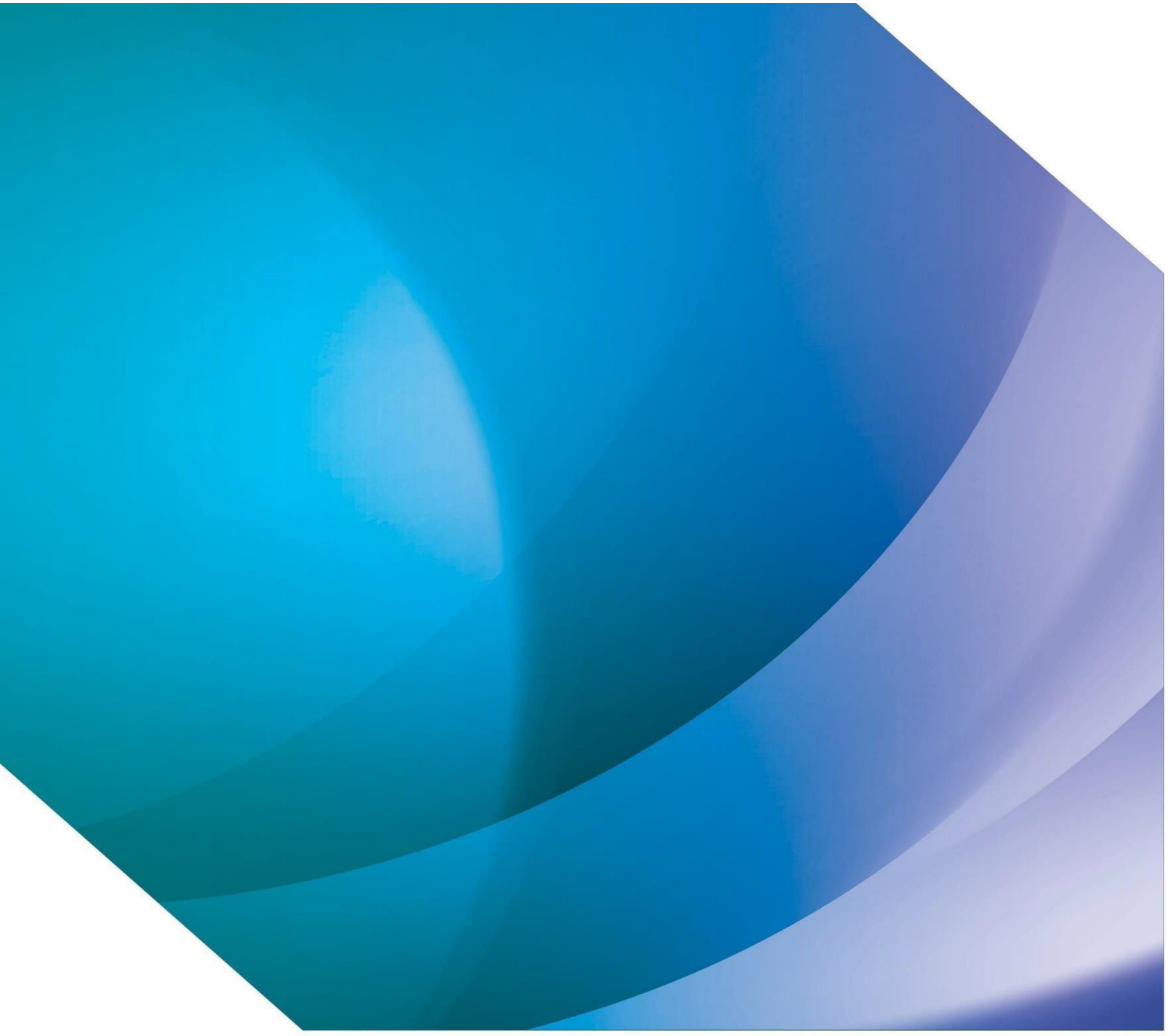
e-Licensing Candidate guide

Updated May 2022

CAP 1526



Contents

1. Overview of your portal account 4
2. Managing memberships with ATOs 5
   2.1 Requesting membership 5
   2.2 Approving/Rejecting membership requests 6
   2.3 Cancelling an ATO membership 6
3. What can you apply for in e-Licensing? 7
4. Licences 8
   4.1 Applying for a Licence 9
   4.2 Example CPL Application 10
   4.3 Documentation for CPL Applications 13
   4.4 Example ATPL Application 14
   4.6 Documentation for ATPL Applications 17
   4.7 JAR>EASA Licence Conversion Application 17
5. Ratings 18
   5.1 Revalidate a Rating 21
   5.2 Apply for a New Rating 22
   5.3 Apply to Amend Rating 23
   5.4 Apply to Reinstate Rating 24
   5.5 Example Type Rating Application 25
   5.6 Example MEP Rating Application 28
   5.7 Example CBIR Rating Application 30
6. Changing your personal details 32
7. Applying for a replacement licence 32
8. Identification Check 33
   8.1 “I will have my ID checked by CAA or CAA Certified ATO” 33
   8.2 “I will submit a certified document to verify my identification” 33
9. Upload documents 34
   9.1 Viewing Documents 34
   9.2 Uploading documents as part of an application 35
   9.3 Replacing incorrect documents 37
   9.4 Uploading additional documents 37
10. Add experience records 38
11. Saving applications 39
12. View application progress 40
13. The application process 40
14. Adding funds 41
    14.1 Adding funds to an account using a credit card 41
15. Receipts 41

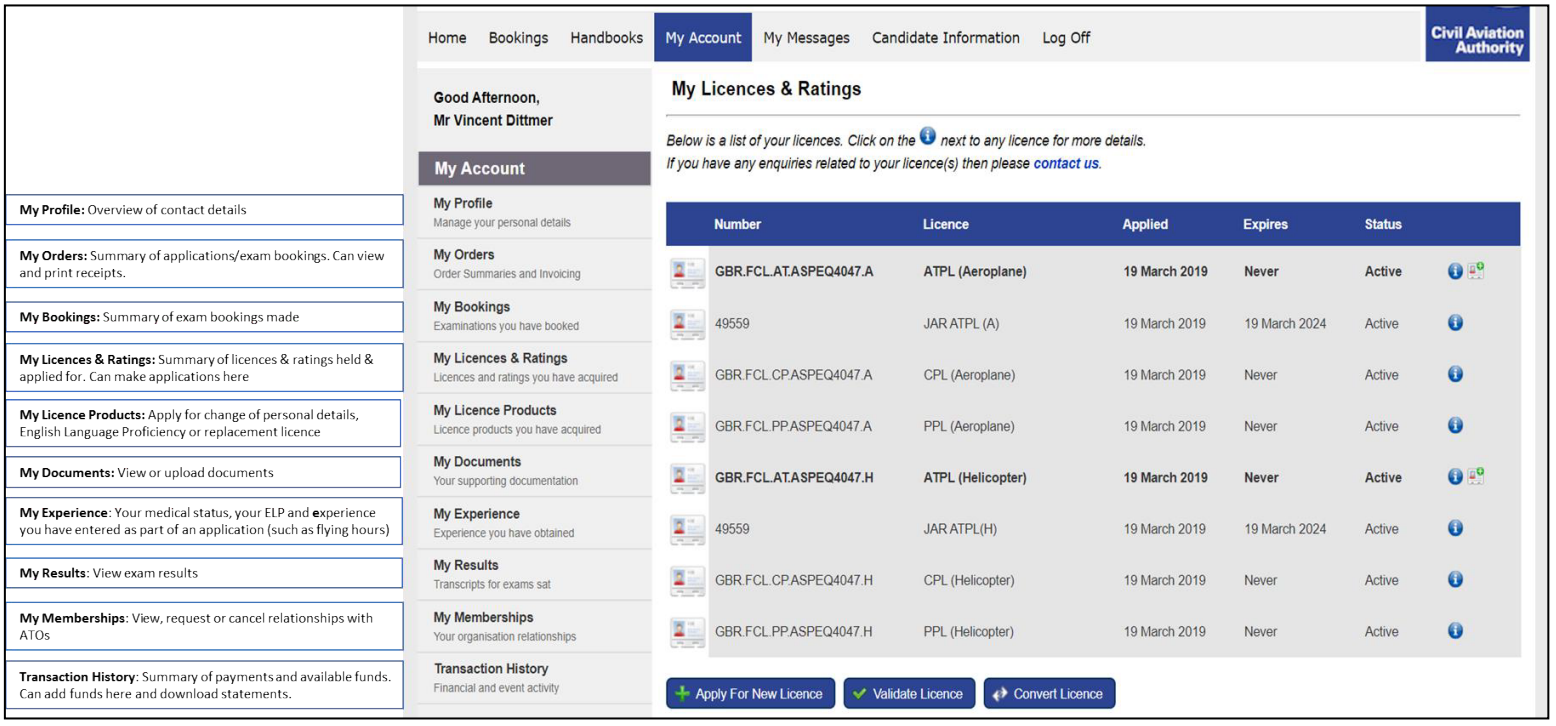
16. Help with your e-Licensing application.....41

1. Overview of your portal account

Log in to your portal by accessing: https://portal.caa.co.uk/

Once you have logged in to your portal account, you should click on 'Your Services' on the left-hand side and select 'Flight Crew e-Exams and e-Licensing' from the list.

This will log you in to e-Licensing. Your portal account is set out like the image below. All of the navigation options are on the left-hand side.



2. Managing memberships with ATOs

Establishing a membership with your training organisation or employer allows that organisation to view your licence details, upload documents on your behalf, make and pay for licence applications on your behalf and view the application progress.

During registration, you are required to specify the Approved Training Organisation you are affiliated to. This is optional – you can select 'no ATO' if you do not want to share your records with anyone.

If you do select an ATO, the organisation will receive a notification to advise them of the request. They will need to approve the request to confirm the membership.

Organisations can also actively offer membership to you. If this happens, you will need to approve the request in the same way.

You can view any ATO memberships by clicking on 'My Account' and then 'My Memberships'.

Please note that you can only be a member of one ATO at a time, and therefore you should select your main training organisation/employer.

2.1 Requesting membership

To request membership of an ATO, click on 'My Memberships' and

. Select your chosen ATO from the drop-down menu and click 'Select Membership'.

If you selected 'No ATO' during registration, you will need to cancel this "membership" before you can request a new one.

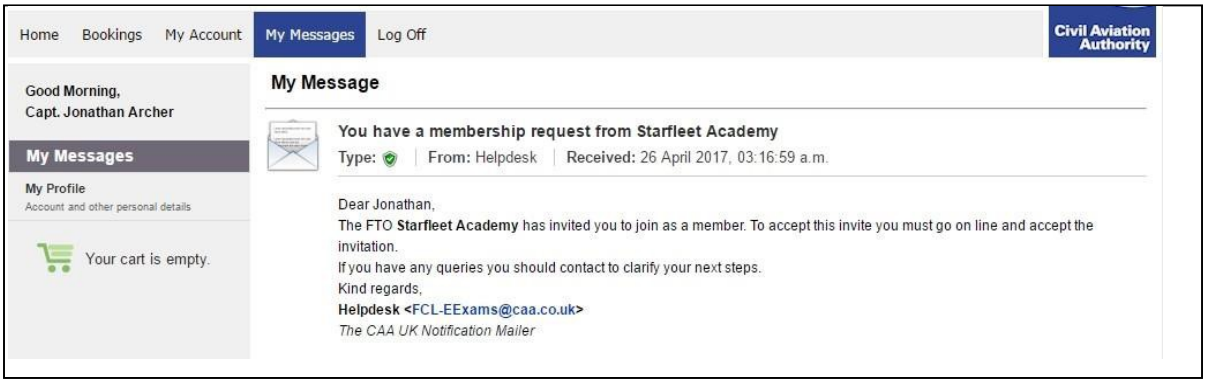
Please note that you cannot book into an exam session until your ATO membership is validated by your training organisation.

You do not need to be affiliated with an ATO in order to use e-Licensing. However, your ATO will not be able to assist you in the application process unless you connect with them.

2.2 Approving/Rejecting membership requests

If an ATO requests that you become a member, you will see this in the 'My Memberships' section of your portal. Clicking on the you will be able to 'Accept' or 'Reject' this request.

You will receive a notification if there is a membership request to approve.



The 'State' will change from 'Requested' to 'Approved' when confirmed by you.

2.3 Cancelling an ATO membership

Memberships can be cancelled at any time by either party.
To cancel an existing membership:

- Click on 'My Memberships'
- Click on the red flag
- Click 'Continue' to confirm.

Note: You will receive an alert of any membership requests, membership modifications (permissions) or membership cancellations in your Inbox.

3. What can you apply for in e-Licensing?

Currently, e-Licensing can only be used for commercial pilot licensing applications.

We are only in our first phase of e-Licensing and therefore not all applications can be made using the system.

The table below shows what applications can be made using e-Licensing.

