

## Unmanned DELC Service

From the 1st December 2009, Walk-In DELCs will only be staffed by Facility Managers (FMs) three days a week.

On the other two days, some DELCs will be closed but others will offer an unmanned service. This necessitates a number of key changes to the DELC service:

- Testing such as ECDL and PRINCE2 will only be available on manned days;
- Additional security measures have been put in place to prevent misuse of computers when the centres are unmanned;
- Anyone wishing to use the DELC on unmanned days will therefore need to pre-book their appointments;
- Courses which require CDs will not be available on unmanned days.

The sections below detail the procedures for using an unmanned DELC. For details of which sites offer this unmanned service and when, please refer to the 'revised opening hours' table in this leaflet

### Booking the unmanned DELC service

Before you can use a workstation in an unmanned DELC, you will need to pre-book your session. This can be done by

- Contacting the FM in the DELC in question on one of the centre's open days.
- Contacting the DELC Service Desk on 0845 330 9643.

When you book your session in the unmanned DELC, you will be given a username and password to use for this session. This is important because on unmanned days, the DELC workstations will be locked to prevent misuse.

### Using the unmanned DELC service

When attending your pre-booked unmanned DELC session, you will be required to :

- Sign the attendance register at the start of your session.
- Switch on your workstation if it is not already on and log on using the details provided when you booked your session.
- Agree to the SyOps you will be presented with once the system has loaded.

You will then be given options to access your learning either from the Defence Learning Portal (DLP), the Defence Acquisition portal or the DELC offline menu. Once you have completed your learning you must:

- Log out of the computer.

**Note:** computers will automatically log out after 30 minutes of inactivity.

For further information or to book an unmanned DELC session, please contact:

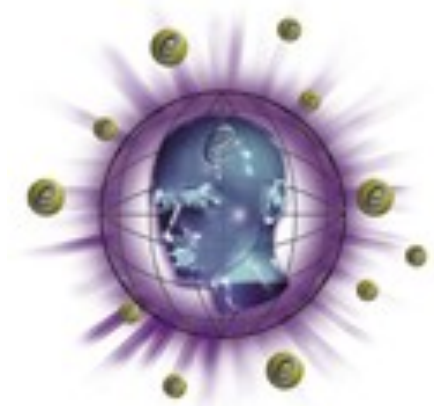
**DELC Service Desk**

**0845 330 9643**

[DELC.uk@logica.com](mailto:DELC.uk@logica.com)



## Important Changes to the DELC Service



From the 1st of December 2009, many Walk-In DELCs will only be manned 3 days a week.

In order to maximise provision of training through the Walk In DELCs following significant financial limitations it has been necessary to reduce the number of days the DELC is open with a Facility Manager in attendance to Tuesday to Thursday. An "unmanned service" will be available at some sites on a pre-booking basis.

**The purpose of this leaflet is to detail when Walk-In DELCs will be open and to provide information on the unmanned service that will be available at some centres.**

# Revised Opening Hours

The table below shows the revised opening times for all Walk-In DELCs following the 1st December 2009. Most centres will be offering a full DELC service from Tuesday to Thursday. Outside of these days, some DELCs will be offering a limited 'unmanned' service (for details on this, please see the 'Unmanned DELC service' section of this leaflet) while others will remain closed.

DELC	Monday	Tue—Thu	Friday	Contact number
Abbey Wood	Closed	9am-5pm	Closed	T: 0117 9130698
Andover	Closed	9am-5pm	Closed	T: 01264 381023
Bath, Foxhill	Closed	8am-4pm	Closed	T: 01225 884570
Bicester	Closed	7:30-3:30	Closed	T: 01869 257040
Blandford	Closed	8:30-4:30	Closed	T: 01258 482650
Colchester	Closed	8:30-4:30	Closed	T: 01206 815391
Collingwood	Closed	8:30-4:30	Closed	T: 01329 332393
Edinburgh	Closed	8:30-4:30	Closed	T: 0131 310 2564
Episkopi (unmanned on Wed)	Unmanned	8am-1pm	Unmanned	T: +357 2527 5246
Falklands (closes from 12-1 daily)	8am-5pm	8am-5pm	8am-5pm	T: +500 76562
Faslane	Unmanned	9am-5pm	Unmanned	T: 01436 674321 x8184
Gibraltar	8:30-4:30	8:30-4:30	8:30-1:30	T: +350 55211
Glasgow	Closed	8:30-4:30	Closed	T: 0141 224 2828
Herford, Germany	Closed	8:30-4:30	Closed	T: +49 5221 9953539
High Wycombe	Closed	8:30-4:30	Closed	T: 01494 497895
Lisburn, NI	Closed	9am-5pm	Closed	T: 02892 266877
London, Main Building	Unmanned	9am-5pm	Unmanned	T: 020 7218 0310
Plymouth	Closed	8:30-4:30	Closed	T: 01752 557642
Portsmouth	Closed	8:30-4:30	Closed	T: 02392 724975
Rheindahlen, Germany	Unmanned	9am-5pm	Unmanned	T: +49 2161 4723090
Wilton (due to close 30th April 2010)	Closed	8:30-4:30	Closed	T: 01722 433153
Wyton	Closed	8:30-4:30	Closed	T: 01480 52451 x 7899
York	Closed	8:30-4:30	Closed	T: 01480 52451 x 7899

# Alternative Routes To Learning

## DELC Loan Service

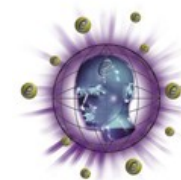
Courseware on laptops and Rapid Reaction DELCs available to individuals and groups on short term loan. For information and booking, contact the DELC service desk using the details overleaf

## Defence Learning Portal (DLP)

The DLP provides access to e-learning at the desk or over the internet:

DefenceNet: <http://www.dlp.r.mil.uk/>

Internet: [www.dlp.mod.uk](http://www.dlp.mod.uk)



## DELC closures

The following DELCs will be closing on the 30th November:

- Dishforth
- Donnington
- Halton
- Shrivenham

In addition, Washington will be converting to a Local DELC and Wilton will close on the 30th April 2010.



