

# Civil-Military Co-operation Centre of Excellence



**C  
I  
M  
I  
C**

## Student Info Guide

## STUDENT INFORMATION

### 1. REGISTRATION

You have to fill in a “Registration Form Course Admin” completely (no exceptions) and send it not later than 6 weeks before the start of the course to:

[CourseAdmin@cimic-coe.org](mailto:CourseAdmin@cimic-coe.org)

In case you would like to make use of the Modular System (to start the course in the second week) additionally you have to bring in the certificate of the appropriate course you joined in former times,

Approximately 4 weeks before course start you will receive an email with the confirmation of participation and further instructions.

Included is also a file with the “Registration Form Support” and “Student Introduction”, which has to be returned not later than 14 working days before the course start.

Cancellations will be accepted only until 4 weeks before the course begins. After this date **we have to charge** the course fee.

The advanced distributed learning (ADL) course is mandatory for each course. Approximately 3 weeks before course start you will receive an E-Mail to the E-Mail address you have mentioned in the “Registration Form Course Admin”. This E-Mail will ensure your access to the ADL course.

**COMPLETION OF THE ADL PART OF THE COURSE IS MANDATORY BEFORE ENTERING THE COURSE!**

### 2. PAYMENT, FEES AND CHARGES

#### a. Tuition fee

An invoice will be sent to the address mentioned in the registration form.

The tuition fee for your course will be payable in advance by bank transfer. Bank details are shown below and on the “**Confirmation of participation form**” you will receive.

The tuition fee:

#### NCHCC (NATO CIMIC/CMI HIGHER COMMAND COURSE)

students from Sponsoring Nations	275.00 EUR
students from Non-sponsoring Nations	375.00 EUR

#### NCSWC (NATO CIMIC STAFF WORKER COURSE)

students from Sponsoring Nations	275.00 EUR (Modular entry 150,-)
students from Non-sponsoring Nations	375.00 EUR (Modular entry 250,-)

#### NCFWC (NATO CIMIC FIELD WORKER COURSE)

students from Sponsoring Nations	275.00 EUR (Modular entry 150,-)
students from Non-sponsoring Nations	375.00 EUR (Modular entry 250,-)

#### NCFSC (NATO CIMIC FUNCTIONAL SPECIALIST COURSE)

students from Sponsoring Nations	150.00 EUR
students from Non-sponsoring Nations	250.00 EUR

#### NCLC (NATO CIMIC LIAISON COURSE)

students from Sponsoring Nations	175.00 EUR
students from Non-sponsoring Nations	275.00 EUR

Please check with your national authority before departing if the course fee has been paid.

Bank details: ABN-AMRO Bank, Stationsplein, Enschede  
Swift (BIC)Code: ABNANL2A  
Account nr. 62 89 02 751  
IBAN: NL 93ABNA0628902751  
Account name: Civil-Military Co-operation Centre of Excellence

b. Payment related to accommodation and course dinner

The cost for student accommodation (in Zuidkamp) is € 10,00 per night and for the course dinner € 25,00 (NCHCC / NCSWC / NCFWC) both payable in cash on the day of your in processing.

You will have to pay for breakfast, lunch and dinner by yourself (approx. € 10–15 / day) in the canteen at Zuidkamp.

**Unfortunately you cannot pay by credit/bank card.**

3. INPROCESSING

a. On the time the course starts (mentioned in the confirmation of participation), you must report to the Civil-Military Co-operation Centre of Excellence (CCOE):

b. All CCOE courses start with in-processing.

c. **OPENING Hours**

**MON-THU 0800hrs – 1700hrs and  
FRI 0800hrs – 1200hrs**

CCOE  
Complex Twente - Building C1  
Lonnekerveldweg 30  
7524 PP Enschede

The Netherlands

**OFF DUTY Hours:**

CCOE  
Complex Zuidkamp  
Zuidkamp 50  
7524 PJ Enschede

The Netherlands

d. Remark: Opening hours do not reflect the study hours during the course. There are planned study hours during some evenings in most courses!

e. For all courses is in-processing at Complex Twente.

