UK Civil Aviation Authority

# GA e-Exams Candidate Tasman Guide

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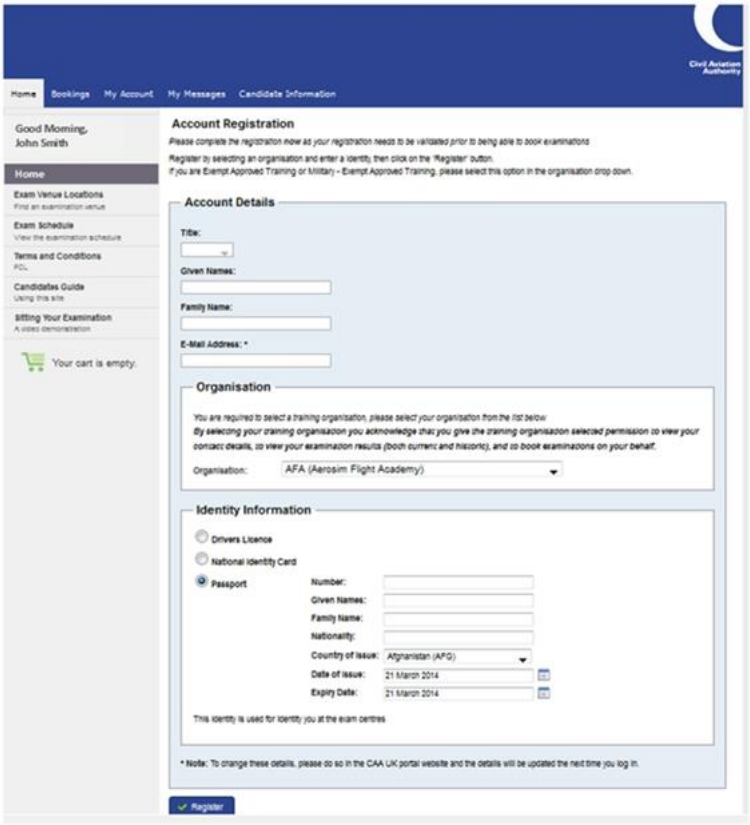
# UKCAA GA e-Exams Candidate Guide

## Account registration:

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




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. If you are a Part-66L licence candidate you must still select your training organisation and not choose a self-study option.

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:

a. Drivers Licence;

b. Passport;

c. 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-EExams@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 GA 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.

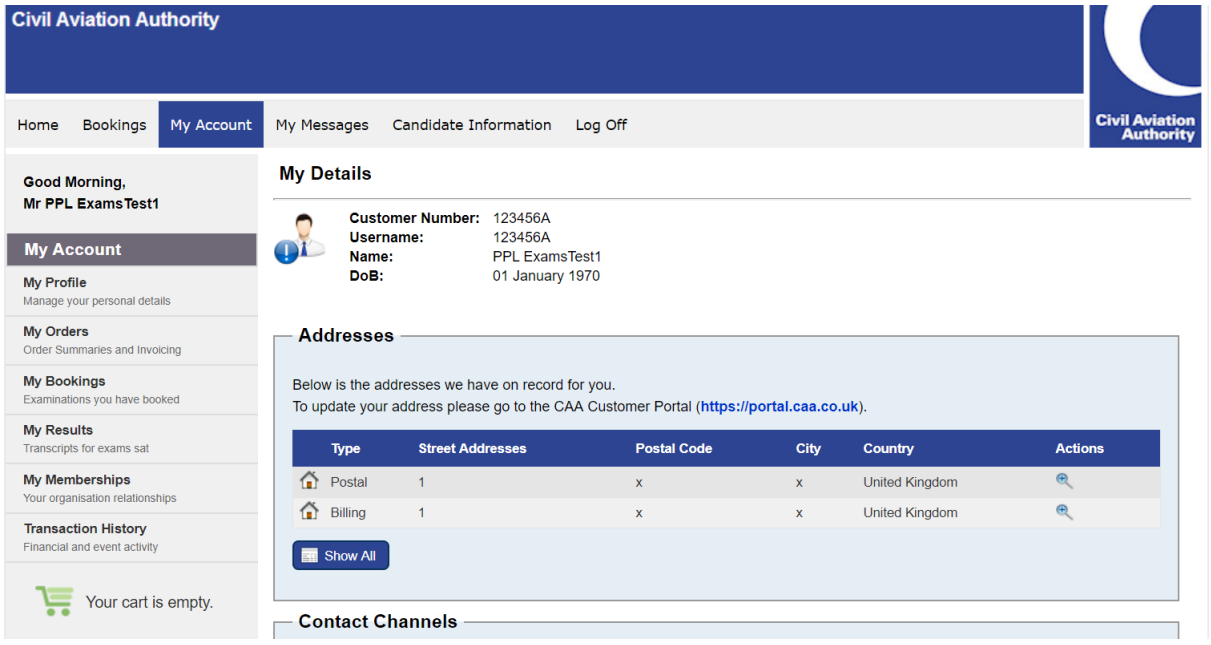
***Note:*** Bookings for GA exams are able to be sat for 90 days from the date of booking. Once a booking has been made please arrange a suitable time with your Training Organisation to sit the exam.

