COMNAVCRUITCOM INSTRUCTION 1136.2R

From: Commander, Navy Recruiting Command

Subj: PERSONNEL QUALIFICATION STANDARDS

Ref: (a) COMNAVCRUITCOMINST 1500.4
     (b) COMNAVCRUITCOMINST 5400.2
     (c) COMNAVCRUITCOMINST 5400.1

Encl: (1) Basic Recruiter Module (Enlisted & Officer)
     (2) Advanced Enlisted Recruiter Module
     (3) Advanced Officer Recruiter (OR) Module
     (4) Station Leading Petty Officer (LPO)/Leading Chief Petty Officer (LCPO) Module
     (5) Divisional Leading Chief Petty Officer (DLCPO) Module
     (6) Division Officer (DIVO) Module
     (7) Command Trainer (CT) Module
     (8) Assistant Chief Recruiter (ACR) Module
     (9) Chief Recruiter (CR) Module
     (10) Recruiting Operations Officer (R-OPS) Module
     (11) Officer Processor (OP) Module (Military & Civilian)
     (12) Officer Processor Lead (OPL) Module
     (13) LEADS Production Team Assistant (LPTA) Module
     (14) Marketing and Advertising Officer (MAO) Module
     (15) Advertising Coordinator (ADCO) Module
     (16) Supply Officer (SUPPO) Module
     (17) Enlisted Processing Assistant (EPA) Module
     (18) MEPS Liaison Petty Officer (MLPO) Module
     (19) Enlisted Processing Division Supervisor (EPDS) Module
     (20) Classifier Module
     (21) Senior Classifier Module
     (22) NSW/NSO/AIRR Coordinator Module
     (23) NSW/NSO/AIRR PST Administrator Module
     (24) Naval Reserve Officer Training Corps (NROTC) Coordinator Module
     (25) Nuclear Field (NF) Coordinator Module
     (26) Navy Advanced Programs Test (NAPT) Administrator Module
     (27) Cyberspace Recruiter Module
     (28) Education Services Specialist (ESS) Module
     (29) Administrative Officer (AO) Module
1. **Purpose.** To issue revised requirements for qualification standards for Navy Recruiting personnel.

2. **Cancellation.** COMNAVCURITCOMINST 1136.2Q.

3. **Background.** A standardized, on-the-job training and qualification system for Navy Recruiting Command (NAVCRUITCOM) is an integral component of an effective continuum of learning. This continuum starts with formal training; however, the need to reinforce knowledge gained from formal training exists for both production and production support functions. Only through a good handoff between formal training and field training will the learning continuum be effective across the entire spectrum of skills within Navy Recruiting. The desired outcome is to provide a systematic method of training within the actual work environment to ensure trainees master the requisite knowledge and skills resulting in increased recruiting productivity and readiness.

4. **Discussion.** The Personnel Qualification Standards (PQS) System bridges formal training to field training. It provides Navy Recruiting Districts (NAVCRUITDISTs) with a tool to effectively manage and track field training and professional development. Additionally, it provides a method to ensure long-term professional development and standardization across the Navy Recruiting enterprise. The Executive Officer (XO), in their role as the NAVCRUITDIST Training Officer, is responsible for ensuring the training and development of subordinates. Proper implementation and utilization of the PQS System, in conjunction with reference (a), provides the hands-on training necessary to optimize productivity. Finally, the PQS System provides a valuable method for evaluating and selecting individuals best suited to assume billets of greater responsibility.

5. **Definitions.** PQS terms are defined as follows:

   a. **Training Standard.** A specific item of knowledge, skill, or ability an individual must perform or demonstrate to
effectively accomplish the duties associated with an assigned billet.

b. Qualification Module. A collection of PQS items an individual must explain or demonstrate to effectively perform the duties of respective positions. All NAVCRUITCOM modules are identified in enclosures (1) through (29).

(1) Recruiter Qualification Board (RQB). The PQS Qualification Board for the Basic Recruiter PQS Module shall be held within 45 days of reporting to the NAVCRUITDIST, within six months of reporting for the Advanced Recruiter Module, and within six months of commencing PQS for all other PQS modules. A recruiter shall not be placed on production until the Basic Recruiter Module is completed and certified by a qualification board.

(2) Recruiter Evaluation Board (REB). A board held for a recruiter who fails to pass the RQB by their 90th day onboard for the Basic Recruiter Module and their ninth month onboard for the Advanced Recruiter Module, or who passes the qualification board, but whose production has been continually below average during their first nine months in recruiting. Per reference (b), the REB shall be convened immediately to determine the recruiter’s potential to succeed in recruiting and to make necessary recommendations.

