

Manage Personnel Licences Service External User Guide: Organisations



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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. 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

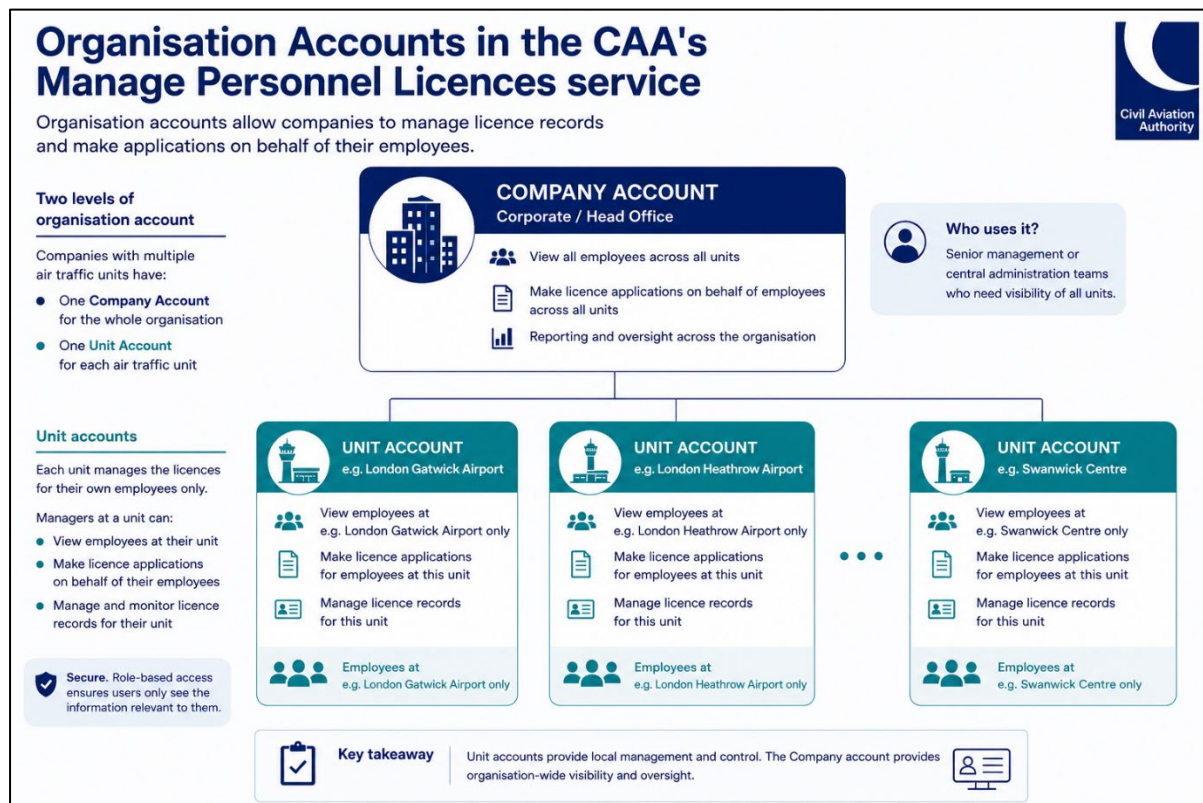
There are two types of organisation accounts in the Manage Personnel Licences service: Unit accounts and Company accounts.

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.

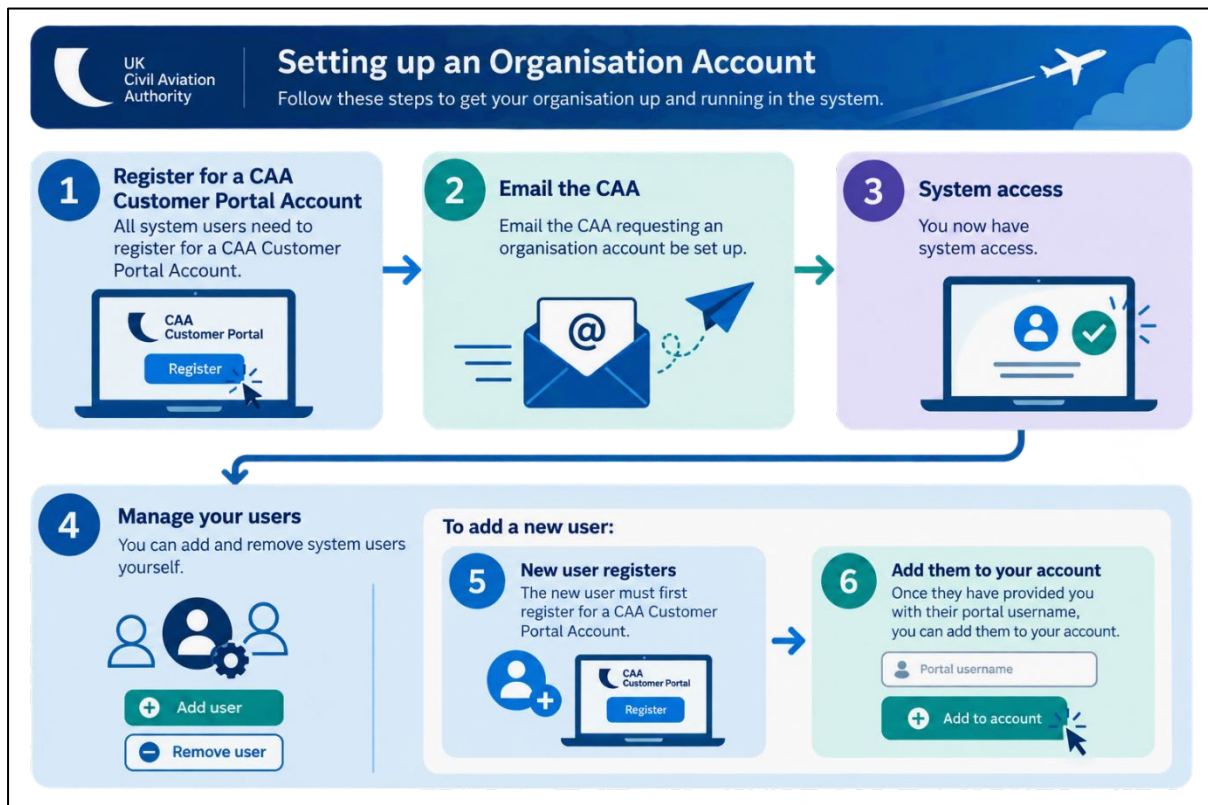
If you would like to request an organisation account that your team can use to manage employees' licences and applications, please send an email to customerportalsupport@caa.co.uk with the subject line: 'Request for an organisation account in the Manage Personnel Licences service'.

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.



Manage Personnel Licences

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

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

[< Back](#)

You are not currently associated to an organisation

To access this service, your portal account must be linked to an organisation account

Contact your organisation to ask them to add you. They'll need to log in to the organisation account and add you as a team member.

[Return to Your Services](#)

[Report a problem with this page](#)

[Terms and Conditions](#)
[Privacy Policy](#)
[Accessibility](#)

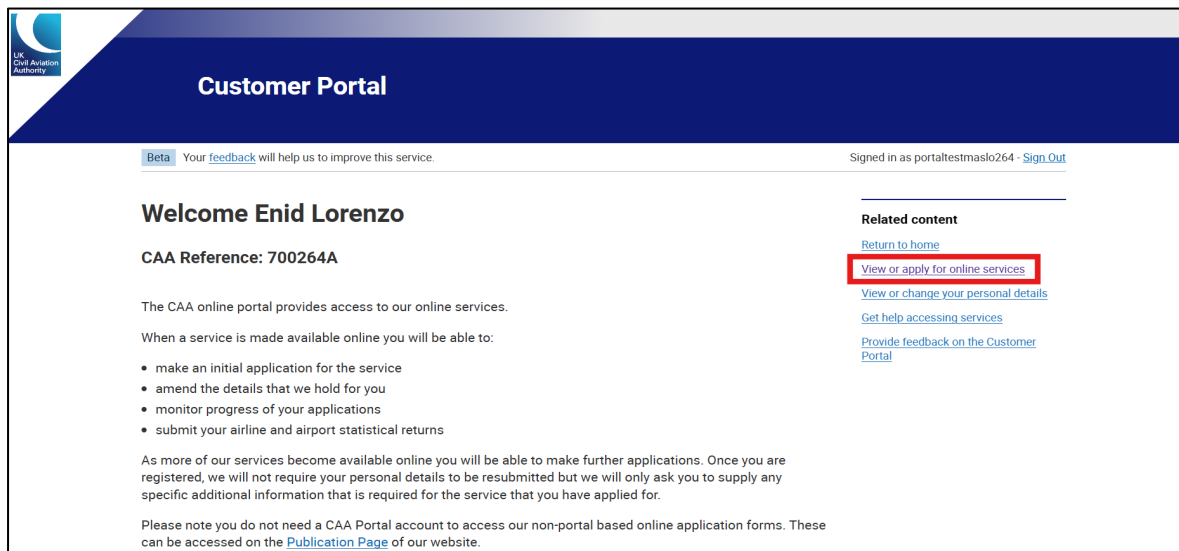
© 2026 Civil Aviation Authority

Logging In

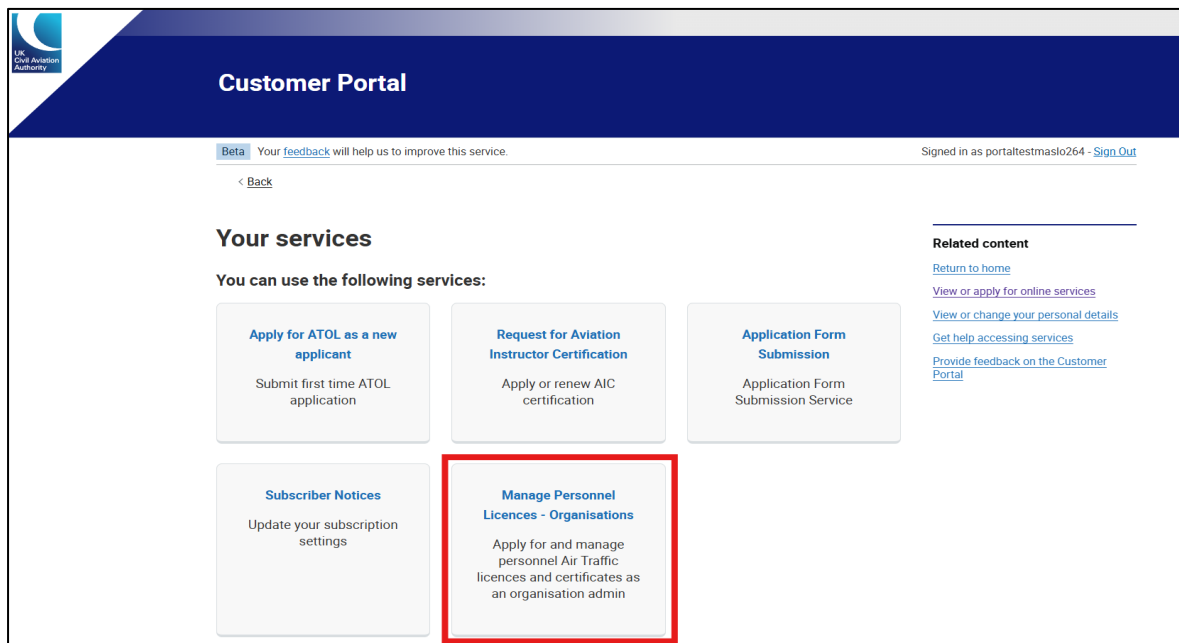
To access the Manage Personnel Licences service, follow these simple steps.

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.

