



**NONRESIDENT
TRAINING
COURSE**



February 1993

Yeoman 1 & C

NAVEDTRA 14260

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 N313)
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 8 points. (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: the Navy Yeoman, education, advancement, career opportunities, assignments, retention, administrative procedures, forms, reports control, records disposal, personnel support, manpower authorization, travel, security, legal, and separations.

Student Comments

Course Title: Yeoman 1 & C

NAVEDTRA: 14260 **Date:** _____

We need some information about you:

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

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

Your comments, suggestions, etc.:

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.

NETPDTC 1550/41 (Rev 4-00)

CHAPTER 1

THE NAVY YEOMAN

This training manual (TRAMAN) is prepared to help you to meet the professional qualifications for advancement to Yeoman (YN) first class and chief. It is designed for use by members of both the Regular Navy and Naval Reserve. As the leading chief petty officer, you are directly responsible for the smooth operation of the office. This chapter acquaints you with the administrative support of operations and the elements that aid in the development of high morale. However, before we discuss administrative support of operations and morale, we will briefly discuss the sources of the material and the scope of this TRAMAN.

The occupational standards (OCCSTDs) that were used as a guide in the preparation of this manual are contained in the *Manual of Navy Enlisted Manpower and Personnel Classifications and Occupational Standards*, NAVPERS 18068F. Volume I of NAVPERS 18068F contains the OCCSTDs that express the Navy's requirements for enlisted skills as determined by manpower management. These requirements form the basis for advancement, training, and distribution of personnel, and thus are the foundation of the Navy Enlisted Occupational Classification System. These requirements are categorized as follows:

- Naval standards (NAVSTDs) are skills and knowledges, other than those defined by OCCSTDs, that are essential to the overall effectiveness of enlisted personnel in the performance of their duties. They encompass military requirements, are essential virtues of pride of service in support of the oath of enlistment, and ensure the maintenance of good order and discipline. Further, the NAVSTDs are basic skills and knowledge necessary for the well-being of Navy personnel, and they contribute directly to the mission of the Navy.

- OCCSTDs are minimum standards that represent the lowest level of skill required to function effectively at a given level of responsibility to fulfill Navy needs. OCCSTDs are phrased in the language of task statements. They define what enlisted personnel must do in their rate or rating (performance factors). They are based on the rationale that the knowledge required to perform a task is inherent to the proper performance of the task. The specific knowledge required to perform a task is derived from task analysis data collected by the

Chief of Naval Education and Training (CNET). TRAMANS such as this one and advancement examinations are based on the OCCSTDs.

The scope of this manual revolves around two central points. These points are the OCCSTDs, as described previously, necessary for advancement to YN1 or YNC and the leadership skills necessary to attain managerial competency as an office manager or an administrative assistant. Along with the discussion of professional and leadership skills, ideas are presented in both areas for your consideration as you assume your role at the middle management level. This manual is a companion manual to the *Yeoman 3*, NAVEDTRA 10298, and the *Yeoman 2*, NAVEDTRA 10299. It is essential that you be familiar with the *Yeoman 3* and *Yeoman 2* manuals if you are to derive the most benefit from this *Yeoman 1 & C* manual.

Mastery of the knowledge and leadership skills discussed previously will enable you to become a capable supervisor and a more valuable asset to the Navy. Your contribution to the Navy depends upon your willingness and ability to accept increasing responsibilities as you advance in rate. When you assume the duties of a YN1 or YNC, you are accepting the responsibility for the work of others. As a result, you should strive to improve your leadership ability and technical knowledge through study, observation, and practical application.

LEADERSHIP AND COMMUNICATION

Your responsibilities for military leadership are about the same as those of petty officers in other ratings. Your responsibilities for technical leadership are special to your rating and are directly related to the nature of your work. As an office supervisor, managing and staffing your office is important. It is a job that requires a special kind of leadership ability that is developed by personnel who have a high degree of technical competence and a deep sense of personal responsibility. Both officers and enlisted personnel expect you to translate general orders given by officers into detailed, practical, on-the-job language that can be understood and followed by relatively inexperienced personnel. In dealing with your juniors, it is up to you to see that they

perform their work properly. At the same time, you must provide for the needs or problems of your people.

As your responsibilities increase, your ability to communicate clearly and effectively must also increase. The basic requirement for effective communication is a knowledge of your own language. Use correct English in speaking and writing. The basic purpose of all communication is understanding. To lead, supervise, and train others, you must be able to speak and write in a manner that others can understand.

A second requirement for effective communication in the Navy is sound knowledge of the Navy way of saying things. Some Navy terms have been standardized for the purpose of ensuring efficient communication. When a situation calls for the use of standard Navy terminology, use it.

Another requirement of effective communication is precision in the use of technical terms. Command of the technical language of the YN rating will enable you to receive and convey information accurately and to exchange ideas with others. People who do not understand the precise meaning of terms used in connection with the work of their rating are at a disadvantage when they try to read official publications relating to their work. They are also at a disadvantage when they participate in the Navywide advancement examination. Although it is important for you to use technical terms correctly, it is particularly important when you are dealing with lower rated personnel. Inaccurate use of technical terms is confusing to inexperienced personnel.

ADMINISTRATIVE ASSISTANT

The administrative assistant is a direct representative of the executive officer (XO). He or she may be a commissioned officer or a senior Yeoman delegated to act for the XO in specific functions of administration. An administrative assistant is concerned with overall policies, procedures, and regulations of the command. He or she also serves as the X-division officer. Because you work closely with the administrative assistant, you should be familiar with most of the duties and responsibilities. You may not be expected to do the job when the administrative assistant is absent; however, you are expected to supply intelligent answers about the job. From the time you sew on your first-class crow you should consider yourself in training, not only for chief, but for the time when you may have to perform the duties of the administrative assistant.

The duties, responsibilities, and authority of the administrative assistant are numerous. Administrative assistants review, coordinate, and supervise specific duties and functions as necessary to reach the objectives. They perform the following duties:

- Observe and report to the XO on the effectiveness of administrative policies, procedures, and regulations of the command.
- Review all correspondence and directives prepared for the signature or review of the XO and make sure they conform with the *Department of the Navy Correspondence Manual*, SECNAVINST 5216.5C, *Preparation of Correspondence and Directives for Signature of the SECNAV or CEA, the SECDEF or the President or a Member of the U.S. Navy of the White House Staff*, SECNAVINST 5216.1H, and pertinent command directives.
- Initiate administrative action where appropriate in the case of instructions and other administrative directives.
- Schedule interviews of visitors with the XO.
- Coordinate the assignments of enlisted personnel to various departments.
- Exercise budgetary control of funds for expenses of various departments.
- Supervise the preparation of the plan of the day (POD) and review for arrangement and content before submission for signature.
- Exercise administrative direction of the print-shop and associated duplicating equipment.
- Coordinate and ensure the indoctrination of recruits and newly reported personnel.

SHIP'S SECRETARY

As the senior YN stationed onboard a ship, you may be assigned as the ship's secretary. The ship's secretary reports to the commanding officer (CO) as his or her personal secretary. Ship's secretaries are responsible, under the XO, for performance of assigned duties and to the administrative assistant for the accountability and routine administration of personnel assigned to the captain's office. All personnel assigned to the captain's office report to the ship's secretary.

The ship's secretary is responsible for seeing that the administration and accountability of ship's correspondence and directives, administration and