Applications that CAN be made in e-Licensing	Applications that CANNOT be made in e-Licensing
Change of details	Private licences
Replacement licences (lost/stolen/damaged)	UK national licences
JAR > UK Part-FCL conversion	Validations
Instrument ratings	Verifications
Class ratings	Exemptions
Type ratings	Applications based on holding an ICAO licence
Instructor certificates (except FTIs, SFIs)	Applications based on military experience
CPLs	FTIs
ATPLs	SFIs
	Examiner privileges
	MPLs
	Bridging: Aeroplane to Helicopter or vice versa

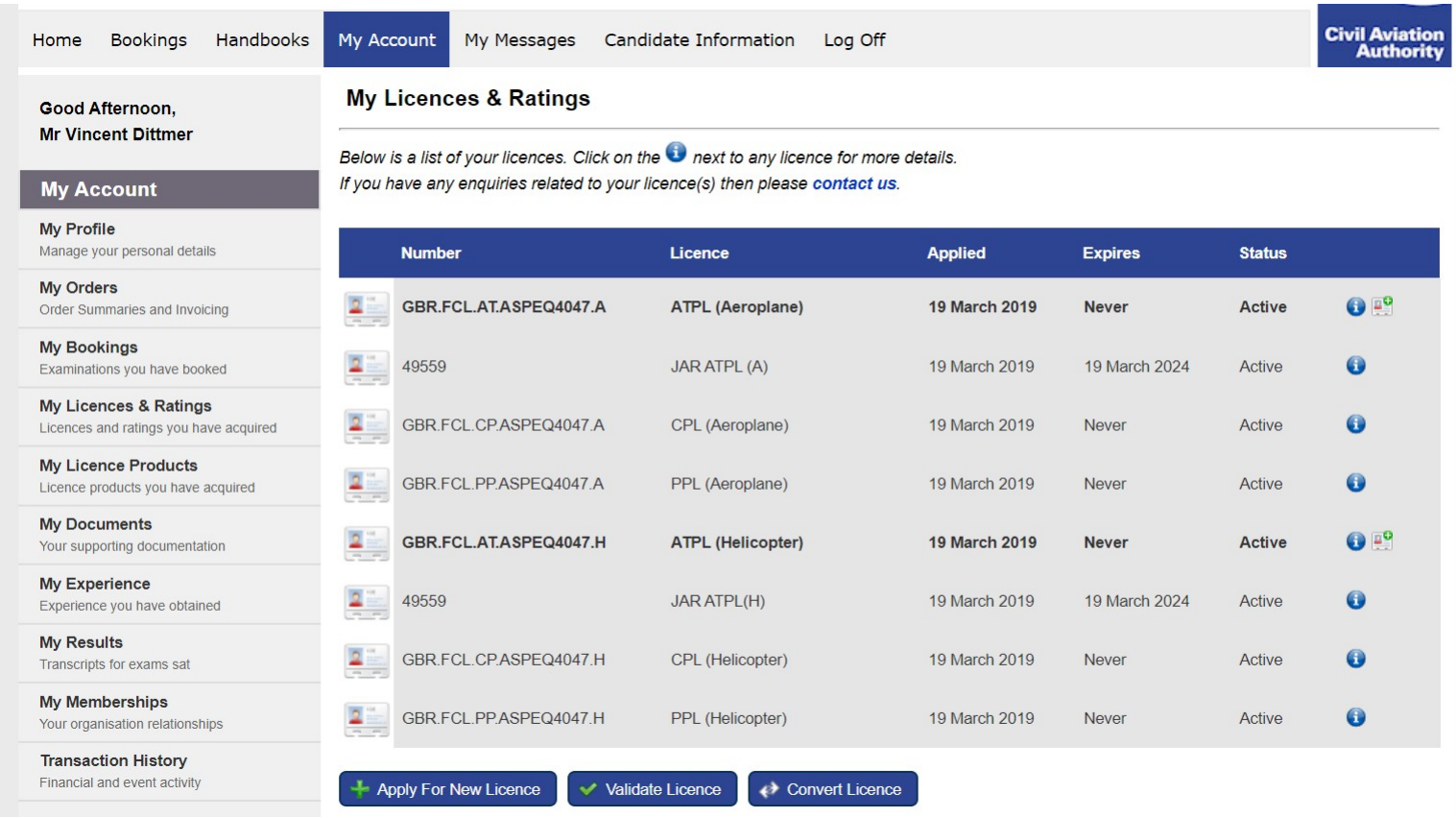
Those applications that are not available on e-Licensing should be made using our paper forms.

Note: Once a pilot makes an application and receives a new licence through e-Licensing, they must use e-Licensing for all future applications. Paper applications will be cancelled and the pilot asked to apply via e-Licensing.

4. Licences

You can view your licence(s) in the 'My Licences & Ratings' section of your portal.

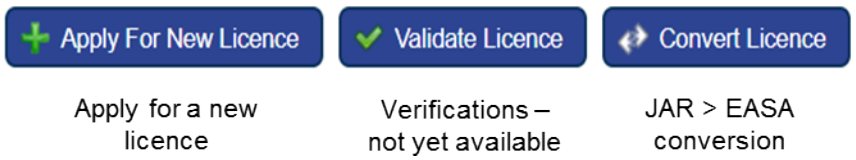
This will list all licenses and licensing privileges you hold with the UK CAA. You can only amend the highest level of licence you hold, which will be highlighted in bold.



If you hold both an EASA and a national licence, or an EASA and an expired JAR licence, these will appear on separate lines. So your ATPL(A) - for example - would appear twice. The EASA licence will be highlighted in bold.

Only EASA licences can be amended using e-Licensing. For national licences, you will need to apply using our paper forms.

There are three options underneath the list of licences.



Apply for a new licence

Verifications – not yet available

JAR > EASA conversion

4.1 Applying for a Licence

Before you make an application: the validity of any ratings that have been signed up in the field must be updated manually (see section 5.1).

To apply for a new licence, select ‘My Licences & Ratings’ and ‘Apply For New Licence’.

In the Licence Application box, select the ‘Discipline’ (e.g. Flight Crew Licence) and ‘Licence’ (e.g. ATPL(A)).

Depending on the type of licence you are applying for, you will be asked to complete a number of requirements specific to that licence.

For information on what documents need to be uploaded, please visit our e-Licensing webpage at www.caa.co.uk/e-Licensing. Click on the ‘Pilots’ tab on the left-hand side. Then under ‘Documentation’, click on the type of application you are trying to make.

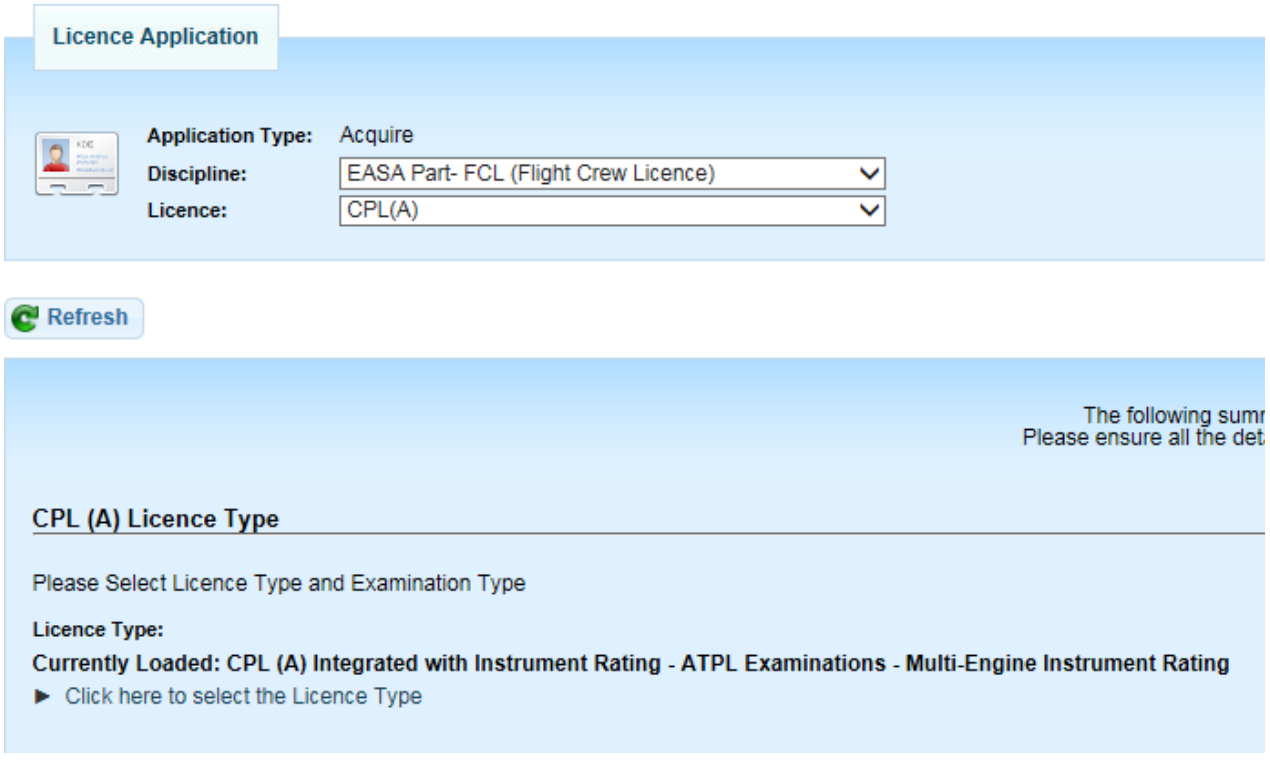
Once you have confirmed, uploaded or updated all the information requested for the licence application, click ‘Refresh’. The system will crosscheck all documentation available to confirm eligibility.

Once confirmed (all requirements listed are in green and no other warning messages are visible), the ‘Submit Application’ button will appear.

Once you have clicked submit, you will be asked to choose your chosen shipping method. This will allow you to choose between second class post or tracked courier.

You will then be prompted to proceed to the payment.

4.2 Example CPL Application



Click on the arrow to expand and make your selection as to the course completed

Multi-Crew Co-operation training

Has the applicant conducted Multi-Crew Co-operation training during the integrated course?

- (•) Yes
- ( ) No

Class Rating

Aircraft Manufacturer:

Currently Loaded: SEP (Land)

Select the aircraft class you conducted the skills test in

▼ Click here to select the SEP/ MEP Land

SEP (Land)

MEP (Land)

Examination Results

10AA: 010 Air Law
A passing grade of 75% or more is required, you have not attempted this exam

21AA: 021 Airframe/Systems/Power Plant/Electrics
A passing grade of 75% or more is required, you have not attempted this exam

22AA: 022 Aircraft General Knowledge - Instrumentation
A passing grade of 75% or more is required, you have not attempted this exam

31AA: 031 Mass & Balance
A passing grade of 75% or more is required, you have not attempted this exam

32AA: 032 Performance (Aeroplane)
A passing grade of 75% or more is required, you have not attempted this exam

33AA: 033 Flight Planning and Monitoring
A passing grade of 75% or more is required, you have not attempted this exam

40AA: 040 Human Performance and Limitations
A passing grade of 75% or more is required, you have not attempted this exam

50AA: 050 Meteorology
A passing grade of 75% or more is required, you have not attempted this exam

61AA: 061 General Navigation
A passing grade of 75% or more is required, you have not attempted this exam

62AA: 062 Radio Navigation
A passing grade of 75% or more is required, you have not attempted this exam
Any of the following would also be accepted as a substitute to this requirement:

or **62AA-PBN: 062 Radio Navigation including Performance Based Navigation**
A passing grade of 75% or more is required, you have not attempted this exam

71AA: 071 Operational Procedures
A passing grade of 75% or more is required, you have not attempted this exam

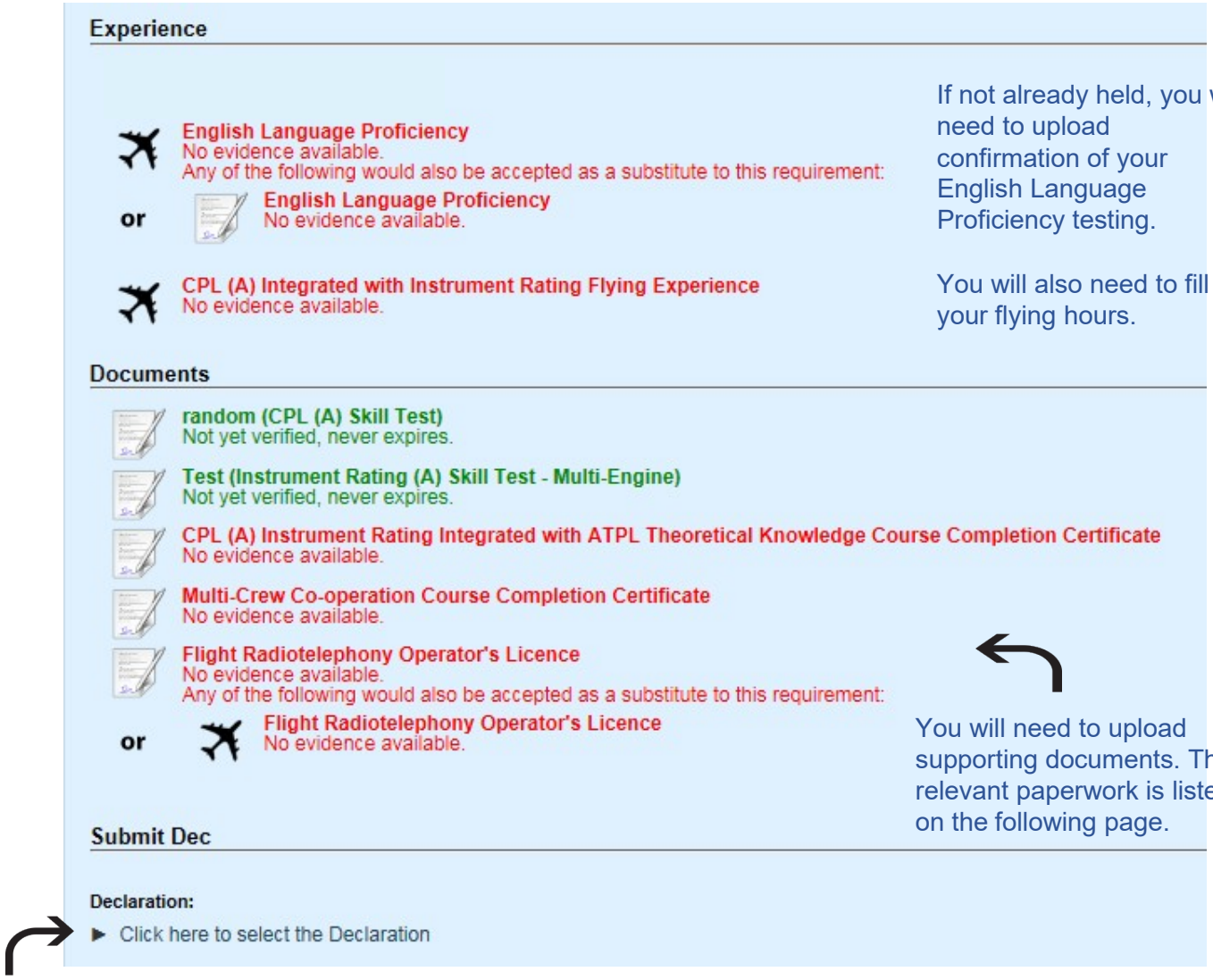
81AA: 081 Principles of Flight (A)
A passing grade of 75% or more is required, you have not attempted this exam

91AA: 091 VFR Communications
A passing grade of 75% or more is required, you have not attempted this exam

92AA: 092 IFR Communications
A passing grade of 75% or more is required, you have not attempted this exam

If you sat and passed exams in the UK, your results will populate here in green. You cannot submit the application if you have not passed all required exams.

If you sat your theoretical exams abroad, you will need to email confirmation of your exam results (from the competent authority) to FCLweb@caa.co.uk so that we can update your exam records.



If not already held, you will need to upload confirmation of your English Language Proficiency testing.