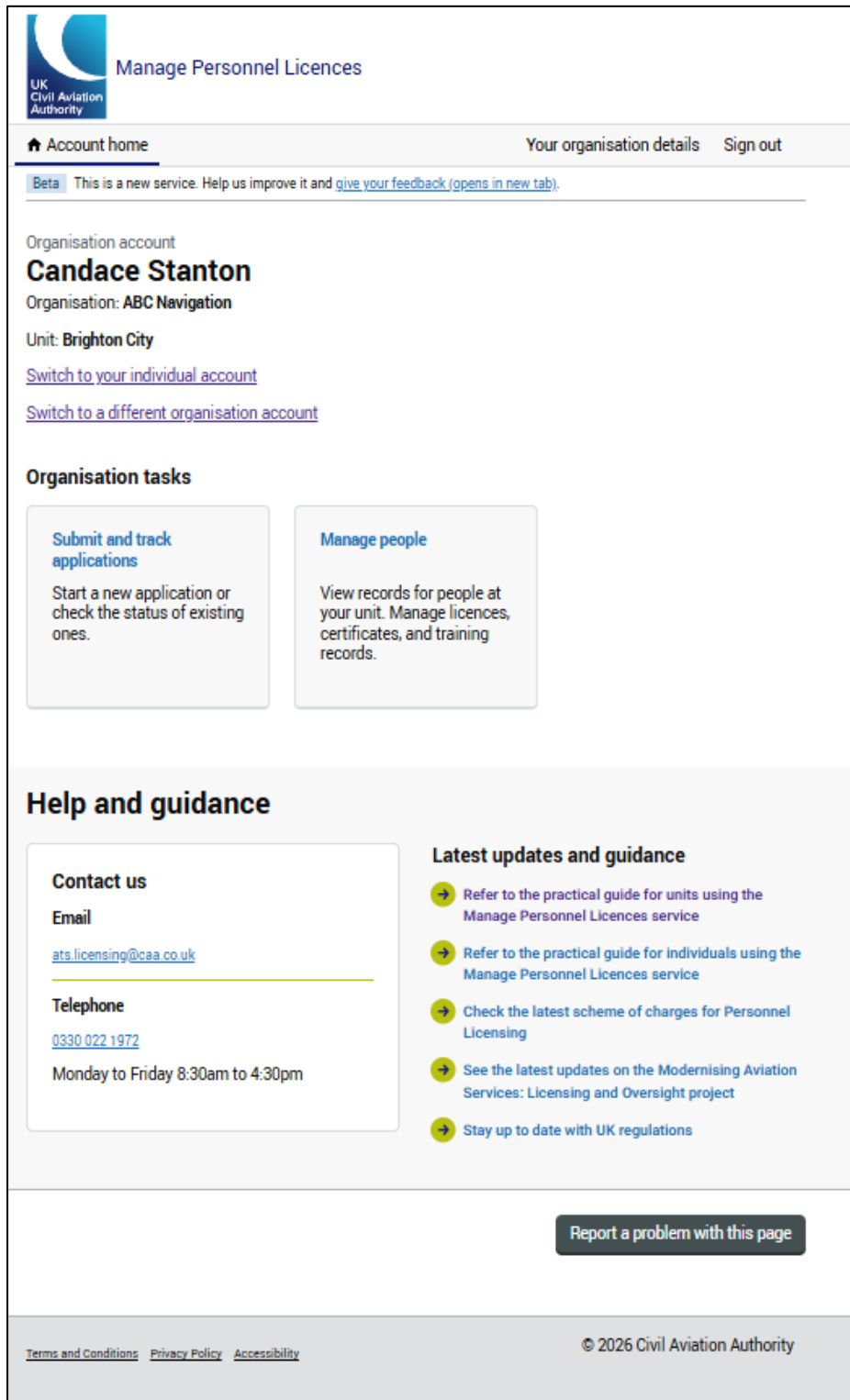


And you're in!

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.



The screenshot shows the 'Manage Personnel Licences' account homepage. At the top left is the UK Civil Aviation Authority logo. The main header includes 'Account home', 'Your organisation details', and 'Sign out'. A beta notice states: 'Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#).' The user's account information is displayed: 'Organisation account Candace Stanton', 'Organisation: ABC Navigation', and 'Unit: Brighton City'. There are links to 'Switch to your individual account' and 'Switch to a different organisation account'. Under 'Organisation tasks', there are two main buttons: 'Submit and track applications' (with subtext: 'Start a new application or check the status of existing ones.') and 'Manage people' (with subtext: 'View records for people at your unit. Manage licences, certificates, and training records.'). The 'Help and guidance' section includes a 'Contact us' box with email (ats.licensing@caa.co.uk) and telephone ([0330 022 1972](tel:03300221972)) details, and a list of 'Latest updates and guidance' with five items: 'Refer to the practical guide for units using the Manage Personnel Licences service', 'Refer to the practical guide for individuals using the Manage Personnel Licences service', 'Check the latest scheme of charges for Personnel Licensing', 'See the latest updates on the Modernising Aviation Services: Licensing and Oversight project', and 'Stay up to date with UK regulations'. A 'Report a problem with this page' button is located at the bottom right. The footer contains links for 'Terms and Conditions', 'Privacy Policy', and 'Accessibility', along with the copyright notice '© 2026 Civil Aviation Authority'.

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.

The screenshot shows the 'Manage Personnel Licences' interface for the UK Civil Aviation Authority. The header includes the logo and the title 'Manage Personnel Licences'. Below the header, there is a navigation bar with 'Account home' and 'Your organisation details' (highlighted with a callout). A 'Sign out' link is also present. A beta notice states: 'Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#).' The main content area is titled 'Organisation account' and displays the user's name 'Candace Stanton', their organisation 'ABC Navigation', and their unit 'Brighton City'. There are two links: 'Switch to your individual account' and 'Switch to a different organisation account'. Below this, the 'Organisation tasks' section contains two tiles: 'Submit and track applications' and 'Manage people'. Callouts provide detailed instructions for each: the 'Submit and track applications' tile allows users to start new applications, check existing ones, and track their status; the 'Manage people' tile allows users to view and manage employee records, including medical status, language proficiency, training, and licences. A third callout points to the 'Your organisation details' link, explaining that it is used to update the organisation manager, notification email, and team members.

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.

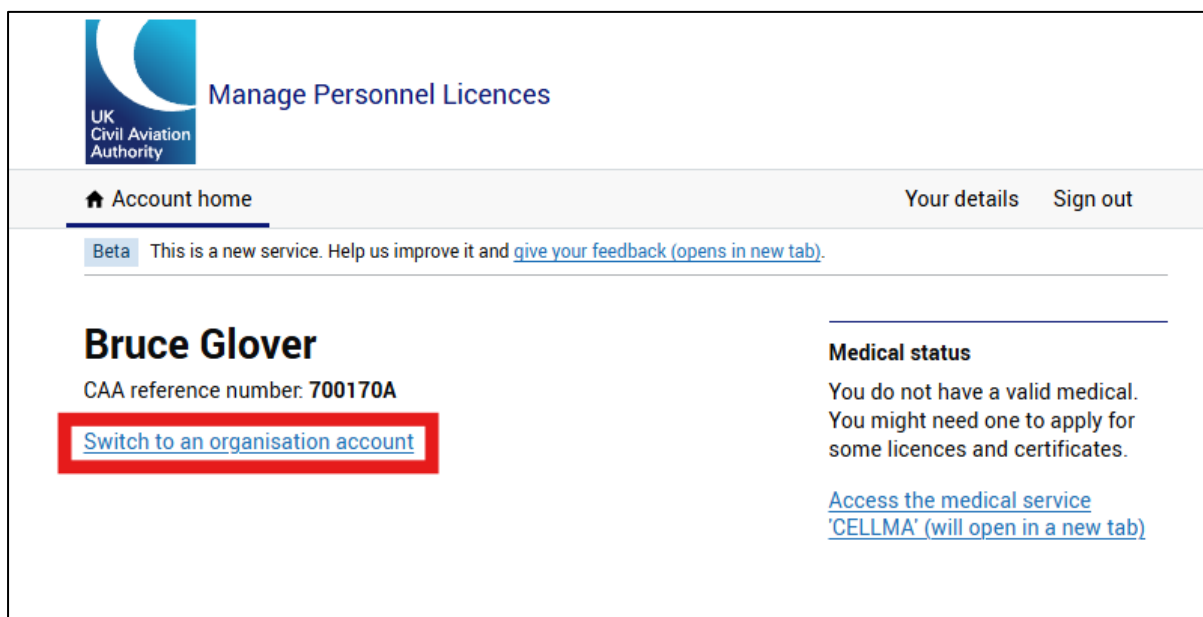
By switching between accounts, you can:

- 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'



UK Civil Aviation Authority **Manage Personnel Licences**

Account home Your details Sign out

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

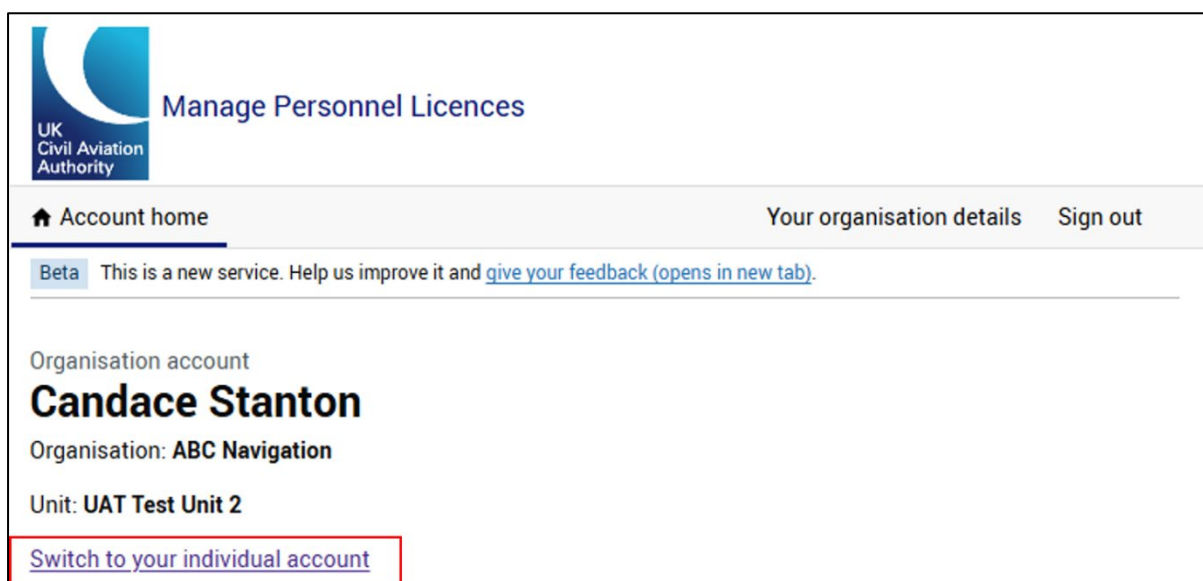
Bruce Glover
CAA reference number: 700170A

[Switch to an organisation account](#)

Medical status
You do not have a valid medical. You might need one to apply for some licences and certificates.

