



DEPARTMENT OF THE NAVY
NAVY RECRUITING DISTRICT RICHMOND
411 E. FRANKLIN AVE STE 101
804-771-2001

NRDRICHINST 1500.4N
Code 30

OCT 28 2009

NAVCRUITDIST RICHMOND 1500.4N

Subj: COMMAND TRAINING PLAN

Ref: (a) COMNAVCRUITCOMINST 1500.4N
(b) COMNAVCRUITCOMINST 1136.2M
(c) COMNAVCRUITCOMINST 5400.2E
(d) COMNAVCRUITCCMINST 1130.8H
(e) NAVADMIN 033/09
(f) NRDRICHINST 1510.1A

Encl: (1) FY10 GMT Training Topic Schedule
(2) NRD Richmond Monthly Training Report
(3) Training Muster Sheet
(4) Recruiter Development Board Member Input
(5) Recruiter Development Board Results (Tab E)
(6) Success Training Worksheet

1. Purpose. To provide training program policy and procedures for Navy Recruiting District Richmond.

2. Cancellation. NRDRICHINST 1500.4M

3. Background. Commander, Navy Recruiting Command established training policy in reference (a) that applies to all recruiting command field activities. Reference (b) is the Commander, Navy Recruiting Command instruction that specifies Personal Qualification Standards (PQS) for U.S. Navy recruiting. Reference (c) is Standard Operating Procedures for Navy recruiting field activities. Reference (e) mandates General Military Training (GMT) be completed by all command personnel. Reference (f) promulgates enlisted production standards in accordance with reference (c) and (d). All three instructions are the basic building blocks on which Navy Recruiting District (NRD) Richmond has built its training program. This instruction amplifies reference (a) and provides NRD Richmond personnel specific training guidance.

4. Discussion. Recruiters must understand that Enlisted Navy Recruiter Orientation and the Officer Recruiter Course provide the basic skills required to become successful recruiters.

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Formal classroom training, followed by a sound command training program will provide recruiters the knowledge required for success. This instruction details the Command's Training Program and integrates all elements into a central document. All command personnel are responsible for its contents, and are responsible that training is documented. Department Heads and Zone Supervisors are responsible to ensure it is implemented within their respective area of responsibility.

5. Policy.

a. Training Plans. Department Heads will at a minimum conduct training in their departments and document per reference (a). Any additional training that may be required due to situational needs will also be documented per reference (a).

b. Types of Training.

(1) Formal Training. Formal training includes all Navy Recruiting Orientation Unit (NORU), Navy Recruiting Command (CNRC) sponsored schools, and refresher schools. These schools typically are conducted in a group setting. Formal training shall be logged per reference (a). A monthly report will be routed through chain of command utilizing enclosure (1) and (2).

(2) General Military Training. Per reference (e), General Military Training (GMT) is non-occupational general training required periodically for all Navy personnel and disseminated at the command level. Required Navy wide GMT topics and lesson plans are provided each year by Chief of Naval Operations (CNO). GMT shall be conducted in accordance with enclosure (3), and logged per reference (a).

(3) On-the-Job Training. On-the-job training (OJT) is training conducted as required to ensure recruiter proficiency in a production related environment, as well as scheduled training on production related topics, per reference (a). This training is usually conducted by the Chief Recruiter (CR), Assistant Chief Recruiter (ACR), Command Trainer (CT), Zone Supervisor (ZS), Recruiter-in-Charge (RinC), or Recruiter. OJT shall be logged per reference (a). Additionally, ensure follow up dates, follow up training occurs and documented.

(4) Indoctrination Training. Indoctrination training is conducted in accordance with reference (a). Copies of the NRD Richmond and Station Indoctrination sheets shall be maintained in the members training jacket. Originals of the

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Station Indoctrination and Indoctrination Completion letter shall be maintained in the Command Training File. RinCs are responsible to get these documents to the Training Department within 45 days of check in.

