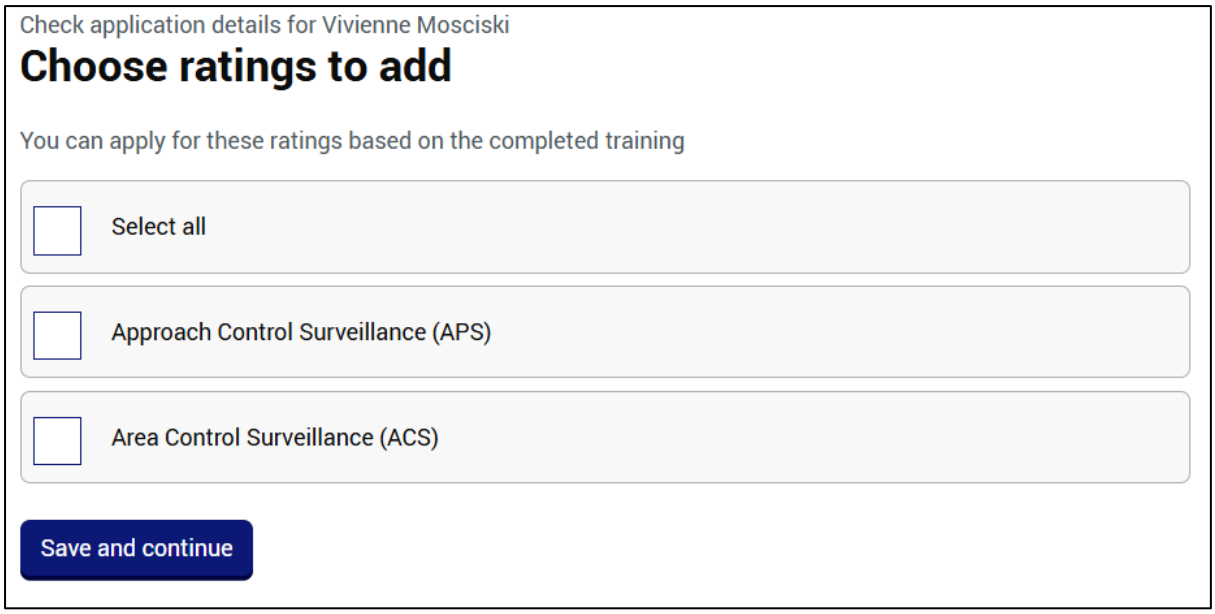
If no record is found, you won't be able to proceed with the application and will need to contact the Initial Training Organisation (ITO) to ensure the result has been reported to the CAA.

Check that a training course is showing for each rating you want to add to the Student ATCO licence and click on ‘**Continue to choose ratings**’.



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

Step 14. Select the rating(s) you want to be issued on the Student ATCO licence. You will only be shown ratings where the associated training course has been passed. Once your selection is made, click on '**Save and continue**'.

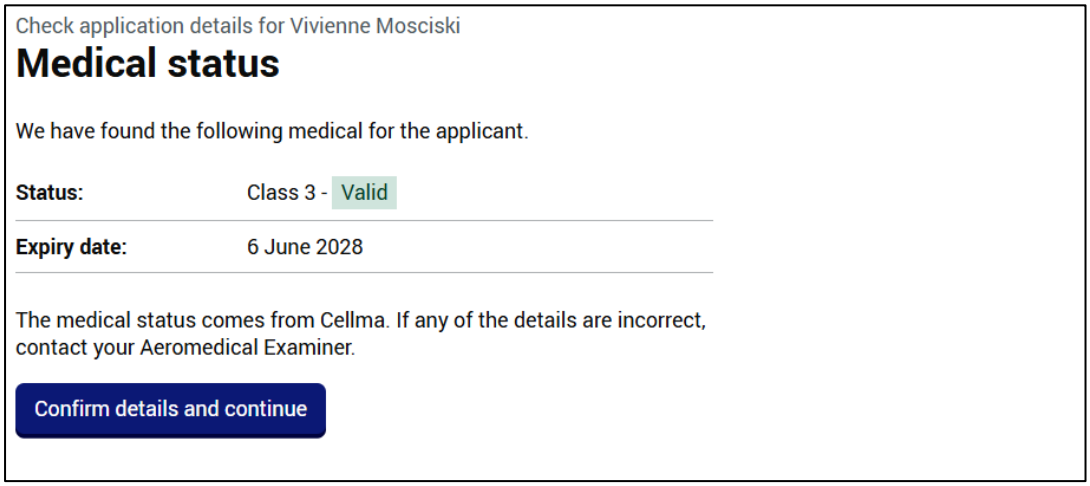


Step 15. You'll be navigated back to the task list and the 'Choose ratings' task will show as completed. Click on the '**Check medical status**' task.

Step 16. The system will look to Cellma for a Class 3 medical certificate. The most recent medical record will be pulled into the application.