[Access the medical service 'CELLMA' \(will open in a new tab\)](#)

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



UK Civil Aviation Authority **Manage Personnel Licences**

Account home Your organisation details Sign out

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Organisation account
Candace Stanton
Organisation: ABC Navigation
Unit: UAT Test Unit 2

[Switch to your individual account](#)

Managing your organisation account

Adding team members

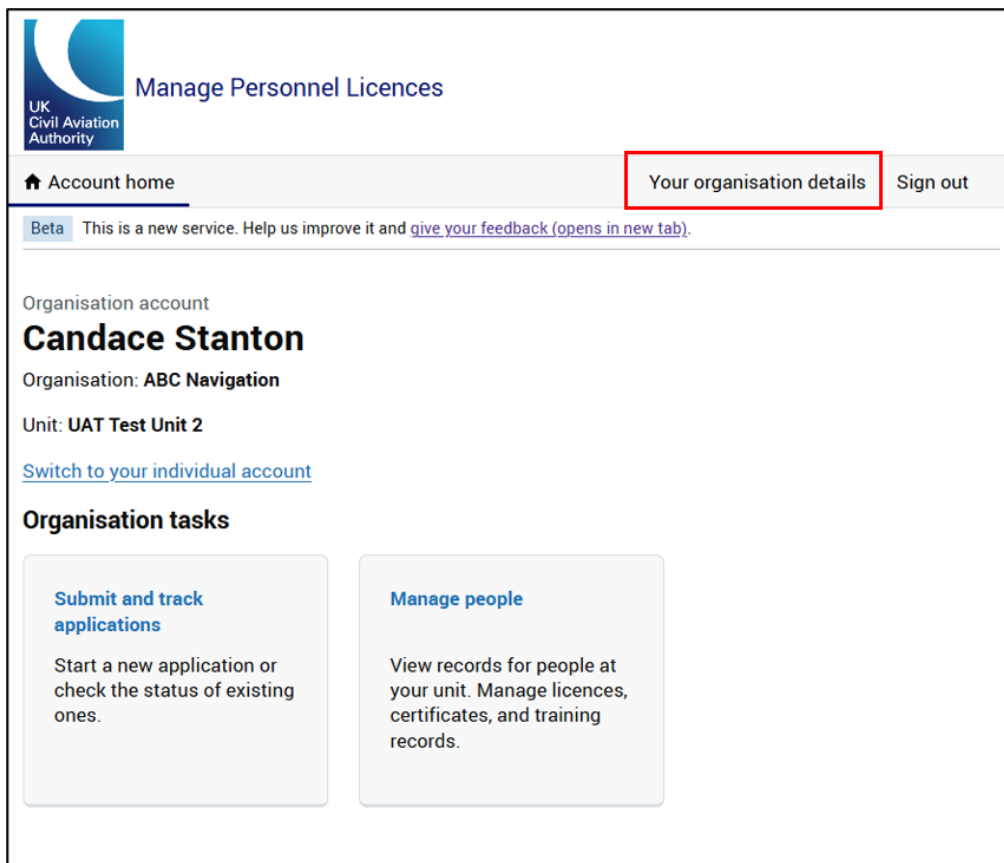
A team member is someone who can log in to your organisation account to carry out tasks on behalf of the organisation, such as submitting licence applications and viewing licence records. You can add new team members to your account at any time.

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.



The screenshot shows the 'Manage Personnel Licences' portal interface. At the top left is the UK Civil Aviation Authority logo. The main header is 'Manage Personnel Licences'. Below this is a navigation bar with three tabs: 'Account home', 'Your organisation details' (which is highlighted with a red box), and 'Sign out'. Below the navigation bar is a beta notice: 'Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#)'. The main content area is titled 'Organisation account' and displays the name 'Candace Stanton'. Below the name, it shows 'Organisation: ABC Navigation' and 'Unit: UAT Test Unit 2'. There is a link to 'Switch to your individual account'. Under the heading 'Organisation tasks', there are two cards. The first card is titled 'Submit and track applications' and contains the text 'Start a new application or check the status of existing ones.' The second card is titled 'Manage people' and contains the text 'View records for people at your unit. Manage licences, certificates, and training records.'

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


Manage Personnel Licences

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

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

Your organisation details

Company name	ABC Navigation	
Unit name	UAT Test Unit 2	
Organisation team email address	email@TestUnit.co.uk	Change
Organisation manager details	Joe Bloggs example@email.com	

Team members

You have not added any team members.

[Add team members](#)


Manage Personnel Licences

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

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Your organisation details

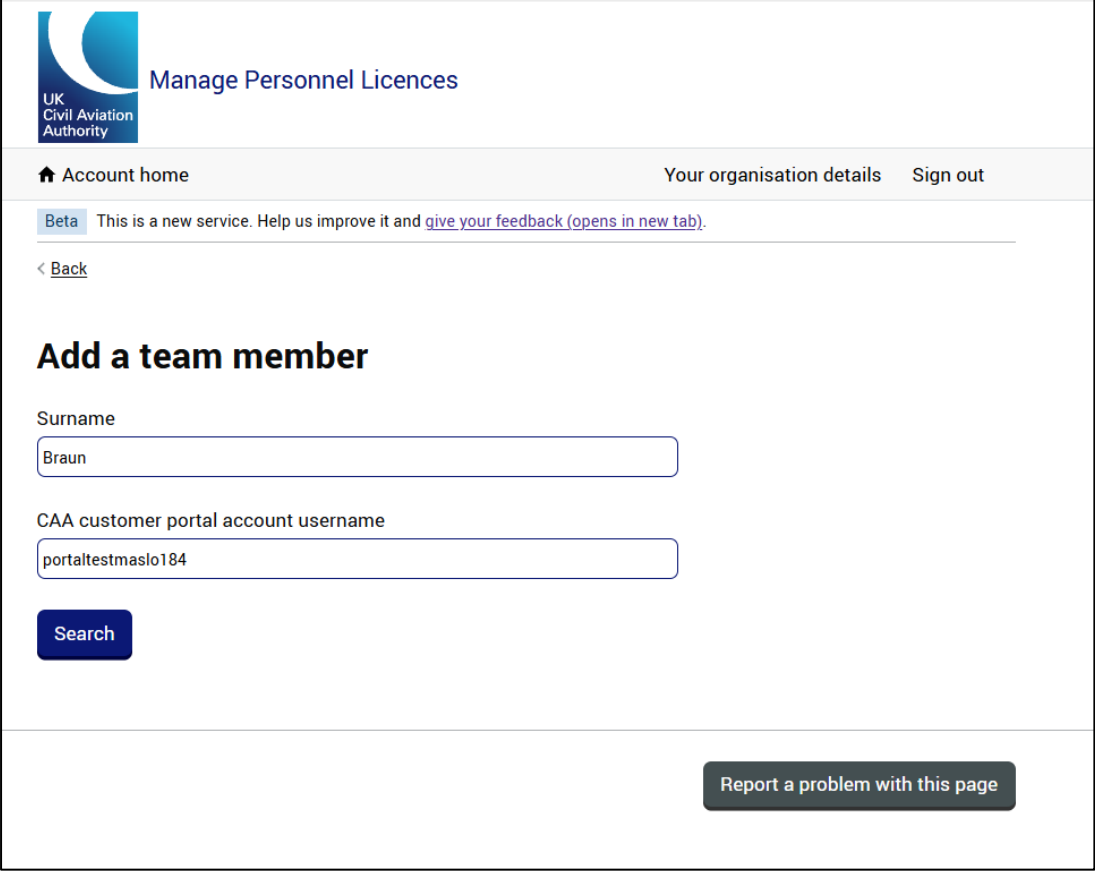
Company name	ABC Navigation	
Unit name	UAT Test Unit 2	
Organisation team email address	email@TestUnit.co.uk	Change
Organisation manager details	Joe Bloggs example@email.com	

Team members

[Add another team member](#)

Name	Email	Action
Adolph Fahey	portaltestmaslo105@putsbox.com	Remove
Annamarie Larson	portaltestmaslo25@putsbox.com	Remove

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



UK Civil Aviation Authority

Manage Personnel Licences

Account home Your organisation details Sign out

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[< Back](#)

Add a team member

Surname

CAA customer portal account username

Search

[Report a problem with this page](#)

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**'.



Manage Personnel Licences

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

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

[< Back](#)

Match found

Name	Roselyn Braun	
Username	portaltestmaslo184	Search again

Once added, team members will be able to:

- view personal and licence information for individuals in the organisation
- add training records
- apply for licences and certificates on behalf of others

[Add team member](#)

[Report a problem with this page](#)

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.



Manage Personnel Licences

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

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

Success

Roselyn Braun has been added to your organisation.

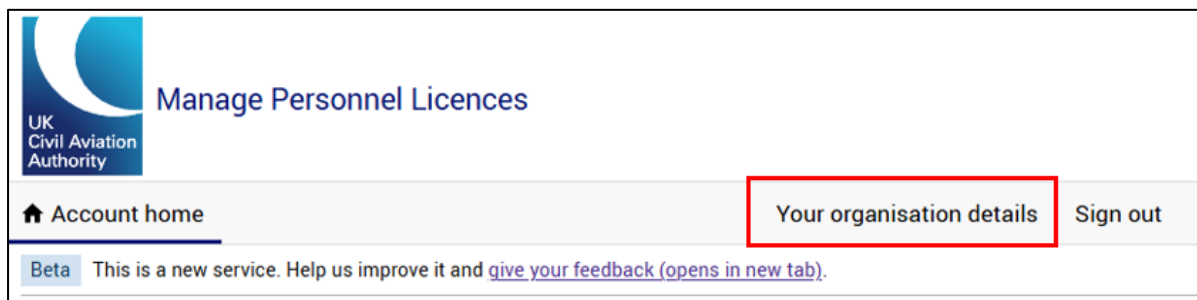
They'll receive an email confirming they've been added and can now access the service.

Your organisation details

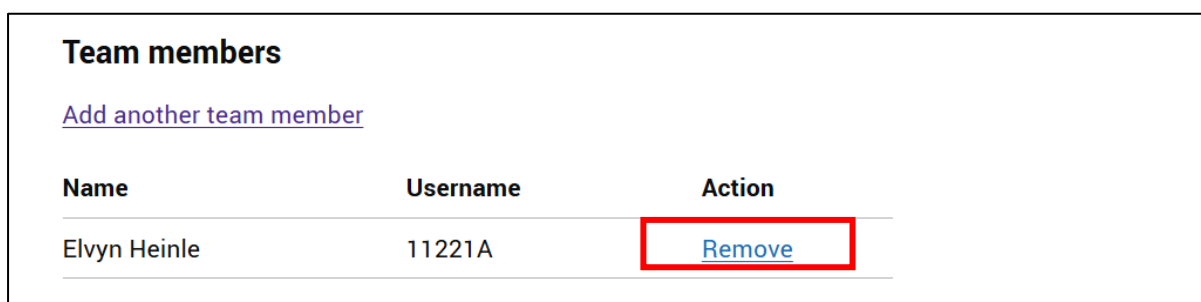
Removing team members

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.



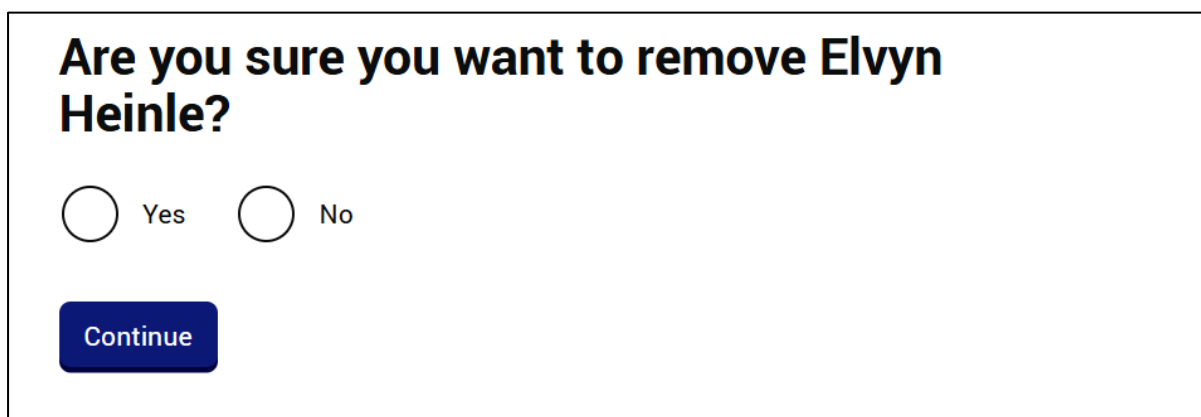
In the **Team members** section, there will be a **'Remove'** link next to each name to remove them as a team member.