When entering our **CCOE building (Mon-Thu 0800hrs – 1700hrs / Fri 0800hrs – 1200hrs)**, you will see a sign directing you to the room where the in-processing will take place. You will receive a student security badge, which ensures you entrance to the CCOE building, and - together with your own ID-Card - to the base. If you have requested military quarters, you will also be given the key to your room.

When you arriving **on Sunday between 1700hrs and 2100hrs** in Zuidkamp you are on the main road and after 200 meters passing the unguarded gate you will find on your right side the main parking lot. (Parking is for free) (No documents are needed) At the entrance of the parking lot you will find the Paresto Dinner/Conference building Z95. After arriving you will receive in the bar (CCOE bar) of Z95 (Paresto building) an

envelope with a key that is corresponding with our hotel building-Z18A, building-Z18B or building-Z18C across the Paresto building on the other side of the street.

If you **arrive outside mentioned timings** above you can pick up the key at the gate of Twente Complex, this gate you will find under the following address.

Key: (when arrival outside hours)

Complex Twente  
Lonnekerveldweg 30  
7524 PP Enschede

The accommodation is two kilometres away from the gate of Twente Complex; **(so don't send the taxi away while receiving the key)** after that you have to drive to the following address where you will find your accommodation.

Accommodation:  
Zuidkamp  
Zuidkamp 50  
7524 PJ Enschede

f. Should you not be able to arrive at the reporting time, you must contact the Course Administration Office asap.

In case of any delay, you have to report by telephone to the Course phone (+31 53 480 3472) between 08.00 - 09.00 hrs on the next Working day morning of scheduled classes.

g. To complete the in-processing, you will need the following:

- (1) One copy of a Travel Order where appropriate.
- (2) National or NATO identification card.

h. In case of emergency during the weekend or after duty hours, please call the emergency number of CCOE, which will be given to you by the Course Director or his deputy at the beginning of each course.

#### 4. HOLIDAY POLICY

CCOE courses run as a block. Course schedules do not reflect religious or national holidays. You are to attend classes despite observance of holidays in your nation and / or headquarters.

#### 5. ENTRANCE and PARKING

You will need your national (military) ID-Card to get entrance to the base. Therefore it is important to fill in your ID-Card number on the Registration Form. Parking is only allowed in the designated areas.

#### 6. SECURITY

a. If you wish to carry classified material to the CCOE, you have to inform the Course Administration Office prior to arrival.

b. The use of mobile/cellular phones is permitted inside the classrooms. Do not leave briefcases, backpacks, bags, etc. unattended, put nametags on your entire luggage.

c. At the end of your course the CCOE will provide you with an USB stick with all lectures of the course. It will also include names / (email) addresses of your fellow course students. For privacy reasons, you are strongly advised to use this information only to keep in contact with other course participants. It is forbidden to hand out the

student's personal data to non-course-participants. By accepting the USB Stick you are obliged to follow this rule.

7. DRESSCODE OR UNIFORM REQUIREMENT

- a. During the course: Battle Dress Uniform (BDU), civilians accordingly.
- b. Social events: smart casual clothing for the Course Dinner, BDU for the icebreaker and casual for leisure activities.
- c. At the last day of the course appropriate civilian clothing is allowed. T-shirts with obscene texts, offensive or provocative clothes are not allowed.

8. ACCOMMODATION:

a. Accommodation at barracks: single rooms are available at the Zuidkamp. There you will also find facilities such as canteen, mess etc. The student accommodation is of average hotel standard, with shower / toilet / TV and (WIFI) - Internet access. The point of contact for organizing accommodation at the barracks is the CCOE Course Administrator. **(Approved attendees will receive a "registration form support" which will cover this part)**

Email address: [CourseAdmin@cimic-coe.org](mailto:CourseAdmin@cimic-coe.org)  
Telephone number: +31 (0) 53 480 3472  
Fax number: +31 (0) 53 480 3488  
Operating Hours: Monday - Thursday: 0800 - 1700 hrs  
Friday: 0800 - 1200 hrs

The address of the student accommodation is:

Zuidkamp 50  
7524 PJ Enschede

The Netherlands

b. Hotel accommodation: If there is no governmental accommodation available, or if you choose to stay in a hotel during the course, CCOE has negotiated a special variable student price with the Eden Hotel Group in Twente area. This agreement covers the following two hotels:

**Hampshire Hotel:  
De Broeierd Enschede** 4 star hotel close to the centre of Enschede and the largest entertainment boulevard in the region. The hotel is within walking distance from Enschede Drienerlo railway station. Free parking facilities are available at the hotel. Distance to the CCOE is 5 km  
<http://www.edenhotelgroup.com/en/enschede/eden-hotel-de-broeierd/index.html>

**Hampshire City Hotel:  
Hengelo** 4 star hotel in the centre of Hengelo, and next to Hengelo railway station. There is no free parking at the hotel, but next to the hotel is a parking garage which costs approx. € 6 per day. Distance to the CCOE is 8 km,  
<http://www.edenhotelgroup.com/en/hengelo/eden-star-hotel/index.html>

To obtain the variable student price you will have to contact the CCOE Events Coordinator for a special booking code and the contact information for the Eden Hotel Group Booking office.

The Events coordinator can be contacted via:

Email address: [eventscoord@cimic-coe.org](mailto:eventscoord@cimic-coe.org)  
Telephone number: +31 (0) 53 480 3476  
Fax number: +31 (0) 53 480 3488  
Operating Hours: Tuesday - Thursday: 0700 - 1700 hrs  
Friday: 0700 - 1300 hrs

Other hotels in the region can be found at the websites [www.hotels.nl](http://www.hotels.nl) or [www.booking.com](http://www.booking.com)

It is your own responsibility to make the hotel reservation, make alterations / cancellations and payments. CCOE does not take any responsibility for costs resulting from late cancellations etc.

c. Statements of non - availability: In case no accommodation in the barracks is available a statement of non-availability will be prepared and issued by the Course Administration.

d. For security reasons: if you arrange your accommodation you have to provide the Course Administration Office with the address/telephone number of your residence.

9. DIRECTIONS, TRAVEL AND TRANSPORT

a. The location of the CIMIC Centre of Excellence is in Enschede / The Netherlands. If you draw a direct line from Amsterdam to the east, you will find Enschede near the German border, in the triangle of the highways A1 and A35 and the national primary road N733. Close to the former Air Base "Twente" the CCOE is established.

b. You are required to make your own travel arrangements to Enschede, as CCOE does not provide bus transport from airports and /or railway stations, neither at the start, nor at the end of the course. The base is not connected to the public transport system. At the railway stations of Enschede or Hengelo you will always find taxis waiting. Of course you could also rent a car at the airport or in the region.

10. DINING AND BAR FACILITIES

a. All meals from Monday to Friday can be taken at the "Paresto" building at Zuidkamp. Paresto will offer limited opening hours during weekends. The dining room will be opened on Saturday and Sunday from 17:30 till 18:30 for warm meals. Friday lunch time you are advised to take your food for Friday evening till Saturday lunch. This applies also for Saturday evening when you have to take your Sunday breakfast and lunch with you. The social activities will usually take place in the all ranks mess at the same location.

b. Meal times for CCOE

	<u>Monday to Thursday</u>	<u>Friday</u>	<u>Saturday to Sunday</u>
Breakfast:	07:00 – 08:00 hrs	07:00 – 08:00 hrs	(to be taken before)
Lunch:	12:00 – 13:00 hrs	12:00 – 13:00 hrs	(to be taken before)
Dinner:	17:00 – 18:00 hrs	(to be taken at lunch)	17:30 – 18:30 hrs

- c. Opening hours for the all ranks mess (Paresto building at Zuidkamp):  
Monday – Thursday 17:00 – 23:30 hrs.
- d. During meal times (Monday to Friday breakfast) a shuttle service between Complex Twente and Zuidkamp is provided.

11. SOCIAL EVENTS

- a. As a social event there is an icebreaker on the first day of every course.
- b. On Thursday evening a farewell dinner (on own expenses) will be arranged in the mess for all NCHCC / NCSWC and NCFWC participants.

We expect you to take part in the icebreaker, as this event is a great opportunity to get in to contact with your fellow comrades. Participation in other social events, like farewell dinner, is at your own expense and voluntary, although we hope/expect of you to take part.