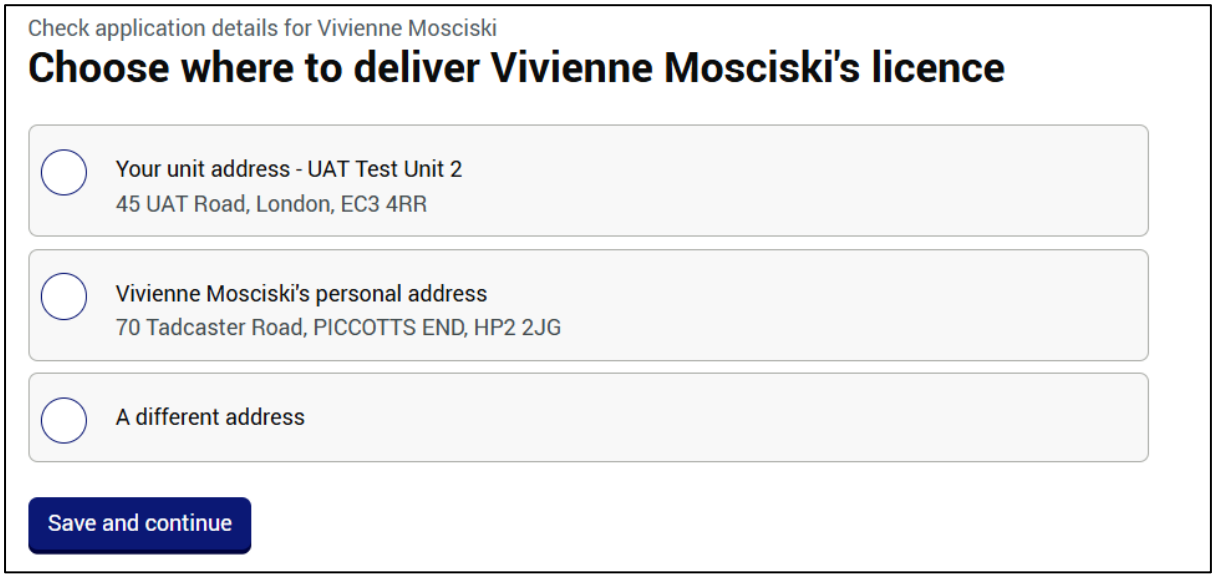
If no record is found or the medical is not valid, you will still be able to proceed with the application, but will receive a warning that the licence cannot be used until the medical is renewed.

If a valid Class 3 medical is found, the high-level information about that medical will be displayed so that you can check the information is correct. Review the information and click on '**Confirm details and continue**'.



Step 17. You'll be navigated back to the task list and the 'Check medical status' task will show as completed. Click on the '**Provide delivery details'** task.

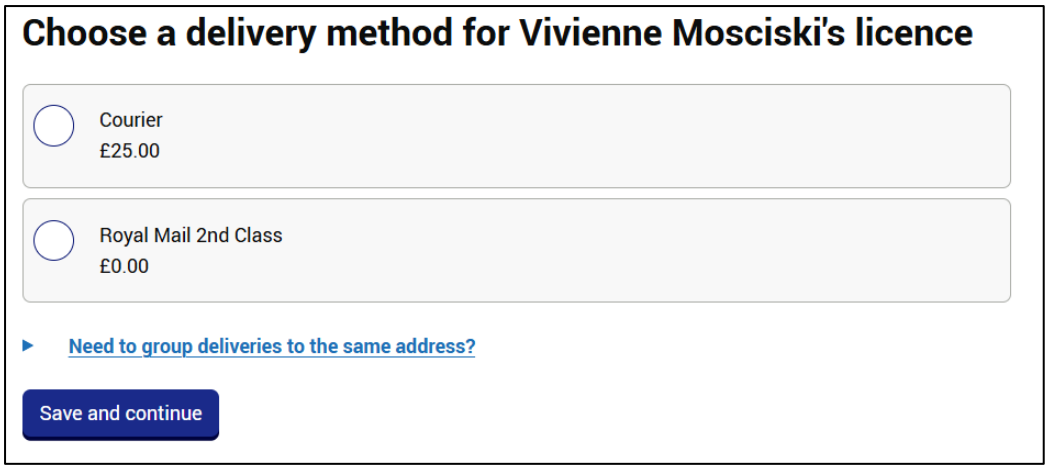
Step 18. Confirm where you want the licence to be delivered. You will be provided the option of your organisation address, the individual's home address, or to enter an alternative address. If you select 'A different address', you will be asked to enter the name of the recipient (in case it is not you, i.e. a company representative) and the address. Once a selection has been made, click on '**Save and continue**'.



Step 19: You'll be asked to confirm your preferred delivery method. Select whether you wish to have the licence sent to you using Royal Mail 2nd Class post (free of charge) or by Secure Courier (at an additional cost).

