



DEPARTMENT OF THE NAVY
COMMANDER NAVY RESERVE FORCES COMMAND
1915 FORRESTAL DRIVE
NORFOLK, VIRGINIA 23551-4615

COMNAVRESFORCOMINST 5450.71

N7

8 Jan 16

COMNAVRESFORCOM INSTRUCTION 5450.71

Subj: PERSONNEL QUALIFICATION STANDARD FOR NAVY OPERATIONAL
SUPPORT CENTER STAFF

Ref: (a) NAVEDTRA 43075 (November 2015), Navy Operational
Support Center Staff Personnel Qualification Standard
(b) COMNAVRESFORCOMINST 5450.7, Missions, Functions, and
Tasks of Navy Operational Support Centers
(c) OPNAVINST 3500.34G, Personnel Qualification Standards
Program
(d) NAVEDTRA 43100-2H, PQS Manager and PQS Model
Manager's Guide
(e) NAVEDTRA 43100-1L, Unit Coordinator's Guide

Encl: (1) "Completing PQS Watchstander Requirements for NOSC
Staff" QuikGuide (November 2015)

1. Purpose. To establish policies and provide guidelines governing the roles and responsibilities for the ownership, management and execution of completing Personnel Qualification Standard (PQS) for Navy Operational Support Center (NOSC) Staff, reference (a). This is a new instruction and should be reviewed in its entirety.

2. Background. Reference (b) establishes NOSC's missions, functions, and tasks which provide a basic standardization and expectation of a NOSC. The establishment of a NOSC PQS will further standardize NOSC operations as closely as possible and raise the level of customer service throughout the Force. The PQS provides minimum knowledge and skills that an individual must demonstrate in order to qualify to stand watches, hold departmental positions and/or perform other specific routine duties necessary for the safety, security or proper operation of a NOSC.

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3. Responsibilities

a. Commander Navy Reserve Forces Command (CNRFC) Training Department (N7) shall:

(1) Be the PQS Model Manager in accordance with reference (c). In this role, CNRFC N7 shall be responsible for the coordination of all NOSC PQS matters which require CNRFC staff action or Commander approval.

(2) Establish a PQS review schedule and a process which considers all feedback and recommended changes to the PQS in accordance with reference (d).

(3) In coordination with the Commander, approve all final PQS development, new and revised, in accordance with reference (c).

(4) Establish an alternate method (email/mail/SharePoint/etc.) for users to submit recommended inputs and changes separate from the Naval Education and Training Command (NETC) PQS department Navy Knowledge Online (NKO) website/feedback tool.

(5) Work with NETC PQS department to maintain the most up-to-date NAVEDTRA status. The current NAVEDTRA 43075 shall be posted on both the NKO PQS website and the CNRFC N7 SharePoint website.

b. Reserve Component Command (RCC) shall ensure PQS is utilized at all reporting NOSCs.

c. NOSC Commanding Officer (CO) shall:

(1) Serve as PQS Final Qualifier.

(2) Designate in writing a command PQS Coordinator in accordance with reference (e).

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(3) Identify PQS signatories in writing.

4. Actions. Completion of reference (a) shall be accomplished by all NOSC staff in accordance with their assigned duties and responsibilities at their command as determined by the CO.

5. Feedback. Experienced NOSC personnel are our greatest assets for determining both the knowledge required to increase customer service levels throughout our NOSC's and the skills each individual needs to perform routine duties necessary for proper NOSC safety, security, and operations. Therefore, appropriate feedback is desired, and welcomed, from the NOSC user level. The PQS Model Manager, in accordance with reference (d), will address all feedback in a timely manner and determine whether incorporation into the PQS is warranted.

6. Records Management. Records created as a result of this instruction, regardless of media and format, shall be managed per SECNAVINST M-5210.1.