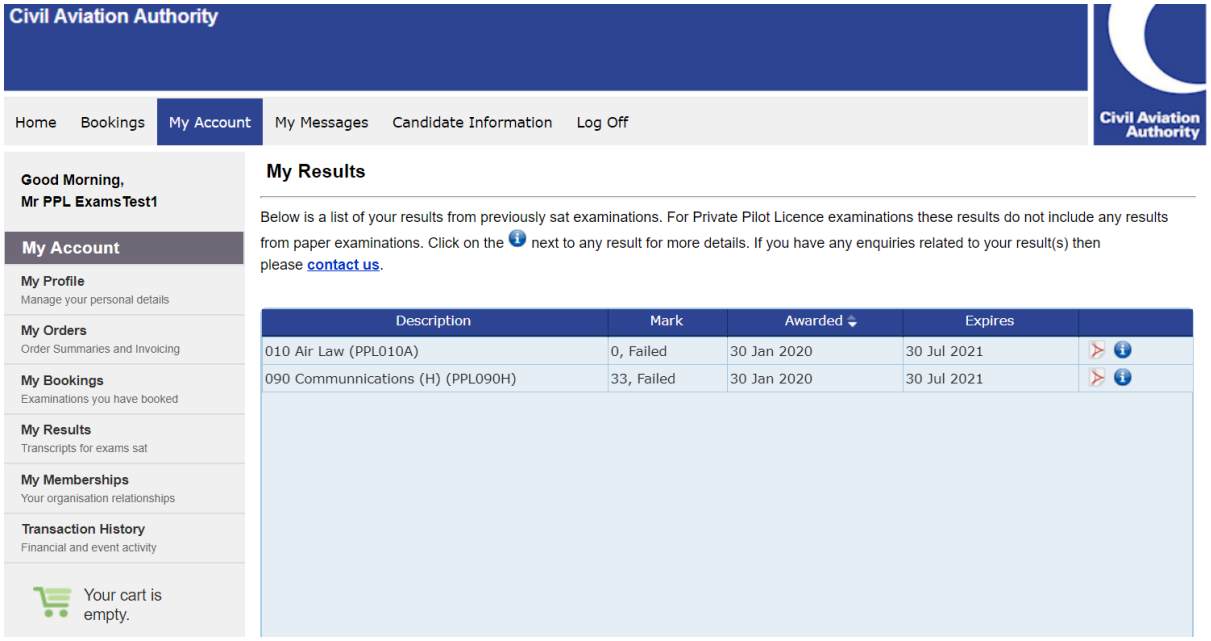
## Cancelling your exam:

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 Transcripts for exams sat.






## Requesting a review:

A review of an assessment or a test involves an evaluation by a CAA Subject Matter Expert of questions or aspects of the assessment highlighted by the candidate as unsatisfactory. A candidate can select a review through their personal account in the candidate portal within 14 calendar days of receiving the result. This is a paid service and the target time for completing a review once raised is 15 working days.

This review shall check:

- Relevance to appropriate subject matter
- Technical correctness of the question stem, and answer, and suitability of other options
- The language used, including grammar, syntax, level and style
- Instructions to candidates and any other points which the candidate may have raised

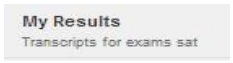
Candidates who have received a mark greater than 50% in an assessment or have not achieved the desired level of competency in a test may request a review.

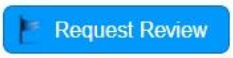
Candidates who have applied for a review are advised not to re-sit or rebook the examination until the review outcome has been issued. Candidates who choose to go ahead with the exam while the review is still being processed must be aware that the last result obtained is the measure of competence and that result will be recorded as the official result. This means that if the review results in a Pass and the exam resit is a Fail, the Fail result stands.

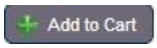
Candidates will be advised via email of the outcome, and any changes to examination marks will be reflected on the results page in the normal way. Any review that changes the result from a fail to a pass for the candidate, will have the review fee refunded in full.

The assessments and tests are not available for release to the candidate or training organisation, as they are Intellectual Property of the CAAUK. Answer sheets, markings and any recordings also will be withheld.

