

NCI Academy Oeiras

Student Guide



Welcome to the NCI Academy - Oeiras Campus.

The NCI Academy is responsible for the delivery of NATO-approved training and education on NATO Communications, Deployable Information Systems, Command and Control Functional Area Systems, and Cyber, as well as professional education and training services to NATO entities, NATO Nations, international organisations and partners. Our NATO C4ISR & Cyber [Training Catalogue](#) outlines the numerous courses on offer in Oeiras - Portugal, in Mons - Belgium and in The Hague - Netherlands.

What you should know and take immediate action in 1 page

Upon course confirmation e-mail	
<ul style="list-style-type: none"> Check with your Training Coordinator if you meet the pre-requisites and the English level of your course. Consult our Training Catalogue for confirmation. Students may be denied access to the course, should these requirements not be met. 	✓
<ul style="list-style-type: none"> Before level 2 courses, ensure you attended level 1 and you had a 6 month time gap in between them, allowing you time to practice. In case level 1 course was completed more than 6 months before attending level 2, you must review level 1 course material. Students may be denied access to the course, should these requirements not be met. 	
<ul style="list-style-type: none"> Verify your NATO Security Clearance ASAP with your Unit's Security Office to make sure you have all the necessary documentation: <ul style="list-style-type: none"> Personal Security Clearance Confirmation (PSCC) sent by e-mail only directly from your Unit Security Office(r) to oeiras.security@ncia.nato.int. <u>This must happen ASAP and NLT 2 weeks prior to your arrival.</u> Printed documents will not be accepted with no exception. If you are coming from a non NATO nation, you are also to send copy of your national ID or passport to the same email address. Students may be denied access to the course, should these requirements are not met. 	
<ul style="list-style-type: none"> If coming from a NATO entity: Send your AMIS card details to oeiras.security@ncia.nato.int NLT 2 weeks prior to your arrival. 	
<ul style="list-style-type: none"> Before making any Rental Car reservations, note that: <ul style="list-style-type: none"> We suggest the use of public transportation, taxi/Uber or even walking. Parking <u>inside the base is limited</u>. Request a space ("first come, first served" basis) to ncia.academy.delivery@ncia.nato.int stating your name, iteration number and exact dates. Your parking space is reserved after receiving a confirmation e-mail. If you are allowed parking, note that on the first day, only the driver is allowed to enter by car. All other passengers must enter by foot. Only after all student receive badges are the driver and passengers allowed to enter all by car. Street Parking <u>outside the base</u> is extremely difficult and limited. Be aware of the risk of parking tickets. Other parking options can be found in this document in the "Parking" Section. 	

Prior to your arrival	
<ul style="list-style-type: none"> By now you should have received your TMS username and password, sent to the email address provided on your initial student profile. If you don't have an account, contact your Training Coordinator. 	
<ul style="list-style-type: none"> Update your student profile (Name, Rank) and Accommodation details (for your safety and Statistical purposes). 	
<ul style="list-style-type: none"> Review your course details, including pre-course study material, available on the Training Catalogue 	
<ul style="list-style-type: none"> In case your course needs a pre-course on JADL, do it prior to your arrival. 	
<ul style="list-style-type: none"> In case you have not yet updated your student profile, by now you must have received TMS reminder(s) to do so. Follow the instructions and make sure your name, surname, service, rank, hotel (for face-to-face courses only), contacts and other information is correct. 	
<ul style="list-style-type: none"> Bring your national identification/passport, AMIS card (if applicable) and your NATO Travel Order (if applicable). 	
<ul style="list-style-type: none"> Return flights <u>on Fridays</u> are to be booked after 15:00 to allow you enough time to finish your course. Return flights <u>from Monday to Thursday</u> are to be booked after 19:00 to allow you enough time to finish your course. 	