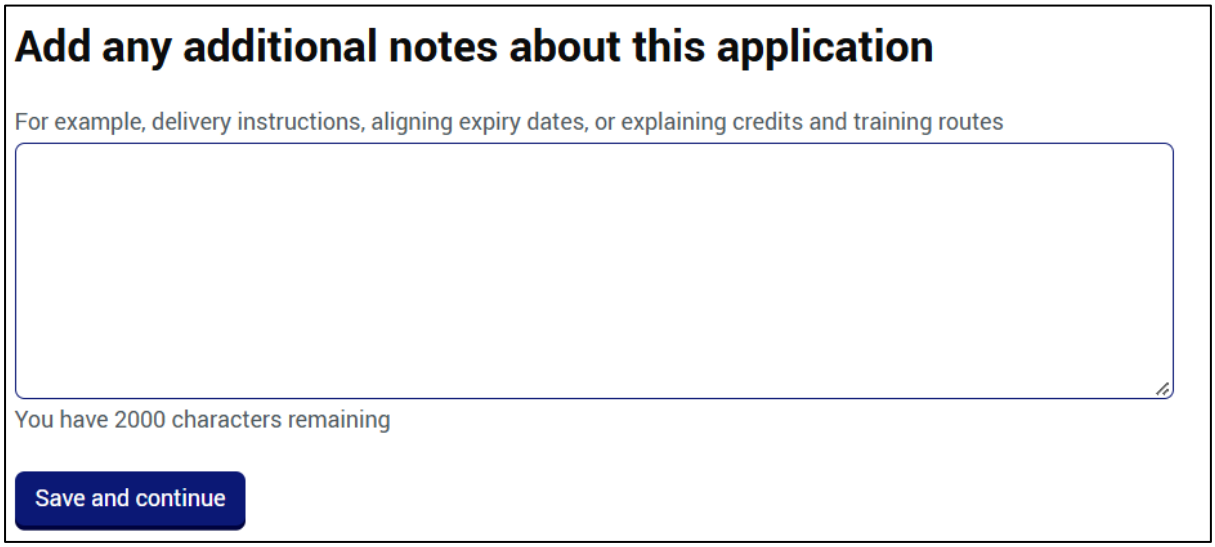
If your postal address is outside the UK, you will automatically be charged for Secure Courier to ensure safe delivery of the licence.

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



Step 20: You will be directed back to the task list and the 'Provide delivery details' task will now show as completed. You have now completed all the mandatory tasks for this application and section 2, '**Check your answers, pay and submit your application**', has now been unlocked.

Step 21: 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 the application to know.



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

You do not need to complete this task.

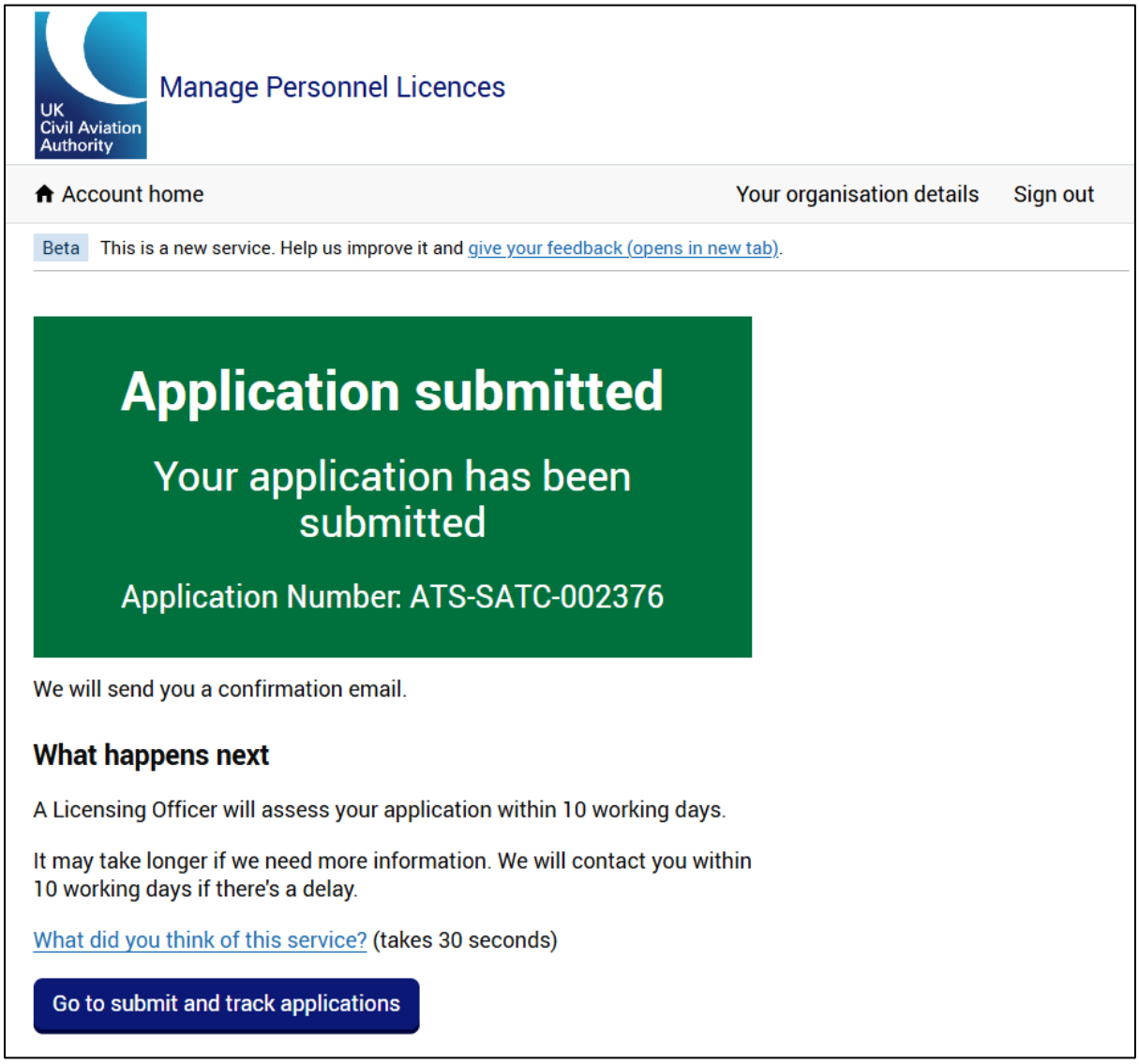
Step 22: Click on the '**Check your answers, pay and submit your application'** link. This will take you to a 'Check your Answers' page where you can review the application and make any changes required.