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.

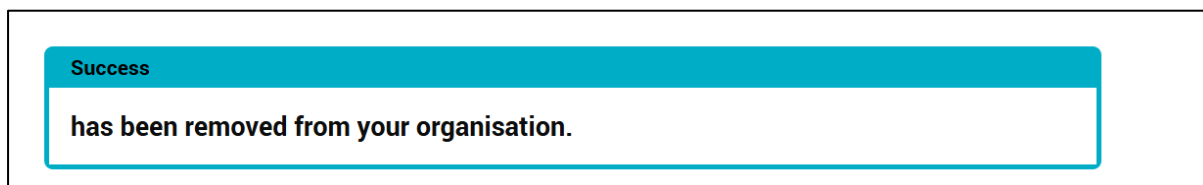
Find the person you wish to remove and click on the **'Remove'** link.

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**.

 A screenshot of the 'Manage Personnel Licences' web application. The header shows the UK Civil Aviation Authority logo and the title 'Manage Personnel Licences'. A navigation bar includes 'Account home', 'Your organisation details' (active), and 'Sign out'. A beta notice is present. The main section is titled 'Your organisation details' and contains a form with the following fields:

Company name	ABC Navigation	
Unit name	UAT Test Unit 2	
Organisation team email address	email@TestUnit.co.uk	Change
Organisation manager details	Joe Bloggs example@email.com	Change

 The 'Change' link for 'Organisation manager details' is highlighted with a red box. Below the form is a section titled 'Team members'.

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

**Manage Personnel Licences**

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

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[< Back](#)

Change organisation manager

Select who is the organisation manager

☐ Celia Test

☒ Enid Lorenzo

☐ Franz Feil

☐ Marjolaine Brown

☐ Timmy Bayer

☐ Vergie Trantow

☐ Warren Torphy

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.

**Manage Personnel Licences**

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

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

Success
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.

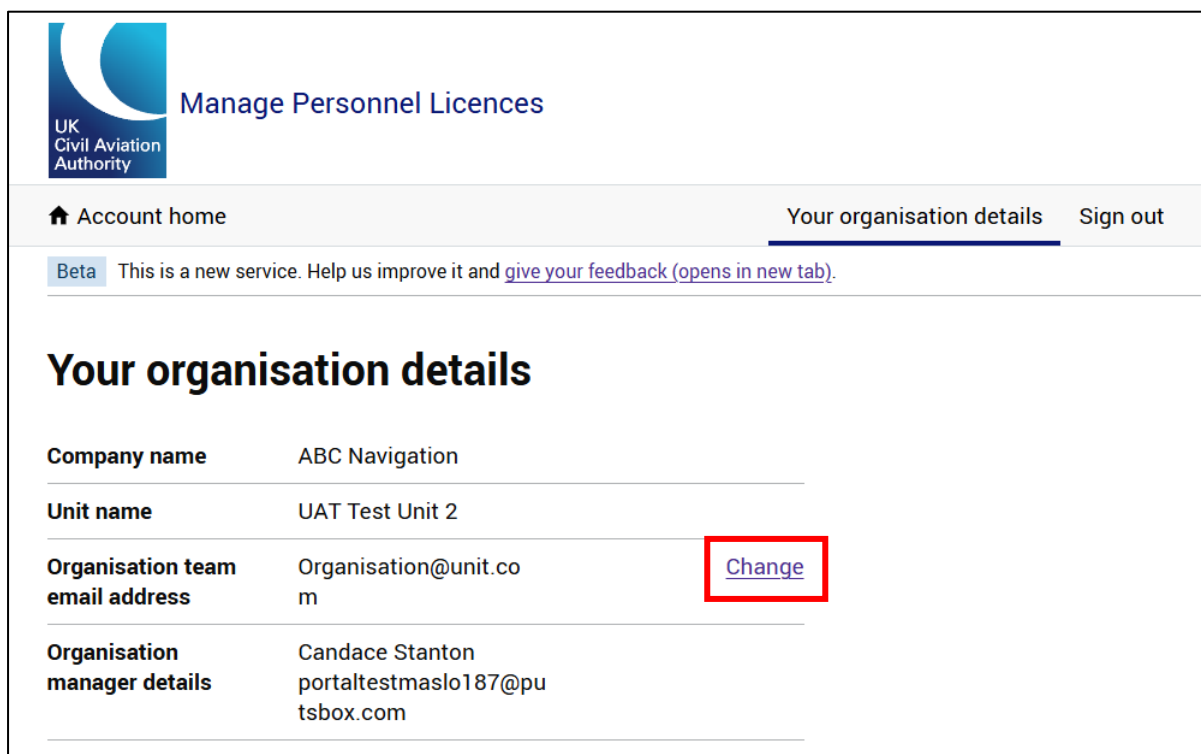
We recommend using a shared team email address that is accessible to all relevant team members, rather than an individual's email address.

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



The screenshot shows the 'Manage Personnel Licences' page. The header includes the UK Civil Aviation Authority logo and the title 'Manage Personnel Licences'. The navigation bar has 'Account home', 'Your organisation details' (selected), and 'Sign out'. A beta notice is present: 'Beta This is a new service. Help us improve it and [give your feedback \(opens in new tab\)](#).' The main section is titled 'Your organisation details' and contains a table of information:

Company name	ABC Navigation
Unit name	UAT Test Unit 2
Organisation team email address	Organisation@unit.co m Change
Organisation manager details	Candace Stanton portaltestmaslo187@pu tsbox.com

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

Account home

Your organisation details

Sign out

Beta

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

< Back

Enter a new team email address

This email address will receive all automated emails from the system, such as confirmation of application submission, application status updates, and organisation membership requests.

Organisation team email address

ExampleOrganisation@example.com

Confirm organisation team email address

ExampleOrganisation@example.com

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

UK Civil Aviation Authority

Manage Personnel Licences

Account home

Your organisation details

Sign out

Beta

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

Success

Organisation team email address has been updated.

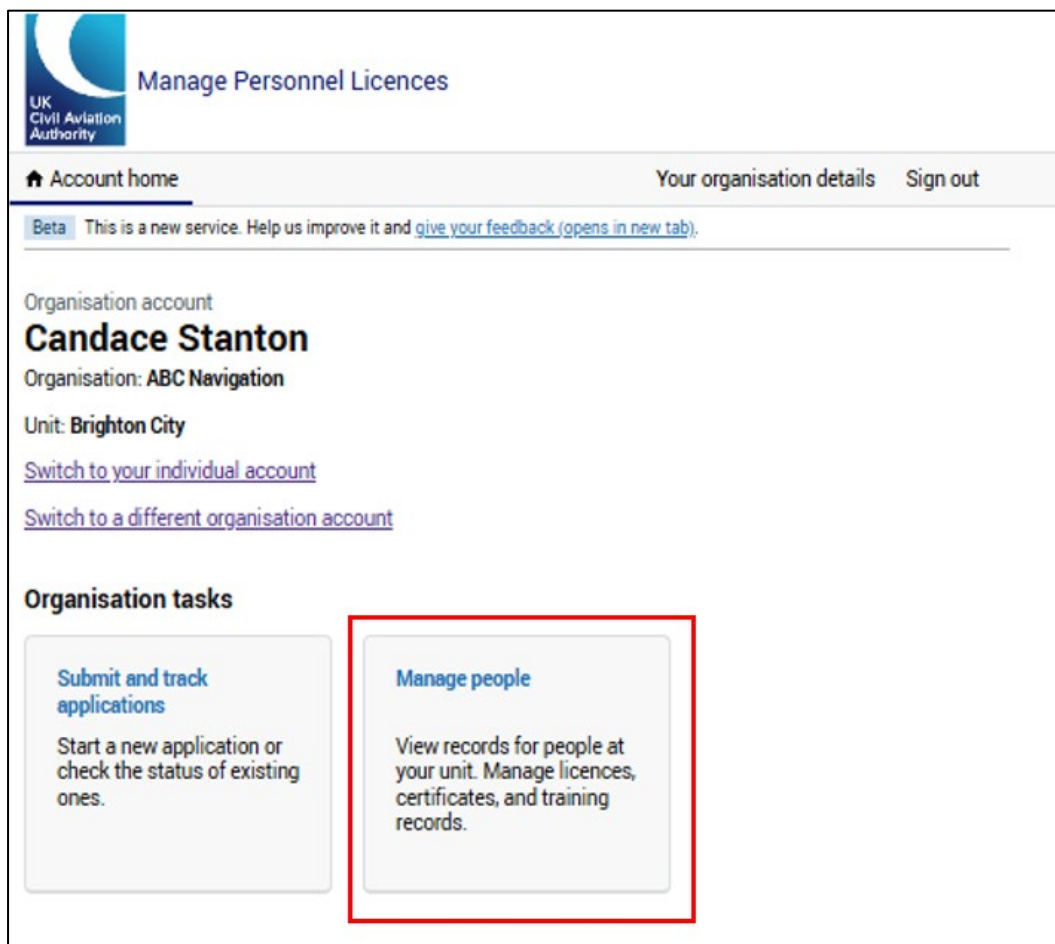
Adding licence holders to your organisation account

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.

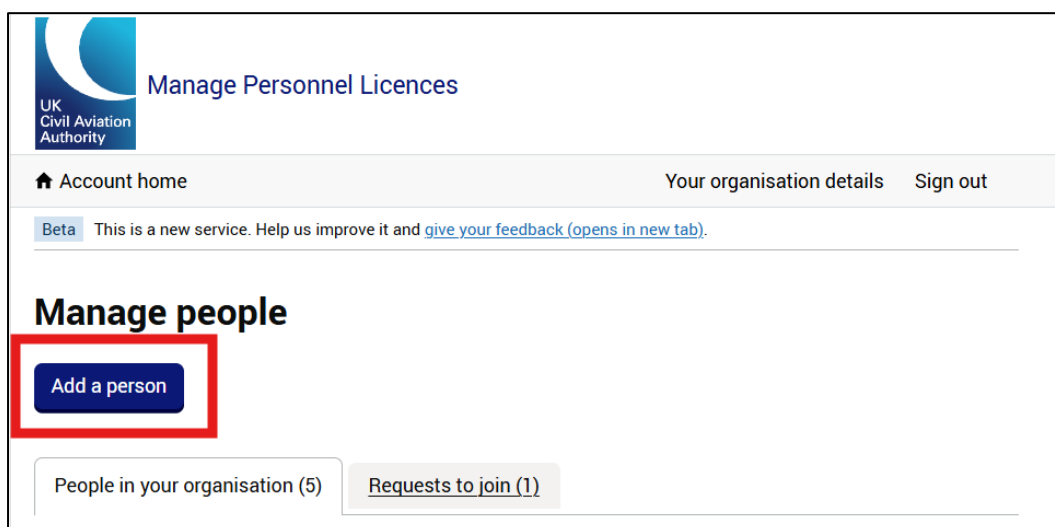
Once an individual has accepted your invitation to join, you will be able to access a consolidated view of their air traffic licensing records.

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.

Account home Your organisation 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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Add a person

Surname

Candy

CAA Reference Number

25522b

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

Search

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.

Account home Your organisation details Sign out

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

[< Back](#)

No match found

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

Surname	Candie
CAA Reference Number	25522b

Search again

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



Manage Personnel Licences

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

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[< Back](#)

Match found

[Check details](#)
[Search again](#)

Name	Gabbie Candy
CAA Reference Number	25522B

Add

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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.



Manage Personnel Licences

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

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Success

Gabbie Candy has been invited to join your organisation.

Once they accept, you will be able to view their data, add training records, and apply for licences on their behalf.

Manage people

Add a person

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.

Success

Monika Drimbaite has been invited to join your organisation.