ERIC COY YOUNG

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Completing PQS Watchstander Requirements for NOSC Staff



COMMANDER, NAVY RESERVE FORCES COMMAND

QUIKGUIDE

19 November 2015

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Completing PQS Watchstander Requirements for NOSC Staff

1. INTRODUCTION

A QuikGuide is designed to assist in performing a day-to-day task. It provides step-by-step instructions for actions such as completing a report, analyzing data, or interfacing with a system. It can also be used to train a new person. For additional information about QuikGuides or other office standard operating procedures, go to the CNRF ProcessQuik Website.

1.1. Overview

The Completing PQS Watchstander Requirements for NOSC Staff QuikGuide outlines the steps needed to achieve final qualification for watchstations within the Personnel Qualification Standard (PQS) for NOSC Staff. For each role, this PQS identifies minimum qualifications and requirements in three areas: Fundamentals (Section 100), Systems (Section 200), and Watchstations (Section 300). These requirements must be met to qualify for a new watchstation role, although level of expertise may vary according to mission requirements for the given NOSC. Questions or concerns regarding minimum qualifications for a specific PQS Watchstation should be directed to the designated Qualifier at your respective Command.

1.2. Purpose

The purpose of the Completing PQS Watchstander Requirements for NOSC Staff QuikGuide is to provide step-by-step instructions for the purpose of watchstation qualification as described in the PQS for NOSC Staff.

1.3. Owner

CNRF N7

1.4. Frequency

The tasks outlined in the PQS for NOSC Staff are performed on an as-needed basis, as a staff member begins the process of qualifying for a new watchstation. The PQS has different completion times based on the watchstations each new staff member is required to complete. All watchstation list an estimated completion time, but final guidance should be received from the associated NOSC Commanding Officer (CO).

1.5. References

The following references are used in this QuikGuide:

1. Personnel Qualification Standard (PQS) for NOSC Staff – A PQS is a compilation of the minimum knowledge and skills that an individual must demonstrate in order to qualify to stand watches, hold departmental positions, and/or perform other specific routine duties necessary for the safety, security, or proper operation of NOSC.
<https://www.nko.navy.mil/group/personnel-qualification-standards/home>



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2. QUIKSTART GUIDE TO COMPLETING THE PQS FOR NOSC STAFF

This QuikStart Guide offers a general overview of the steps needed to obtain final qualification for a watchstation in Section 300 of the PQS for NOSC Staff. Jump to details of each section by clicking desired topics on the hyperlinked outline below.

1. [Determine requirements for new watchstander role](#)
 - [Confirm Completion Requirements with Supervisor](#)
 - [Review Prerequisites](#)
2. [Complete Section 100, Fundamentals](#)
 - [Identify Requirements for Fundamentals](#)
 - [Complete Requirements for Fundamentals in PQS Section 100](#)
 - [Know the answers to questions associated with each required fundamental.](#)
 - [Contact your Qualifier when you master one or more fundamental\(s\).](#)
3. [Complete Section 200, Systems](#)
 - [Identify Requirements for Systems](#)
 - [Complete Requirements for Systems in PQS Section 200](#)
 - [Each system is associated with standard questions, which are outlined at the top of each section. You must be able to answer those questions for each system under that task.](#)
 - [Contact your Qualifier when you master one or more system\(s\).](#)
 - [Your Qualifier gives you an oral and / or written examination for each system.](#)
4. [Complete Section 300, Watchstations](#)
 - [Obtain Prerequisite Signatures](#)
 - [Demonstrate Proficiency](#)
 - [Perform Watchstation Tasks for Final Qualification](#)
 - [Under Instruction: One-on-One Training](#)
 - [Under Qualified Supervision: Perform Independently with Minimal Supervision](#)
5. [Final Qualification Signature](#)
 - [Final Qualification Page](#)



Completing PQS Watchstander Requirements for NOSC Staff

3. DETERMINE REQUIREMENTS FOR NEW WATCHSTANDER ROLE

3.1. Confirm Completion Requirements with Supervisor

- 3.1.1. Receive watchstation assignment(s) from your supervisor. All staff members must complete Watchstation 301, NOSC Staff Member. Your supervisor will tell you which other watchstations you are to complete and in what order.
- 3.1.2. Confirm with your supervisor the timeline for completion. Estimated completion times are listed for each watchstation, however, final guidance will be determined by each NOSC CO.

