

NCI ACADEMY Oeiras

Student information package



Location

Located on the outskirts of Lisbon, Portugal, an area also known as the “Portuguese riviera”, the NCI Academy building is a new state-of-the-art facility providing world class training and education for NATO, in C4ISR (Command, Control, Communications, Computers, Intelligence, Surveillance and Reconnaissance) and cyber security.

The NCI Academy is responsible for the delivery of NATO-approved training and education to NATO, the Nations, international organizations, and partners. The NCI Academy provides individual and collective training on NATO Communications and Information Systems (CIS), including Air and Missile Defence Command and Control (AMDC2), supports the Military Training and Exercise Programme (MTEP), and assistance to NATO and national Commands in preparing for NATO operations. It also provides Education and Training (E&T) services for internal Agency staff, in support of professional and personal development, and mission (post) specific requirements to ensure that the Agency has the necessary skills to meet customer requirements. A catalogue of courses outlines the numerous training and education options provided by the NCI Academy in Oeiras, Portugal, as well as Agency courses held in Mons, Belgium and The Hague, Netherlands.



Welcome

Welcome to the NATO Communications and Information (NCI) Academy in Oeiras, Portugal. This introduction intends to guide you through the transit arrangements and arrival process.

Before arrival, all students accepted on our courses should be aware of the course objectives and have confirmed with their Training Coordinators that they satisfy the prerequisites as defined in the course description.

Once your Training Coordinator has confirmed that you meet the operational requirements of the course, your **Unit Security Officer** is required to send either the **badge number of your AMIS ID card** or a **Personnel Security Clearance Confirmation** (sample annexed at the end of these joining instructions).

If you are joining from a Partner or non-NATO nation you are also required to send a copy of your personal identification (national ID card and/or passport) that you will present when you arrive at the Academy Security team.

For questions, please contact: Oeiras.Security@ncia.nato.int

Original or copies of **Personnel Security Clearance Certificates** are NOT to be sent. Documents are requested a **minimum of two weeks in advance** of the start date of the course / event you are attending.

Your arrival

What happens on your first day?

'In-processing' takes place on the morning of the first day of training. It starts at the main gate with the identification check by the Reduto de Gomes Freire (RGF) guard force. Once your identity has been confirmed and you are on the arrivals list, you can then proceed up the hill and past the parking area towards the NCI Academy building. Once you reach the NCI Academy building, enter through the main entrance (just past the flags) where you will be met by the NCI Academy resident guard force. The main auditorium is situated down the stairs, to your right, where you will receive your student (building/room) access badges for the NCI Academy. After a short briefing addressing key administrative points and emphasizing some operational aspects of being a student at the NCI Academy, you will be greeted by your instructor and receive a welcome package including a privilege card and more in-processing information. A student access badge and lanyard will be issued to you giving you access to your designated training areas in the building. Please ensure that you wear this badge so that you can be identified in the NCI Academy and on the compound as a student. Student badges are not to be worn outside the RGF compound.

Your courses are scheduled to start at 08:00 hrs and students are encouraged to be at the NCI Academy no later than 07:45 hrs.

What do you need to bring?

A cloth face covering or mask that offers a greater degree of protection is mandatory and must be provided by the student.

Please bring your **NATO ID card** (if applicable), passport or national equivalent. It is also recommended to carry your **Personnel Security Clearance Confirmation** (not your Personnel security Clearance **Certificate**) as a back-up.

On the first day of the course, a duty instructor will be present at the main gate from **07:15 hrs** to help address any difficulties. They are not there to assist with entry to the RGF compound.

Courses are scheduled between **08:00 hrs and 17:00 hrs**. Lunch and coffee breaks will be managed by individual instructors. On Friday, courses are normally scheduled to end by **11:00 hrs**. Please ensure that your flights are booked later in the afternoon to avoid conflicts with the course schedule.

If for any reason you are unable to be on time on the first day, you will need to report that to student administration as soon as possible. Student Admin +351 21440 4444 and/or trainingadministration@ncia.nato.int

COVID-19 precautions and standards

The NCI Academy is dedicated to providing the highest regard for student's health and safety. The facility has been reorganized and refitted to mitigate the risk of COVID-19. These mitigations include thermal scanning, availability of disinfecting materials, the deliberate control of movement around the facility, and 2 metre spacing in classrooms for students.

The following is a list of mandatory health and safety regulations while inside the NCI Academy for the benefit of staff and students.

1. Wash hands or use disinfecting foam **immediately after entering the building**;
2. During the day, regularly wash your hands with soap and water for at least 20 seconds;
3. Avoid touching your mouth, eyes, and nose;
4. Follow coughing/sneezing etiquette (into elbow or disposable one-use tissue);
5. Alcohol wipes or spray cleaner are to be used to disinfect shared equipment or desks/tables;
6. Transfer of any material, papers, keys or equipment must not be done hand-to-hand;
7. Maintain physical distancing of at least 2.0 metres;
8. Masks are **mandatory** any time a 2 metre separation is not guaranteed. Masks may be removed when seated in the classroom as all desk are 2 metres apart. However, any time a student leaves their desk, a mask is required;
9. Lifts are limited to a single passenger;
10. Respect location directions on maximum occupancy and pedestrian route.

