

PPL Candidate Tasman Guide

CAP 1903A

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Enquiries regarding the content of this publication should be addressed to: PPLExams@caa.co.uk

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UKCAA Private Pilot Licence Candidate Guide

Account registration:

Before registering for e-Exams, you must have first registered for the CAA portal and selected the Private Pilot Theoretical Knowledge e-Exams service. Guidance for portal registration can be found on the CAA website.

The screenshot shows the 'Account Registration' page on the UKCAA portal. The page has a blue header with the CAA logo and navigation links: Home, Bookings, My Account, My Messages, and Candidate Information. A sidebar on the left contains a welcome message and various links like 'Exam Venue Locations', 'Exam Schedule', 'Terms and Conditions', 'Candidates Guide', and 'Sitting Your Examination'. The main content area is titled 'Account Registration' and contains instructions, followed by three main sections: 'Account Details', 'Organisation', and 'Identity Information'. The 'Account Details' section includes input fields for Title, Given Names, Family Name, and E-Mail Address. The 'Organisation' section features a dropdown menu with 'AFA (Aerosim Flight Academy)' selected. The 'Identity Information' section has radio buttons for 'Drivers Licence', 'National Identity Card', and 'Passport' (selected). Below these are fields for Number, Given Names, Family Name, Nationality, Country of issue (Afghanistan (AFG)), Date of issue (21 March 2014), and Expiry Date (21 March 2014). A 'Register' button is located at the bottom of the form.

If this is your first time accessing the e-Exams and e-Licensing system, you will be asked to specify your Training Organisation and Identity information.

To select your Training Organisation begin typing the Training Organisation's name or reference number. As you type the Training Organisation that match the stored record, the details associated to that Training Organisation will be selected and provided onscreen. Select the Training Organisation you are training with.

Enter your Identity information in the Identity Information section. Only the following identifications are acceptable:

- Drivers Licence;
- Passport;
- Identity Card (EC/EEA/National Identity Card).

Note: Only ID that is registered can be used to confirm identity during an examination sitting.

If you wish to amend your personal details, you will need to do this via the CAA Customer Portal. Details of

your examination identity document cannot be updated online after you have submitted them. To change your examination identity document, you must contact the CAA Exams Team at FCL-EEExams@caa.co.uk.

It is essential that you provide an accurate email address as CAA will send you a notification to the stated email address for the validation of the account once the registration is submitted. To change your email address, you must make the change in the CAA Customer Portal.

Booking an exam:

You are not able to book a Private Pilot Licence exam via your account in the candidate portal. All bookings will be undertaken by your Training Organisation. To make a booking please contact your Training Organisation.

Note: Bookings for Private Pilot Licence exams are able to be sat for 90 days from the date of booking. Once a booking has been made please arrange a suitable time with your Training Organisation to sit the exam.

Cancelling your exam:

To cancel your exam please contact your Training Organisation.

Accessing and Printing Results:

You can access and print your results by clicking [My Account](#) and then clicking [My Results](#).

The screenshot displays the 'My Account' page of the Civil Aviation Authority (CAA) Customer Portal. The page is divided into several sections:

- Header:** Civil Aviation Authority logo and navigation links: Home, Bookings, My Account (selected), My Messages, Candidate Information, Log Off.
- Left Sidebar:**
 - Good Morning, Mr PPL ExamsTest1
 - My Account** (selected)
 - My Profile: Manage your personal details
 - My Orders: Order Summaries and Invoicing
 - My Bookings: Examinations you have booked
 - My Results: Transcripts for exams sat
 - My Memberships: Your organisation relationships
 - Transaction History: Financial and event activity
 - Your cart is empty.
- Main Content Area:**
 - My Details:**
 - Customer Number: 123456A
 - Username: 123456A
 - Name: PPL ExamsTest1
 - DoB: 01 January 1970
 - Addresses:**

Below is the addresses we have on record for you. To update your address please go to the CAA Customer Portal (<https://portal.caa.co.uk>).

Type	Street Addresses	Postal Code	City	Country	Actions
Postal	1	x	x	United Kingdom	
Billing	1	x	x	United Kingdom	

[Show All](#)
 - Contact Channels:**

Civil Aviation Authority

[Home](#) [Bookings](#) [My Account](#) [My Messages](#) [Candidate Information](#) [Log Off](#)

Good Morning,
Mr PPL ExamsTest1

My Account

My Profile
Manage your personal details

My Orders
Order Summaries and Invoicing

My Bookings
Examinations you have booked

My Results
Transcripts for exams sat

My Memberships
Your organisation relationships

Transaction History
Financial and event activity

Your cart is empty.

My Results

Below is a list of your results from previously sat examinations. For Private Pilot Licence examinations these results do not include any results from paper examinations. Click on the next to any result for more details. If you have any enquiries related to your result(s) then please [contact us](#).

Description	Mark	Awarded ↓	Expires	
010 Air Law (PPL010A)	0, Failed	30 Jan 2020	30 Jul 2021	
090 Communications (H) (PPL090H)	33, Failed	30 Jan 2020	30 Jul 2021	

Checking messages:

Messages are automatically sent to notify you of any significant activity regarding your account and bookings. These messages are available in your e-Exams Portal and they are also sent to your nominated e-mail address. You are able to check your messages by clicking [My Messages](#) at the top of the page when logged in. The page below will then appear. Note that the number in brackets indicates the number of unread messages.

Civil Aviation Authority

[Home](#) [Bookings](#) [My Account](#) [My Messages](#) [Candidate Information](#) [Log Off](#)

Good Morning,
Mr PPL ExamsTest1

My Messages

My Profile
Account and other personal details

Your cart is empty.