To apply for a review click

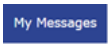
then 


Click on the Blue Flag icon to the right of the result to start the review process or alternatively click the to the right of the result then 

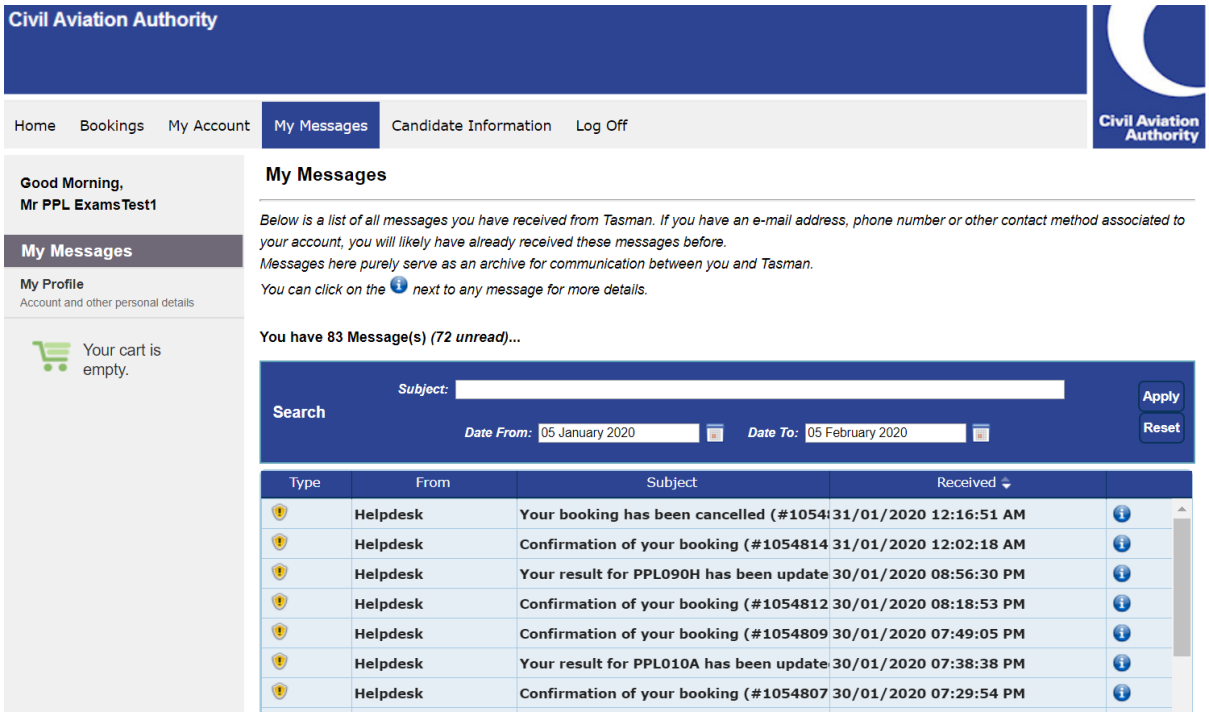
. To confirm and pay for the review click on 

and follow the Cart process.

## Checking messages:

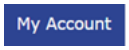
Messages are automatically sent to notify you of any significant activity regarding your account and bookings. These messages are available in your e-Exams Portal and they are also sent to your nominated e-mail address. You are able to check your messages by clicking 

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.