Security

You will need to show your identification card/badge to the guard situated at the main entrance of the RGF compound.

As stated above, all students need to proof their NATO Security Clearance.

- If you have a valid NATO ID card (AMIS): Provide the **AMIS** card number (no copies required)
- If you **don't** have an AMIS card: Your Unit Security Officer (USO) must send the **Personnel Security Clearance Confirmation*** directly to our security office. (Note, it **cannot** be accepted if not received directly from your USO)
- If you are from a Partner/non-NATO nation, proof of identity (passport) and a Personnel Security Clearance Confirmation* should be sent.

*The Attestation of NATO Personnel Security Clearance has been replaced by this document, although for now it will still be accepted for a limited grace period.

All needed documentation needs to arrive **at least two weeks in advance**, to the NCI Agency's Site Security Office, Oeiras via: Oeiras.Security@ncia.nato.int

On the arrival day and during the 'in-processing', a student badge will be issued to you to access the building and classroom. It will also be used for identification purposes around the RGF compound during your stay. This badge should also be accompanied by your national/NATO identification to confirm identity.

All student vehicles (including rental vehicles) are not permitted on the RGF compound. Parking is currently on the street outside the RGF compound and is on a first come, first served basis.

While security incidents are relatively rare, you are encouraged to adhere to the following security advice when traveling and circulating in the area:

- Exercise vigilance when in public places, or using mass transportation;
- **Do not** wear military uniform in the area;
- Be aware of immediate surroundings and avoid crowded places;
- Follow the instructions of local authorities, especially in an emergency;
- Monitor media and local event information sources and factor updated information into your travel plans and activities;
- Be prepared for additional security screening and unexpected disruptions.

The emergency number **112** is the only one you can call free in all European countries, if you need urgent help (medical, fire and police).

In case of an emergency/accident at the NCI Academy, Oeiras or on the RGF compound, please call **222**. This call should be followed up with a call to the RGF main gate on +351 214 40 4399, or seek assistance from any member of the security team.

Other security incidents can be reported to the Site Security Manager (+351 21011 4455), or any full time member of staff who will direct the issue to the appropriate office.

IT, mobile devices and photo restrictions

PHOTOGRAPHY IS STRICTLY FORBIDDEN WITH A CAMERA, MOBILE PHONE OR ANY OTHER DEVICE.

Unauthorized recording means are not to be utilized on the RGF compound, neither inside, nor outside the NCI Academy.

Authorized laptops, tablets (or equivalent) and mobile phones are permitted in the compound by students, but are NOT permitted in ANY class or syndicate room, unless permission is explicitly granted by your instructor. However, no mobile devices are permitted in secure areas.

Private devices are to be switched off at all times and secured when not in use. Lockers to store mobile phones and laptops are available; however, they must be vacated at the end of the working day.

Transportation

Transport from airport to hotels:

Taxis from Lisbon airport are relatively expensive, therefore the following lower cost options are provided for your consideration:

Public transport – aerobus followed by train:

- Aerobus – from Lisbon airport to Cais do Sodré: The timetable is available on the aerobus website - <https://www.aerobus.pt/en-GB/Home-2.aspx>. A single ticket is 3.60 EUR and a return ticket 5.40 EUR;
- Local train services from Cais do Sodré to Cascais: The timetable is available on the Comboios de Portugal website - <https://www.cp.pt/passageiros/en/train-times>. The purchase of a rechargeable card is 0.50 EUR and a single journey approximately 1.95 EUR;
- Uber – this service works well from Lisbon airport to hotels in Cascais/Estoril and Oeiras area and will cost approximately 25 EUR.

Public transport – metro followed by train:

- Metro – from Lisbon airport to Cais do Sodré (changing at Alameda) – details on routes are available on the Metropolitano de Lisboa website - <https://www.metrolisboa.pt/en/> The purchase of a rechargeable card is 0.50 EUR and a single journey 1.45 EUR;
- Local train services from Cais do Sodré to Cascais: The timetable is available on the Comboios de Portugal website - <https://www.cp.pt/passageiros/en/train-times>. The purchase of a rechargeable card is 0.50 EUR and a single journey approximately 1.95 EUR.

The purchase of a rechargeable card is 0.50 EUR and a single journey costs approximately 1.60 EUR and the purchase of 10 tickets costs 14.40 EUR. Students should take the train stopping at Oeiras. Options to reach NCI Academy at RGF Oeiras are:

- Taxi - taxis are readily available outside Oeiras train station. The taxi rank is on the opposite side of the railway station;
- On foot - Students may proceed walking from the station to RGF compound which is approximately 1.5 km or 20 min walk.

Dress code

All students (military and civilian) will wear business casual.

Business casual is comprised of a sleeved shirt and trousers, with or without jacket and tie, with equivalent attire for ladies. Jeans, T-shirts, shorts, flip flops/sandals are not acceptable and you will be requested to change should you attend training in this way. This remains in place for all students while at the NCI Academy.