If you are currently studying ECDL at one of the affected DELCs and you have taken at least one exam, you can:

- Transfer to another MEMC testing centre such as those listed in this leaflet. your details can be transferred to the new centre. The test centre staff at your chosen site should **contact the DELC Service Desk to request this transfer.**
- Transfer to an external (non MOD) ECDL centres near you.

If you wish to use a non-MEMC centre, you will need to first locate a suitable site by going to the Find a Test Centre link on the ECDL website: [www.ecdl.co.uk](http://www.ecdl.co.uk).

Once you have found a suitable centre, you will need to present them with your **ECDL logbook**. In order to get a copy of your logbook, go to <http://www.delc.co.uk/examwebserviceadmin> and logging in with the User ID and password used previously when testing. Once logged, in click on your name to view all exams and results that have previously been taken. Then, click on the **Certification Progress Tab** and click on your name. Finally click on **Show** to open a new window and display your report. You can print this off by clicking on the printer icon or export by clicking on the disk icon.

## Alternative routes to learning

### DELIC Loan Service

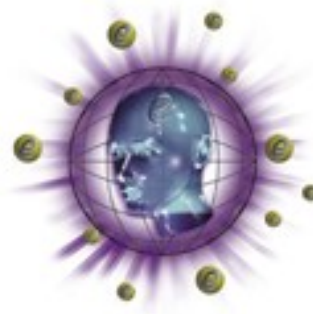
Courseware on laptops and Rapid Reaction DELICs available to individuals and groups on short term loan. For information and booking, contact the DELIC service desk using the details below

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For information on the DELIC loan service or to have your ECDL password reset, please contact:

### DELIC Service Desk

**0845 330 9643**

[DELIC.uk@logica.com](mailto:DELIC.uk@logica.com)



# Walk-In DELIC Closure Information

The following Walk-In DELICs will be **closing** on 30<sup>th</sup> November 2009:

DELIC Dishforth

DELIC Donnington

DELIC Halton

DELIC Shrivenham

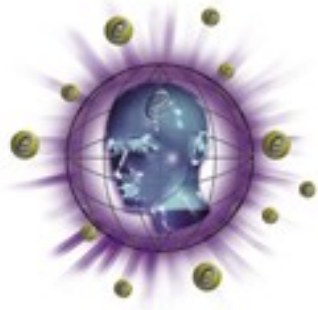
DELIC Washington

The purpose of this leaflet is to provide information about:

- Alternative learning centres
- Other routes to learning
- How to continue ECDL testing

## Alternative centres

For students of the UK based DELCs that are closing, there are a number of alternative centres for those students who wish to continue their learning or assessments in a DELC. This page details those sites and the services they offer.



### DELC Dishforth

Alternative Centres for students of this DELC are:

#### DELC York\*

E-learning and ECDL Testing

Room 223, Building 107,  
Imphal Barracks, Fulford Road,  
York  
YO10 4AU  
Tel: 01904 662772

#### Local DELC RAF Linton on Ouse

ECDL Testing only

Station Learning Centre,  
RAF Linton-on-Ouse,  
York,

### DELC Donnington

Alternative Centres for students of the DELC at Donnington are:

#### IAG Copthorne

ECDL Testing only

HQ 143 (WM) Brigade,  
Copthorne Barracks,  
Shrewsbury,  
SY3 8LZ

#### Local DELC RAF Shawbury

Access to E-learning and ECDL Testing

The Learning Centre,  
Shawbury,  
Shrewsbury,  
SY4 4DZ

### DELC Halton

Students of the DELC at RAF Halton have a choice of two sites in the vicinity:

#### DELC Bicester\*

E-learning and ECDL Testing Regional Training Centre

Building D3  
DSDA Bicester OX25 2LD  
01869 257040

#### DELC High Wycombe\*

E-learning and ECDL Testing

The Training Centre – 3 Site,  
RAF High Wycombe,  
Walters Ash,  
Bucks HP14 4UE  
01494 47895

### DELC Shrivenham

There are three alternative centres in the area for students of the Shrivenham DELC are:

#### DELC Bath\*

E-learning and ECDL Testing

Room A19,  
Annex A, B Block,  
Foxhill, Bath  
BA1 5AB  
01225 884570

#### Local DELC RAF Brize Norton

E-learning and ECDL Testing

The Learning Centre,  
RAF Brize Norton,  
Carterton,  
Oxon, OX18 3LX

#### Local DELC RAF Lyneham

E-learning and ECDL Testing

The Learning Centre,  
RAF Lyneham,  
Chippenham,  
Wiltshire, SN15 4PZ

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\* These DELCs will only be manned for 3 days a week from 30th November 2009 and ECDL testing can only take place when they are manned. Please contact the DELC for details.



**Defence Academy**  
of the United Kingdom