(3) Recruiter Development Board (RDB). A board held 90 days after the recruiter checks onboard the NAVCRUITDIST, and anytime afterward as needed. The purpose is to evaluate the recruiter’s progress since graduation from the Navy Recruiting Command Orientation Unit (NAVCRUITCOM ORIENT UNIT), determine status toward PQS qualification, identify areas the recruiter may need additional training and assistance with, and discuss any personal or professional issues that may hinder their overall readiness. Per reference (b), Recruiter Development Board Results (Tab E) shall be completed and forwarded with NAVCRUIT Form 1130/50 Recruiter Development Board Input (Tab D) to the CO for final review and comments. Each NAVCRUITDIST Command Trainer shall maintain copies of the completed Tabs D and E in the recruiter’s command residual file and training record until the member transfers from the command.
c. **Qualified.** The individual has satisfactorily demonstrated a high level of efficiency in an actual recruiting environment in the knowledge and skills to fully meet the requirements of PQS modules.

d. **Qualification Sheet.** The signature record for all PQS qualifications shall be maintained in the member’s training record until their transfers from the command. The member's official service record (i.e., Electronic Training Jacket) shall also be updated to reflect qualification. Each official PQS qualification sheet with original signatures shall serve as the formal record of final PQS module qualification.

e. **Trainee.** The individual serving under instruction (U/I) in a PQS module.

f. **Qualification Board.** A board of qualifiers is charged with:

   (1) Determining whether or not an individual has satisfactorily demonstrated a sufficient level of proficiency in an actual recruiting environment in the knowledge and skills to fully meet the requirements of applicable PQS qualification modules.

   (2) Assessing the quality of the qualification process for the individual to include identifying weaknesses and recommending corrective actions to overcome identified performance deficiencies.

6. **PQS System Implementation**

   a. **PQS for Assigned Billet.** Upon initial check-in or initial assignment to a position requiring PQS completion, each trainee shall initiate position qualification procedures using the appropriate PQS qualification module provided in enclosures (1) through (29) of this instruction. Each trainer or qualifier shall be qualified in the appropriate PQS module prior to signing any PQS line items. The signature columns located in the PQS modules are used to document the dates the particular item was explained and demonstrated. Upon successful completion of each PQS line item, the trainee and trainer or qualifier must sign the applicable blocks within the signature columns. The signature of both individuals indicates concurrence and
understanding of the applicable line item. The third signature column shall be utilized if remediation is needed, the member fails a board, or the CO revokes a member’s qualification. The trainer or qualifier will only sign the third column of the PQS module once satisfied with the trainee’s level of knowledge after remedial training is complete. Paragraph 6.e. of this instruction describes the method for documenting remedial training.

(1) NAVCRUITDIST Department Heads (DHs) are authorized to obtain signatures from the CO, XO, or qualified NAVCRUITDIST DHs, Navy Recruiting Region (NAVCRUITREG), or NAVCRUITCOM Training and Quality Assurance Department (N7) personnel for each particular area upon demonstrating a thorough understanding of the topic.

(2) NAVCRUITREG EPO or OPO shall obtain and maintain R-OPS qualification throughout the duration of serving in an R-OPS role. Successful PQS completion provides individuals with the knowledge, skill, and credibility to participate as a member of PQS Qualification Boards and to qualify the NAVCRUITDIST R-OPS within their area of responsibility. For board purposes, if a qualified R-OPS is not available, the following personnel may sign R-OPS PQS modules: NAVCRUITREG Production subject matter experts (SMEs), Chief Recruiters (CRs), and NAVCRUITCOM (N7) SMEs.

b. Qualification Time. Timeline requirements for PQS Qualification Board completion are provided in Table 1. Failure to complete PQS within prescribed time constraints may result in the initiation of an incompatible/fault/no-fault transfer since the qualification is required for current positional assignment. Each NAVCRUITDIST shall utilize the approved PQS tracking system illustrated in enclosure (32) to effectively track progress toward PQS completion of all individuals within their command in a PQS training track. As Command Training Officer, each NAVCRUITDIST XO shall ensure internal records are updated, maintained and forwarded to the NAVCRUITDIST Commanding Officer (CO) monthly for review.
Table 1: Recruiter Qualification Board Timeline