3.2. Review Prerequisites

- 3.2.1. Refer to Section 300 within the Table of Contents of the PQS for NOSC Staff and identify your assigned watchstation.
- 3.2.2. Once you locate the watchstation, turn to the watchstation's requirements page within Section 300 of the PQS.

The "Travel Clerk" watchstation is used as an example throughout this QuikGuide. From the below PQS Table of Contents figure, you can see that this watchstation resides in Section 304, on page 106 in the PQS for NOSC Staff.

300 INTRODUCTIONS TO WATCHSTATIONS	89
301 NOSC Staff Member	91
302 Administration Clerk	96
303 Manpower and Personnel Clerk	99
304 Travel Clerk	106
305 Supply Clerk	121
306 Command Individual <u>Augmentee</u> Coordinator	127
307 Information Technology Representative	130
308 Training Clerk	136
309 Medical Clerk	140
310 Command Fitness Leader	149
311 Educational Service Officer	155
312 Command Career Counselor	159

Figure 1. PQS Table of Contents, Section 300, Watchstations



Completing PQS Watchstander Requirements for NOSC Staff

- 3.2.3. Once you locate your watchstation within the body of the PQS, identify all required prerequisites for your watchstation. You may have to complete a different PQS school or watchstation prior to completing task requirements for your new watchstation. Ensure that all prerequisites are complete before moving on to the next step.

For example, the following figure shows the requirements for Watchstation 304, "Travel Clerk." This particular watchstation identifies requirements for various schools, an additional watchstation, a work center, and a system.

WATCHSTATION 304

304 TRAVEL CLERK

Estimated completion time: 21

NOTE: THE FOLLOWING WATCHSTATION PREREQUISITES ARE REQUIRED:

304 PREREQUISITES

FOR OPTIMUM TRAINING EFF. COMPLETED PRIOR TO STARTING PRIOR TO FINAL WATCHSTATION

304.1.1 SCHOOLS: NAVY RESERVE OFF TRAVEL SYSTEM, R-510-5514

Completed _____ (Qualifier and Date)

OTHER QUALIFICATIONS:

.2 COL Training for Accountable Officials and Certifying Officers (Initial or Refresher)

Completed _____ (Qualifier and Date)

12 WATCHSTATIONS FROM THIS PQS

301 NOSC Staff Member

Completed _____ 60% of Watchstation (Qualifier and Date)

13 WORK CENTER FROM THIS PQS

110 Travel Work Center

Completed _____ 5% of Watchstation

304 TRAVEL CLERK

16 SYSTEMS FROM THIS PQS:

205 Travel Systems

Completed _____ 5% of Watchstation (Qualifier and Date)

304.2 TASKS

For the tasks listed below:

A What are the steps for this procedure?

B What are the reasons for each step?

C Satisfactorily perform this task

Prerequisites are required for final qualification in the role

Figure 2. Example of Watchstation Prerequisites for the Travel Clerk



Completing PQS Watchstander Requirements for NOSC Staff

- 3.2.4. Notice the "301 NOSC Staff Member" watchstation prerequisite in the preceding image. All NOSC Staff Members are required to complete this watchstation. Your supervisor will provide guidance on which other watchstations you should complete and in what order. Refer to [3.1.1](#) for more information on locating watchstations within the PQS.
- 3.2.5. Notice the estimated completion time at the top of the image above. It is estimated that most watchstations can be completed within 30 days. Your supervisor will provide final guidance on the allotted time for completion. Refer to [3.1.2](#) for more information on locating watchstations within the PQS.



Completing PQS Watchstander Requirements for NOSC Staff

4. COMPLETE SECTION 100, FUNDAMENTALS

Fundamentals cover the basic knowledge and principles needed to understand the equipment or duties involved with a role. Typically, you have already gained this knowledge during the school phase of your training.

You are expected to know the fundamentals associated with your role in order to qualify. You may be asked to complete a written or oral examination in addition to answering the questions contained within the appropriate fundamentals section of the PQS.