You will also need to fill in your flying hours.

You will need to upload supporting documents. The relevant paperwork is listed on the following page.

Click on the arrow to expand and make your selection as to who is submitting the application.

Once the form has been fully completed and all requirements have been met, click ‘Refresh’.

The ‘Submit application’ button will appear and allow you to make payment andsubmit the application.

4.3 Documentation for CPL Applications

CPL Integrated application:

NAME IN E-LICENSING	DOCUMENT REQUIRED
Identification Document	Certified copy of photo ID or photo of pilot holding their ID up to their face
CPL Skills Test	Examiner report form SRG2130(A) or SRG2197(H)
Instrument Rating Skill Test	Examiner report form SRG2131
CPL Instrument Rating Integrated with ATPL Theoretical Knowledge Course Completion Certificate	Form CAA5000
Certified copy of licence for update rating(s)	Certified copy of licence

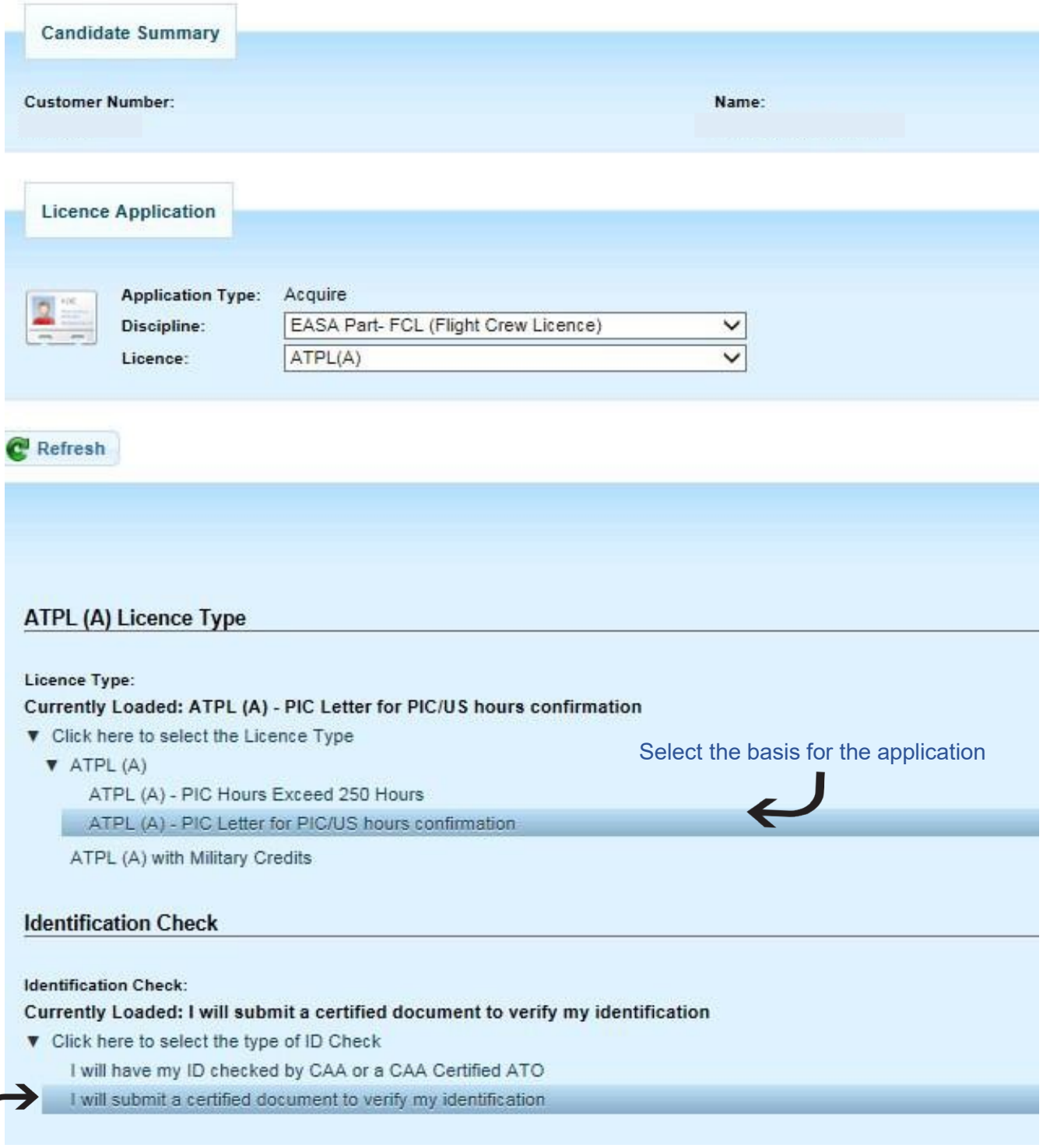
CPL Modular application:

NAME IN E-LICENSING	DOCUMENT REQUIRED
Identification Document	Certified copy of photo ID or photo of pilot holding their ID up to their face
CPL Skills Test	Examiner report form SRG2130(A) or SRG2197(H)
Instrument Rating Skill Test	Examiner report form SRG2131
CPL Course Completion Certificate *Or* **CPL Instrument Rating Course Completion Certificate**	Form CAA5008
ATPL Theoretical Knowledge Course	Form CAA5004
Certified copy of licence for update rating(s)	Certified copy of licence

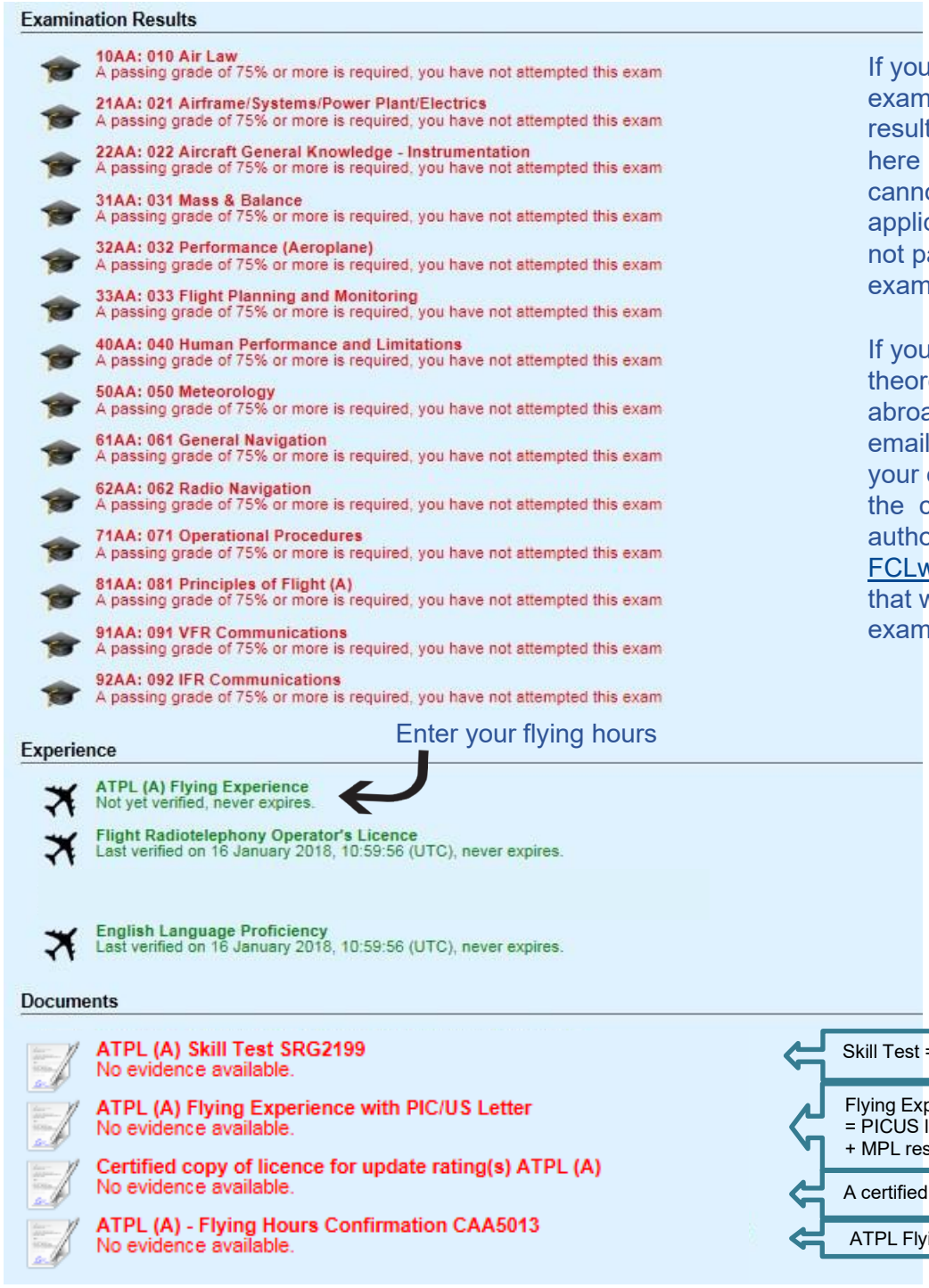
CPL with military credits:

NAME IN E-LICENSING	DOCUMENT REQUIRED
Identification Document	Certified copy of photo ID or photo of pilot holding their ID up to their face
CPL Skills Test	Examiner report form SRG2130(A) or SRG2197(H)
Instrument Rating Skill Test	Examiner report form SRG2131
CPL Military Credits Course Completion Certificate	Form CAA5014
Military Accreditation Scheme	MAS form SRG2133
Certified copy of licence for update rating(s)	Certified copy of licence

4.4 Example ATPL Application



Select the second option to say you will upload a certified copy of ID

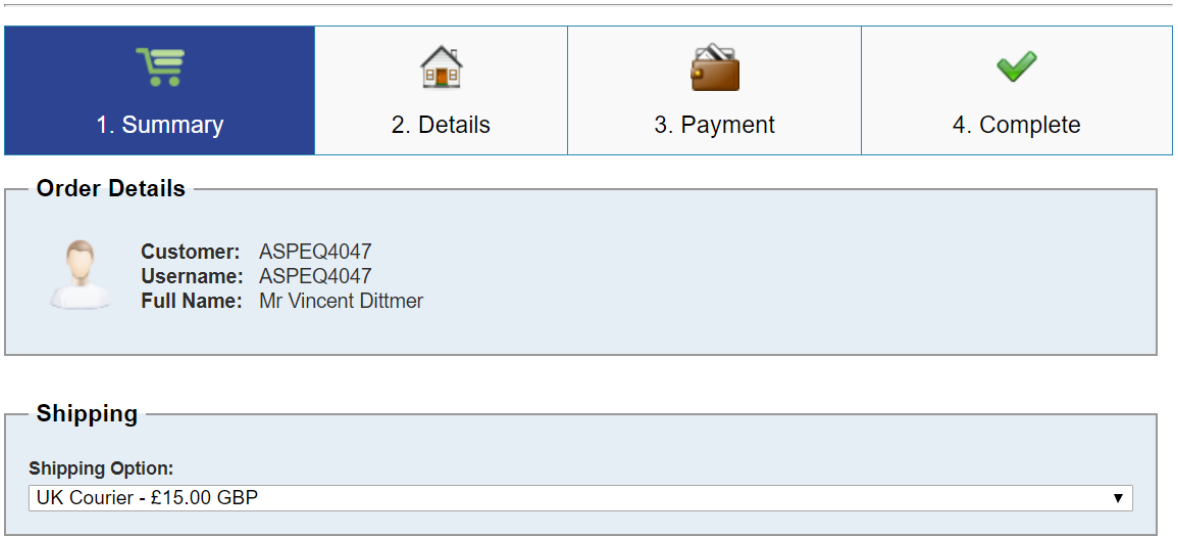


If you sat and passed exams in the UK, your results will populate here in green. You cannot submit the application if you have not passed all required exams.

If you sat your theoretical exams abroad, you will need to email confirmation of your exam results (from the competent authority) to FCLweb@caa.co.uk so that we can update your exam records.

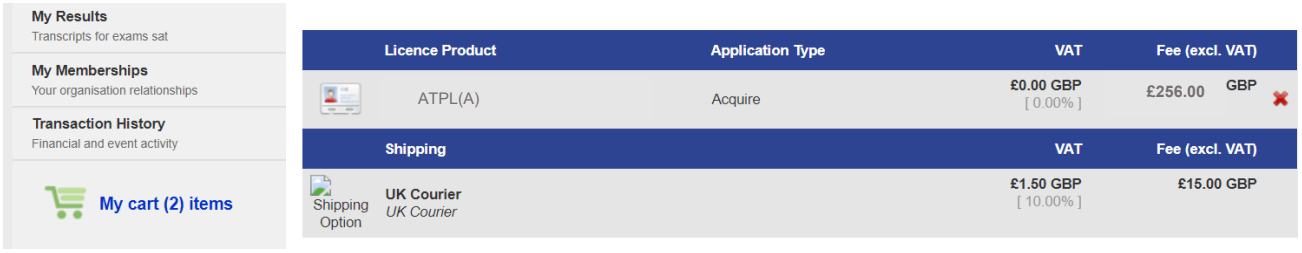
Once all requirements listed are in green and no other warning messages are visible the 'Submit Application' button will appear. If this button does not appear, please click 'Refresh'.

Once you have clicked submit, you will be asked to choose your chosen shipping method. This will allow you to choose between second class post or tracked courier.



Please choose your chosen method from the drop-down menu under 'Shipping Option'.

You will then have two items in your cart, your licence application and your postage option.



Finally, you will be required to make payment via a card payment.

4.6 Documentation for ATPL Applications

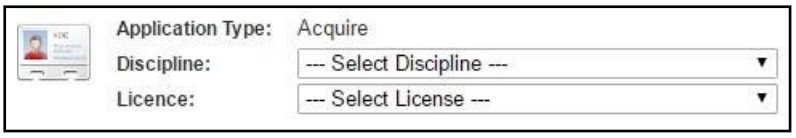
NAME IN E-LICENSING	DOCUMENT REQUIRED
Identification Document	Certified copy of photo ID or photo of pilot holding their ID up to their face
ATPL Skills Test SRG2199	Examiner report form SRG2199 (aeroplane) / SRG2138 (helicopter)
Flying Experience with PIC/US Letter	PICUS letter from airline *+MPL restriction removal letter if applicable*
ATPL Flying Hours Confirmation	Form CAA5013 *Or* form CAA5014 for military credits
Certified copy of licence for update rating(s)	Certified copy of licence

4.7 JAR>EASA Licence Conversion Application

To apply for a licence conversion, click 'My Account' at the top of the page and then the 'My Licences & Ratings'.