Step 23: Carefully review the application and then click on '**Confirm and submit'**.

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

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

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



A confirmation email will be sent to the team email address set in your organisation account and the applicant's personal email address.

You will both receive automated email updates as the application moves through the assessment process.

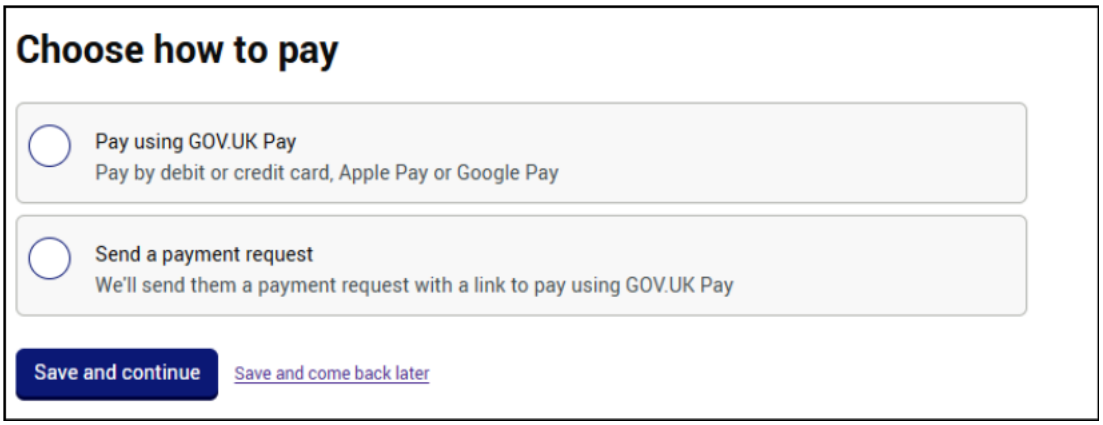
Clicking on the '**Go to submit and track applications'** button will return you to your applications page.

Making a payment

There are two payment options:

1. Pay Now using GovPay: you can make instant payment via debit card, credit card or Apple/Google pay
2. Sending a payment request to someone else, for example your finance department, to pay on your behalf. This option can also be utilised to pay by BACs.

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



Pay Now using GovPay

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

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

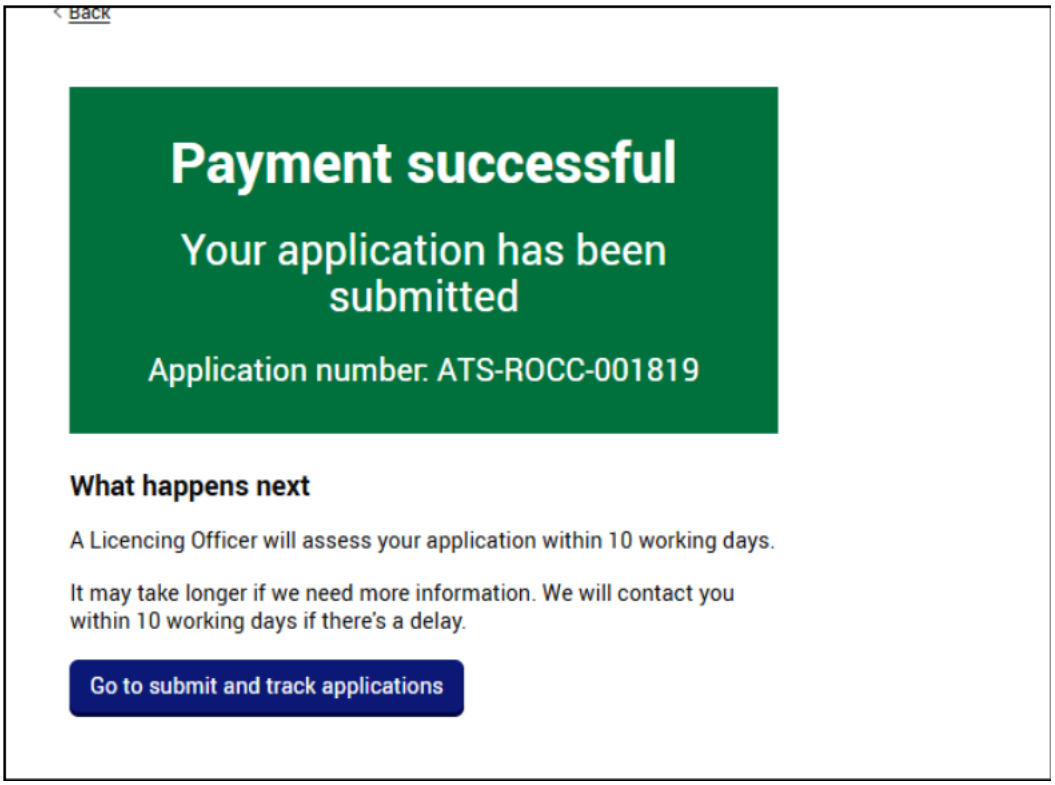
If you want to pay using your digital wallet, click on the Apple or Google buttons.