In the case that you did not learn the fundamental material in school, or simply need a refresher, there is a list of available references at the beginning of each fundamental for your convenience. Use these references in self-study for your required fundamentals.

4.1. Identify Requirements for Fundamentals

In the Travel Clerk watchstation example, the "110 Travel Work Center" is a required prerequisite to final qualification in the role. The common core for each watchstation is met through completion of the 301 NOSC Staff Member Workstation. Many watchstations require additional fundamentals. Be sure to check your PQS to ensure you complete all requirements.

4	WORK CENTER FROM THIS PQS:
	110 Travel Work Center
	Completed _____ 5% of Watchstation (Qualifier and Date)

Figure 3. Required Fundamental for Travel Clerk Watchstation



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4.2. Complete Requirements for Fundamentals in PQS Section 100

4.2.1. Locate each required fundamental in Section 100 of the PQS.

The Travel Clerk prerequisite "110 Travel Work Center" Fundamental is shown below as an example:

110 TRAVEL – WORK CENTER		110
References:		Use references to review fundamental knowledge as needed
[a]	The Joint Travel Regulations. Uniformed Services University of the Health Sciences and DoD Civilian Employees	
[b]	COMNAVRESFORCOMINST 1571.1D Orders Processing and Transportation Arrangements for Navy Reservists	
[c]	Defense Travel Management Travel Office	
[d]	CNRFC ProcessQuik, N33, NROWS Order Writing Specialist	
[e]	Travel Explorer	
[f]	Navy Reserve Order Writing System	
110.1	Discuss reviewing procedures for NROWS	Know the answers to all questions within the PQS fundamental
	(Signature and Date)	
2	Discuss the routing procedures for NROWS	
	(Signature and Date)	
3	Discuss the procedure for obtaining perthing through DTS. [ref a, sec. 4130]	
	(Signature and Date)	

Figure 4. Example Fundamental, Section 100,
110 Travel – Work Center

4.2.2. Know the answers to questions associated with each required fundamental.

4.2.3. Contact your Qualifier when you master one or more fundamental(s).

4.2.3.1. If you are requalifying or already completed the appropriate schools, your Qualifier may require you to answer line items such as the ones listed in the PQS fundamental to determine whether you retain the appropriate level of knowledge for your watchstation.

4.2.3.2. If your Command requires an oral board or written examination for final qualification, you may be asked any questions from the fundamentals required as prerequisites for your watchstation.

4.2.4. Once your Qualifier is confident that you have sufficient knowledge of required fundamentals, the Qualifier signs and dates (date completed, not sign-off date) associated fundamentals for your watchstation in Section 100.



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5. COMPLETE SECTION 200, SYSTEMS

The PQS lists required systems knowledge for each role. The term "systems" refers to the equipment you use to complete tasks for your watchstation. Each system within the PQS is written to reflect specific watchstation requirements by identifying the equipment most relevant to one or more designated watchstanders. Some complex or broad systems may be broken down into their components and parts for learning purposes within the PQS. Begin by identifying systems prerequisites for your watchstation.

304	TRAVEL CLERK (CONT'D)
.5	SYSTEMS FROM THIS PQS:
	205 Travel Systems
	Completed _____ 5% of Watchstation (Qualifier and Date)
304.2	<u>TASKS</u>

Figure 5. Required System for Travel Clerk Watchstation

5.1. Identify Requirements for Systems

5.1.1. As before, refer to your watchstation in Section 300 of the PQS and identify all system prerequisites.

The example below, continued from the Travel Clerk watchstation, shows that "205 Travel Systems" is a required prerequisite for the Travel Clerk role. Refer to the PQS Table of Contents to locate each system.