Below the list of licences held, click on the 'Convert Licence' button.

Then select the 'Discipline' (e.g. Flight Crew Licence) and 'Licence' (e.g. ATPL(A)).



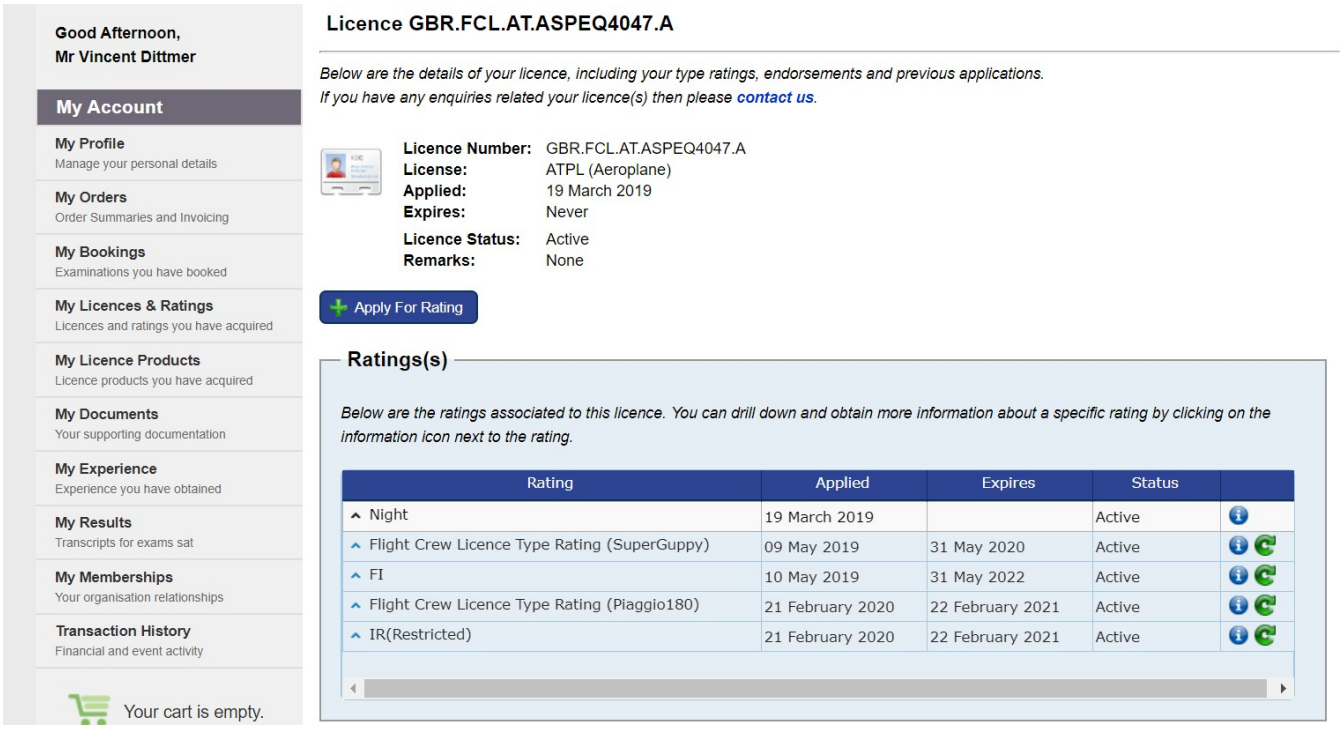
Click 'Next' and you may be required to upload documentation to support your application. If you are eligible to submit a licence conversion application and there are no further requirements, the 'Submit Application' button will appear.

Once at check out, please choose your chosen postage method from the drop-down menu under 'Shipping Option'.

5. Ratings

You can view your ratings in the 'My Licences & Ratings' section of your portal.

Click on the next to the relevant licence to view the ratings on that licence. This will bring up a list of all of the current and expired ratings for that licence.



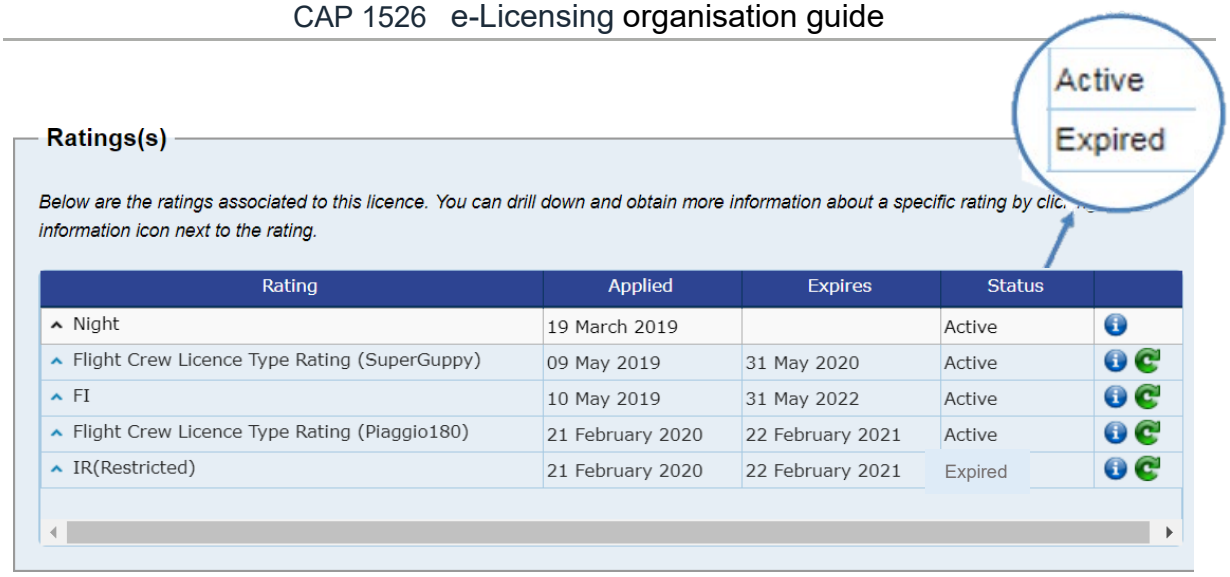
The 'Applied' column lists the date your account was created in e-Licensing and then the date new ratings were issued going forwards.

The 'Expires' date shows the expiry date of your rating (see section 5.1 Revalidate a Rating).

The 'Status' column shows whether your rating is on the front or the back of your licence.

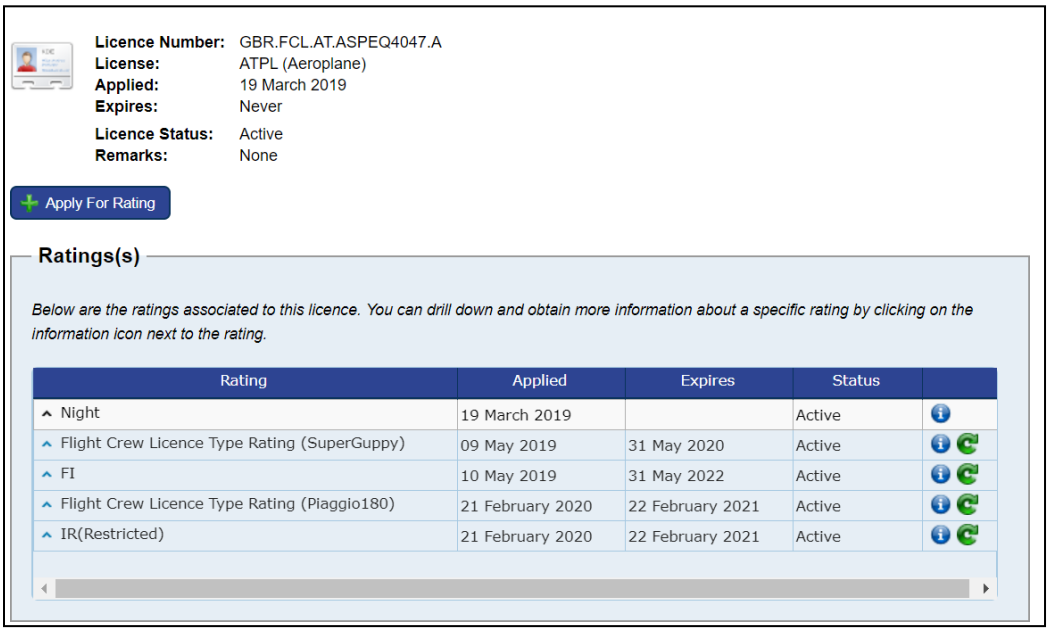
Ratings listed as 'Active' are both current and expired ratings on the *front* of your licence – as these can be endorsed by an examiner on your licence.

Ratings listed as 'Expired' are ratings on the *back* of your licence.

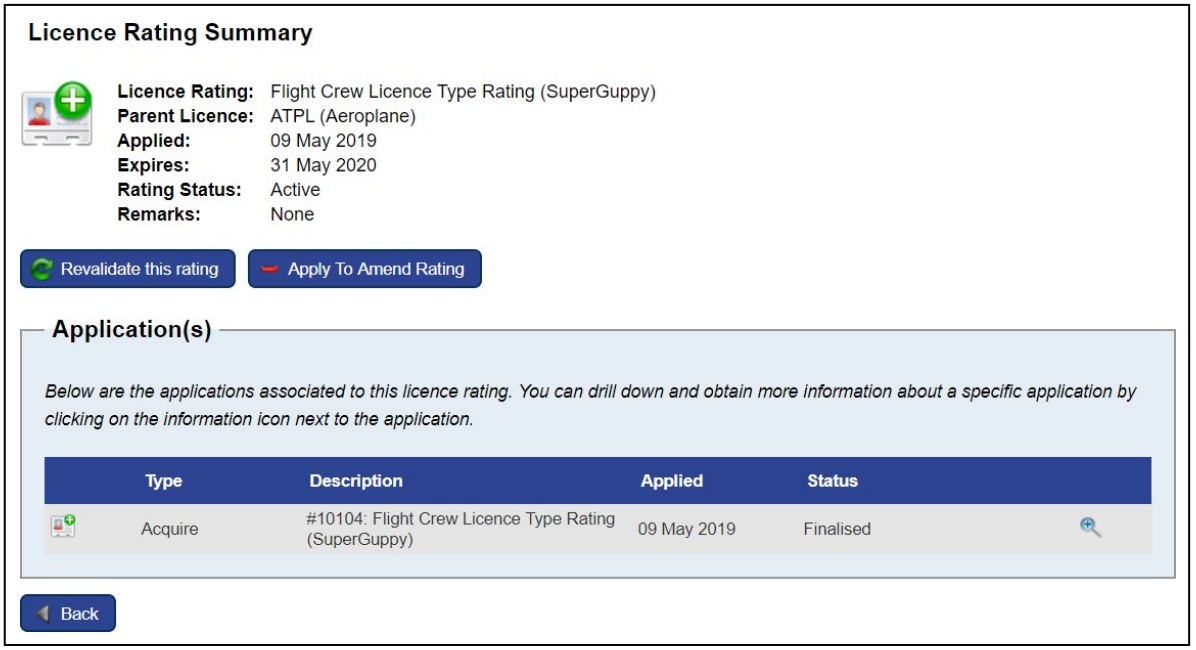


To apply for a brand new rating you have not held on your UK licence before, click on the 'Apply for Rating' button at the top.

To amend an existing rating, click on the next to the relevant rating.



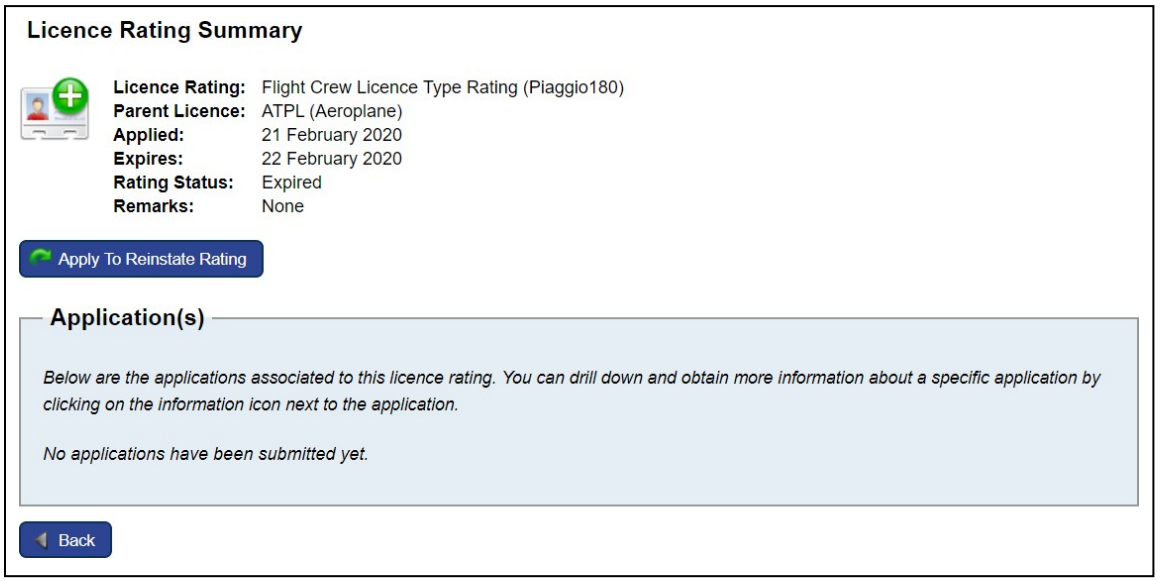
This will take you to a page about that specific rating.



If your rating is on the front of your licence, you will have the option to 'Revalidate this rating'. This is where you can amend the expiry date of the rating after you have done a proficiency check and had the rating endorsed. No licence will be issued, as this is simply keeping your records up to date.

You can also 'Apply to Amend Rating'. This may be to remove a restriction or extend the privileges of a rating.

If your rating has expired and is on the back of your licence, the only option you will have is to 'Reinstate Rating". This is how you can apply to renew the rating and get it moved to the front of your licence.