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

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

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

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



A confirmation email will be sent to the team email address set in your organisation account and the applicant's personal email address.

You will both receive automated email updates as the application moves through the assessment process.

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

Sending a payment request to someone else

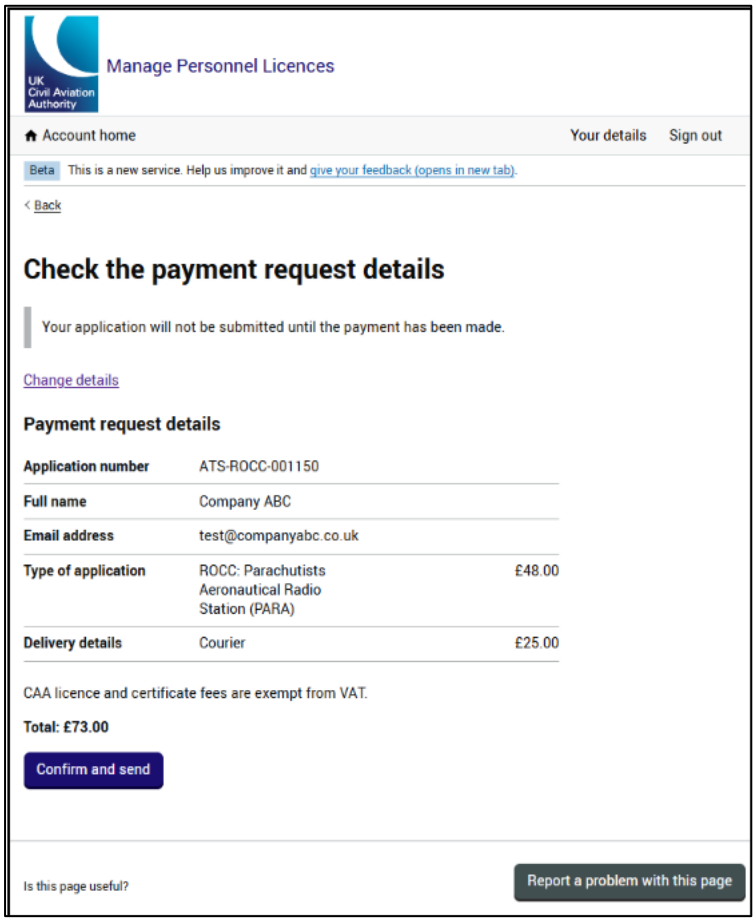
You can direct payment to someone else, for example your finance department or senior manager.

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

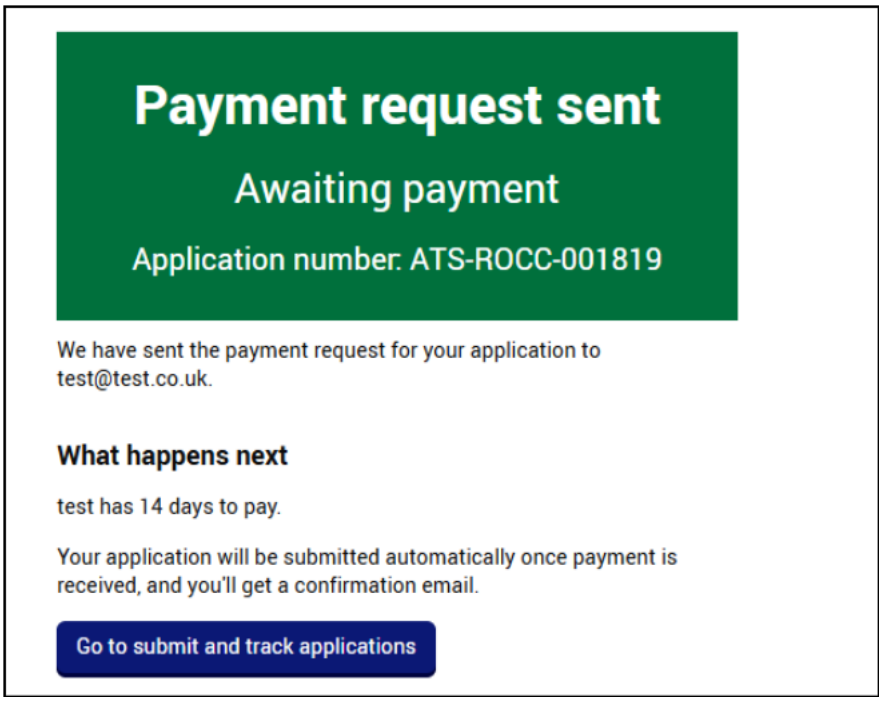
Step 2: Enter the full name or company name and email address of the payer in the provided text boxes then click '**Save and continue'.**