Completing PQS Watchstander Requirements for NOSC Staff

5.2. Complete Requirements for Systems in PQS Section 200

5.2.1. Locate each required system in Section 200 of the PQS.

The Travel Clerk prerequisite, "205 Travel Systems," is shown below, as an example:

205 TRAVEL SYSTEMS		205
References:		
[a]	Defense Travel System	Use references to review system knowledge as needed
[b]	Navy Reserve Order Writing System	
[c]	Citi Electronic Access System	
[d]	Transaction Online Processing System	
[e]	Navy Standard Integrated Personnel System	
205.1	<u>SYSTEMS</u>	Know answers to standard questions for each system, understanding all components and parts
For the following systems, discuss the designation:		
A.	What is its function and how is it utilized?	
B.	How is system access gained/granted?	
C.	Who is the point of contact to resolve system issues?	
D.	Explain the different levels of access.	
E.	What is the impact if the system is not operational?	
205.1.1	DTS [ref. a]	Questions A B C D E
(Signature and Date)		
.2	NROWS [ref. b]	Questions A B C D E
(Signature and Date)		

Figure 6. Example System, Section 200,
205 Travel Systems

5.2.2. Each system is associated with standard questions, which are outlined at the top of each section. You must be able to answer those questions for each system under that task.

5.2.3. Contact your Qualifier when you master one or more system(s).

5.2.3.1. Your Qualifier gives you an oral and / or written examination for each system. Your Qualifier will mark correct answers to the standard questions in the right hand column of the page.

5.2.4. Once your Qualifier is confident that you have sufficient knowledge of required systems, the Qualifier signs and dates (date completed, not sign-off date) the systems for your watchstation in Section 200.



Completing PQS Watchstander Requirements for NOSC Staff

6. COMPLETE SECTION 300, WATCHSTATIONS

Once you master all prerequisites from Sections 100 and 200 in your PQS, contact your Qualifier to complete Section 300 for your watchstation. The Watchstation section is where you get the chance to demonstrate your knowledge of the previous Fundamentals and Systems sections to your Qualifier. You demonstrate this knowledge through discussions with your supervisor, as well as practicing tasks under both typical and abnormal conditions such as emergencies.

Note: You MUST complete all prerequisite items for Sections 100 and 200 outlined at the beginning of the watchstation description in Section 300 prior to final qualification. For more information or clarification, start from section [Confirm Completion Requirements with Supervisor](#).

6.1. Minimum Qualifications vs. Proficiency

Your PQS outlines the minimum qualifications to successfully perform your watchstation role. The guide does not outline procedural specifics to the level of detail that you find in an equipment manual, for example. Be sure to use any reference or supplemental guides where applicable to your role. In addition, the level of expertise within your role may vary from NOSC to NOSC based on mission requirements. Therefore, it is important to discuss specifics with your supervisor for each watchstation.

6.2. Obtain Prerequisite Signatures

Once all prerequisites are complete and signed in their respective sections, obtain signatures and dates of completion on the watchstation page in Section 300. (Prerequisites are signed as items are completed.)

6.2.1. Ensure that relevant Complete Section 100, Fundamentals and Complete Section 200, Systems are complete with signatures and dates of completion.

6.2.2. Contact your Qualifier to obtain signatures and dates (dates of completion, not sign-off dates) for the list of prerequisites in Section 300 (example: Figure 2).

6.3. Demonstrate Proficiency

Final qualification within a watchstation lies in the ability to demonstrate a level of competency sufficient to satisfy your Commanding Officer. There are two main ways that you can be asked to demonstrate proficiency:

6.3.1. Discussing Tasks

Though actual performance of tasks is always preferable to observation or discussion, there may be tasks that are too hazardous or time consuming to perform or simulate. Therefore, you may be required to discuss such items with your Qualifier.

6.3.2. Performing Tasks

For many tasks, you are required to demonstrate competencies by performing tasks within the watchstation during training watches.



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6.4. Perform Watchstation Tasks for Final Qualification

Required tasks for each applicable watchstation are listed in Section 300. The following example shows a partial list of required tasks for qualification under the "Travel Clerk" watchstation:

304.2	<u>TASKS</u>
	For the tasks listed below:
	A. What are the steps for this procedure?
	B. What are the reasons for each <u>step</u> .
	C. Satisfactorily perform this task.
304.2.1	NROWS ORDERS SPECIALIST (if applicable)
	Review and route IDTT Paid orders. (3 times)

	(Signature and Date)

	(Signature and Date)

	(Signature and Date)
.2	Review and route IDTT Nonpaid orders.