My Messages

Below is a list of all messages you have received from Tasman. If you have an e-mail address, phone number or other contact method associated to your account, you will likely have already received these messages before. Messages here purely serve as an archive for communication between you and Tasman. You can click on the next to any message for more details.

You have 83 Message(s) (72 unread)...

Search

Date From: Date To:

[Apply](#) [Reset](#)

Type	From	Subject	Received ↓	
	Helpdesk	Your booking has been cancelled (#1054	31/01/2020 12:16:51 AM	
	Helpdesk	Confirmation of your booking (#1054814	31/01/2020 12:02:18 AM	
	Helpdesk	Your result for PPL090H has been update	30/01/2020 08:56:30 PM	
	Helpdesk	Confirmation of your booking (#1054812	30/01/2020 08:18:53 PM	
	Helpdesk	Confirmation of your booking (#1054809	30/01/2020 07:49:05 PM	
	Helpdesk	Your result for PPL010A has been update	30/01/2020 07:38:38 PM	
	Helpdesk	Confirmation of your booking (#1054807	30/01/2020 07:29:54 PM	

Unread messages will appear in **bold**. Messages can be read either by double clicking or by clicking on the applicable message.

Viewing account details:

You can view your account details by clicking **My Account** at the top of the page when logged in.

You are requested to keep these details current as this will assist CAA in contacting you should the need arise. It is highly recommended that you provide an accurate email address and mobile phone number as these will be our primary means of contact.

If you wish to amend your personal details, you will need to do this via the CAA Customer Portal. Details of your examination identity document cannot be updated online after you have submitted them. To change your examination identity document, you must contact the CAA Exams Team at FCL-EEExams@caa.co.uk.

Civil Aviation Authority

Home Bookings **My Account** My Messages Candidate Information Log Off

Good Morning,
Mr PPL ExamsTest1

My Account

My Profile
Manage your personal details

My Orders
Order Summaries and Invoicing

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My Memberships
Your organisation relationships

Transaction History
Financial and event activity

Your cart is empty.

My Details

Customer Number: 123456A
Username: 123456A
Name: PPL ExamsTest1
DoB: 01 January 1970

Addresses

Below is the addresses we have on record for you.
To update your address please go to the CAA Customer Portal (<https://portal.caa.co.uk>).

Type	Street Addresses	Postal Code	City	Country	Actions
Postal	1	x	x	United Kingdom	
Billing	1	x	x	United Kingdom	

Show All

Contact Channels

Managing memberships:

Tasman will enable the management of memberships between candidates and Training Organisations. For Private Pilot Licence exams your Training Organisation will make bookings on your behalf. Your approved Training Organisation will also be able to view your results.

Upon registration, you will be required to specify the training organisation you are affiliated to. The Training Organisation will receive a notification to advise them of the request. They will need to approve the request to confirm the membership prior to bookings being able to be made.

The status of the membership is indicated under 'State', see below. Note that all new memberships will need to be approved by the Training Organisation before they will come into effect. The 'State' will change to approved when validated by the Training Organisation.

You are able to manage your memberships by clicking **My Account** at the top of the page when logged in, and then clicking **My Memberships** on the left of the page. You will then be able to view your memberships as below.

Civil Aviation Authority

[Home](#) [Bookings](#) [My Account](#) [My Messages](#) [Candidate Information](#) [Log Off](#)

Good Morning,
Mr PPL Exams Test1

My Account

My Profile
Manage your personal details

My Orders
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Your cart is empty.

My Memberships

Memberships represent your relationship between you and your training organisation. Becoming a member of an organisation brings added benefits such as being able to book into the organisation's private examination sessions and also allowing your organisation to book examinations on your behalf. Please note that your organisation will have access to your records such as exam results, address and contact details. However, these details cannot be edited by them.

Below is a list of your requested memberships. Click on the next to any membership for more details.

Organisation	State	Valid	
PPL Training Organisation <i>Private Pilot Licence Training Organisation (GBR.DTO.0222)</i>	Approved	20 December 2019 - 19 December 2021	
PPL Training Organisation <i>Private Pilot Licence Training Organisation (GBR.DTO.0222)</i>	Cancelled	20 December 2019 - 20 December 2019	
PPL Training Organisation <i>Private Pilot Licence Training Organisation (GBR.DTO.0222)</i>	Cancelled	20 December 2019 - 20 December 2019	
PPL Training Organisation <i>Private Pilot Licence Training Organisation (GBR.DTO.0222)</i>	Cancelled	20 December 2019 - 20 December 2019	
PPL Training Organisation <i>Private Pilot Licence Training Organisation (GBR.DTO.0222)</i>	Cancelled	19 November 2019 - 20 December 2019	

New Membership:

New memberships can be requested by clicking **Request New Membership**.

Your membership was requested!

Organisation: Private Pilot Licence Training Organisation (GBR.DTO.0222) (PPL Training Organisation)
Valid: 19 November 2019 - 18 November 2021
State: Requested (requires organisation's approval)

Memberships can also be requested by a training organisation. You will receive a notification to advise you of any such request. You will then need to approve the request to confirm the membership.

Note: You can only have one membership with a Training Organisation at any one time.

Cancelling Membership:

An approved membership can be cancelled by clicking the red flag then **Continue**.

A Training Organisation can also cancel a membership. You will receive a notification to advise you if your membership with a Training Organisation has been cancelled. You will need to have an approved membership with a Training Organisation for a private pilot licence exam booking to be made.

Further information:

Additional information on our procedures and regulations is available by clicking **Candidate Information** at the top of the page.