12. OTHER SUPPORT

- a. Sport facilities. There are sport facilities available at the nearby University of Twente. Contact the course NCO to get an access pass. There are no sport facilities at the barracks.
- b. Medical facilities. The German and Dutch military personnel should make an appointment with the medical station in Eibergen (0545-462072 / 0546-462073). Foreign and non-military course participants can visit a local doctor or dentist. Payment has to be made in cash at the doctor's / dentist's reception desk.

Campus UT Huisartsenpraktijk  
De Sleutel (building 58 of ACASA)  
Campuslaan 99

7522 NE Enschede  
telefoon 053-4898000  
e-mail [info@campushuisarts.nl](mailto:info@campushuisarts.nl)  
website [www.campushuisarts.nl](http://www.campushuisarts.nl)

Tandartsenpraktijk Soons  
Hengelsestraat 151  
7521 AA Enschede  
Tel: 053 – 43 50 189  
Email: [info@soons.org](mailto:info@soons.org)

After office hours and during the weekend, you must call:

Huisartsenpost Enschede  
Haaksbergerstraat 55,  
Enschede  
Telefoon: 088- 555 11 88

In case of an emergency, call 112 or contact the guard +31 534 80 6042.

c. Money. The currency in the Netherlands is the Euro. It is recommended to bring enough cash with you, at least for the first few days, as there are no cash points at the barracks. You will find several banks with cash points in Enschede and Hengelo.

d. Mail services / telephones / fax and internet services. You can have your mail sent to:

Civil-Military Co-operation Centre of Excellence  
T&E Branch  
Complex Twente  
P.O. Box 5013  
MPC 81 A  
NL - 7500 GA Enschede  
The Netherlands

For urgent telephone calls you can be reached through Course Admin Office, Phone +31 53-4803472 - fax +31 53-4803488.

You may leave your (stamped) mail at the CCOE Registry Office; it will be forwarded to the Post Office. Internet services are available in the accommodation building and in the syndicate rooms.

e. Laundry. In the accommodation building is a washing machine and a dryer for your use.

f. Car hire companies. There are several companies in the region where you can rent a car, e.g.

- AutoRent <http://www.autorent.nl/twente-enschede>
- Sixt, <http://www.e-sixt.nl/autoverhuur/Enschede;>
- Autoverhuur Enschede, <http://www.autoverhuursite.nl/nederland/enschede/>

More info is available through Events Coordinator, [eventscoord@cimic-coe.org](mailto:eventscoord@cimic-coe.org).

If you want to hire a car with another (international) company, Events Coordinator can assist in finding the telephone number / e-mail address.

g. Taxi companies. There are several Taxi companies in the area, but the CCOE has made a contract with Taxi Oost ++31 53 436 0000. If you state that you come from the CCOE when ordering/- entering the Taxi you will get a discount price.

h. Train. Information for the Dutch train system you will find on: <http://www.ns.nl/>

### 13. USEFUL ADDRESSES/TELEPHONE NUMBERS.

If you are looking for your nearest national support element, you will most probably find it at JFC HQ in Brunssum. Telephone numbers and visitors addresses are on the JFC HQ

If you want to have the address or telephone number of your Embassy in the Netherlands, you have to look at: <http://ambassade.startpagina.nl/> or ask the Events Coordinator for assistance / telephone numbers.