Please note:

- Due to our current security position, no uniform is to be worn when travelling to and from the compound;
- Some courses require students to conduct physical activities that are not conducive to wearing business casual clothing. Your instructor will advise you if an exception to the dress code will be authorized during these activities.



Accommodation

Smart studios' co-living Carcavelos Residence 2020 is a brand new accommodation project within walking distance (800 metres) from the NCI Academy. Smart studios offers a range of accommodation from studio to fully furnished apartments with kitchenette, and the cost varies with discounted NATO rates applied. For more information and to make a booking, please visit the following website - <https://smartstudios.pt/corporate-clients/> password: 4Cad3My20!

Local hotels in the region are another popular option and booking is done directly with the hotel. Please find below a list of three and four star hotels in the area with wi-fi, which are also close to public transportation. The hotels below provide rooms at discounted rates for NATO, please ensure you include "NCI Agency booking" in the subject line of your correspondence



Hotel	Address	Bookings	Distance from RGF HQ
Estoril Eden	Av Saboia, 209, 2769-502 Estoril	rosa.abreu@hotelestorileden.pt Telephone: +351 21 466 7600 http://www.hotelestorileden.pt	10.9 km
Riviera Hotel	Rua Bartolomeu Dias, Junqueiro, 2775-551 Carcavelos	reservas@rivierahotel.pt Telephone: +351 21 458 6600	2.8 km
Praia Mar	Rua Gurue, 16, 2775-581 Carcavelos	praiamar@almeidahotels.pt Telephone: +351 21 458 5100	2.3 km

Personal bags and luggage

Luggage is not allowed inside the Academy building, for the durations of your course please leave your luggage at the hotel whenever possible. In case you do have to bring your luggage we have a luggage container available at the backside of the NCI Academy building. It has a combination padlock to secure it, and the combination can be obtained from the NCI Academy Security Guards. Please note storage at this container is at your own risk.



Mess, Bar and Cafeteria

Lunch is available in the RGF mess facility. Lunch tickets for the mess can be purchased from the cashier at the main entrance of the mess. There are two mess rooms, the Officers' Mess (for Officers and civilians grade A only) and the General Mess (for NCOs and civilians grade B). There is also an RGF bar/café on the compound. The Academy has a small cafeteria serving refreshments and light meals (sandwiches, pastries etc.)

Students with dietary restrictions can enquire about the availability of specialized meals and these should be booked and paid for on the previous working day up to 13:30hrs, with the cashier, at the RGF mess.

Working hours of the RGF mess:

- Light breakfast from 07:30hrs
- Lunch, from 12:00hrs to 14:00hrs (last entrance 13:30hrs)
- Dinner, from 18:30hrs to 19:30hrs (last entrance 19:15hrs) which should be booked at lunch time.

Lunch	Meal of the day	Price
Varies each day	Fish / Meat / Vegetarian	€4.77
À la carte	Steak (JFC) / Hamburger	€5.50

Sports facilities

Subject to COVID-19 restrictions, students may use the sports facilities and all the sports equipment available. Some equipment and facilities are subject to booking and/or availability. A swimming pool is also available during the summer season.

Smoking

Smoking is only permitted in the designated smoking areas of the compound. Smoking is strictly forbidden inside any building.

ATM machine

There are no banking facilities at the RGF compound to provide financial assistance or support. However, for the withdrawal of cash there is an Automatic Teller Machine (ATM), located across the street at the NOVA School of Business. Please ensure that you have sufficient funds to pay all expenses while at the RGF compound. The currency used in all facilities is the euro.

Medical facilities

Medical facilities at the RGF are limited and therefore it is recommended that EU visitors travelling to Oeiras bring their EU health-care card where applicable. This should negate any difficulties and unforeseen costs when seeking medical support in Portugal. For those travelling without EU healthcare membership, it is advisable you make alternative arrangements such as private health-care etc.

14. RGF compound

The new NCI Academy Building is located just past the STRIKFORNATO building and mess facility. It is readily visible as it is the largest building on the compound. As you enter the main gate, go up the hill and follow the road past the car park.



**Thank you for your interest in the courses provided by NCI Academy.
We look forward to seeing you very soon!**

Optional (Reference Number):

PERSONNEL SECURITY CLEARANCE CONFIRMATION

1. Confirmation is hereby given that:

Surname:

Forename(s) (as shown on Passport/ID):

Date of Birth (DD/MM/YYYY):

Place of Birth:

Nationality:

has been granted a Personnel Security Clearance by the Government of:

in accordance with current NATO regulations, including the Security Annex to C-M(64)39 in the case of ATOMAL information, and is therefore declared suitable to be entrusted with information classified up to and including the level of:

Remarks: Purpose:

Duration: From: To:

2. The validity of this confirmation will expire no later than (DD/MM/YYYY):

3. Confirming Authority (NSA/DSA/other competent security authority):

Name:

Phone Number:

Email:

Date: (DD/MM/YYYY)

Signature/Stamp

This form has to be sent by your **Unit Security Officer** to:
Oeiras.Security@ncia.nato.int
(Note, it cannot be accepted if not received directly from your USO)



NATO Communications and Information Agency
Agence OTAN d'information et de communication

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