On arrival and during the course	
<ul style="list-style-type: none"> For courses starting on Monday, you should arrive from 07:30 to 08:00. Your briefing will take place at the auditorium at 08:30 sharp. For courses not starting on a Monday, your instructor will welcome you at the Academy Lobby area at 08h15. 	
<ul style="list-style-type: none"> The dress code is business casual or your military operational uniform. There are changing rooms available inside the building. 	
<ul style="list-style-type: none"> A course group picture will be taken, primarily on the first day of the course, so make sure you coordinate with your instructor. Course group photos can be accessed and downloaded a few days later, from your course iteration at TMS. 	
<ul style="list-style-type: none"> For security reasons, there is no luggage storage inside the building. You can however leave it on a container, available at the back of the Academy building. 	
<ul style="list-style-type: none"> Mobile devices are to be switched-off while stored at Academy lockers and must be vacated at the end of each working day. 	

Upon course completion	
<ul style="list-style-type: none"> End of course certificates are printed and given to students by their instructors, so make sure you receive it. Certificates can also be download from the TMS. Complete your course evaluation. Your feedback is of the utmost importance to our improvement as an Academy. 	

Location

Located on the outskirts of Lisbon, the [NCI Academy Main Campus](#) is located in Oeiras and co-located with STRIKFORNATO on the Reduto de Gomes Freire (RGF) Portuguese Military Compound. In addition to its proximity to Lisbon, the area has many restaurants, shops and beaches to serve students and visitors alike.

Address

Reduto de Gomes Freire
Estrada da Medrosa
2780-070 Oeiras
Portugal



As you enter the main gate (2), go up the hill and follow the road past the car park. The **NCI Academy Building (1)** is located just past the **STRIKFORNATO building (7)** and mess facility. It is readily visible as it is the largest building on the compound.

Arrival Process

What happens on your first day?

- In-processing starts at the Main Gate with an identification check by the RGF Guard Force. Once you are confirmed as being on the arrivals list, you can then proceed towards the Academy building. In case you are not, please contact your unit Training Coordinator.
- **If your course starts on a Monday:**
 - You will be met at the main entrance of the Academy by the NCIA Oeiras security team, who will confirm you as a student and direct you to the In-processing area where you will be asked to verify your TMS information, issued an access badge and a privilege card if you are entitled to one.
 - Afterwards, you will attend the welcoming and security brief at the auditorium at 08H30 sharp, so make sure to be seated at 08H25.
- **If your course does not start on a Monday:**
 - Your instructor will welcome you at the Academy Lobby area at around 08h15 and direct you to your classroom where your instructor or a staff member will give you the welcoming/security briefing.
- Your access badge/lanyard must be worn at all times whilst inside the RGF compound and Academy building. Badges are not to be displayed outside the RGF compound.
- If for any reason you are unable to be on time on the first day (or not coming up at all), please notify the Learning Coordination and Support team by email nci.academy.delivery@ncia.nato.int or by telephone +351 21440 4444 (leave a voice mail if needed).

During your Course:

- Monday to Thursday courses are between 08H00 and 17H00. Lunch and coffee breaks will be managed by your instructor.
- On Fridays, courses usually end by 11:00 but may go on until 13H00.
- Return flights on Fridays are to be booked after 15:00 to allow you enough time to finish your course.
- Return flights from Monday to Thursday are to be booked after 19:00 to allow you enough time to finish your course.

If you are a NCI Agency Staff Member, two weeks prior to your arrival you are required to send your AMIS card details to the NCI Security Oeiras at: Oeiras.Security@ncia.nato.int.

If not in possession of an AMIS card, your Unit Security Officer is required to send a Personnel Security Clearance Confirmation (PSCC) to the NCI Agency Security Oeiras (TMS course confirmation emails contain this form).

If you are joining from a Partner or a non-NATO nation, you are also required to send a copy of your Passport or national ID card that you will present when you arrive at the NCI Academy building.

Original or copies of Personnel Security Clearance Certificates are not to be sent directly from the student; only correspondence from a NATO or National Security Authority will be accepted.

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 outside the RGF compound (changing facilities are available)
- Be aware of immediate surroundings and avoid crowded places
- Follow the instructions of local authorities, especially in an emergency
- Monitor media and local information sources and be prepared to adjust your travel plans and activities
- Be aware of your belongings while in public transports

In case of any emergency outside the RGF compound, personnel should call the emergency number **112**.