14. PACKING AND TRAVEL CHECKLIST

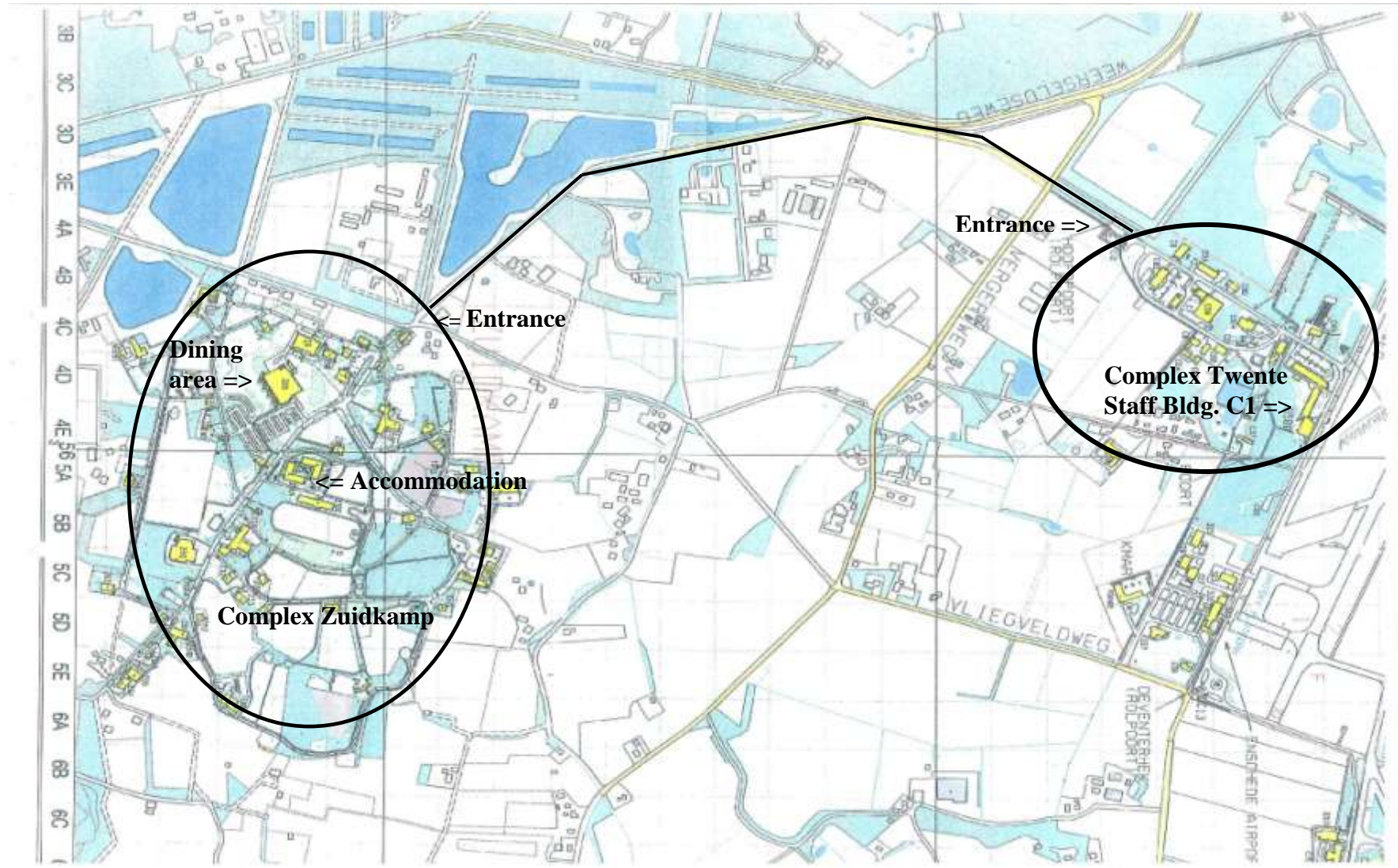
**Before departing your unit, you must verify the following items:**

- Confirmation:** Did you receive a confirmation message with a Student Registration Number to confirm your seat in the course?
- ADL:** Did you complete the ADL part of the course?
- ID- Card /** Did you fill in the respective questions on the Registration Form? The guard needs this information beforehand.
- Fee payment:** Verify with your unit or POC whether your course fee has been paid, otherwise you will have to pay cash on the first day of the course. Has the course fee already been paid, please bring proof of payment
- Accommodation:** Did you ask for accommodation at the barracks or will you be staying at a hotel for the duration of the course? If you asked us to assist in finding accommodation, you must have received the name of the hotel and the arrangements that were made.
- Transportation:** Check if your travel dates were on the Registration Form. No shuttle bus or public transport is available.
- Dress:** You will be wearing your Battle Dress Uniform (BDU) during classes, but you have to bring smart casual for the social events and casual clothing for leisure activities.
- Internet:** There is wireless internet connection in Zuidkamp.
- Miscellaneous:** You will need some cash money for meals, beverages and leisure activities.

Check for all updates to this Info Guide on our Website:

[www.cimic-coe.org](http://www.cimic-coe.org)

## Map of the facilities at Complex Twente



## Map of the facilities at “Zuidkamp”