5.1 Revalidate a Rating

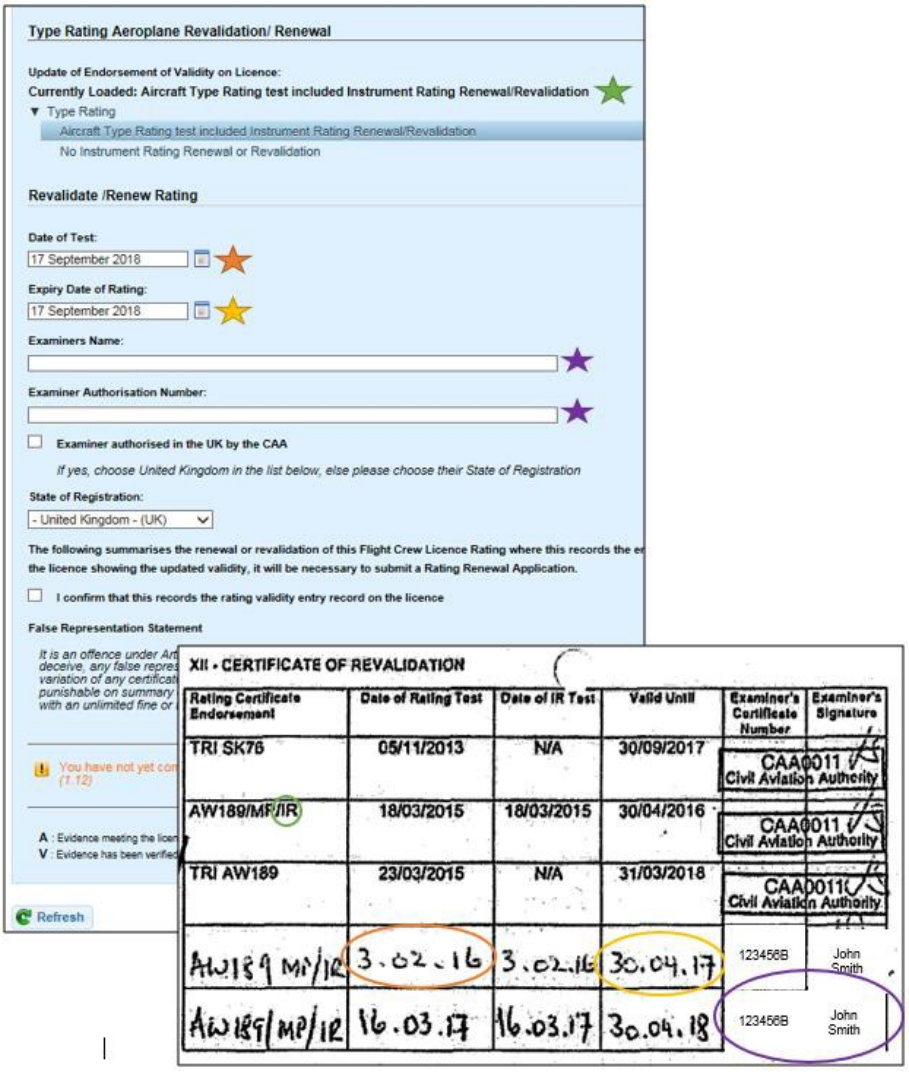
When a rating has been signed up in the field (both for revalidation and renewal of a rating on the front of your licence), you must update the expiry date in e-Licensing to reflect this.

To do this, click on 'My Licences and Ratings' and then click on the next to the relevant licence. This will bring up a list of the ratings on that licence. Click on the next to the relevant rating.

If your rating is on the front of your licence, you will have the option to 'Revalidate this rating'. This will allow you to enter the details from your proficiency check.

You cannot amend the expiry date for any ratings on the back of your licence. If you think you should be able to amend the rating as it is on the front of your licence but you don't have the option to 'Revalidate this rating', please call our support team on 0330 022 1972.

When you have selected 'Revalidate this rating', you will need to enter details from your proficiency check such as the date of test and Examiner number (all listed on the Certificate of Revalidation page of your licence).



Once saved, the expiry date of the rating will automatically update in your portal.

This information will then be verified by the UK CAA the next time you make a licencing application.

Please be aware that this will not trigger a new licence to be issued – it is simply keeping your licensing records up to date.

Note: You can only update the validity of a rating that is listed as "Active". Ratings listed as "Expired" are ratings on the back of the licence and cannot be updated in this manner (instead you will need to 'Apply to Reinstate Rating').

Note: You cannot update the validity of an instrument rating on its own. The IR should be attached to another rating and therefore should be updated with that type/class rating.

For example, if you revalidated your IR with your MEP, you should select MEP from the drop-down menu. On the following page you'll get the option to select it with Instrument Rating.

Important: The first time you log in to your account, the validity of the ratings listed in e-Licensing may not match your licence. You will need to go through and update the validity of any rating that has been signed up in the field so that it matches your licence.

Going forwards, you must ensure all your ratings are kept up to date in e-Licensing by following the 'Revalidate a Rating' process every time you have a rating signed up in the field.

5.2 Apply for a New Rating

This option should be used to apply for brand new ratings. Before you can apply for a rating, you will need to have made a licence application or have been issued with a UK licence, but this does not need to have been issued by e-Licensing as your previous licence history will be available in the system.

Before you make an application: the validity of any ratings that have been signed up in the field must be updated manually (see section 5.1).

To apply for a new licence rating, click on the 'My Licences & Ratings' section of your portal.

Click on the next to the relevant licence to view the ratings on that licence. Click on the 'Apply for rating' button.

The application will now open. Select the 'Licence' (e.g. CPL (A)) and type of 'Rating' (e.g. Class Rating) from the drop-down menus. Click Next.

Depending on the type of licence you are applying for, you will be asked to fulfil a number of requirements specific to that rating.

To fulfil application requirements, you may need to upload experience (see section 10 Add Experience Records) or documentation (see section 9 Upload Documents).

Please note that you can only upload one file per request, so if your document has multiple pages you will need to scan this as one PDF.

For information on what documents need to be uploaded, please visit our e-Licensing webpage at www.caa.co.uk/e-Licensing. Click on the 'Pilots' tab on the left-hand side. Then under 'Documentation', click on the type of application you are trying to make.

Once you have confirmed, uploaded or updated all the information requested for the licence application, click 'Refresh'. The system will crosscheck all documentation available to confirm eligibility.

Once confirmed (all requirements listed are in green and no other warning messages are visible), the 'Submit Application' button will appear.

Please see section 5.5 Example Type Rating Application for more guidance.

5.3 Apply to Amend Rating

This option should be used if you wish to make an amendment to a rating you already hold, such as removing a restriction.

You can also choose this option when the rating being renewed or revalidated is shown as a current rating on page 4 of your licence but you require the CAA to produce a re-printed licence.

Before you make an application: the validity of any ratings that have been signed up in the field must be updated manually (see section 5.1).

To make the application, click on the 'My Licences & Ratings' section of your portal.

Click on the next to the relevant licence to view the ratings on that licence.

Click on the next to the relevant rating. Then click 'Apply to Amend Rating'. This will take you to the application where you will need to make selections and upload supporting documents.

Once you have confirmed, uploaded or updated all the information requested for the rating application, click '*Refresh*'. The 'Submit Application' button will appear.

Once you have clicked submit, you will be asked to choose your chosen shipping method. This will allow you to choose between second class post or tracked courier.

Finally, you will be required to make payment via a card payment.

5.4 Apply to Reinstate Rating

This option should be used to renew an expired rating on the back of your licence.

Before you make an application: the validity of any ratings that have been signed up in the field must be updated manually (see section 5.1).

Click on the 'My Licences & Ratings' section of your portal.

Click on the next to the relevant licence to view the ratings on that licence.

Click on the next to the relevant rating. Then click "Apply to Reinstate Rating". This will take you to the application where you will need to make selections and upload supporting documents.

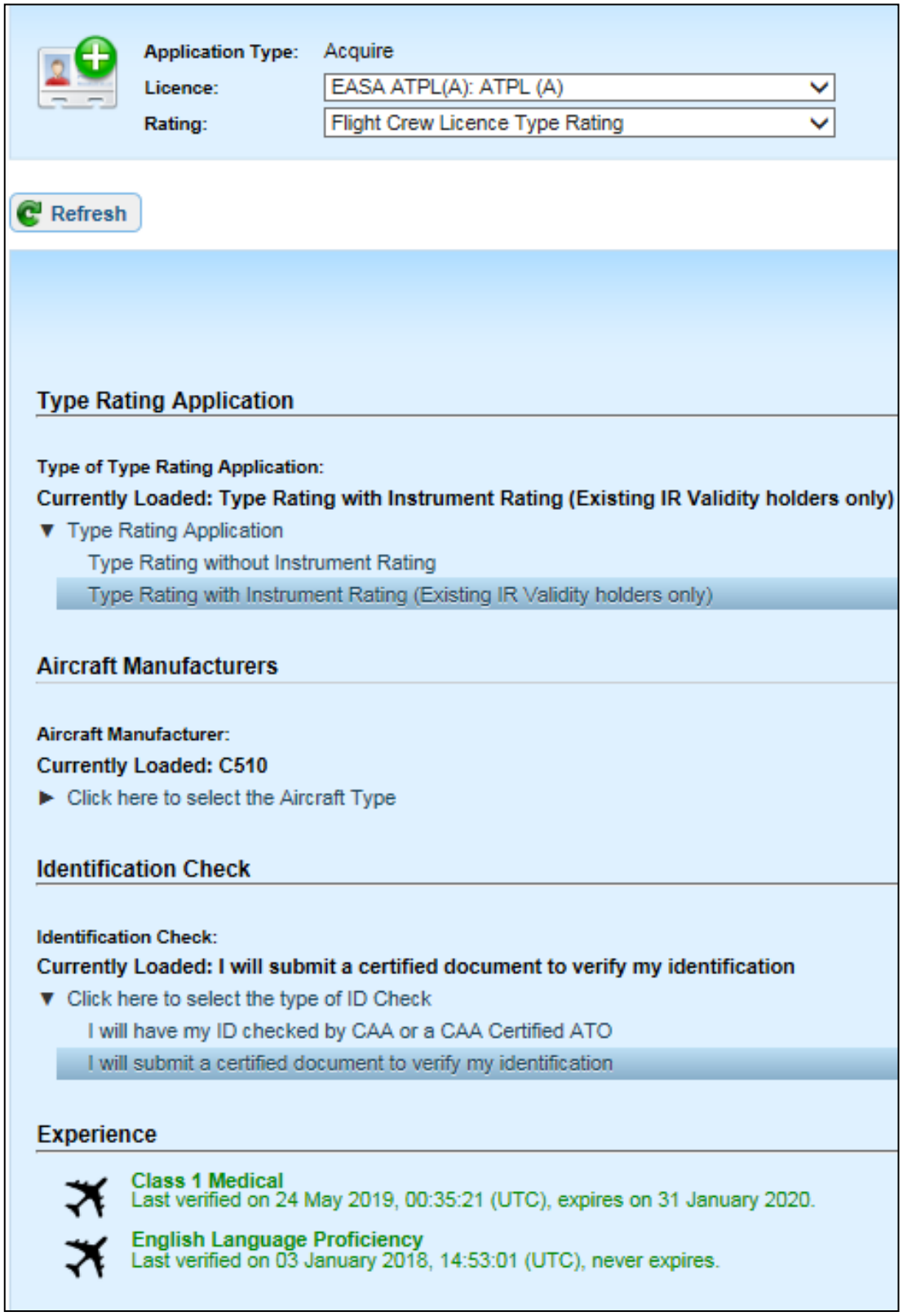
Once you have confirmed, uploaded or updated all the information requested for the rating application, click '*Refresh*'. The system will crosscheck all documentation available to confirm eligibility.

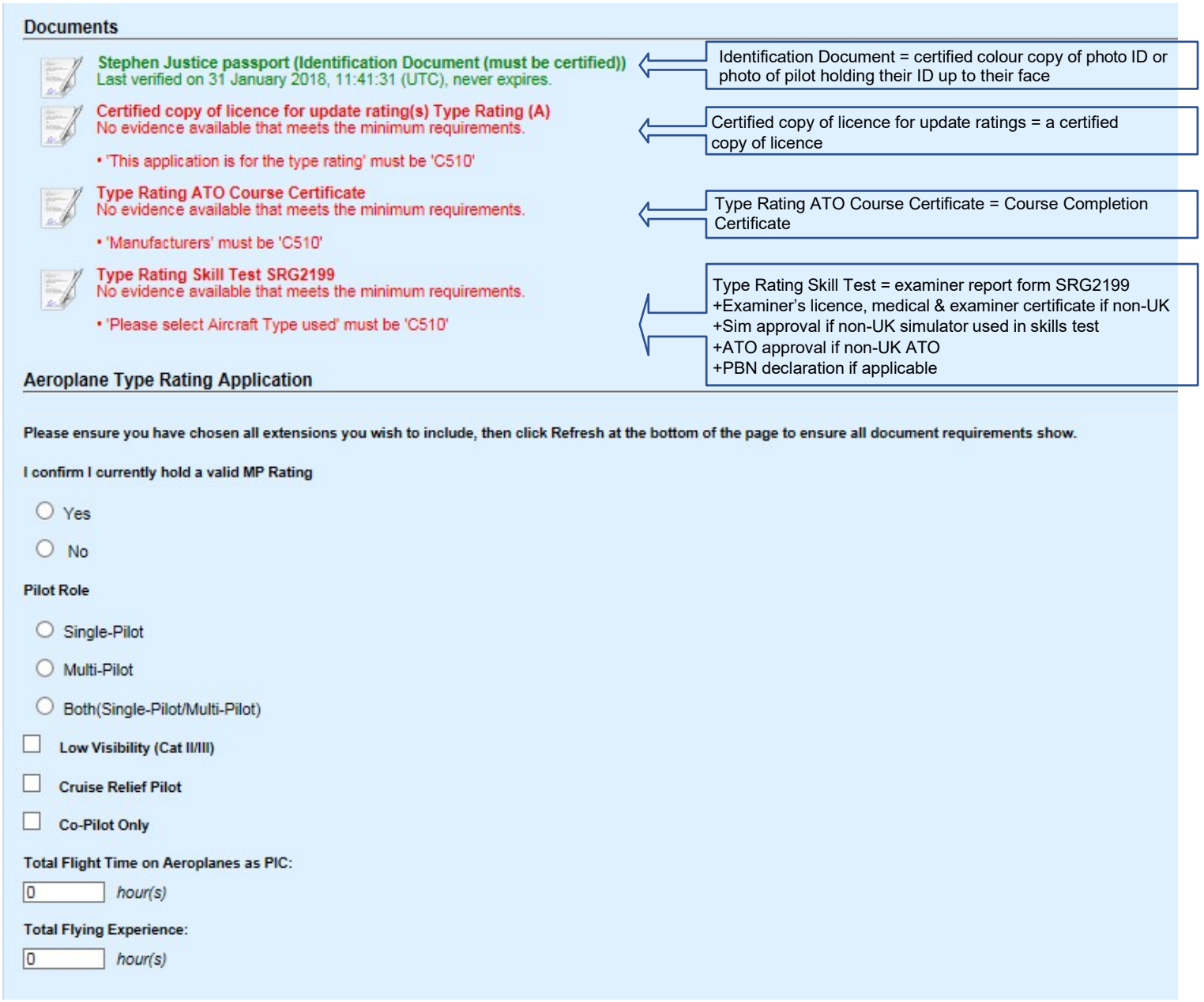
Once confirmed (all requirements listed are in green and no other warning messages are visible), the 'Submit Application' button will appear.