They will receive an email explaining what personal data will be shared with your organisation and asking them to accept or decline the invitation.

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

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.

People in your organisation						
Find a person						
Search by surname or CAA reference number						
Sort people						
Showing 3 people						
Name	CAA reference number	Medical status	English Language Proficiency	Expiring privileges	Status	Actions
Winfield Schowalter	700095A	Not added yet	Not added yet	Not added yet	Awaiting acceptance	Resend invite Remove
Celine Little	315315A	Class 3 Valid Expiry date: 31 December 2026	Level 6 Valid	No privileges expiring soon	Joined 29 July 2026	Manage licences and records
Andre Daugherty	700183A	Class 3 Expiring soon Expiry date: 29 August 2026	Level 4 Expiring soon Expiry date: 30 August 2026	No privileges expiring soon	Joined 29 July 2026	Manage licences and records

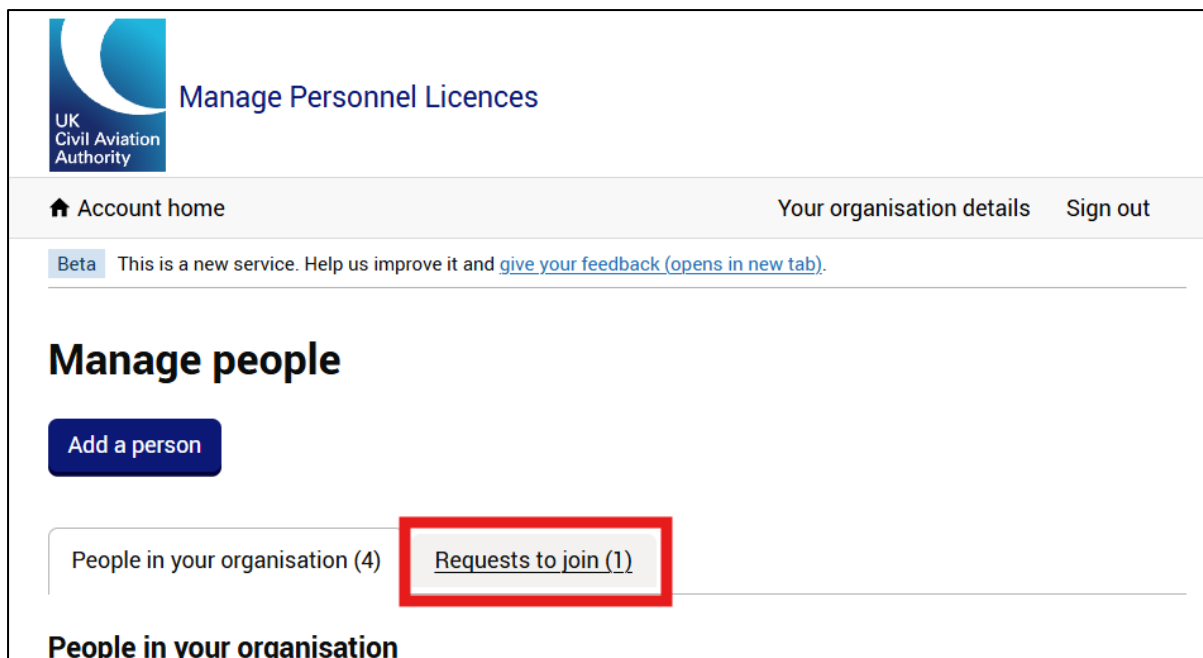
Responding to requests to join your organisation

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.



UK Civil Aviation Authority

Manage Personnel Licences

Account home Your organisation details Sign out

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

Manage people

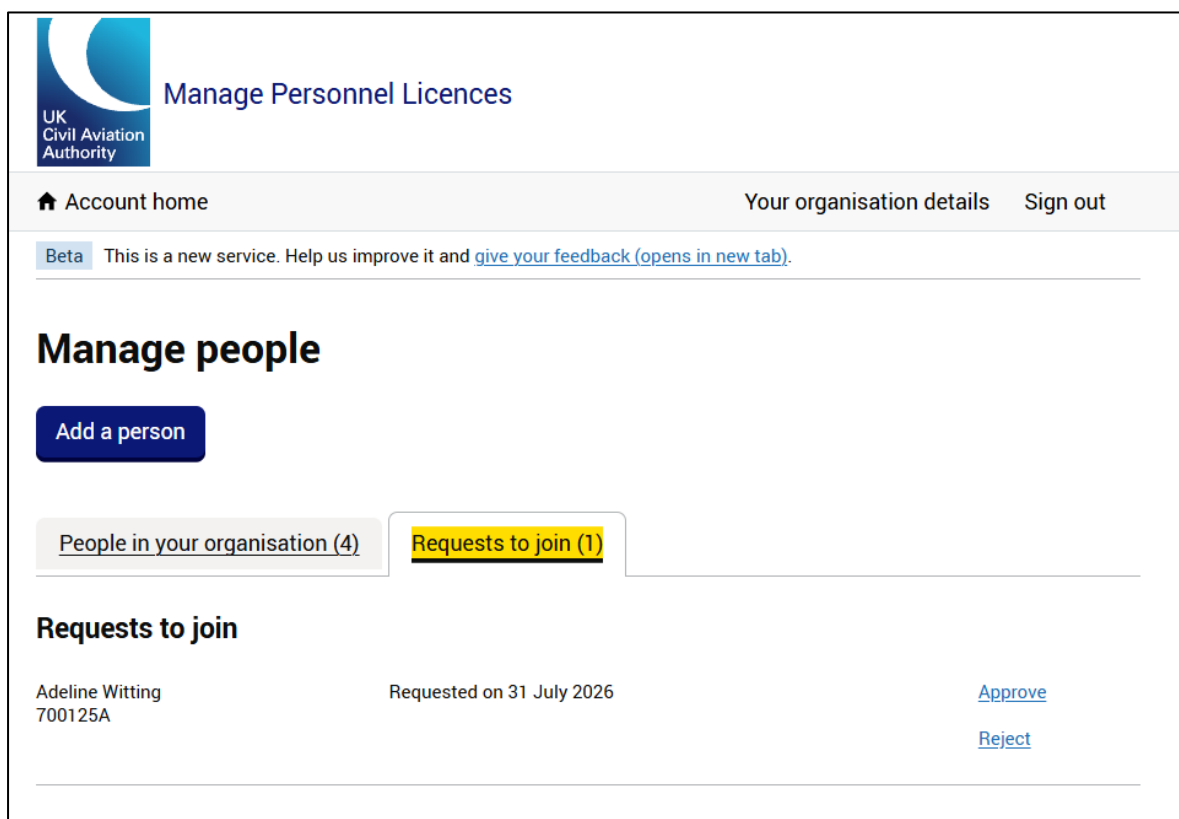
Add a person

People in your organisation (4) **Requests to join (1)**

People in your organisation

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.



UK Civil Aviation Authority

Manage Personnel Licences

Account home Your organisation details Sign out

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

Manage people

Add a person

People in your organisation (4) **Requests to join (1)**

Requests to join

Adeline Witting 700125A	Requested on 31 July 2026	Approve Reject
----------------------------	---------------------------	---

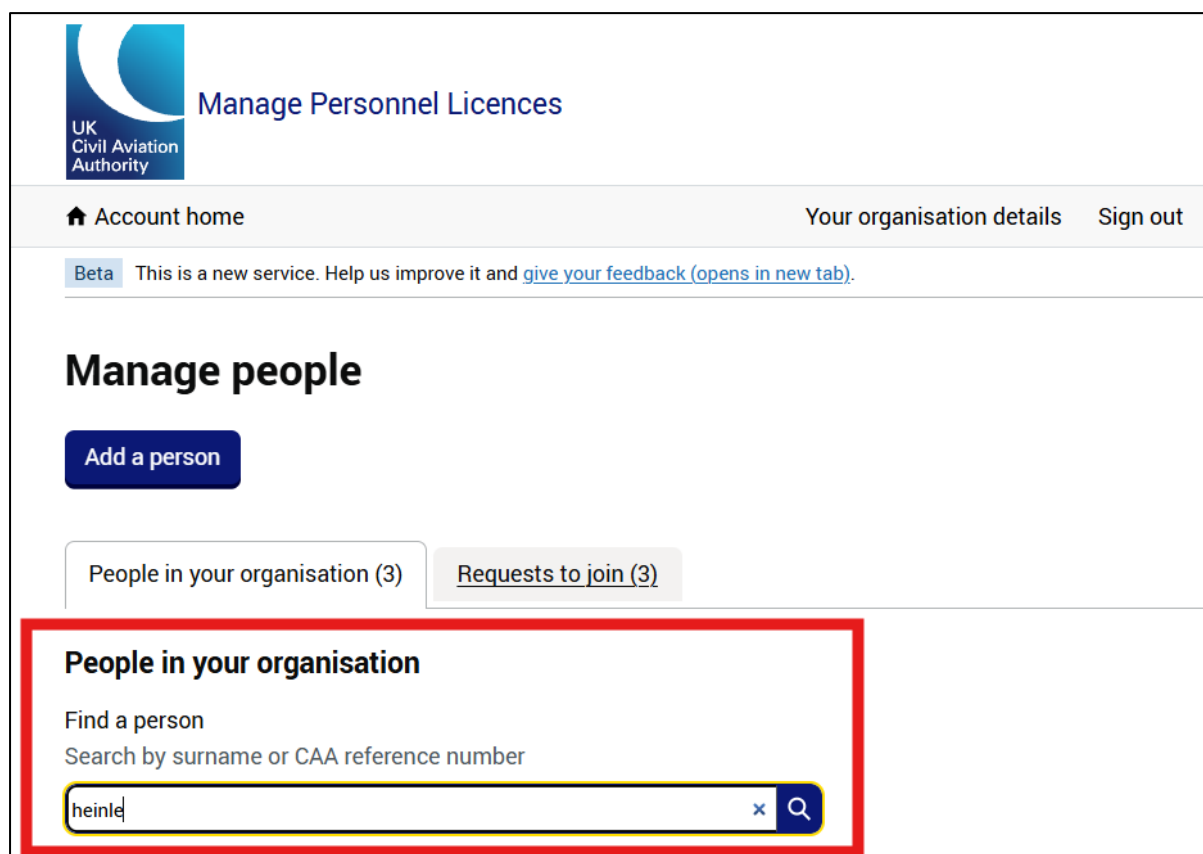
If you choose to **Approve** the request, a blue banner will appear confirming that the individual has joined your organisation. They will now appear in the 'People in your organisation' tab and you will automatically be able to view any data held about this individual.

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.