In case of an emergency/accident at the NCI Academy, Oeiras or on the RGF compound, please call **222** and seek assistance from any member of staff.

Other security incidents can be reported to the Site Security Manager (+351 21440 4455), or to any full time member of staff who will direct the issue to the appropriate office.

Personal Electronic Devices

Photography is strictly forbidden with a camera, mobile phone or any other device

- Unauthorised recording means are not to be utilised on the RGF compound or in the NCI Academy.
- Laptops, tablets (or equivalent), smart watches 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. 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, smart watches and laptops are available and must be vacated at the end of each working day

Transportation

Shuttles from/to NCI Academy:

- We currently do not offer this service.

Transport from the airport:

- Taxis from Lisbon airport are readily available but if you are after a lower cost option, consider using the train and metro options.
- Take the metro from Lisbon airport to Cais do Sodré (changing at Alameda metro station) and then the train from Cais do Sodré to Cascais train station.
- Before embarking you will need to purchase a rechargeable card (from the ticket office or from the ticket machines) in which you can charge as many single/package metro/train train/metro journeys as you want.
- For metro details on routes and prices please consult [Metropolitano de Lisboa](#) and [Comboios de Portugal](#) for trains.

How to get to the Academy from your hotel:

- Uber/taxi is recommended
- Walking (check how far your hotel is from the Academy)
- Check if your hotel offers a shuttle service
- Take the train (Cascais-Cais do Sodré-Cascais) to Oeiras train station
- Opposite Oeiras train station there is a taxi rank or if you prefer you can walk to the RGF compound (20 minutes, 1.5 km)

Parking:

- **Before making any Rental Car reservations, note that:**
 - We suggest the use of public transportation, taxi/Uber or even walking.
 - Parking inside the base is limited. Request a space ("first come, first served" basis) to nci.academy.delivery@ncia.nato.int stating your name, iteration number and exact dates. Your parking space is reserved after you receive a confirmation e-mail.
 - If you are allowed parking, note that on the first day, only the driver is allowed to enter by car. All other passengers must enter by foot. Only after all student receive badges are the driver and passengers allowed to enter all by car.
 - Street Parking outside the base is extremely difficult and limited. Be aware of the risk of parking tickets.
- **There is however a rough ground parking at a 500m walking distance, which can be used free of charge. Google Maps: [Estacionamento Praia de Carcavelos Nascente](#)**
- **In the course confirmation e-mail, you will find an attachment with other parking options.**

Accommodation (for guidance only)

Students are responsible for booking their own accommodation. Please find the current Hotels offering NATO rates [here](#). Please note that these ratings are not reserved rooms for NATO members, so be advised that during high Tourism seasons (summer) some of the Hotels with NATO rates might not be available.

The options below are not mentioned on the previous link, however are still an option:

Hotel	Address	Bookings	Distance (from Base)
IASFA PRT military	Rua Dom Duarte 2, 2780-064 Oeiras	caso.mr2.sec@iasfa.pt +351 921 046 717 (09:00-17:00 - English) +351 921 046 717 (24 hours - Portuguese)	1.3 km

If you prefer to stay in Lisbon and commute every day to Oeiras campus, we suggest you consider of Cais do Sodré, Alcântara, Santos and Belém. If you would rather stay in central Lisbon, make sure you are close to a metro station: Cais do Sodré (green line) or Terreiro do Paço (blue line). Click here to access [Lisbon metro diagram](#).

Mess, Bar and Cafeteria

Lunch is available at the RGF Mess located on the ground floor of the STRIKFORNATO HQ. Meal tickets can be purchased at an automated kiosk in the Academy before 09:45 daily or from a cashier at the main entrance of the mess facility. Those with dietary restrictions can inquire about special meals with the Mess staff the day before.