Once you have clicked submit, you will be asked to choose your chosen shipping method. This will allow you to choose between second class post or tracked courier.

Finally, you will be required to make payment via a card payment.

5.5 Example Type Rating Application





Identification Document = certified colour copy of photo ID or photo of pilot holding their ID up to their face

Certified copy of licence for update ratings = a certified copy of licence

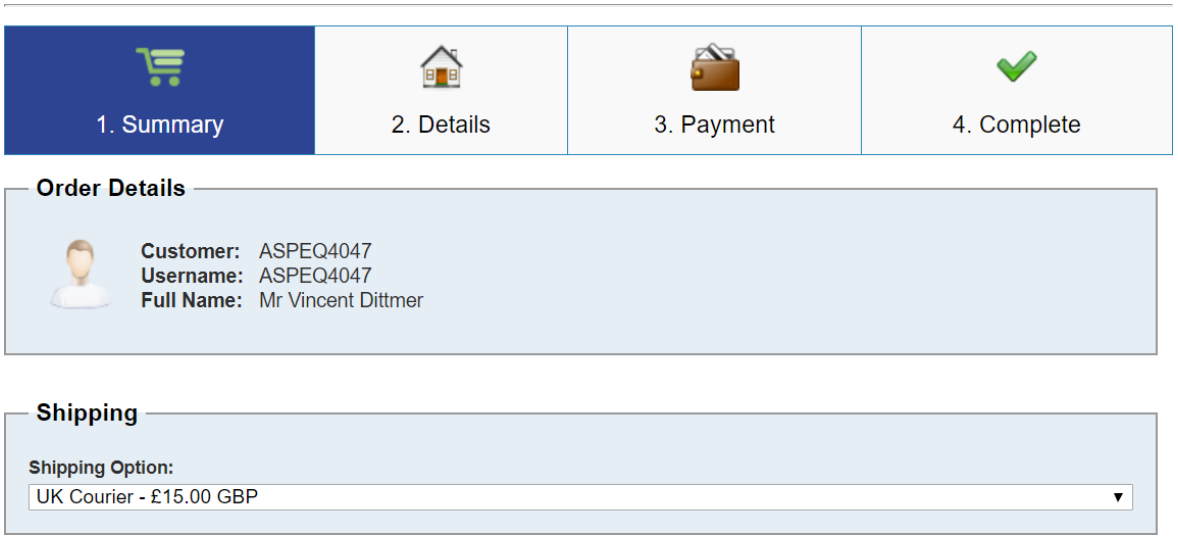
Type Rating ATO Course Certificate = Course Completion Certificate

Type Rating Skill Test = examiner report form SRG2199
+Examiner's licence, medical & examiner certificate if non-UK
+Sim approval if non-UK simulator used in skills test
+ATO approval if non-UK ATO
+PBN declaration if applicable

Once the form is complete, click Refresh and you will be able to "Submit Application"

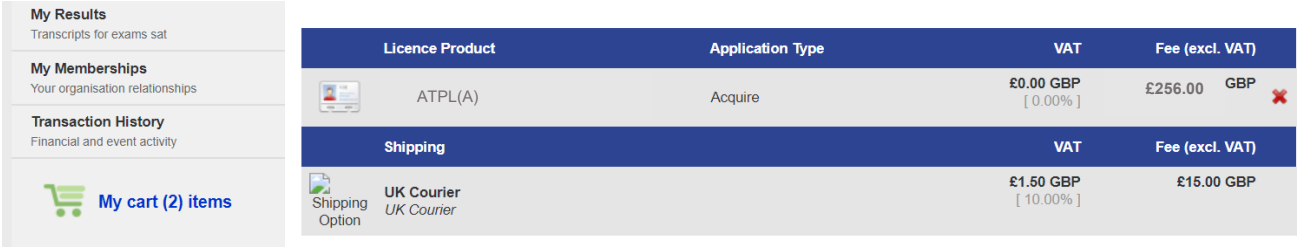
Error messages will appear in Orange if something is incorrect or incomplete. An application cannot be submitted if error messages are present.

Once you have clicked submit, you will be asked to choose your chosen shipping method. This will allow you to choose between second class post or tracked courier.



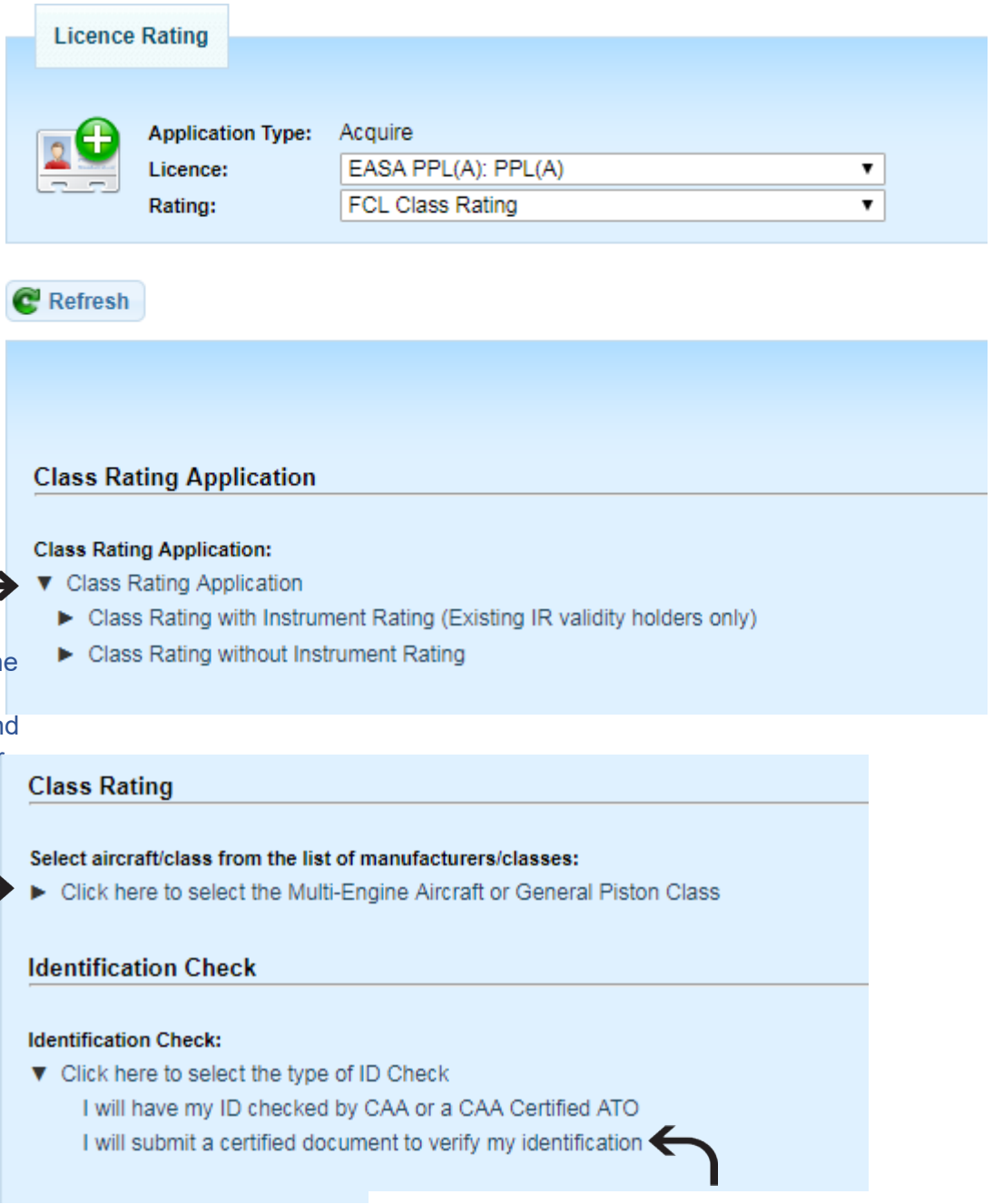
Please choose your chosen method from the drop-down menu under 'Shipping Option'.

You will then have two items in your cart, your licence application and your postage option.



Finally, you will be required to make payment via a card payment.

5.6 Example MEP Rating Application

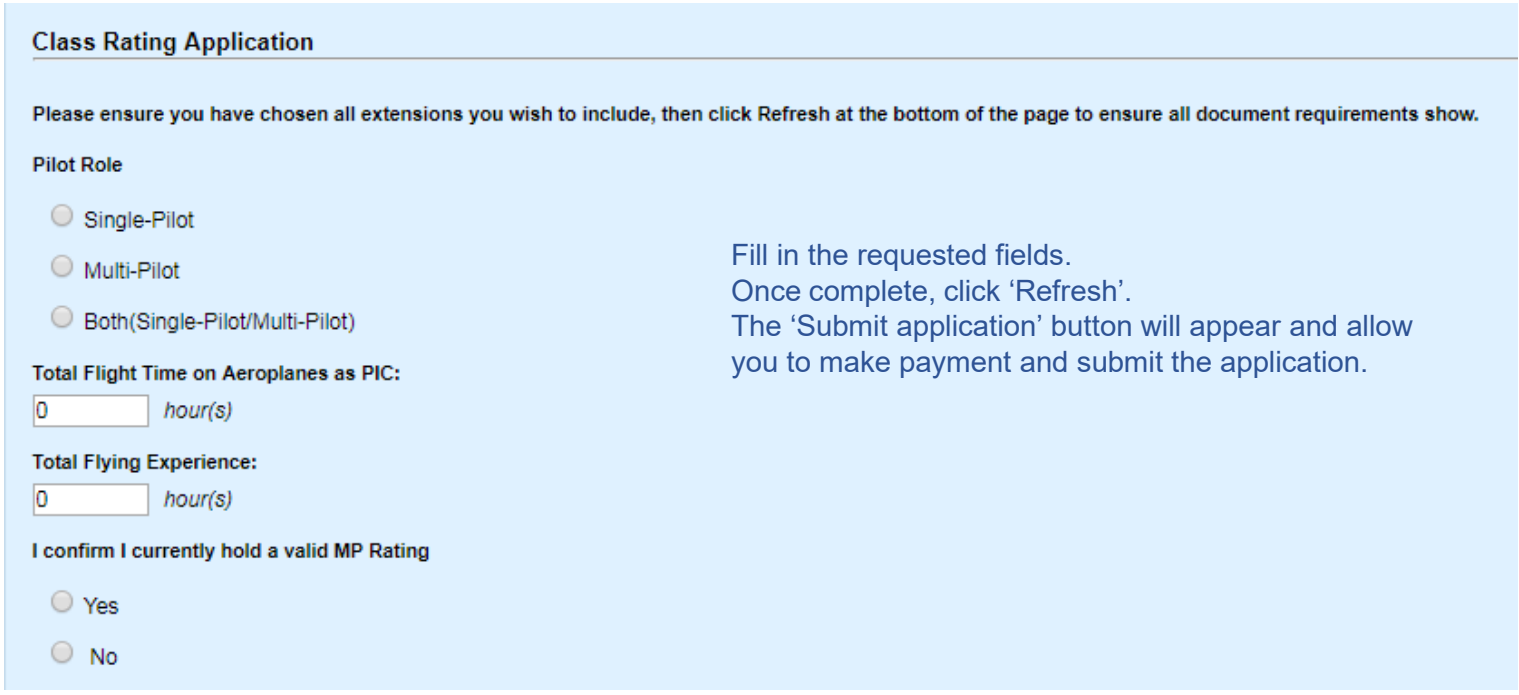


Click on the arrow to expand and make your selection

Click on the arrow to expand and select the class of aircraft you are applying for

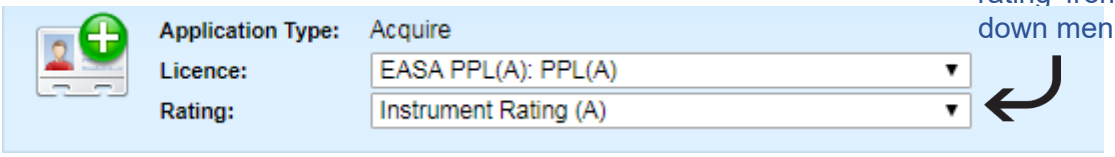
Select the second option to say you will upload a certified copy of ID

Experience
English Language Proficiency
Last verified on 15 January 2020, 16:49:33 (UTC), never expires.
The ELP validity will automatically pull through from our records.
Documents
Certified Passport (Identification Document (must be certified))
Not yet verified, expires on 09 June 2021.
Upload a certified colour copy of photo ID or photo of pilot holding their ID up to their face
Class Rating Multi-Engine Course Completion Certificate
No evidence available that meets the minimum requirements.
• 'Please select Aircraft/Class' must be 'MEP (Land)'
Upload a copy of the Course Completion Certificate
Class Rating Multi-Engine Skill Test
No evidence available that meets the minimum requirements.
• 'Please select Aircraft/Class' must be 'MEP (Land)'
Upload a copy of the Examiner Report form + non-UK examiner docs
Multi-Engine Class Rating - Update Rating(s)
No evidence available that meets the minimum requirements.
• 'This application is for the class of' must be 'MEP (Land)'
Upload a certified copy of the licence