UK Civil Aviation Authority

Manage Personnel Licences

Account home Your organisation details Sign out

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

Manage people

Add a person

People in your organisation (3) [Requests to join \(3\)](#)

People in your organisation

Find a person

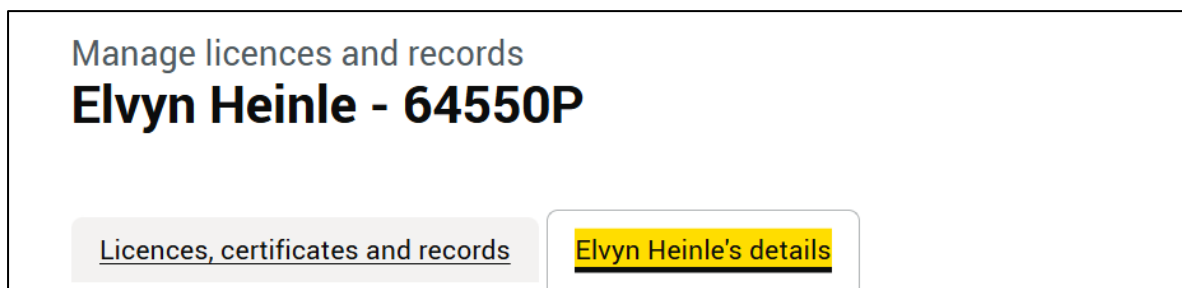
Search by surname or CAA reference number

heinle

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

Elvyn Heinle	64550P	Class 3 Expired 07 November 2024	Level 6 Valid No expiry date	Joined 4 September 2025	Manage licences and records
--------------	--------	--	------------------------------------	----------------------------	---

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



Manage licences and records

Elvyn Heinle - 64550P

[Licences, certificates and records](#) **Elvyn Heinle's details**

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



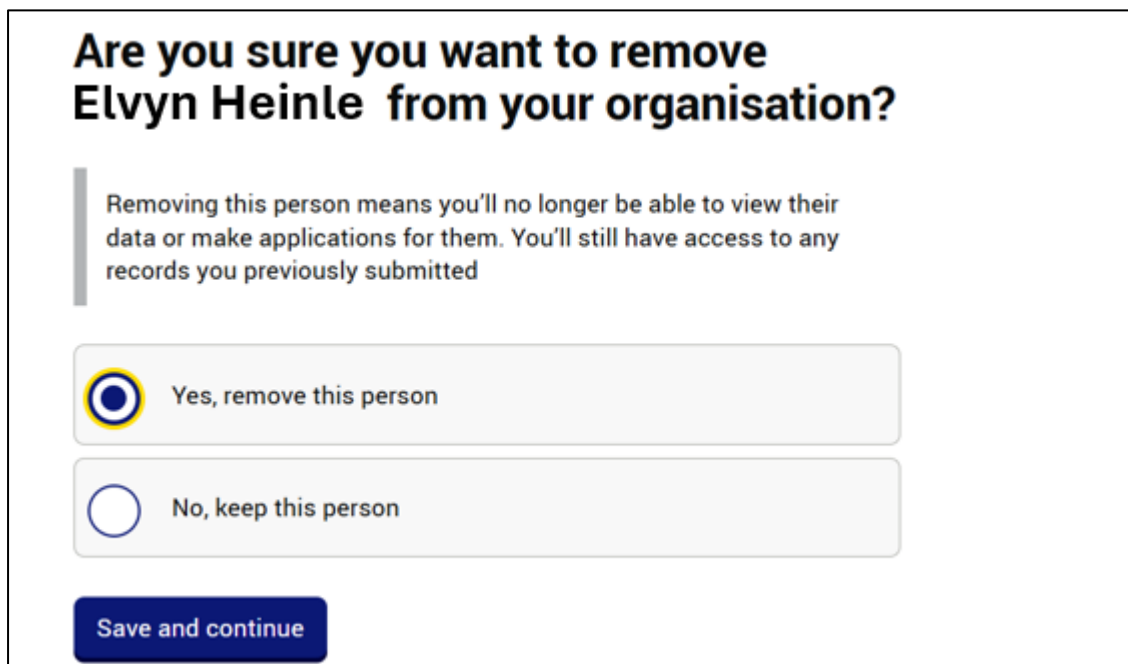
Contact details

Telephone number 02548999221

Email address portaltestmaslo181@putsbox.com

Remove from organisation

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.



Are you sure you want to remove Elvyn Heinle from your organisation?

Removing this person means you'll no longer be able to view their data or make applications for them. You'll still have access to any records you previously submitted

☒ Yes, remove this person

☐ No, keep this person

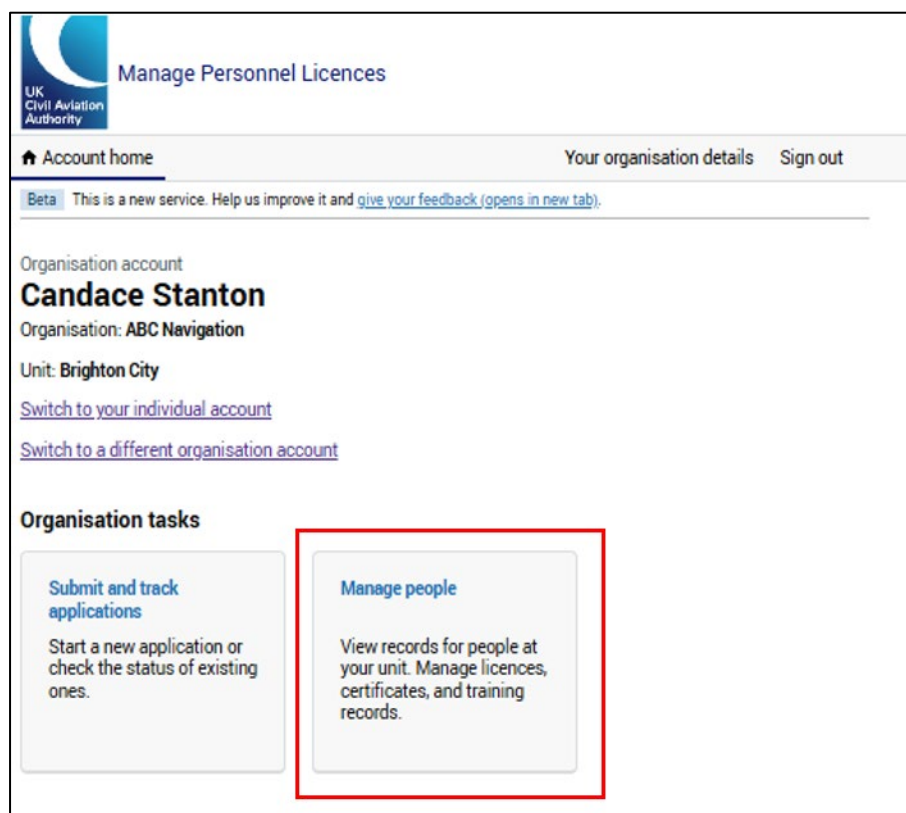
Save and continue

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.

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
Medina	000000	Not added yet	Not added yet	Not added yet	Invited	Resend invite

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).

Manage people

Add a person

People in your organisation (10)
Requests to join (1)

People in your organisation

Find a person

Search by name or CAA reference number

Sort people

Sort by

☐ Medical status
☐ English Language Proficiency
☐ Expiring ratings
☐ Name (A to Z)

Apply

Showing 11 people sorted by expiring soonest

Name	CAA reference number	Medical status	English Language Proficiency	Status	Actions
Joseph	34099Q	Class 3	Level 4	Not joined	Resend invite

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

People in your organisation (12)

Requests to join (3)

People in your organisation

Find a person

Search by surname or CAA reference number

[Sort people](#)

Showing 12 people sorted by English Language Proficiency expiry date - [Clear filtering](#)

Name	CAA reference number	Medical status	English Language Proficiency	Expiring privileges	Status	Actions
Andre Daugherty	700183A	Class 3 Expiring soon Expiry date: 29 August 2026	Level 4 Expired Expiry date: 14 August 2026	No privileges due to expire	Joined 29 July 2026	Manage licences and records
George Willow	700235A	Class 3 Expiring soon Expiry date: 27 October 2026	Level 4 Valid Expiry date: 14 August 2029	No privileges due to expire	Joined 13 August 2026	Manage licences and records
Ricardo Altenwerth	700040A	Class 3 Valid Expiry date: 2 January 2027	Level 5 Valid Expiry date: 8 August 2030	No privileges due to expire	Joined 19 August 2026	Manage licences and records

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.

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](#)

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

People in your organisation

Find a person
Search by surname or CAA reference number

700001A

► [Sort people](#)

Showing 1 result(s) for "700001A" sorted by joining date - [Clear filtering](#)

Name	CAA reference number	Medical status	English Language Proficiency	Expiring privileges	Status	Actions
Marie Jallow	700001A	Class 3 Valid Expiry date: 31 December 2026	Level 4 Expiring soon Expiry date: 3 November 2026	No privileges due to expire	Joined 18 August 2026	Manage licences and records

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.

Manage licences and records

Marie Jallow - 700001A

[Make an application](#)

Licences, certificates and records Marie Jallow's details

Go to section

- [Medical status](#)
- [English Language Proficiency](#)
- [Training records](#)

Licences and certificates

Licence or certificate type	Number	Status	Actions
Student Air Traffic Controller (N/A)	GBR.StudentATCOLicence.700001A	Valid	View record

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.

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](#)

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.

Showing 1 result(s) for "700001A" sorted by joining date - [Clear filtering](#)

Name	CAA reference number	Medical status	English Language Proficiency	Expiring privileges	Status	Actions
Marie Jallow	700001A	Class 3 Valid Expiry date: 31 December 2026	Level 4 Expiring soon Expiry date: 3 November 2026	No privileges due to expire	Joined 18 August 2026	Manage licences and records

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

Manage licences and records

Marie Jallow - 700001A

[Make an application](#)

Licences, certificates and records [Marie Jallow's details](#)

Go to section

- [Medical status](#)
- [English Language Proficiency](#)
- [Training records](#)

Licences and certificates

Licence or certificate type	Number	Status	Actions
Student Air Traffic Controller (N/A)	GBR.StudentATCOLicence.700001A	Valid	View record

Medical status

Status	Class 3 - Valid
Expiry Date	31 December 2026

English Language Proficiency

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.

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

[Q](#)

[Sort people](#)

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.

Showing 1 result(s) for "700001A" sorted by joining date - [Clear filtering](#)

Name	CAA reference number	Medical status	English Language Proficiency	Expiring privileges	Status	Actions
Marie Jallow	700001A	Class 3 Valid Expiry date: 31 December 2026	Level 4 Expiring soon Expiry date: 3 November 2026	No privileges due to expire	Joined 18 August 2026	Manage licences and records

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

Manage licences and records

Marie Jallow - 700001A

[Make an application](#)

[Licences, certificates and records](#) [Marie Jallow's details](#)

Go to section

- [Medical status](#)
- [English Language Proficiency](#)
- [Training records](#)

Licences and certificates

Licence or certificate type	Number	Status	Actions
Student Air Traffic Controller (N/A)	GBR.StudentATCOLicence.700001A	Valid	View record

Medical status

Status	Class 3 - Valid
Expiry Date	31 December 2026

English Language Proficiency

Proficiency level	Level 4 Expiring soon
Date of assessment	3 November 2023
Expiry date	3 November 2026

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.

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

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

Showing 1 result(s) for "700001A" sorted by joining date - [Clear filtering](#)

Name	CAA reference number	Medical status	English Language Proficiency	Expiring privileges	Status	Actions
Marie Jallow	700001A	Class 3 Valid Expiry date: 31 December 2026	Level 4 Expiring soon Expiry date: 3 November 2026	No privileges due to expire	Joined 18 August 2026	Manage licences and records

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

Licences, certificates and records [Marie Jallow's details](#)

Go to section

- [Medical status](#)
- [English Language Proficiency](#)
- [Training records](#)

Licences and certificates

Licence or certificate type	Number	Status	Actions
Student Air Traffic Controller (N/A)	GBR.StudentATCOLicence.700001A	Valid	View record

Medical status

Status	Class 3 - Valid
Expiry Date	31 December 2026

English Language Proficiency

Proficiency level	Level 4 Expiring soon
Date of assessment	3 November 2023
Expiry date	3 November 2026

Training records

Completed training records

Course name	Course reference number	Start date	Completion date	Result	Added by
Basic Training Course (BTC)	BTC - 23/06/2026 - 26/06/2026	23 June 2026	26 June 2026	Satisfactory	UAT Test Unit 2
Approach Control Procedural (APP) rating course	APP 240626-050726	24 June 2026	5 July 2026	Satisfactory	UAT Test Unit 2

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.