(5) Professional Training. Professional training is the responsibility of each military member of the district. Each Sailor must prepare for the eventual return to the fleet and stay proficient in his/her rating. Each Sailor is authorized one day per week in the six weeks preceding his or her rating exam to study, or take five days no-cost TAD, when necessary materials are restricted, to a command that would be beneficial location to study.

c. Individual Training Jackets. Each member of the command will have an individual training jacket. Training jackets will be formatted per reference (f). Items, such as, record of counseling, policy letters, etc., do not belong in training jackets. A training jacket should reflect a member's entire tour at NRD Richmond, do not purge them.

d. Command Training Files. The Executive Officer is responsible to ensure that a Command Training File is maintained by the Command Trainer. Command Training Files are required to contain the following minimum requirements:

(1) Copies of the NRD Richmond Indoctrination Sheets and Station Indoctrination PQS sheets, shall be maintained in the Command Training File.

(2) The Command Training Plan and with each departmental/divisional fiscal year training plan.

(3) Quarterly departmental training plans and completion reports.

(4) Department Heads shall ensure all training records are reviewed quarterly by a member of the chain of command at least one level higher than the member documenting the training. EPO and OPO departments are required to review at least 25% per quarter, ensuring 100% of the field training records are reviewed annually, per reference (a). This may be accomplished during station visits and/or boards. Document in the member's training jacket that it was reviewed with signature and date. In order to ensure that an individual other than the person documenting the training reviews training jackets, the review shall be conducted by the following:

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(a) Enlisted Recruiting Training Jackets: Zone Supervisor, Command Trainer, or higher.

(b) Officer Recruiter Training Jackets: Chief Recruiter, Executive Officer, or higher.

(c) Recruiter-in-Charge Training Jackets: Command Trainer, Assistant Chief Recruiter, or higher.

(d) Zone Supervisor Training Jackets: Chief Recruiter, Enlisted Programs Officer, or higher.

e. Recruiter Development Boards. Recruiter Development Boards (RDB) will be conducted on each production recruiter (officer and enlisted programs) no later than the third month of reporting onboard, per reference (c).

(1) This is intended to ensure the proper development of the recruiter's sales and prospecting abilities, check progress of PQS, and ensure recruiter and his/her family have adapted to recruiting duty.

(2) In addition to the initial board, the Commanding Officer may authorize additional RDBs during any point in a recruiter's tour if production difficulties arise that cannot be resolved by the recruiter's zone supervisor or professional sales coach. **These boards will be non-punitive in nature**, and will focus on identifying recruiter's weak areas and providing additional training in these areas to improve recruiter's performance and success.

f. Professional Selling Skills Application Workshops (PSSA). PSSA is a tool to be used by all personnel in sales through applying product and competitor knowledge. All recruiters and MEPS personnel will attend PSSA workshops within four months and no later than six months on board.

g. Professional Sales Coaching Workshop (PSC). PSC is to be utilized by all when conducting Daily Coaching Sessions (DCS). All RinC's, Assistant Recruiters in Charge (ARinC), MEPS personnel, and anyone sitting in a leadership position will attend PSC.

h. Success Training. Success training will be conducted to ensure the growth of RinCs and recruiters. Any recruiter who does not maintain a 1.33 Production Per Recruiter (PPR) in a three month period or does not write a contract for the month

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may receive additional training from the CR, ACR, CT, and ZS in a formal environment. Any RinC who does not meet all missions may receive additional training from CR, ACR, CT, and ZS in a formal environment. Zone Supervisors will provide input to the CR on candidates for additional training. **This training will be professional and non-punitive in nature.** Utilize enclosure (6) when analyzing training needed to be conducted and train to all deficiencies. Training will be logged per reference (a) and retained in the member's training jacket and command training file.

6. Action.

a. Executive Officer. The Executive Officer, as the Training Officer, will implement the training program and review it for compliance in accordance with references (a) through (e).

b. Command Master Chief. The Command Master Chief is responsible for the overall effectiveness and administration of the Command Indoctrination Program.

c. Command Trainer.

(1) Maintain the Command Training File per reference (a).