Meal hours and pricing at the RGF Mess:

- Light breakfast from 07:30
- Lunch from 11:45-12:45 (last entrance)
- Dinner from 18:30-19:15 (last entrance)
- Double check meal prices at the automated kiosk or at the mess

Lunch	Meal of the day	Price
Varies each day	Fish / Meat / Vegetarian	€5.20
À la carte	Steak/ Omelets / Hamburgers	€6.50

Other options:

- A small Academy cafeteria serves refreshments and light snacks
- The hilltop snack bar (explained during your welcoming briefing)
- The pool bar (from June to September only)
- Leave the RGF compound and go to the sea front restaurants (just in front of the Academy)
- Leave the RGF compound and go to NOVA School of business and economics (located at the other side of the RGF compound road) to their restaurants area or to Azure restaurant

Dress Code

- All students are advised to wear business casual or military working dress is optional uniform (changing at the RGF gym or at the Academy changing rooms).
- There may be modified dress or safety equipment requirements related to the activities expected on your training, which will be communicated to you by your instructors upon your arrival, as such considerer bringing a set of comfortable clothes and shoes.
- You are reminded that you are a representative of your Nation. Appropriated clothing includes trousers or skirts, smart jeans and collared shirts as shown in the image below:



- To be clear, the following attires are considered not appropriate and will not be accepted inside the Academy premises: ripped jeans, t-shirts, shorts, flip flops/sandals, head wear, hoodies, etc.

Sports Facilities

From 07:00 to 19:00, students may use RGF sports facilities and equipment, on a first-come-first served basis. Some equipment and facilities are subject to booking and/or availability. A swimming pool is also available during the summer season. There are shower blocks and storage areas but with no lockers.

Smoking

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

Personal Bags and Luggage

- Luggage storage is not allowed inside the Academy building. In case you really need to bring it to the Academy, we have a luggage container available at the rear of the NCI Academy building.
- The Academy is not responsible for any lost, damaged or delayed luggage; as such, you need to address it directly with the airline/ground force. Ideally, while you are still at Lisbon airport baggage claim area, you should report it to the lost and found service; alternatively you may do it on your airline site.
- Any time required to follow-up lost, delayed or damaged luggage will need to be done outside your course training time.
Top tip: travel with a spare set of clothing essentials in your carry-on to avoid any unpleasant luggage situation.
- Ground force contact centre:
<https://www.groundforce.pt/en/contacts>
 Telephone: 00 351 21 843 11 83
 Email: customerfirst@groundforce.pt
 Opening hours: 08:00-22:00, every day

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 and economics. 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. Card payments are accepted at every cafeteria/mess facility.

Medical Facilities

Medical facilities on the compound are limited. It is recommended that EU visitors travelling to Oeiras bring their EU healthcare 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 healthcare etc. List of nearby private and public medical facilities (associated costs are the responsibility of the student):

Entity	Type	Contacts	Phone
São Gonçalo Pharmacy	Pharmacy	16 Grécia street Urbanização Quinta de São Gonçalo 2775-408 Carcavelos	00351 21 457 9817
Joaquim Chaves Clinic	Private clinic	165, Catembre street 2775-561 Carcavelos Joaquim Chaves Clinic - Carcavelos	00351 21 456 9800
Hospital da Luz Oeiras	Private Hospital	Alameda Bonifácio Lázaro Lozano, 15 – 1D Oeiras 2780-125 Hospital da Luz Oeiras	00351 21 710 4800
Cascais Hospital	Public Hospital	Brigadeiro Vítor Novais Gonçalves avenue 2755-009 Alcabideche Cascais hospital (Portuguese language)	00351 21 465 3000

NATO Support Elements (NSE's) Contacts

American	00351 21 440 4337	German	00351 21 440 4306 and 00351 21 440 4335
British	00351 91698657 (duty mobile)	Italian	00351 21 440 4334 and 0039 3203670395
French	00351 21 440 4396 and 00351 21 440 4377	Spanish	00351 21 440 4308 and 00351 21 440 4331

**Thank you for your interest in the courses provided by the
NCI Academy.**

We look forward to seeing you very soon!