Showing 1 result(s) for "700001A" sorted by joining date - [Clear filtering](#)

Name	CAA reference number	Medical status	English Language Proficiency	Expiring privileges	Status	Actions
Marie Jallow	700001A	Class 3 Valid Expiry date: 31 December 2026	Level 4 Expiring soon Expiry date: 3 November 2026	No privileges due to expire	Joined 18 August 2026	Manage licences and records

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

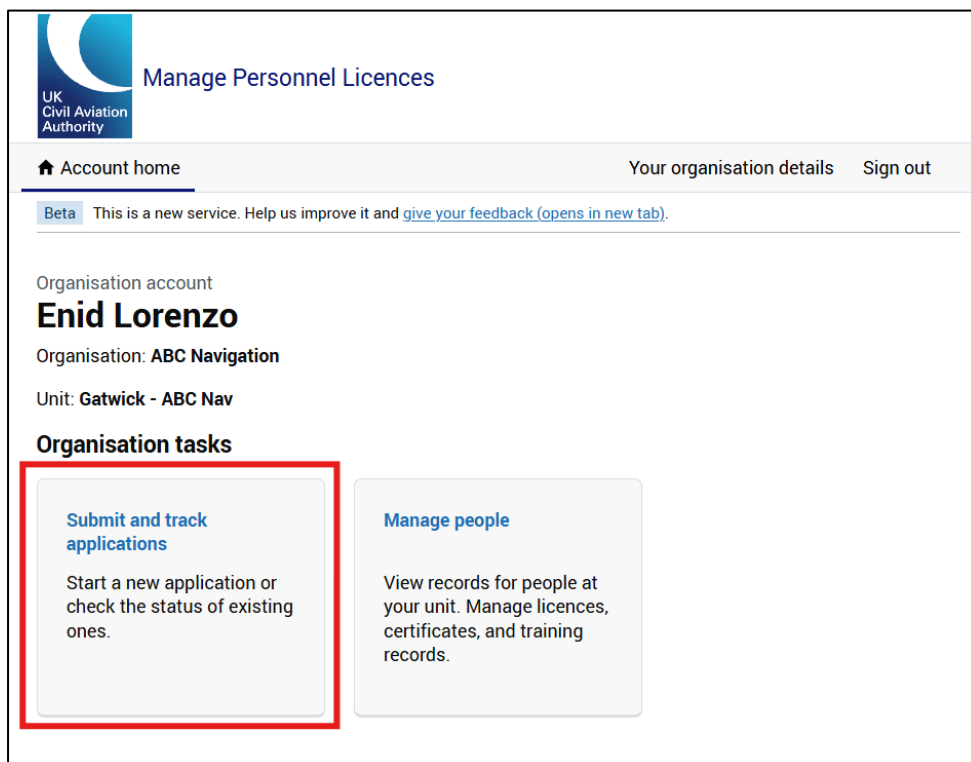
[Remove from organisation](#)

Making licensing applications

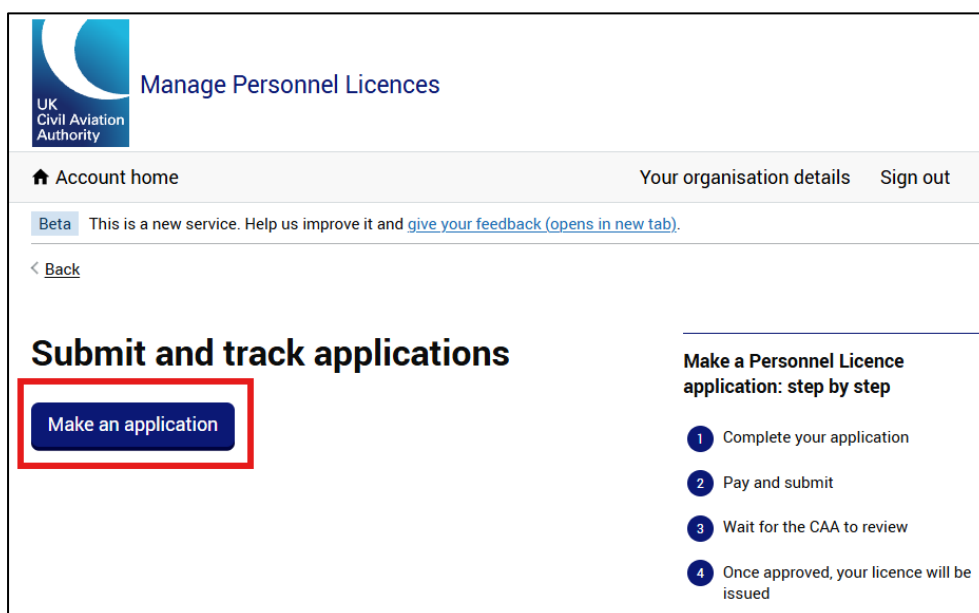
As an organisation, you can submit applications on behalf of any individuals who are members of your organisation.

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.

Who do you want to make an application for?

Search by surname or CAA reference number

Showing 10 of 14 people

☐

Adolph Fahey

CAA reference number: 700105A

Date of Birth: 6 July 1972

☐

Andre Daugherty

CAA reference number: 700183A

Date of Birth: 18 January 1983

☒

Celine Little

CAA reference number: 315315A

Date of Birth: 12 September 1995

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**'.

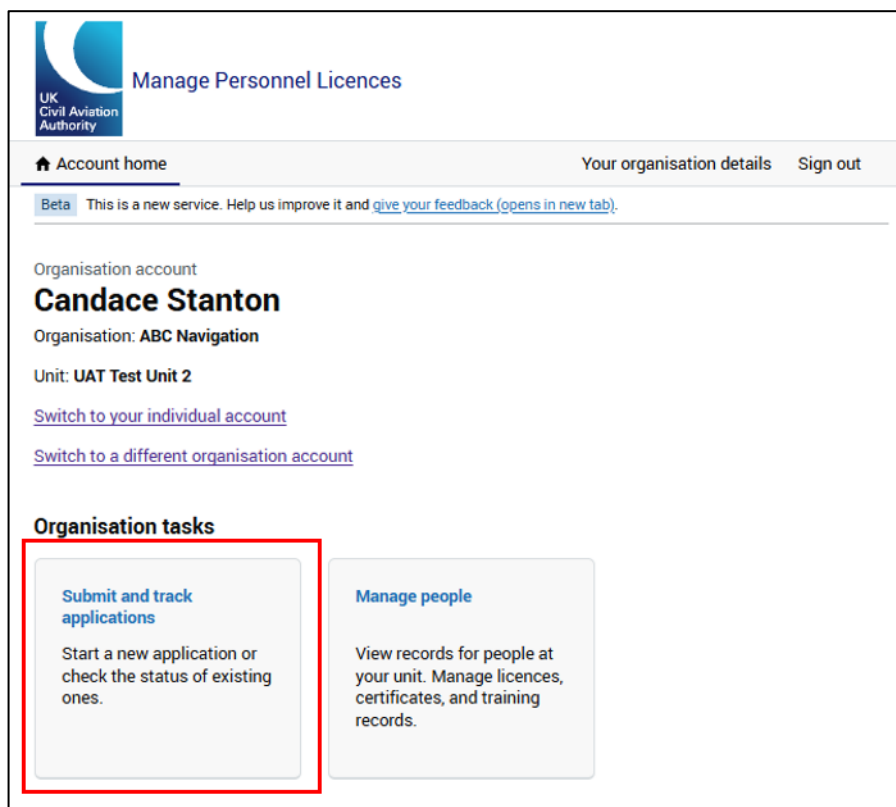
Step 6. You will be presented with the personal information we have on file for the applicant. Review this to ensure you are applying for the correct person and click on '**Save and continue**'.

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.

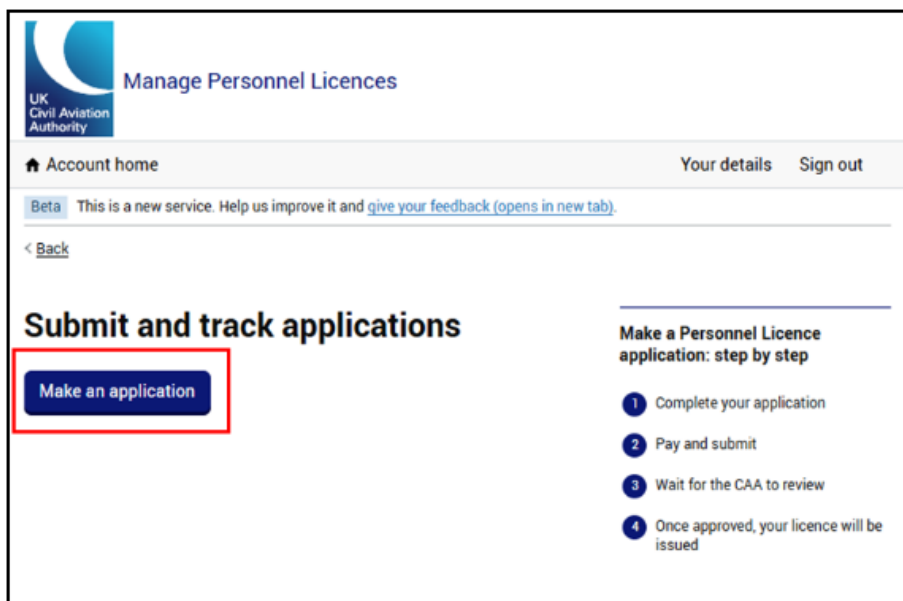
Applying for a Student Air Traffic Controller Licence

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

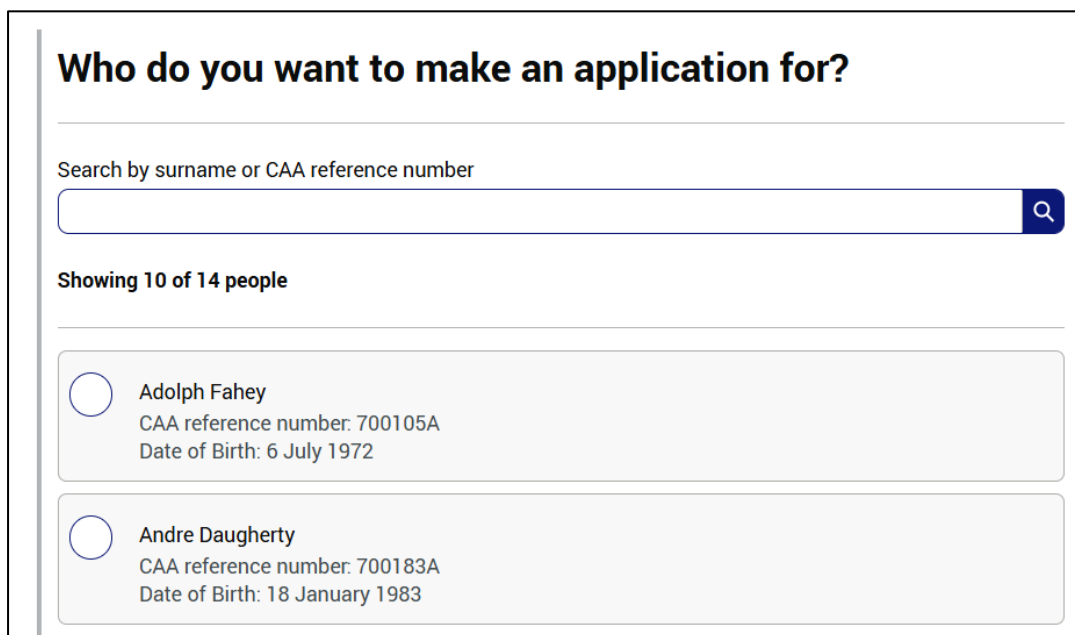
Step 1: When you're ready to make your application, click on the '**Submit and track applications**' tile on your homepage.



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.



Who do you want to make an application for?

Search by surname or CAA reference number

Showing 10 of 14 people

☐	Adolph Fahey CAA reference number: 700105A Date of Birth: 6 July 1972
☐	Andre Daugherty CAA reference number: 700183A Date of Birth: 18 January 1983

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**'.

