



**NONRESIDENT
TRAINING
COURSE**

November 1995



Personnelman 3 & 2

NAVEDTRA 14214

Although the words “he,” “him,” and “his” are used sparingly in this course to enhance communication, they are not intended to be gender driven or to affront or discriminate against anyone.

PREFACE

By enrolling in this self-study course, you have demonstrated a desire to improve yourself and the Navy. Remember, however, this self-study course is only one part of the total Navy training program. Practical experience, schools, selected reading, and your desire to succeed are also necessary to successfully round out a fully meaningful training program.

THE COURSE: This self-study course is organized into subject matter areas, each containing learning objectives to help you determine what you should learn along with text and illustrations to help you understand the information. The subject matter reflects day-to-day requirements and experiences of personnel in the rating or skill area. It also reflects guidance provided by Enlisted Community Managers (ECMs) and other senior personnel, technical references, instructions, etc., and either the occupational or naval standards, which are listed in the *Manual of Navy Enlisted Manpower Personnel Classifications and Occupational Standards*, NAVPERS 18068.

THE QUESTIONS: The questions that appear in this course are designed to help you understand the material in the text.

VALUE: In completing this course, you will improve your military and professional knowledge. Importantly, it can also help you study for the Navy-wide advancement in rate examination. If you are studying and discover a reference in the text to another publication for further information, look it up.

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Sailor's Creed

“I am a United States Sailor.

I will support and defend the Constitution of the United States of America and I will obey the orders of those appointed over me.

I represent the fighting spirit of the Navy and those who have gone before me to defend freedom and democracy around the world.

I proudly serve my country's Navy combat team with honor, courage and commitment.

I am committed to excellence and the fair treatment of all.”

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INSTRUCTIONS FOR TAKING THE COURSE

ASSIGNMENTS

The text pages that you are to study are listed at the beginning of each assignment. Study these pages carefully before attempting to answer the questions. Pay close attention to tables and illustrations and read the learning objectives. The learning objectives state what you should be able to do after studying the material. Answering the questions correctly helps you accomplish the objectives.

SELECTING YOUR ANSWERS

Read each question carefully, then select the BEST answer. You may refer freely to the text. The answers must be the result of your own work and decisions. You are prohibited from referring to or copying the answers of others and from giving answers to anyone else taking the course.

SUBMITTING YOUR ASSIGNMENTS

To have your assignments graded, you must be enrolled in the course with the Nonresident Training Course Administration Branch at the Naval Education and Training Professional Development and Technology Center (NETPDTC). Following enrollment, there are two ways of having your assignments graded: (1) use the Internet to submit your assignments as you complete them, or (2) send all the assignments at one time by mail to NETPDTC.

Grading on the Internet: Advantages to Internet grading are:

- you may submit your answers as soon as you complete an assignment, and
- you get your results faster; usually by the next working day (approximately 24 hours).

In addition to receiving grade results for each assignment, you will receive course completion confirmation once you have completed all the

assignments. To submit your assignment answers via the Internet, go to:

<http://courses.cnet.navy.mil>

Grading by Mail: When you submit answer sheets by mail, send all of your assignments at one time. Do NOT submit individual answer sheets for grading. Mail all of your assignments in an envelope, which you either provide yourself or obtain from your nearest Educational Services Officer (ESO). Submit answer sheets to:

COMMANDING OFFICER
NETPDTC N331
6490 SAUFLEY FIELD ROAD
PENSACOLA FL 32559-5000

Answer Sheets: All courses include one “scannable” answer sheet for each assignment. These answer sheets are preprinted with your SSN, name, assignment number, and course number. Explanations for completing the answer sheets are on the answer sheet.

Do not use answer sheet reproductions: Use only the original answer sheets that we provide—reproductions will not work with our scanning equipment and cannot be processed.

Follow the instructions for marking your answers on the answer sheet. Be sure that blocks 1, 2, and 3 are filled in correctly. This information is necessary for your course to be properly processed and for you to receive credit for your work.

COMPLETION TIME

Courses must be completed within 12 months from the date of enrollment. This includes time required to resubmit failed assignments.

PASS/FAIL ASSIGNMENT PROCEDURES

If your overall course score is 3.2 or higher, you will pass the course and will not be required to resubmit assignments. Once your assignments have been graded you will receive course completion confirmation.