(2) Responsible for the coordination and publication of the District's Training Plan.

(3) Responsible for the scheduling and coordination of all GMT.

(4) Provide the Executive Officer with input regarding the Command Training Plan.

(5) Obtain and submit training data for inclusion into the District Marketing Operations Plan, Market and Territory Analysis, STEAM, and SMART systems as required.

(6) Provide one-on-one OJT as needed, to enlisted RinCs and recruiters to improve prospecting, sales, and processing techniques.

(7) Ensure the scheduling and administration of RDBs for all personnel. Document all RDB results utilizing enclosure (4) and (5), routed through the Chain of Command ensuring a copy

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is placed in members training jacket and original is maintained in Command Training File.

(8) Ensure the scheduling and administration of RinC and Recruiter PQS boards. Route all results through the chain of command, ensuring original is placed in the member's training jacket and a copy is maintained in the Command Training File.

(9) Track and ensure completion of all personnel required training, PSS Applications and Coaching, and PQS qualifications.

(10) Track and ensure proper documentation of completion of Station Indoctrination.

d. Department Heads.

(1) Provide input to Training Coordinator for Command Training Plan.

(2) Responsible for the content of all department training jackets and the upkeep and maintenance of all departmental training jackets in accordance with reference (f).

(3) Ensure GMT is conducted for department personnel per the Command Training Plan.

e. Chief Recruiter.

(1) Ensure Zone Supervisors conduct production training in accordance with the Command Training Plan.

(2) Provide input to the Command Trainer for inclusion into the Command Training Plan.

(3) Ensure the Enlisted Production Department conducts GMT per the Command's Training Plan.

(4) Ensure Success Training is conducted in direct compliance with enclosure (6).

f. Zone Supervisors.

(1) Provide input to the Command Trainer for inclusion in the Enlisted Programs Department Training Plan.

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(2) Conduct production training as scheduled in the NRD's Annual and Quarterly Training Plan.

(3) Zone Supervisors will send muster sheet with training topics monthly during zone training to Command Trainer. Copies will be held at headquarters in zone binders.

(4) Ensure each zone conducts GMT per the Command Training Plan.

(5) Train RinCs to ensure compliance with CNRC Directives.

(6) Assist RinCs in training the recruiters as required.

(7) Conduct OJT, as required, during station visits.

(8) Responsible for the content of all zone training folders.

g. Recruiter-in-Charge.

(1) Train recruiters, per the Command Training Plan and provide OJT for continual success of Navy Recruiting District Richmond.

(2) Responsible for the maintenance and upkeep of all station training folders. Ensure all required entries are made and no unnecessary information is placed in a service member's folder.

(3) Supervise all personnel in the completion of GMT per reference (e) in direct accordance with Command Training Plan.



WM. S. O'CONNOR

Distribution:
NRDRICHINST 5216.1H
List IV

NRDRICINST 1500.4N
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Training Subject	GMT											
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Naval Heritage	X	X	X	X	X	X	X	X	X	X	X	X
ORM	X											
Drug Alcohol and Tobacco		X										
OPSEC			X									
Sexual Health Education (HIV/AIDS)				X								
Suicide Awareness and Anger Management					X							
Personal Financial Management						X						
Sexual Harassment, Equal Opportunity, Grievance							X					
Homeland Defense								X				
Terrorism									X			
Anti-Terrorism Force Protection										X		
Responsible Sexual Behavior											X	
Fraternalization Sexual Assault												X

Date ~~OCT 28~~ 2009

MEMORANDUM

From:

To: Training Officer, Navy Recruiting District Richmond

Subj: TRAINING SYLLABUS FOR THE MONTH OF _____

Ref: (a) COMNAVCRUITCOMINST 1500.4k

(b) NRDRICHINST 1500.4M

1. Per reference (a) and (b) the following training (GMT and department specific) was conducted. The training conducted was recorded in individual training jackets utilizing enclosure (7) of reference (a).