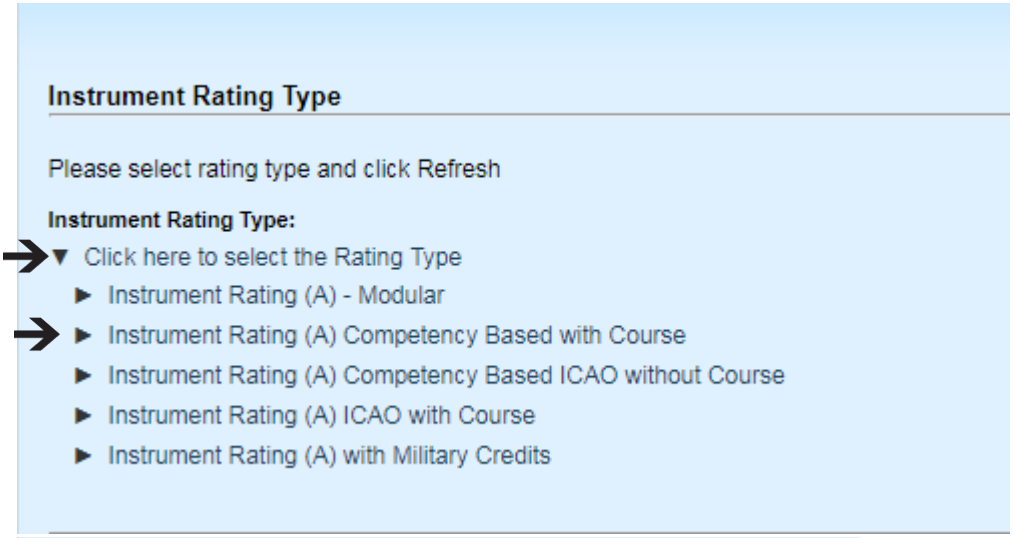

Class Rating Application
Please ensure you have chosen all extensions you wish to include, then click Refresh at the bottom of the page to ensure all document requirements show.
Pilot Role
Single-Pilot
Multi-Pilot
Both(Single-Pilot/Multi-Pilot)
Fill in the requested fields.
Once complete, click 'Refresh'.
The 'Submit application' button will appear and allow you to make payment and submit the application.
Total Flight Time on Aeroplanes as PIC:
0
hour(s)
Total Flying Experience:
0
hour(s)
I confirm I currently hold a valid MP Rating
Yes
No

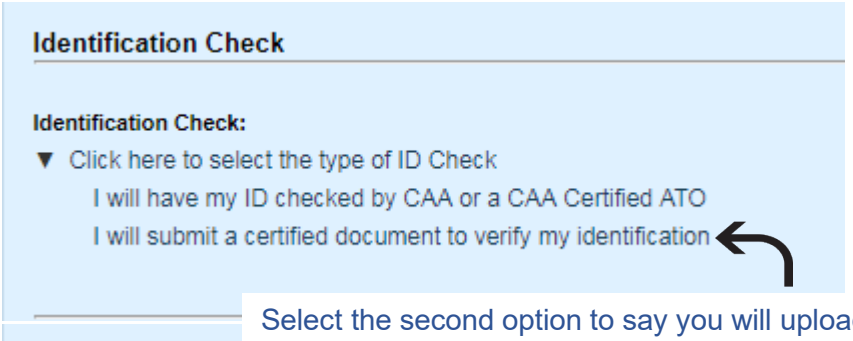
5.7 Example CBIR Rating Application

Select 'Instrument rating' from the drop-down menu



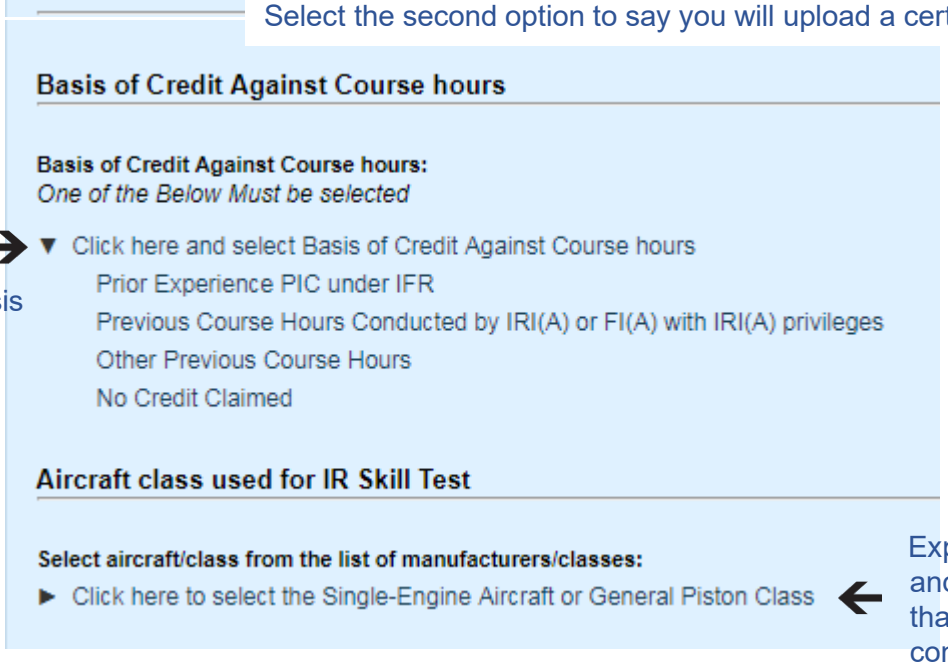
Expand the drop-down menu and select 'Instrument rating Competency Based with course'





Select the second option to say you will upload a certified copy of ID

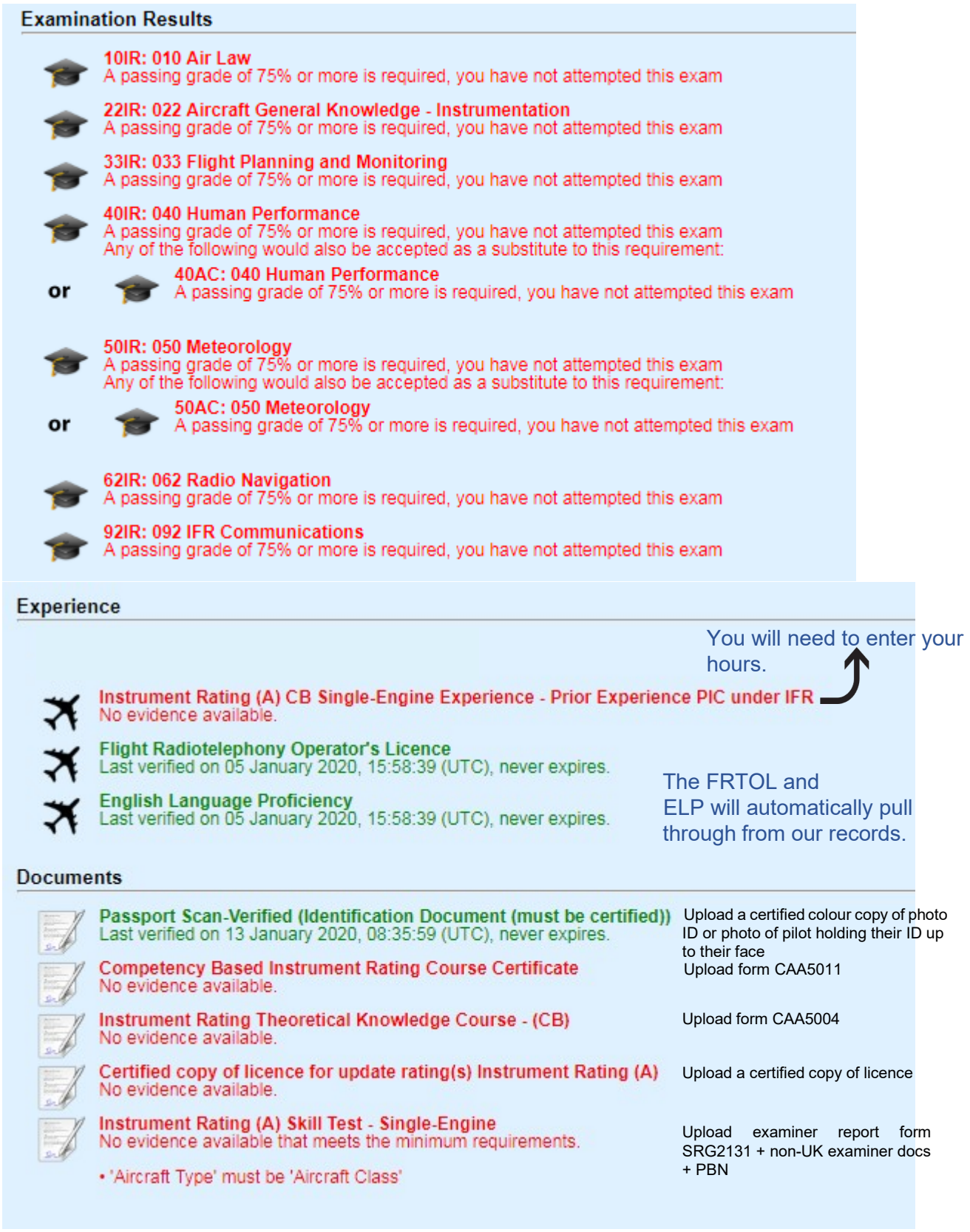
Expand the drop-down menu and select the basis for the competency-based route



Expand the drop-down menu and select the aircraft class that the skills test was conducted in

If you sat and passed exams in the UK, your results will populate here in green. You cannot submit the application if you have not passed all required exams.

If you sat your theoretical exams abroad, you will need to email confirmation of your exam results (from the competent authority) to FCLweb@caa.co.uk so that we can update your exam records.



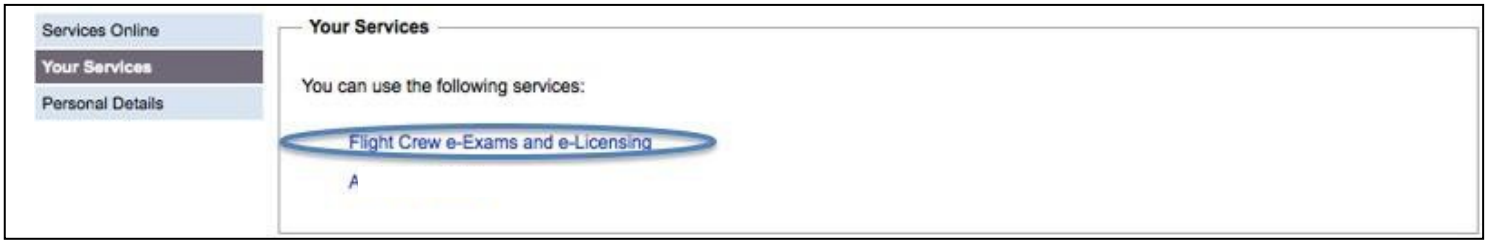
6. Changing your personal details

You can change your name, address and personal details yourself in your portal account.

When you log in to your portal, click on 'Personal Details' on the left-hand side.

You can now edit your personal information.

Once you updated your information in your portal, you need to log in to e-Licensing so that your changes pull through. To do this, click on 'Your Services' on the left-hand side and select 'Flight Crew e-Exams and e-Licensing' from the list.



This will log you in to e-Licensing. Your personal information should now update.

If you do not do this step, CAA staff will not be able to see the changes you have made.

If you need your licence reprinting with your new information (and you do not already have an application in progress), you will need to make an application.

Click on 'My Licence Products' and 'Apply for New Licence product'. Select 'Change of Details' from the drop-down menu.

You will need to upload a certified copy of your licence and your ID as part of the application.

7. Applying for a replacement licence

To request a replacement licence, click on 'My Licence Products' and 'Apply for New Licence product'.

Select 'Lost or Stolen Licence' from the drop-down menu.

8. Identification Check

A pilot's identity must be verified before an application is considered complete. As part of the application process, you must choose between two options for an Identification Check.

The ID check can be done by a CAA certified training organisation (ATO), or an applicant can upload a certified copy of their ID.

8.1 "I will have my ID checked by CAA or CAA Certified ATO"

If you choose the first option quoted above, you must have entered your ID details (such as passport number) as part of the portal registration process. These details can be viewed by selecting 'My Profile' then clicking on the next to the applicable row under 'Identities'.

You must present your original ID document in person to an appropriately qualified person at your ATO. If the document matches the details entered in e-Licensing, the ATO can validate that ID.

Note: Your identity documents must be viewed by an ATO in person before the identity can be validated. You will be unable to submit your application until this step has been completed.

8.2 "I will submit a certified document to verify my identification"

Alternatively, you can upload a certified copy of your ID, or a photo of you holding your ID up to your face. You can find out more in our webpage 'How to get copies of your documents certified'.

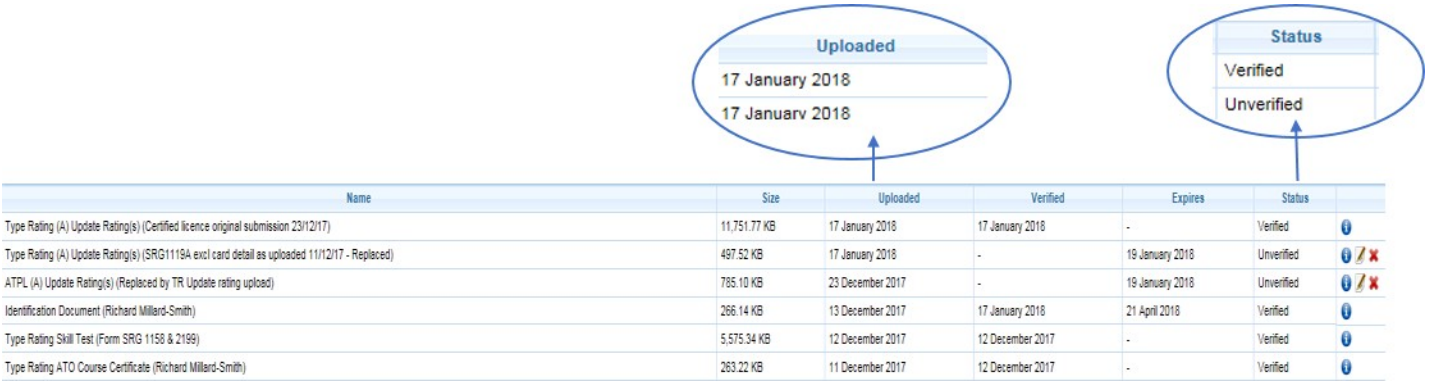
9. Upload documents

9.1 Viewing Documents

You can view the documents that have been uploaded as part of an application in the "My Documents" section of your account. Click the button next to the document in question, then click on 'View Document'.