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



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



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

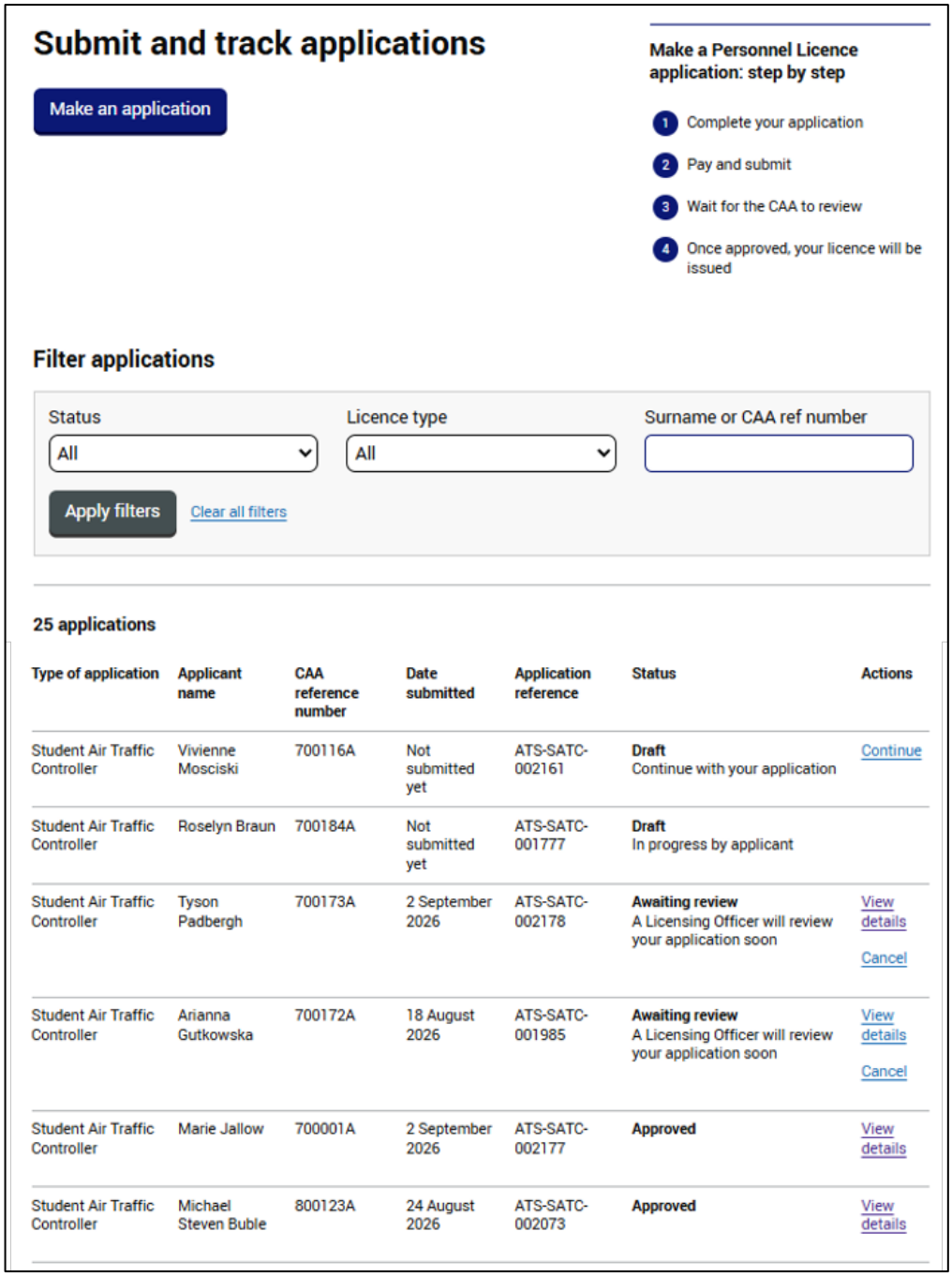
From the day of receiving the email, they will have 14 days to complete the payment. The payer can generate another payment link if the first one expires. They will receive an email with instructions on how to do this when the payment link expires.

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

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

Viewing submitted applications and tracking progress

Clicking on the '**Submit and track applications'** tile from your homepage will take you to a list of all your previously submitted applications, providing a single location to review and track their progress. Here you will see applications submitted by anyone in your organisation and the individual licence holder themselves.



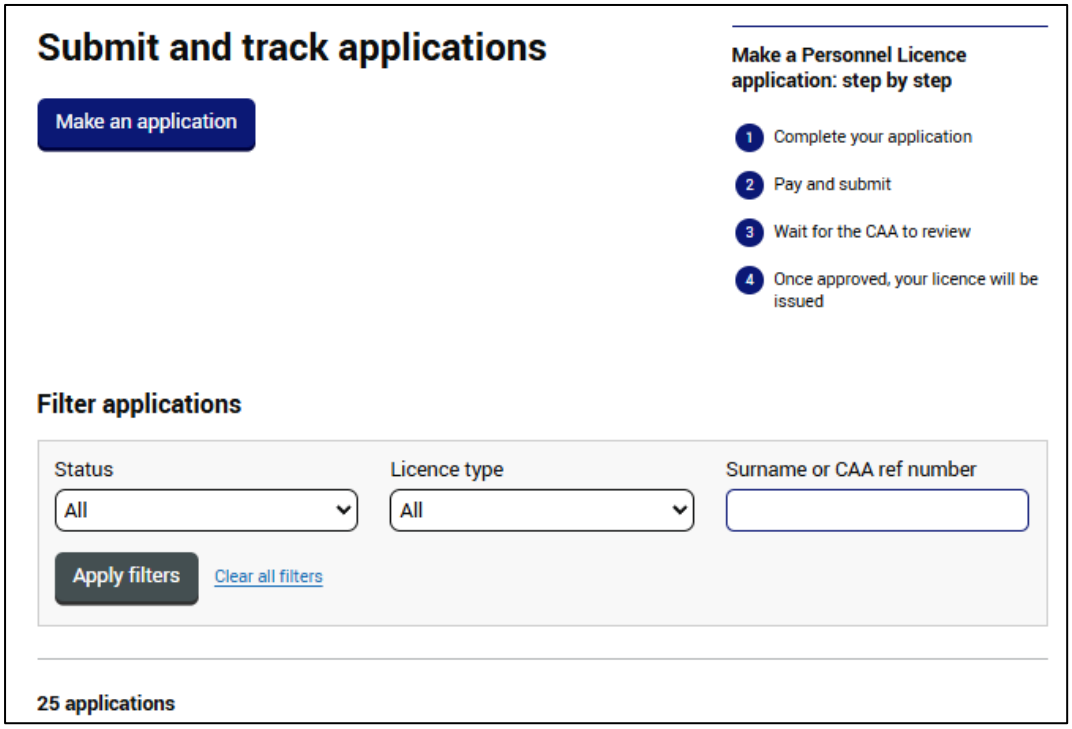
The status column shows the current status of each application. You will also receive automated email updates as the application moves through the assessment process.

