



**NONRESIDENT
TRAINING
COURSE**

December 2001



Yeoman Basic

NAVEDTRA 14261A

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.

COURSE OVERVIEW: 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, official publications and directives, correspondence/message system, processing correspondence/messages, correspondence/message files and disposal, directives issuance system, reports and forms management programs, security, legal, awards, officer distribution control report (ODCR), officer service records, travel, leave procedures, pay and allowances, and technical administration.

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. 2153
DSN: 922-1001, Ext. 2153
FAX: (850) 452-1370
(Do not fax answer sheets.)
Address: COMMANDING OFFICER
NETPDTC 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 N331
6490 SAUFLEY FIELD ROAD
PENSACOLA FL 32559-5000

NAVAL RESERVE RETIREMENT CREDIT

If you are a member of the Naval Reserve, you may earn retirement points for successfully completing this course, if authorized 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.)

Student Comments

Course Title: Yeoman Basic

NAVEDTRA: 14261A **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

THE NAVY YEOMAN

Whether you have made the decision to strike for Yeoman (YN) or want more knowledge to perform your administrative duties better, this nonresident training course (NRTC) is designed to help. Information from people surveyed throughout the Navy is used to set minimum standards of knowledge and skill needed to perform in each rating and paygrade. These are the Navy occupational standards (OCCSTDs). This NRTC is written to provide the knowledge needed to perform as a YN third or second class in a way that will encourage learning and provide a solid base from which you can grow professionally.

Review the OCCSTDs to get an idea of what this NRTC will teach you. Keeping them in mind as the course progresses will help you understand why information is included and where the information will lead you.

The word **Yeoman** has several definitions, but the best for our purposes is “an administrative assistant.” Nearly every office in every command in the Navy will have a YN assigned. Ever since the day it was decided help was needed to keep things in order, YNs have existed. Duties have changed and branched out to other specialties, such as supply and pay, but the YN remains as a key person to organize and maintain communications for the department or division where assigned. The better you do your job, the better the whole organization will run.

To function well as a YN, you must understand how the Navy is organized and how each area functions and interacts with every other area. This goes along with the ability to administer and organize yourself, your job, your office, and, eventually, the administrative functions of an entire command. The knowledge you need to support this ability increases all the time. There are always changes and improvements to keep track of. The better you do that, the more effective you will be.

Your advancement to petty officer depends, in part, on your ability to take on the role of leader as well as to show specific knowledge of your job. You will be responsible to senior personnel for your own actions as well as the actions of those who work for you. The

best way to meet this responsibility is to learn all you can, teach others, and set the example to be followed.

Don't forget, though, that you are a member of the armed forces. We are responsible to a much greater goal—the safety of our country and way of life. As such, we are sometimes called upon to fight for that security. As a YN aboard ship, you will be assigned to a general quarters station that will in some way be connected with maintaining communications during battle—as a phone-talker on the bridge, a messenger for a damage-control party, or maybe a status board writer in the combat information center (CIC). Remember the word **communicate**. Traditionally, and in fact, YNs are considered to be experts in communicating. We “pass the word” and through that act affect every aspect of naval life and operations. It's an important responsibility.

OCCUPATIONAL AREAS

As said before, YNs can be assigned to a large number of different offices. Despite the various areas each office oversees, administrative procedures are fairly constant. With a basic understanding of these procedures, you will fit easily into the routine of any office.

THE CAPTAIN'S OFFICE

Aboard ship one of the most important work areas for the YN is the captain's office. Here, working under the ship's secretary, YNs control incoming and outgoing mail, maintain career-related documents of the ship's officers, perform legal and disciplinary actions, and maintain the ship's master instructions and notices. The size of the ship determines the size and manning of the office. On larger ships, such as aircraft carriers, responsibility is split between other offices employing several YNs. There could be a separate legal/discipline office and possibly a separate office for classified material processing. On smaller vessels, there may be only one or two YNs in one office to do it all. Fortunately, the workload is smaller, even though the tasks are the same.

THE SHIP'S OFFICE

Ships generate a great deal of internal paper work and reports. To deal with this, the executive officer (XO) maintains the ship's office. The XO keeps track of reports, personnel functions, special services, and so on, and filters information to the commanding officer (CO). Generally, Personnelmen (PNs) are assigned to the ship's office, but on larger ships YNs may be assigned to handle the administrative workload.

OTHER OFFICES

Overall, though, central administrative offices are in the minority. Most offices are at the departmental and divisional level, such as the engineering logroom, the weapons office, and the operations office. Here you would be concentrating on correspondence, reports (muster reports, custody reports, and so on), helping with requisitioning, and, of course, maintaining the files and records of the division or department. The thing to keep in mind is, while the area of concern may be specialized, your administrative skills and knowledge will be the same.

OFFICE APPEARANCE AND ARRANGEMENT

The amount of control you will have over the physical conditions in your office will vary with the location and the type of duty to which you are assigned. Aboard ship and ashore, conditions outside your control may determine the kind of office and equipment you will have. Regardless of the conditions, however, you will be expected to take your share of the responsibility for the general appearance and neatness of your office. We will discuss more about the appearance of your office in the next paragraph and in the section pertaining to customer service. We want to point out your responsibilities for your office and how you should perform these duties as a routine part of your job—and not wait to be asked to perform them. Take the initiative yourself and carry out these duties.

NEATNESS AND CLEANLINESS

The general appearance of an office can be greatly affected by a simple practice such as putting things away from day to day. It will be one of your responsibilities to see that articles used during the day are put back where they belong. In securing your ship's admin office for the night, you should properly secure

and stow all gear and supplies to prevent damage to equipment or injuries to personnel from flying objects if your ship should encounter heavy weather. If you are serving ashore, it is no different—you should still put away articles and clean up your work area before you secure for the day.

Whether your office is ashore or afloat, you should go through your correspondence basket daily to see that work does not pile up. When you handle classified documents, be especially careful. After using classified documents, make sure you store them according to the guidelines set forth in the *Department of the Navy Personnel Security Program Regulation*, OPNAVINST 5510.30 series.

Make sure all supplies, such as ink and correction fluid that may stain other materials, are put away properly. Do not leave any equipment on the deck that might be damaged when the office is cleaned. Avoid accumulations of loose papers or other objects that may create a fire hazard. Desks should be dusted frequently. Do not allow dirt to build up until field day.

In putting away things others have been using or in dusting someone else's desk, use care and good judgment so that you do not lose or misplace anything. Do not disturb the arrangements they have made of their papers.

ARRANGING YOUR DESK

Your own desk is one item for which you are always responsible. Arrange it in a manner that is neat and organized. Set the example for those individuals who are less organized than yourself.

The following suggested plan is suitable if you spend most of your time typing letters or other correspondence and forms. Your work may require that you provide space for other types of supplies, but the general principle will still apply.

- Keep pencils, erasers, paper clips, and other small articles in shallow drawers or trays.
- Insert slanted stationery trays in one of the upper drawers. Use a separate tray for each type of stationery or form. Place the most frequently used stationery or forms at the front, with the additional trays similarly containing forms according to frequency of usage.
- Keep carbon paper in its box to keep it from curling or from soiling the stationery.