	(Signature and Date)
.3	Review and route ADT orders. (3 times)

	(Signature and Date)

Figure 7. Example Task List, Section 300,
302 Administration Clerk

6.4.1. Perform each task under the supervision of a qualified watchstander. There are two levels of supervision:

6.4.1.1. Under Instruction: One-on-One Training

Perform the duties and tasks of the watchstation under the direct supervision of a qualified watchstander or supervisor.

6.4.1.2. Under Qualified Supervision: Perform Independently with Minimal Supervision

Perform the duties and tasks of the watchstation with minor guidance from a qualified watchstander or supervisor. This experience is intended to allow you to develop proficiency in an operational environment with minimal supervision or have a supervisor close at hand if needed.

6.4.2. Once you satisfactorily perform the task and are able to explain each step, your Qualifier will sign and date (date of completion, not sign-off date) the given task.



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7. FINAL QUALIFICATION SIGNATURE

7.1. Final Qualification Page

This page is used to obtain the required signatures for approval and recording of final qualification. Satisfactory completion of all prerequisites and tasks is *required* prior to final qualification in your watchstation.

- 7.1.1. If your role requires multiple watchstations, a Qualification Progress Summary appears at the end of the PQS and is used in addition to the qualification page. Keep a copy of this page in your training jacket for signatures as you complete each watchstation.

NAVEDTRA 43075	
QUALIFICATION PROGRESS SUMMARY{ TC "QUALIFICATION PROGRESS SUMMARY" IF C/L "1" } FOR NAVY OPERATIONAL SUPPORT CENTER (NOSC) STAFF MEMBER	
NAME _____	RATE/RANK _____
<p>This qualification progress summary is used to track the progress of a trainee in the watchstations for this PQS and ensure awareness of remaining tasks. It should be kept by the individual or in the individual's training jacket and updated with an appropriate signature (Training Petty Officer, Division Officer, Senior Watch Officer, etc.) as watchstations are completed.</p>	
<hr/> <div style="text-align: center;">GRAPHICS BASELINE</div> <hr/>	
Completed _____ (Signature)	Date _____
<hr/> <div style="text-align: center;">GRAPHICS BASELINE</div> <hr/>	
Completed _____ (Signature)	Date _____

Figure 8. Example Qualification Progress Summary, After Section 300



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7.1.2. The following example shows a final qualification page for the Travel Clerk watchstation:

FINAL QUALIFICATION		NAVEDTRA 43075
304 TRAVEL CLERK		
NAME _____	RATE/RANK _____	
<p>This page is to be used as a record of satisfactory completion of designated sections of the Personnel Qualification Standard (PQS). Only specified supervisors may signify completion of applicable sections either by written or oral examination, or by observation of performance. The examination or checkout need not cover every item; however, a sufficient number should be covered to demonstrate the examinee's knowledge. Should supervisors give away their signatures, unnecessary difficulties can be expected in future routine <u>operations</u>.</p> <p>A copy of this completed page shall be kept in the individual's training jacket.</p> <hr/>		
<p>The trainee has completed all PQS requirements for this watchstation. Recommend designation as a qualified TRAVEL CLERK (NAVEDTRA 43075).</p>		
RECOMMENDED _____	Supervisor	DATE _____
RECOMMENDED _____	SEL/CMDCM	DATE _____
QUALIFIED _____	Commanding Officer or Designated Representative	DATE _____
SERVICE RECORD ENTRY _____		DATE _____

Figure 9. Example Qualification Page, Section 300,
304 Travel Clerk

- 7.1.3. Once all prerequisites and tasks are complete for your watchstation, contact your Qualifier to obtain appropriate signatures for final qualification.
- 7.1.4. Upon final qualification, retain a copy of the PQS Final Qualification page in your training jacket.