<table>
<thead>
<tr>
<th>PQS Qualification Board</th>
<th>Within days/months of reporting to NRD or prerequisites</th>
<th>Re-board</th>
<th>Recruiter Evaluation Board (REB)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Enlisted/Officer Recruiter</td>
<td>By the 45\textsuperscript{th} day onboard the NAVCRUITDIST</td>
<td>45 days after initial board</td>
<td>By the 90\textsuperscript{th} day onboard if not qualified</td>
</tr>
<tr>
<td>Recruiter Development Board</td>
<td>90\textsuperscript{th} day onboard the NAVCRUITDIST</td>
<td>No earlier than 30 days after initial board</td>
<td>N/A</td>
</tr>
<tr>
<td>Advanced Enlisted Recruiter</td>
<td>By the 6\textsuperscript{th} month onboard the NAVCRUITDIST</td>
<td>No earlier than 30 days after initial board</td>
<td>By the 9\textsuperscript{th} month onboard if not qualified</td>
</tr>
<tr>
<td>Advanced Officer Recruiter</td>
<td>By the 6\textsuperscript{th} month onboard the NAVCRUITDIST</td>
<td>No earlier than 30 days after initial board</td>
<td>By the 9\textsuperscript{th} month onboard if not qualified</td>
</tr>
<tr>
<td>Station LPO/LCPO</td>
<td>Six months after attaining Advanced Enlisted Recruiter Qualification</td>
<td>No earlier than 30 days after initial board</td>
<td>N/A</td>
</tr>
<tr>
<td>DLCPO</td>
<td>No later than two years following graduation from the CRF Academy</td>
<td>After a 90-day training period</td>
<td>N/A</td>
</tr>
<tr>
<td>Division Officer</td>
<td>Six months after attaining Advanced Officer Recruiter Qualification</td>
<td>No earlier than 30 days after initial board</td>
<td>N/A</td>
</tr>
<tr>
<td>ACR</td>
<td>Maintain DLCPO Qualification (E-8)</td>
<td>After a 90-day training period</td>
<td>N/A</td>
</tr>
<tr>
<td>CR</td>
<td>Maintain ACR Qualification</td>
<td>Determined based upon board recommendations</td>
<td>N/A</td>
</tr>
</tbody>
</table>
c. Positional Prerequisites. To fill any Navy recruiting Station (NAVCRUITSTA) LPO or LCPO position and above, each member shall be PQS-qualified in that position prior to assignment. To maximize trained assets within the NAVCRUITDIST and reduce the need for costly relocations, NAVCRUITDIST XOs shall encourage all recruiters to commence NAVCRUITSTA LPO or LCPO PQS within one year of assignment to the NAVCRUITDIST. PQS completion and final qualification should occur within 18 months of reporting onboard. This timeline ensures the command has sufficient resources to account for normal LPO or LCPO turnover. However, NAVCRUITSTA LPO or LCPO qualification is not mandatory for all recruiters, but for those Sailors who demonstrate the requisite aptitude and leadership. Immediate-fill requirements requiring a waiver per enclosure (31) should be extremely rare and based upon unforeseen events.

(1) Officer Recruiter (OR). Enlisted personnel assigned as an OR and who previously attended recruiting school shall either attend the OR Course at the NAVCRUITCOM ORIENT UNIT or complete the online OR Course prior to attending a RQB. In addition, all 2186 (CRF) must complete one or the other within one year of conversion.

(2) Division Leading Chief Petty Officer (DLCPO). DLCPO positions shall be filled by E7 and above personnel. Under exceptional circumstances, with permission from the Recruiting Regions, an NC1 may fill an LCPO position.

(3) Division Officer (DIVO). DIVOs shall complete the Basic Enlisted and Officer Recruiter PQS Module within 45 days of reporting to the NAVCRUITDIST. The Advanced OR Qualification Board shall be held within six months of reporting onboard the NAVCRUITDIST. The DIVO PQS Module shall be completed within six months of commencing the OR PQS.

(4) NAVCRUITDIST Assistant Chief Recruiter (ACR). A Career Recruiting Force (CRF) member shall meet the following criteria prior to appearing before a NAVCRUITCOM Assistant Chief Recruiter Certification Board:

(a) Possess a minimum of 24 months of recruiting DLCPO experience as a PQS-qualified DLCPO upon commencement of the ACR Qualification Board.
(b) Obtain recommendation for advancement to the next pay grade;

(c) Obtain positive CO and NAVCRUITREG Commander recommendations;

(d) Graduate from the CRF Academy; and,

(e) Maintain Advanced Officer Recruiter Qualification.

(5) NAVCRUITDIST Chief Recruiter (CR). CRF personnel shall meet the following criteria prior to appearing before a NAVCRUITCOM CR Certification Board:

(a) Attain the rank of CRF Master Chief, or be recommended for advancement from the current rank of Senior Chief Petty Officer;

(b) Graduate from the CRF Academy;

(c) Obtain a minimum of 18 months ACR experience, waiverable on a case by case basis;

(d) Obtain CO and NAVCRUITREG Commander recommendations; and,

(e) Achieve and maintain Advanced Officer Recruiter Qualification.