2. I certify completion of the training and will return this memorandum to NRD Richmond's Training Officer no later than the 15th of the month. If there are any circumstances preventing compliance with this requirement, I will contact the Training Officer prior to the deadline.

3. The following training was conducted:

Training Type	Subject	Method of Presentation
<u>GMT</u>	_____	_____
<u>PRO</u>	_____	_____

(Signature)

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RECRUITER DEVELOPMENT BOARD (RDB) CRITIQUE SHEET

Name _____ Station _____ Date _____

1. Training: (OJT/GMP/Formal) SAT / UNSAT

PSSA Date: _____

EQS: _____ Board Date _____

2. Quality of Life:

Sponsor: Yes No who: _____

(Housing/Tricare/School/Daycare/Working hours)
 Yes No (If yes explain:)

Eligible for Advancement? Yes No

Study Time Scheduled: SAT / UNSAT PT Time Scheduled: SAT/UNSAT

3. Administration:

Dep Records/Folders: _____

ERMS: _____

SMART: _____

Zone Sup , RMC Support and Training: _____

Comments: _____

Recommendation: SAT or Follow up Follow up date: _____

Printed Name

Signature

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RECRUITER DEVELOPMENT BOARD RESULTS

TAB E

From: Chairperson, Recruiter Development Board
To: Commanding Officer, Navy Recruiting District Richmond
Subj: RECRUITER DEVELOPMENT BOARD ICO _____

1. A Recruiter Development Board was convened _____ to review the development of member. The following pertains.

a. Board Membership

Chairperson: _____
Member: _____
Member: _____
Member: _____
Member: _____

b. Recruiter Data

- (1) Rate/Name: _____
- (2) Date Reported: _____
- (3) Background: _____
- (4) Recommendation:

Very Respectfully,

WM. S. O'CONNOR, CDR
Executive Officer

Copy: Member's Training Jacket
District Station Notebook

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SUCCESS TRAINING WORKSHEET

RINC/RCTR _____ Station _____ NCO _____ NCA _____ OMA _____

Planners:

Did the RINC/Recruiter have the planner properly filled out with known activity and a plan to make assigned activity, were adjustments being made?

Does the planner look like a log?

Is study time and PT listed on the planner?

Are all appointments and interviews on the planner?

Applicant logs:

Is the applicant log properly filled out?

How many appointments were made _____ How many no shows _____

How many interviews were conducted _____ How many were qualified _____

Did the recruiter/recruiters meet PEW requirements by cycle?

Are the dispositions correctly entered on the applicant log?

Standardization Plan:

Are the following components of the standardization plan in place:

Recruiter notebook? Yes or No

School folder/Command folder filled out with the proper Access Code and priority status? Yes or No

Dep Folders? Yes or No

Are school folder/Command folders being used (i.e. presentations, setups)? Yes or No

How many school/Command visits? _____ Who did they talk to? _____

Training

Did the Zone Supervisor/RINC provide training to the Recruiter?

Did the Recruiter provide mentorship to the Deppers?

Is PQS on track? Yes or No

Enclosure (6)

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Is Recruiter ready for board? Yes or No

DEP:

Are DEP folders properly documented and up to date?
Yes or No

Are WEBRTOOL DEP records being documented to include 30 and 7 day
recertification's, NIDT results, IFA results, Referrals, etc.?
Yes or No

Are Deppers being contacted and mentored? Yes or No

Drillers:

Have all records been turned in at the drilling NOSC? Yes or No

Does the Recruiter take Drillers to Drill there first drill weekend?
Yes or No

Does the Recruiter maintain contact with applicants up to drill? Yes
or No Is it documented in CIRIMS? Yes or No

Are Drill Verifications received after member's first drill? Yes or No

PEW:

Is the PEW correct? Yes or No

Is the Recruiter properly filling out the PEW? Yes or No

Is the PEW being utilized to build a prospecting plan? Yes or No

Is the RINC/Recruiter motivated and what areas need improvement.
(Boards Comments)(Ensure all training that is conducted documented on
training syllabus)

RINC/Recruiter Signature _____ Date _____