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

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

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

You can filter the list of applications by application status and / or licence type. You can also use the search box to search for a specific application by entering the applicant's surname or CAA reference number and clicking 'Apply filters'.

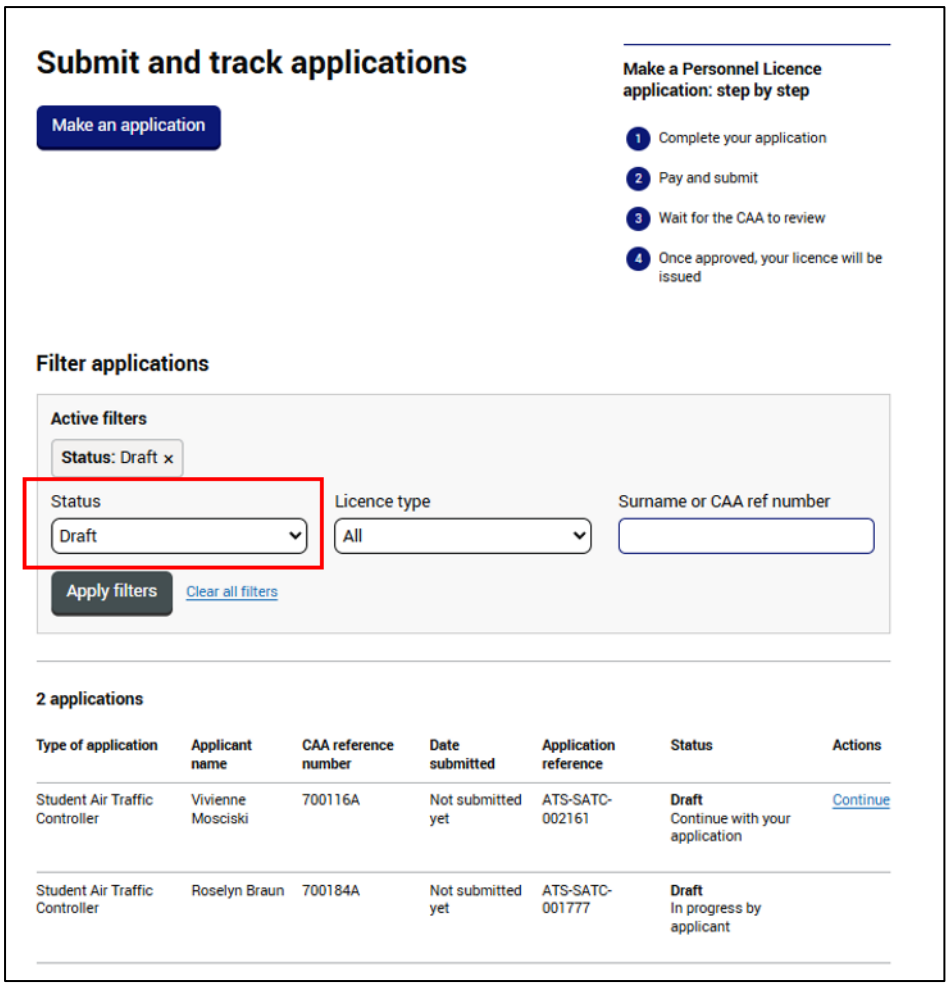


Draft applications

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'** area.

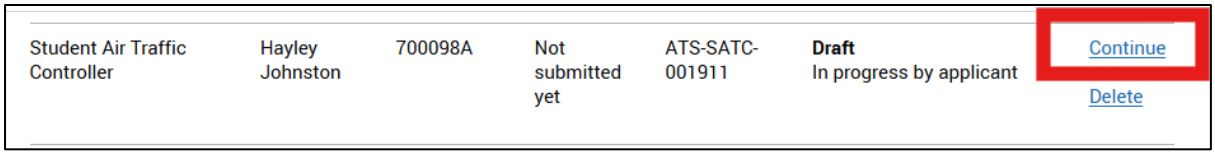
Click on '**Submit and track applications'** on your homepage.