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

## Viewing account details:

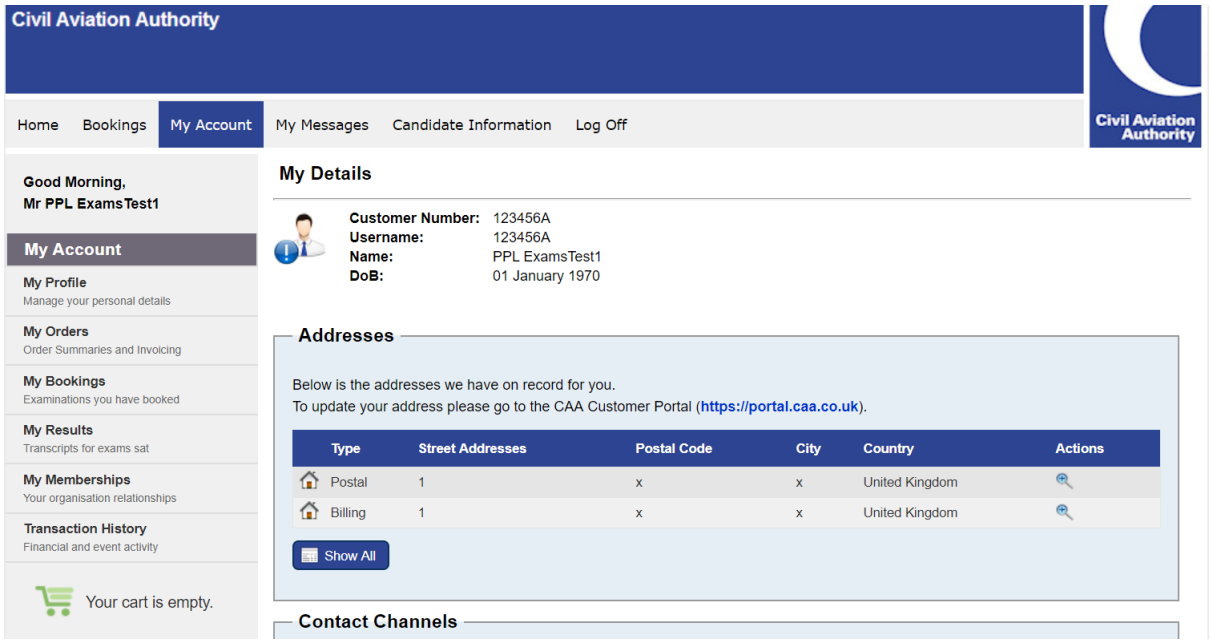
You can view your account details by clicking 

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-EExams@caa.co.uk.

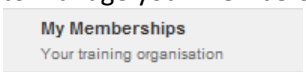



## Managing memberships:

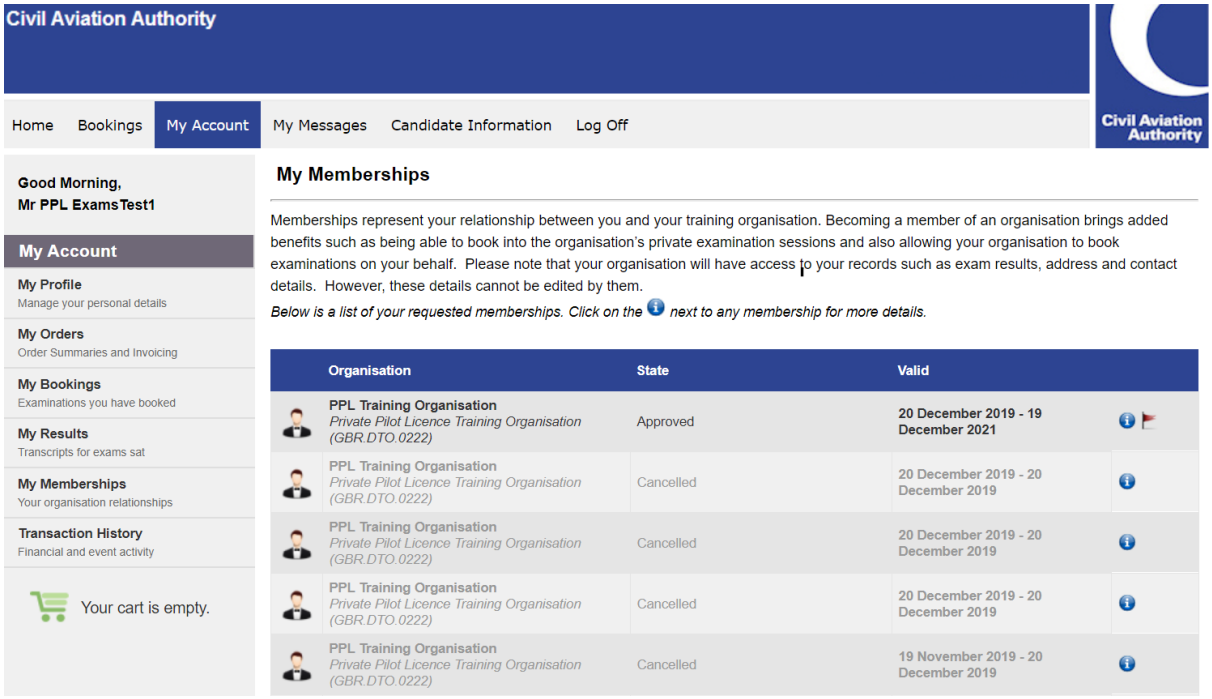
Tasman will enable the management of memberships between candidates and Training Organisations. For GA exams your Training Organisation will make bookings on your behalf. Your approved Training Organisation will also be able to view your results.

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 

on the left of the page. You will then be able to view your memberships as below.




## New Membership:

New memberships can be requested by clicking Request New Membership.

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.