Check application details for Tyson Padbergh

Applicant details

These details will be printed on the licence or certificate if the application is successful.

You will be asked to provide a delivery address later in the application process.

If any of these details are out of date, the applicant will need to update them in their CAA Portal account.

Name	Tyson Padbergh
Date of birth	29 September 2007
CAA reference	700173A
Nationality	British Citizen
Place of birth	Crookshaven
Country of birth	United Kingdom
Permanent address	307 Autumn Route Davie IP16 1NN

Contact details

Telephone number	07310049273
Email address	portaltestmaslo173@putsbox.com
Unit details	UAT Test Unit 2

Confirm 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.



Manage Personnel Licences

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

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

[< Back](#)

Student Air Traffic Controller

1. Check application details for Tyson Padbergh

Confirm applicant details	Completed
Basic training	Not Started
Choose ratings	Not Started
Check medical status	Not Started
English Language Proficiency	Not Started
Provide delivery details	Not Started
Add any additional notes about this application	Optional

2. Check and pay

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

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 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.

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**'.

Check application details for Tyson Padbergh

Basic Training Course Record

We have found the following training record for the applicant.

Course name	Course reference number	Start date	Completion date	Result	Added by
Basic Training Course (BTC)	BTC - 23/06/2026 - 26/06/2026	23 June 2026	26 June 2026	Satisfactory	UAT Test Unit 2

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

[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 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.

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**'.

Check application details for Tyson Padbergh

Rating training records

The applicant must have completed the relevant training course for any rating you wish to add to their licence.

We have found the following training records for them.

Once you have confirmed the training records are correct, you will be asked to select the ratings you want to apply for.

Course name	Course reference number	Start date	Completion date	Result	Added by
Aerodrome Control Instrument (ADI) rating course	ADI 01/06/2026 - 05/06/2026	1 June 2026	5 June 2026	Satisfactory	UAT Test Unit 2

If any training courses are missing, or any details are incorrect, please contact your training provider.

[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**'.

Choose ratings

You can apply for these ratings based on the completed training.

☐

Select all

☐

Aerodrome Control Instrument (ADI)

[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 won't 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**'.

Check application details for Tyson Padbergh

Medical status

We have found the following medical for the applicant.

Status:	Class 3 - Valid
Expiry date:	10 January 2027

The medical status comes from Cellma. If any of the details are incorrect, contact your Aeromedical Examiner.

[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 won't 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**'.

Check application details for Tyson Padbergh

English Language Proficiency

We have found a valid English Language Proficiency for the applicant.

Proficiency level	Level 5 Valid
Date of assessment	1 July 2026
Expiry date	1 July 2032
Added by	UAT Test Unit 2

If any of the details are incorrect, contact the training provider.

[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**'.

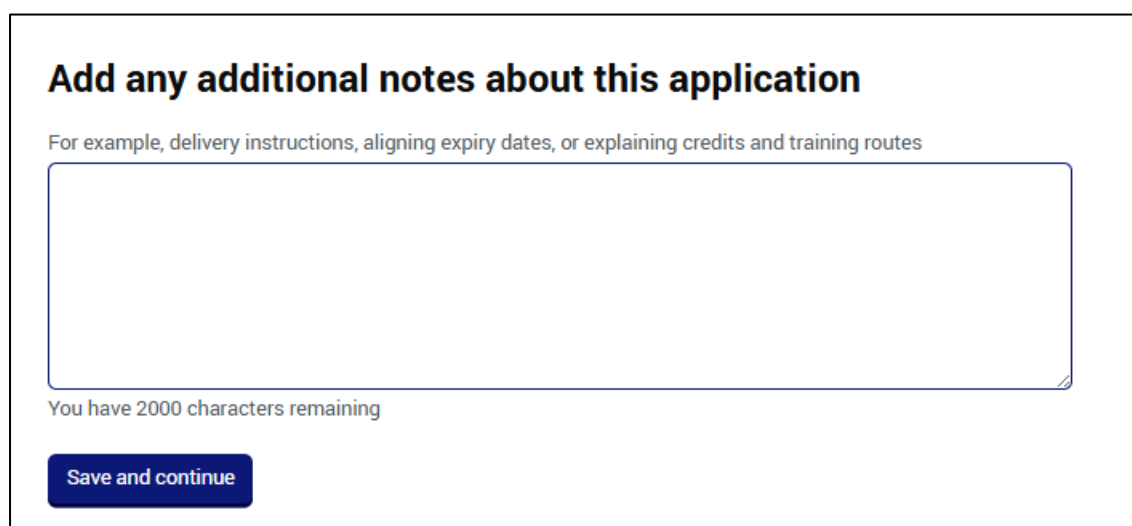
Step 22: You'll be asked to confirm your preferred delivery method. Select whether you wish to have the licence sent to you using Royal Mail 2nd Class post (free of charge) or by Secure Courier (at an additional cost).

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.



Add any additional notes about this application

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

You have 2000 characters remaining

Save and continue

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.

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.

Choose how to pay

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

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

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

Pay Now using GovPay

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

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

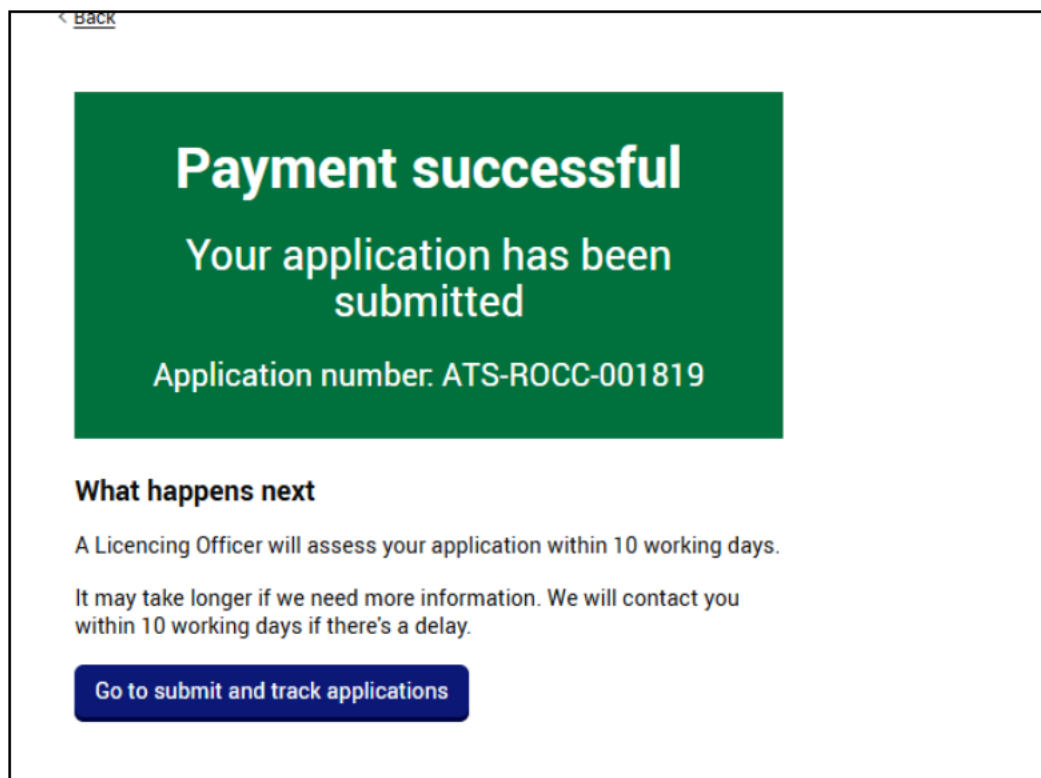
If you want to pay using your digital wallet, click on the Apple or Google buttons.

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

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

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

You will be presented with a '**Payment successful**' page. 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**'.

Tell us who should receive the payment request

Full name or company name

Email address

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.



Manage Personnel Licences

Account home Your details Sign out

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

< Back

Check the payment request details

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

[Change details](#)

Payment request details

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

CAA licence and certificate fees are exempt from VAT.

Total: £73.00

Confirm and send

Is this page useful? [Report a problem with this page](#)

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

Payment request sent
Awaiting payment
Application number: ATS-ROCC-001819

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

What happens next

test has 14 days to pay.

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

[Go to submit and track applications](#)

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

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

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.

Submit and track applications

[Make an application](#)

Make a Personnel Licence application: step by step

- 1 Complete your application
- 2 Pay and submit
- 3 Wait for the CAA to review
- 4 Once approved, your licence will be issued

Filter applications

Status: Licence type: Surname or CAA ref number:

[Apply filters](#) [Clear all filters](#)

25 applications

Type of application	Applicant name	CAA reference number	Date submitted	Application reference	Status	Actions
Student Air Traffic Controller	Vivienne Mosciski	700116A	Not submitted yet	ATS-SATC-002161	Draft Continue with your application	Continue
Student Air Traffic Controller	Roselyn Braun	700184A	Not submitted yet	ATS-SATC-001777	Draft In progress by applicant	
Student Air Traffic Controller	Tyson Padbergh	700173A	2 September 2026	ATS-SATC-002178	Awaiting review A Licensing Officer will review your application soon	View details Cancel
Student Air Traffic Controller	Arianna Gutkowska	700172A	18 August 2026	ATS-SATC-001985	Awaiting review A Licensing Officer will review your application soon	View details Cancel
Student Air Traffic Controller	Marie Jallow	700001A	2 September 2026	ATS-SATC-002177	Approved	View details
Student Air Traffic Controller	Michael Steven Buble	800123A	24 August 2026	ATS-SATC-002073	Approved	View details

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'.

Submit and track applications

Make an application

Make a Personnel Licence application: step by step

- 1 Complete your application
- 2 Pay and submit
- 3 Wait for the CAA to review
- 4 Once approved, your licence will be issued

Filter applications

Status

Licence type

Surname or CAA ref number

All

All

Apply filters

[Clear all filters](#)

25 applications

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.

Submit and track applications

[Make an application](#)

Make a Personnel Licence application: step by step

- 1 Complete your application
- 2 Pay and submit
- 3 Wait for the CAA to review
- 4 Once approved, your licence will be issued

Filter applications

Active filters

Status: Draft x

Status: Licence type: Surname or CAA ref number:

[Apply filters](#) [Clear all filters](#)

2 applications

Type of application	Applicant name	CAA reference number	Date submitted	Application reference	Status	Actions
Student Air Traffic Controller	Vivienne Mosciski	700116A	Not submitted yet	ATS-SATC-002161	Draft Continue with your application	Continue
Student Air Traffic Controller	Roselyn Braun	700184A	Not submitted yet	ATS-SATC-001777	Draft In progress by applicant	

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.

Student Air Traffic Controller	Hayley Johnston	700098A	Not submitted yet	ATS-SATC-001911	Draft In progress by applicant	Continue Delete
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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.

Student Air Traffic Controller	Hayley Johnston	700098A	Not submitted yet	ATS-SATC-001911	Draft In progress by applicant	Continue Delete
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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.

Filter applications

Active filters

Status: Awaiting review x

Status

Awaiting review

Licence type

All

Surname or CAA ref number

Apply filters

[Clear all filters](#)

7 applications

Type of application	Applicant name	CAA reference number	Date submitted	Application reference	Status	Actions
Student Air Traffic Controller	Tyson Padbergh	700173A	2 September 2026	ATS-SATC-002178	Awaiting review A Licensing Officer will review your application soon	View details Cancel

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

Are you sure you would like to cancel this application?

Application number

ATS-SATC-002178

Application type

Student Air Traffic Controller

Date submitted

2 September 2026

Status

Awaiting review
A Licensing Officer will review your application soon

Tell us why you're cancelling this application

You have 500 characters remaining

Cancel application

[Go back to submit and track applications](#)

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 won't reply directly to this feedback, so please contact us by email instead if you require assistance.