If you receive less than a 3.2 on any assignment and your overall course score is below 3.2, you will be given the opportunity to resubmit failed assignments. **You may resubmit failed assignments only once.** Internet students will receive notification when they have failed an assignment--they may then resubmit failed assignments on the web site. Internet students may view and print results for failed assignments from the web site. Students who submit by mail will receive a failing result letter and a new answer sheet for resubmission of each failed assignment.

COMPLETION CONFIRMATION

After successfully completing this course, you will receive a letter of completion.

ERRATA

Errata are used to correct minor errors or delete obsolete information in a course. Errata may also be used to provide instructions to the student. If a course has an errata, it will be included as the first page(s) after the front cover. Errata for all courses can be accessed and viewed/downloaded at:

<http://www.advancement.cnet.navy.mil>

STUDENT FEEDBACK QUESTIONS

We value your suggestions, questions, and criticisms on our courses. If you would like to communicate with us regarding this course, we encourage you, if possible, to use e-mail. If you write or fax, please use a copy of the Student Comment form that follows this page.

For subject matter questions:

E-mail: n313.products@cnet.navy.mil
Phone: Comm: (850) 452-1001, Ext. 2167
DSN: 922-1001, Ext. 2167
FAX: (850) 452-1370
(Do not fax answer sheets.)
Address: COMMANDING OFFICER
NETPDTC (CODE 313)
6490 SAUFLEY FIELD ROAD
PENSACOLA FL 32509-5237

For enrollment, shipping, grading, or completion letter questions

E-mail: fleetservices@cnet.navy.mil
Phone: Toll Free: 877-264-8583
Comm: (850) 452-1511/1181/1859
DSN: 922-1511/1181/1859
FAX: (850) 452-1370
(Do not fax answer sheets.)
Address: COMMANDING OFFICER
NETPDTC (CODE N331)
6490 SAUFLEY FIELD ROAD
PENSACOLA FL 32559-5000

NAVAL RESERVE RETIREMENT CREDIT

If you are a member of the Naval Reserve, you will receive retirement points if you are authorized to receive them under current directives governing retirement of Naval Reserve personnel. For Naval Reserve retirement, this course is evaluated at 23 points. These points will be credited to you upon your satisfactory completion of each unit as shown below:

Unit 1 – 12 points – Assignments 1 through 8

Unit 2 – 11 points – Assignments 9 through 15

(Refer to *Administrative Procedures for Naval Reservists on Inactive Duty*, BUPERSINST 1001.39, for more information about retirement points.)

COURSE OBJECTIVES

In completing this nonresident training course, you will demonstrate a knowledge of the subject matter by correctly answering questions on the following topics: Dynamics of the Personnelman Rating; Navy Enlisted Occupations; Personnel Support; Correspondence and Files; Enlisted Service Records; Officer Service Records; Enlisted Distribution Report, Officer

Distribution Control Report, and Diary Message Reporting System; Counseling Service Members; Advancement, Education, and Training; Commissioning Programs; Overseas Travel and Orders; Transfers and Receipts; Naval Reserve Programs, Reenlistment Incentive Programs and Separations; Leave Procedures; and Electronic Data Processing and the Source Data System.

Student Comments

Course Title: Personnelman 3 & 2

NAVEDTRA: 14214 **Date:** _____

We need some information about you:

Rate/Rank and Name: _____ SSN: _____ Command/Unit _____

Street Address: _____ City: _____ State/FPO: _____ Zip _____

Your comments, suggestions, etc.:

<p>Privacy Act Statement: Under authority of Title 5, USC 301, information regarding your military status is requested in processing your comments and in preparing a reply. This information will not be divulged without written authorization to anyone other than those within DOD for official use in determining performance.</p>
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NETPDTC 1550/41 (Rev 4-00)

CHAPTER 1

DYNAMICS OF THE PERSONNELMAN RATING

The Navy Personnelman (PN), as the name implies, is someone who works in a personnel-related field and is normally assigned to a personnel office. In today's Navy, the PN carries out a broad range of duties, including typing and recordkeeping, interviewing and counseling, writing official letters and reports, and maintaining the officer and enlisted service records. These are fundamental responsibilities in the PN rating, but they are not the only ones assigned to PNs. In fact, this rating is so broad that there are many responsibilities we will not be able to cover within the scope of this training manual (TRAMAN).

