

# NCO DLC 2.0 Overview and FAQs

## Overview

- Available to all eligible Airmen effective 13 July 2020
- 4 month enrollment period; members self-enroll through AU Portal
  - NOTE: there are NO EXTENSIONS to the 4 month enrollment so members should not enroll in the course until they're ready to start AND finish the course!
- Learning modalities: audio, video, text with graphics, and interactive learning games
- Device agnostic: members may use computer, tablet, phone, etc
- 16 lessons, 4 learning modules: PROBLEM SOLVING, CULTURE, MISSION, and LEADERSHIP
- Each module has a quiz; must pass with min 70%
- 20 minutes to complete quiz; 20 questions; max 2 quiz attempts per module
- Un-proctored quizzes; members take quiz on their device from any location
  - NOTE: highly recommend member does NOT take assessment from a government computer on the network
- Must pass all 4 modules to pass the course; there is no cumulative quiz

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## FAQs for NCO DLC 2.0

NCO DLC 2.0=new course effective 13 Jul 2020 Legacy=previous course(s) prior to 13 Jul 2020

### **Q1. I'm not currently enrolled in any DL course. How do I enroll in the NCO DLC 2.0 course?**

A. You will enroll through the Air University (AU) portal at <https://auportal.sso.cce.af.mil/SIS/app/>. The NCO DLC is hosted on the Canvas platform. You will need to have a Canvas account (see Q8 on AU EPME FAQs).

### **Q2. Do I need a government computer to enroll in the course?**

A. You will need to access the AU portal to enroll in the course. This can be done using a government computer or a CAC reader on your personal computer.

### **Q3. Can I stay enrolled in the Legacy course?**

A. Yes, you can stay in the Legacy course until your expiration date or if you have a course failure. You will not be able to re-enroll in the Legacy course. The only option after expiration date or course failure is to enroll in NCO DLC 2.0.

### **Q4. If I'm already enrolled in the Legacy course, am I eligible to enroll in the NCO DLC 2.0?**

A. Yes; however, you can only be enrolled in one course at a time. See Q6.

### **Q5. I want to enroll in the new course. When should I dis-enroll in the Legacy course?**

A. You should request dis-enrollment from the Legacy course **only if you're ready to START and COMPLETE** the NCO DLC 2.0. Once you're enrolled in the NCO DLC 2.0 course, you have 4 months to complete the course. There are NO EXTENSIONS to an enrollment period.

### **Q6. If I'm enrolled in the Legacy course, can I enroll in the NCO DLC 2.0 instead?**

A. Yes, you'll need to submit a request to dis-enroll in the Legacy course. At this time, student support will enroll you into the NCO DLC 2.0 course. No further action required on your part.

1. Go to <https://auservicedesk.af.edu/sp>
2. Select one of the following
  - a. Enlisted PME Issues/Help Desk Tickets:



3. Fill out the form; attach attachments (as necessary) and Click Submit!

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## **Q7. Does any of the work I completed in the Legacy course transfer to the NCO DLC 2.0?**

A. No. Course content is significantly different in the NCO DLC 2.0.

## **Q8. If I've had multiple course failures in the Legacy course, can I enroll in the NCO DLC 2.0 without a re-enrollment letter from my leadership?**

A. Yes, enrolling in the NCO DLC 2.0 is a "fresh start" and does not require a re-enrollment letter.

## **Q9. If I don't successfully complete the NCO DLC 2.0, is there a waiting period to re-enroll? Do I need to submit a re-enrollment request letter?**

A. There is no waiting period to re-enroll the first time. After two enrollments, you will need a re-enrollment letter signed by your squadron commander or squadron superintendent. After three enrollments, you will need a re-enrollment letter signed by your group commander or group superintendent.

## **Q10. If I don't successfully complete the NCO DLC 2.0, when I re-enroll, will I start over again?**

A. Yes. Previously completed modules do not transfer to a new enrollment.

## **Q11. I failed a module twice. What happens now?**

A. Unfortunately, when you exceed the maximum attempts for a module, it will be considered a course failure and you will need to re-enroll.

## **Q12. What makes the NCO DLC 2.0 course different than the Legacy course?**

A. The significant differences are the learning modalities and the un-proctored testing. See page one of this document for course overview.

## **Q13. Am I able to download course content?**

A. Audio and reading material is downloadable to your device.

## **Q14. How much time should I expect to put into this course?**

A. Each person learns differently. The course has 16 self-paced lessons. One lesson per week will keep you right on track to complete the course within the 4 month enrollment period.

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## **Q15. Are there any recommendations on how to pass this course?**

A. Yes, utilize all the learning modalities available to you. Download the audio and listen to the content until you have a good understanding of the material. You may also download the pdf portions and highlight material to aid in studying. Watch the videos and utilize the interactive learning games. Additionally, take the mock test that's available in the introduction so you can get an idea of what the test questions will be like.

## **Q16. If I finish the course before the course enrollment date ends, will my records be updated immediately or at course end date?**

A. The date you complete the course will be your completion date and will begin the process of record update. Usually your course will be updated within three working days. Your status can be verified through AUSIS.

## **Q17. Do I have to complete the modules in order?**

A. Yes. You will have to complete the modules in order. Additionally, you can see your module progress by accessing the module option in Canvas.

## **Q18. Are there any practice quizzes?**

A. There are interactive learning games to re-inforce content; however, there are no practice quizzes within the course modules. There is a mock quiz in the course introduction so you can get an idea of what type of questions you'll see in the module quiz.