You can filter applications by status. Selecting the 'Draft' status and clicking 'Apply filters' will show you only those applications that are still in draft.

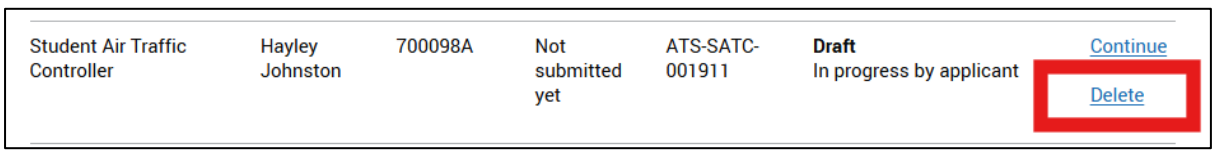


Alternatively, you can search for your draft application by entering the applicant's surname or CAA reference number into the search box and clicking 'Apply filters'.

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



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



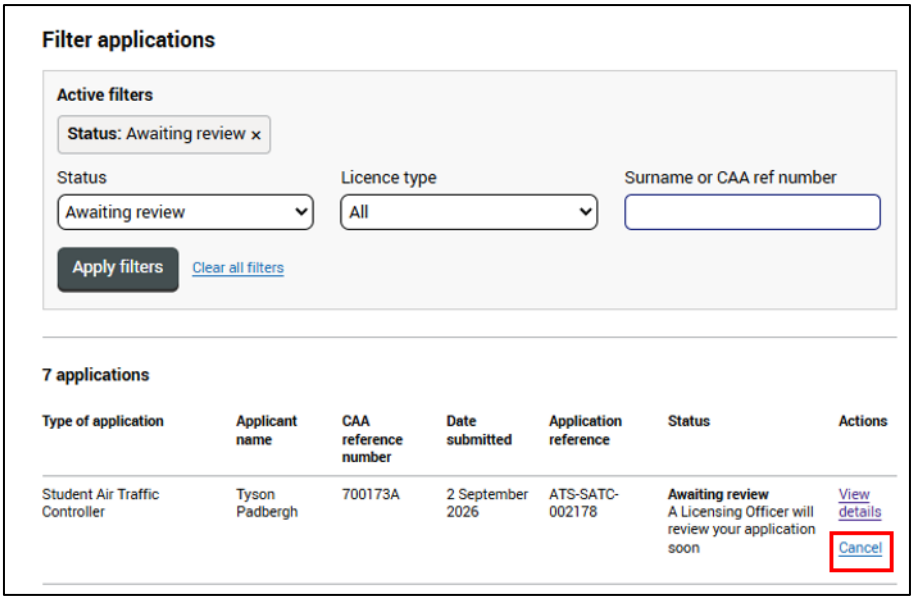
Please note, you cannot take over a draft application that has been created by the applicant themselves. However you can view and track it here.

Cancelling an application

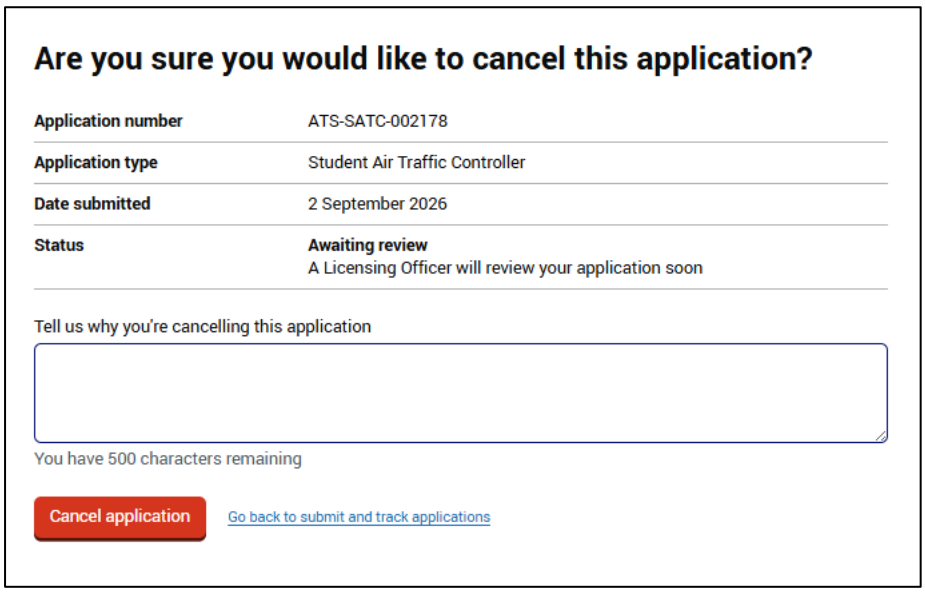
You can cancel a submitted application and receive a refund at any time *before* the CAA begins its assessment.

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

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



You will be asked to confirm you want to cancel and provide a reason.



Enter a cancellation reason and click the '**Cancel application'** button.

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

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

CAA Support

Contact the CAA

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

Email: ats.licensing@caa.co.uk

Telephone: 0330 022 1972

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

Reporting technical issues

There is a grey ‘report a problem with this page’ button at the bottom of each page. This can be used to log a problem with that page such as a technical issue or a usability issue such as something not being clear.

The CAA wont reply directly to this feedback, so please contact us by email instead if you require assistance.