You can see the date a document was submitted by looking at the 'Uploaded' column.

You can also see the status of the document in the 'Status' column. 'Verified' means we have accepted the document, 'Unverified' means it is awaiting assessment or we have asked you to make a change, and 'rejected' means we have rejected the document.



Name	Size	Uploaded	Verified	Expires	Status
Type Rating (A) Update Rating(s) (Certified licence original submission 23/12/17)	11,751.77 KB	17 January 2018	17 January 2018	-	Verified
Type Rating (A) Update Rating(s) (SRG1119A excl card detail as uploaded 11/12/17 - Replaced)	497.52 KB	17 January 2018	-	19 January 2018	Unverified
ATPL (A) Update Rating(s) (Replaced by TR Update rating upload)	785.10 KB	23 December 2017	-	19 January 2018	Unverified
Identification Document (Richard Millard-Smith)	266.14 KB	13 December 2017	17 January 2018	21 April 2018	Verified
Type Rating Skill Test (Form SRG 1158 & 2199)	5,575.34 KB	12 December 2017	12 December 2017	-	Verified
Type Rating ATO Course Certificate (Richard Millard-Smith)	263.22 KB	11 December 2017	12 December 2017	-	Verified

Please be aware that all documents uploaded by you will be listed as 'unverified' as they have not been checked by us. Documents will not be checked by us unless you submit a Licensing application. In this case, the documents are checked when we come to assess the application (usually within 10 working days). Documents we accept as part of an application will change to 'verified'.

Note: Having unverified documents will not stop you from making an application to us.

9.2 Uploading documents as part of an application

To add documents to support the licencing application, click ‘Update’ next to the document in the application page. This will allow you to upload a file.

We can accept JPEG or PDF files up to 20MG in size.

You must ensure that all files are clear and legible otherwise they will not be accepted.

Please note that you can only upload one file per request, so if your document has multiple pages you will need to scan this as one PDF.

For information on what documents need to be uploaded, please visit our e-Licensing webpage at www.caa.co.uk/e-Licensing. Click on the ‘Pilots’ tab on the left-hand side. Then under ‘Documentation’, click on the type of application you are trying to make.

Forms beginning with a CAA reference (such as form CAA5013) are forms that have been designed specifically for e-Licensing. These forms can be downloaded from our website www.caa.co.uk/e-Licensing. Click on the ‘e-Licensing course certificates’ link and ‘download course certificates’.

e-Licensing course certificates

Course completion certificates, together with other supporting documentation, must be used when making applications on e-Licensing.

Please see the professional pilot licence section of our website for application guidance and details of exceptions.

You can download course certificates from our website. Certificates specific to e-Licensing are shown below.

CAA5000	Course Completion Certificate - Integrated Course for issue of Commercial Pilot's Licence
CAA5003	Evidence of UK Examination and Test for Grant of Flight Radio Telephony Operator's Licence
CAA5004	Confirmation of Theoretical Knowledge Course Completion Certificate
CAA5005	MPL Course Completion Certificate
CAA5008	Course Completion Certificate - Modular Course
CAA5009	Course completion certificate for en route instrument rating (EIR)
CAA5010	Certificate of Training or Experience for Grant of Flight Radio Telephony Operator's Licence
CAA5011	IR Course Completion Certificate - Aeroplane/Helicopter/Airship Instrument Rating in a Part-FCL Pilot's Licence
CAA5012	Certificate of English Language Assessment
CAA5013	Hours Confirmation for the issue of an ATPL
CAA5014	Breakdown of Military Hours to be used for the issue of a Flight Crew Licence & or rating.
CAA5018	Instructor Training Course Completion Certificate

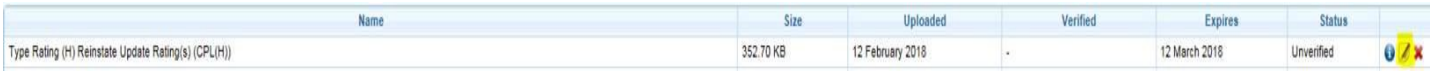
9.3 Replacing incorrect documents

You can view the documents you have uploaded as part of an application in the “My Documents” section of your account.

If you realise that you have uploaded the wrong document, or we will not accept the document, you can amend uploaded documents.

To find the document in question, you can view each document by clicking the button.

Clicking the “Edit this document” button will allow you to amend your text entries and replace the uploaded document.



Using this method, we will automatically receive a notification in e-Licensing advising us that you have made a change.

Please note that you cannot amend submissions once they have been “verified” or “rejected” by us (see “status”).

9.4 Uploading additional documents

You can also upload additional supporting documents: click ‘Upload New’ in ‘My Documents’.

You will need to select the correct type of document from the drop-down list – please be aware that if you do not select the correct type the document you upload will not link to your application and we will not be able to view it.

We suggest you find the documents you have already provided as part of an application and upload the new document under the same name. Alternatively, you can load a new application and check the requested documents.

The document type is listed first and the name you have given the document appears in brackets.
For example, Type Rating (A) Update Ratings (copy of licence).
“Type Rating (A) Update Ratings” is the type of document and “copy of licence” is the file name you gave it.

Please note that we do not get a notification when you have uploaded new documents in this way. Therefore, if you use this method to upload documents that are needed for an application, you will need to email us at FCLweb@caa.co.uk to notify us.

10. Add experience records

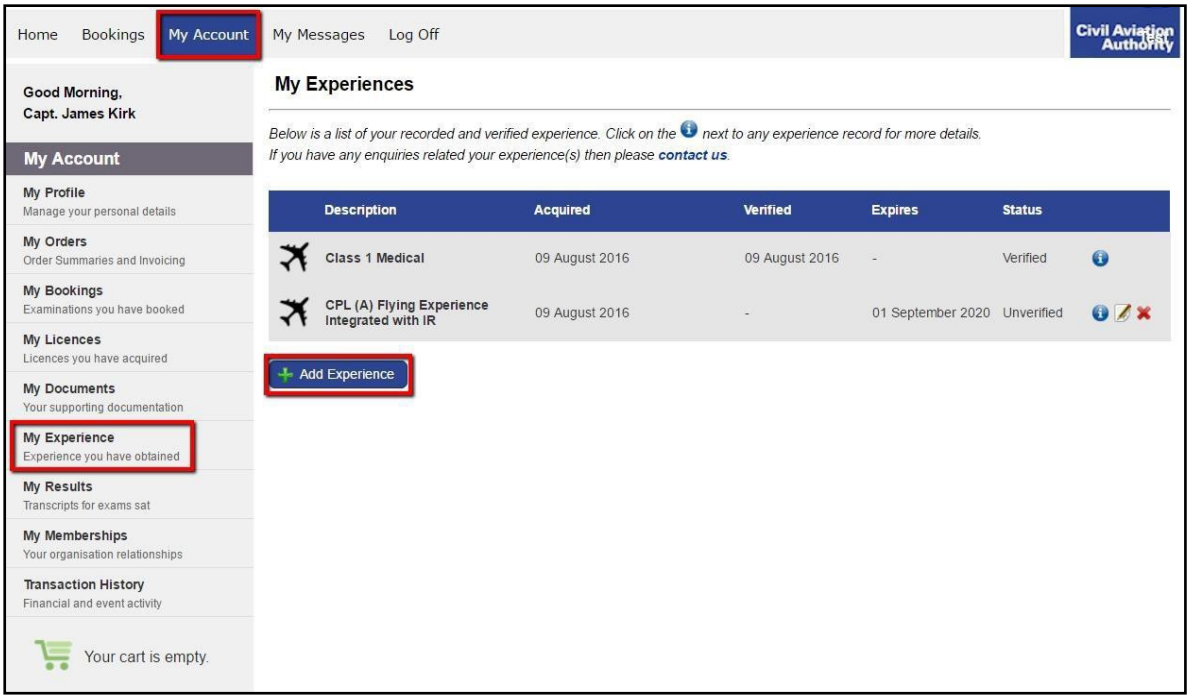
Some fields in the application process request that you fill in records of

Experience. Click ‘Update’ next to an experience entry on the ‘Submit Licence Application’ page and fill in the requested fields.

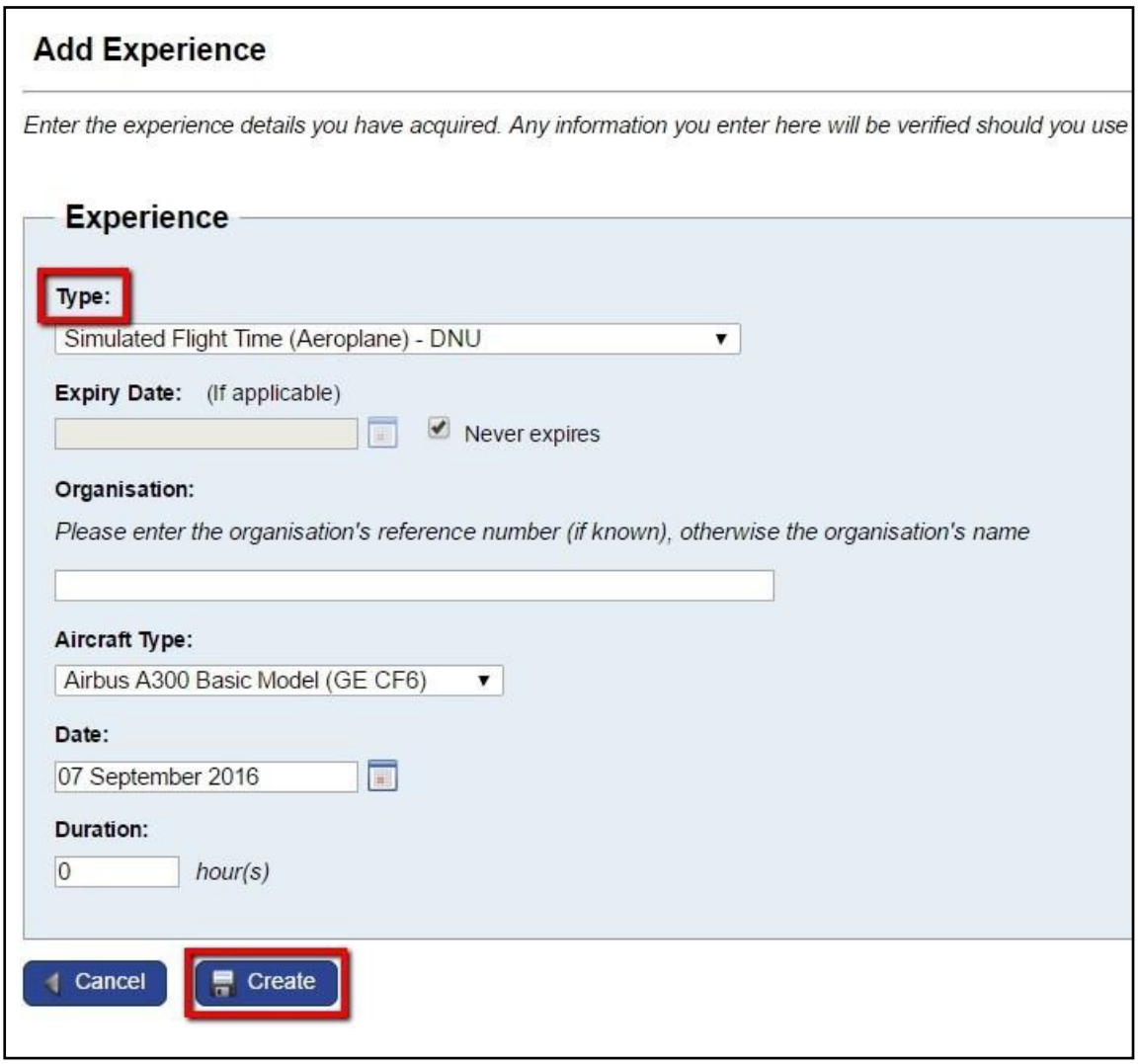
Note: flying hours must be entered in whole numbers. The system does not accept decimal points.

Any data entered in an Experience field in e-Licensing is saved in ‘My Experience’.

To list additional records of experiences, click ‘My Experience’ and ‘Add Experience’.



Input information according to the ‘Type’ selected and click ‘Create’.



11. Saving applications

There is no central place in e-Licensing for saved applications. However, if you reload the same application type, the selections you last made and the documents you uploaded will be saved there until you submit the application.

12. View application progress

To view application progress, go in to ‘My Licences’ or ‘My Ratings’ as appropriate.

If the licence or rating shows as “unacquired” it means an application has been submitted and is waiting to be assessed.
If the licence or rating does not appear in the list, no application has been submitted.

Double click or click on the applicable licence application.

13. The application process

Please note that e-Licensing replaces our SRG application forms. Please do not upload an SRG form in to e-Licensing as this will not be accepted.

Although we do not request logbooks as part of an e-Licensing application, we reserve the right to request your original flying logbook at any time.

Your documents will not be ‘verified’ until your application has been assessed. Please do not chase us to verify your documents.

Our standard turnaround time is 10 **working** days, for all applications.

During busy periods of the year we may go outside this SLA.

All applications are processed in strict date order – regardless of application type or method of applying.

We will only accept expedite requests from your company or training organisation – you cannot submit a request yourself – and only in extreme circumstances. Expedite requests can only be made in writing.

If you are applying for a new rating, please ensure proper use of the temporary certificate. Without exception, we will not expedite any licence issue where the application has not been submitted in time and/or the temporary certified has been abused.

Once a pilot makes an application and receives a new licence through e-Licensing, they must use e-Licensing for all future applications. Paper applications will be cancelled and the pilot asked to apply via e-Licensing

14. Adding funds

You can choose to pay for a service in e-Licensing by adding your card details at the end of every application, or by uploading a bulk amount on to your account.

14.1 Adding funds to an account using a credit card

e-Licensing and e-Exams allows users to add credit to their account by making a card payment using the process outlined below. Note the CAA cannot accept card payments in excess of £25,000.

Click on 'Transaction History' and then 'Credit Account'. Enter the amount you would like to prefund the account with and proceed to the WorldPay payment screen and follow the payment instructions from there.

15. Receipts

You can save and print receipts for applications submitted and exams booked by clicking on 'My Orders'.

You can also download a statement of transactions under 'Transaction History'.

16. Help with your e-Licensing application

Please visit our e-Licensing webpage, which we will keep up to date with FAQs.
http://www.caa.co.uk/e-Licensing

You can also contact our Licensing support team at FCLweb@caa.co.uk or on 0330 022 1972 (opt2).