

# 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](mailto:PPLExams@caa.co.uk)

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# Contents

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|  |          |
|--|----------|
| <b>Contents</b>                                    | <b>3</b> |
| <b>UKCAA Private Pilot Licence Candidate Guide</b> | <b>4</b> |
| Account registration:                              | 4        |
| Booking an exam:                                   | 5        |
| Cancelling your exam:                              | 5        |
| Accessing and Printing Results:                    | 5        |
| Checking messages:                                 | 6        |
| Viewing account details:                           | 7        |
| Managing memberships:                              | 7        |
| Further information:                               | 8        |

# 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.

Good Morning, John Smith

Home Bookings My Account My Messages Candidate Information

**Account Registration**  
Please complete the registration now as your registration needs to be validated prior to being able to book examinations.  
Register by selecting an organisation and enter a identity, then click on the 'Register' button.  
If you are Exempt Approved Training or Military - Exempt Approved Training, please select this option in the organisation drop down.

**Account Details**

Title:

Given Names:

Family Name:

E-Mail Address: \*

**Organisation**

You are required to select a training organisation, please select your organisation from the list below:  
By selecting your training organisation you acknowledge that you give the training organisation selected permission to view your contact details, to view your examination results (both current and historic), and to book examinations on your behalf.

Organisation:

**Identity Information**

☐ Drivers Licence

☐ National Identity Card

☒ Passport

Number:

Given Names:

Family Name:

Nationality:

Country of Issue:

Date of Issue:

Expiry Date:

This identity is used for identity you at the exam centres.

\* Note: To change these details, please do so in the CAA UK portal website and the details will be updated the next time you log in.

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](mailto: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 a header, a sidebar, and a main content area.

**Header:** The top header is dark blue with the 'Civil Aviation Authority' logo on the right. Below it is a navigation bar with links: Home, Bookings, My Account (active), My Messages, Candidate Information, and Log Off.

**Sidebar:** On the left, there is a sidebar with the following sections:
 

- Good Morning, Mr PPL ExamsTest1**
- My Account** (highlighted):
  - 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
- At the bottom, a shopping cart icon with the text 'Your cart is empty.'

**Main Content Area:**

- My Details:** Displays user information:
  - Customer Number: 123456A
  - Username: 123456A
  - Name: PPL ExamsTest1
  - DoB: 01 January 1970
- Addresses:**
  - Text: '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>).'
  - Table:**

| Type    | Street Addresses | Postal Code | City | Country        | Actions |
|---------|------------------|-------------|------|----------------|---------|
| Postal  | 1                | x           | x    | United Kingdom |         |
| Billing | 1                | x           | x    | United Kingdom |         |
  - [Show All](#) button.
- Contact Channels:** A section at the bottom of the main content area.

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

Subject:

Date From: 05 January 2020

Date To: 05 February 2020

Apply

Reset

| Type | From     | Subject  | Received ↓             |  |
|------|----------|--|------------------------|--|
|      | Helpdesk | <b>Your booking has been cancelled (#105412)</b> | 31/01/2020 12:16:51 AM |  |
|      | Helpdesk | Confirmation of your booking (#1054814)          | 31/01/2020 12:02:18 AM |  |
|      | Helpdesk | <b>Your result for PPL090H has been update</b>   | 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 | <b>Your result for PPL010A has been update</b>   | 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.

March 2020

Page 6

## 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](mailto: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
- 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 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 ExamsTest1

My Account

My Profile

Manage your personal details

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Order Summaries and Invoicing

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My Results

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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<br>Private Pilot Licence Training Organisation (GBR.DTO.0222) | Approved  | 20 December 2019 - 19 December 2021 |  |
| PPL Training Organisation<br>Private Pilot Licence Training Organisation (GBR.DTO.0222) | Cancelled | 20 December 2019 - 20 December 2019 |  |
| PPL Training Organisation<br>Private Pilot Licence Training Organisation (GBR.DTO.0222) | Cancelled | 20 December 2019 - 20 December 2019 |  |
| PPL Training Organisation<br>Private Pilot Licence Training Organisation (GBR.DTO.0222) | Cancelled | 20 December 2019 - 20 December 2019 |  |
| PPL Training Organisation<br>Private Pilot Licence Training Organisation (GBR.DTO.0222) | 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.

March 2020

Page 8