SCOPE OF THIS TRAMAN

In this TRAMAN, we will focus our attention on the important duties and responsibilities that are most frequently assigned to PNs in paygrades E-4 and E-5. We will concentrate on the duties performed and the knowledge required by the Personnelman third class and second class based on the most current Navy enlisted occupational standards.

HOW TO USE THIS TRAMAN

Remember, you cannot rely solely on the information presented in this TRAMAN to accomplish your job as a PN. Remember also that the scope of the information provided in this manual is basic information you should know as you grow and progress in the PN field.

Throughout this TRAMAN, you will encounter specific terminology associated with the PN rating. As a study aid, the glossary in the back provides explanations that may help you better understand what you are reading. Use this glossary whenever you have questions concerning certain terms and/or acronyms that you may not understand.

As you read the information, keep in mind that you are responsible for keeping yourself up to date in all areas of your rating and career. At the time it was printed, this TRAMAN contained current information. However, by the time you obtain this self-study TRAMAN/NRTC training package and begin to use it, some of this information will be superseded by

newer information. We advise you to keep an open mind and stay alert as to whether or not the information is the most up-to-date information you should use according to the most current official policies and practices of your rating and the Navy.

UNDERSTANDING YOUR RATING

Your duties and responsibilities will involve dealing with people and maintaining the records that represent their lives. Among all the duties and responsibilities you may encounter as a member of the PN rating, one stands out as the most important— you must be able to work and deal with people. Recordkeeping will also be an important part of your job. The importance of accurate recordkeeping throughout the Navy cannot be overemphasized. From the standpoint of the Navy, records provide a ready reference source to past events and policies and help in making future decisions. For the individual, records provide a source of reference to past accomplishments, awards, training, performance, and other important information relative to his or her naval career. Remember, a Navy member's service record represents his or her life.

As a PN, you are entrusted by the Navy to take care of its most valuable asset—its people. As you read this chapter, you may notice that most of the information will focus on your responsibility to provide good customer service to Navy people. Understanding the significance of providing good customer service is fundamental to your rating and is the most important step you can take to become a better PN. After studying the information in this chapter, you should be able to recognize the important transactions that take place in a Navy personnel office. You also should be able to identify the fundamentals of good customer service and the ways in which you, the PN, can provide the best service to the Navy's people.

THE PERSONNEL OFFICE

In many ways, the personnel office is an administrative control center within a command. Numerous pay and personnel actions that directly impact on naval personnel are performed out of this

office. For example, when a service member gets married, he or she must go to the personnel office to initiate all the necessary paper work on behalf of the new dependent. Leave papers are processed in this office. Dependent and active duty ID card applications and cards are also prepared. Furthermore, members who are reporting aboard, transferring, reenlisting, or separating from the Navy will have the appropriate documents prepared at the personnel office. The transactions that take place in the personnel office will affect nearly all areas of a Navy member's life.

The size and composition of personnel offices will vary from command to command and from ship to ship. A common characteristic of all personnel offices is that they are usually very active because of the numerous personnel transactions that continually take place. At sea, PNs will work in the personnel or ship's office. If attached to a squadron, PNs will work out of an office assigned to them by the ship's commanding officer (CO). This office is independent of the personnel and/or the ship's administrative offices. Ashore, PNs are normally assigned to personnel support activity detachments (PERSUPPDETS). The following section will give you an overview of the PERSUPPDETS.

PERSONNEL SUPPORT ACTIVITY DETACHMENTS

The PERSUPPDETS, also referred to as PSDs, are the one-stop service centers that retain and maintain the pay accounts and service records for all shore commands and activities within a specific geographical area. All active duty Navy personnel, including transients, students, and patients attached to shore activities and components, Naval Reserve activities, and joint and unified commands within a prescribed geographical area, are supported by that area's PERSUPPDETS. Figures 1-1 and 1-2 show PNs providing customer service to Navy personnel at a PERSUPPDET.

All PERSUPPDETS are supported by a personnel support activity (PSA). The PSAs are activities that manage a number of PERSUPPDETS within a geographical area. As the command in charge of these PERSUPPDETS, the PSA provides technical direction, guidance, and assistance to all commands under its authority.

The overall mission or goal of the PERSUPPDETS is to provide pay and personnel services to officer and enlisted naval personnel and passenger transportation services to all Navy-sponsored travelers; to provide commands and activities with pay, personnel, and



Figure 1-1.—PN assisting customers at a PERSUPPDET.