(6) Waivers. Waiver approval authority to fill a billet is as follows:

(a) NAVCRUITSTA LPO or LCPO: NAVCRUITDIST CO

(b) DLCPO: NAVCRUITREG Commander

(c) DIVO: NAVCRUITREG Commander

(d) ACR or CR: NAVCRUITCOM Commander

Note: The waiver must be signed and in place before assignment to the position.
d. Extensions. Recruiters working to complete the Basic Recruiter PQS Module shall be given up to 45 additional days for remedial training and recruiters working to complete the Advanced Recruiter PQS Module will be given up to 90 additional days for remedial training. Remedial training shall be documented in the member’s training jacket before a second board is convened. The Chairman of the PQS Board shall ensure clear remedial training requirements are provided to the member and the supervisor. Re-boards and re-qualification areas shall be addressed by the member’s chain of command. Approved extensions shall be documented on the individual’s PQS Qualification Sheet and signed by the NAVCRUITDIST XO.

e. Remedial Training. Remedial training shall be documented in the member’s training jacket using a NAVCRUIT 1500/2 Training Syllabus per reference (a).

   (1) Remedial training shall be documented in sufficient detail to provide the trainee with specific actions to be taken and provide the trainee with a reference. Once the trainee has demonstrated adequate knowledge, this verification shall be documented in the “Remedial/Requalify” column of enclosures (1) through (29).

   (2) Per reference (b), recruiters who fail to complete and qualify Recruiter PQS under the guidelines of this instruction shall be considered for an “incompatible with recruiting duty”, “fault”, or “no-fault” transfer.

f. Re-boards

   (1) NAVCRUITSTA LPOs and LCPOs requiring a re-board on the first failure will be re-boarded no earlier than 30 days. A second failure shall result in continued assignment at the Recruiter level and restart of the LPO or LCPO PQS qualification process with re-board no earlier than six months.

   (2) DLCPOs who do not qualify within time limits specified in Table 1 shall request an extension from the appropriate NAVCRUITREG Commander via their chain of command. A first failure requires a 90-day training period before a re-board is attempted. A second failure shall result in continued assignment as LPO or LCPO or level currently qualified, and
restart of the DLCPO PQS qualification process with re-board no earlier than six months after failure.

(3) DIVOs requiring a re-board on the first failure will be re-boarded no later than 30 days. A second failure will result in continued assignment at the Officer Recruiter level and restart of the DIVO PQS qualification process, with re-board no earlier than six months.

(4) ACR Qualification initial board failure requires a 90-day training period, a ride-along with a NAVCRUITDIST ACR chosen by the board, and compliance with any additional written instructions from the board chair prior to a re-board. A second failure shall result in continued assignment at the level currently qualified. The member shall wait 90 days prior to restarting the ACR PQS process, with re-board no earlier than six months from the new start date.

(5) CR PQS failures shall follow the recommendations of the board, as approved by COMNAVCURITCOM.

**Note:** Current assignment as a DLCPO is not a prerequisite for completing the DLCPO PQS Module. Current qualifications of all recruiting personnel shall be updated monthly in the Personnel Status Report (PSR). Qualification entries include all formal professional training courses attended by CRF personnel (LPO, LCPO, CRF Academy, Advance Recruiter Course (ARC) or DLCPO).

g. PQS Disqualification. Personnel, who after reasonable extensions, fail to achieve PQS qualifications, fail to maintain PQS qualifications for their billet, or lose the confidence of the chain of command, shall be remedially trained, counseled, and disqualified, if necessary. The final decision for relieving personnel due to loss of confidence always resides with the NAVCRUITDIST CO. PQS disqualification of personnel also resides with the CO except in cases involving the Chief Recruiter. A Chief Recruiter Evaluation Board (CREB) will be convened to determine the final disposition in cases where a Chief Recruiter has been relieved by the NAVCRUITDIST CO.

**Note:** COs may, at times, have to fill critical billets with individuals not currently qualified for that billet. Only in rare circumstances should a CO continue to fill a billet with an individual who has been submitted for disqualification due to
failure of PQS qualification. Additionally, at the CO’s discretion, an individual may be removed from a particular billet, without formally removing their qualification. For any position with qualifications granted above the CO level, the CO must seek approval from their NAVCRUITREG Commander for the removal in writing together with the anticipated disposition of the individual’s qualifications.

h. Multiple PQS Qualifications. Individuals with multiple PQS qualifications provide the command greater flexibility in personnel assignment and development. Any person striving for a higher or alternate track qualification may initiate the training track and PQS for that billet, if approved by their chain of command. NAVCRUITDISTs are encouraged to support multiple PQS qualifications. There is no need to be currently assigned to a particular position to commence and complete PQS qualification for that position.

i. PQS Tracking System. The PQS modules, provided in enclosures (1) through (29), shall serve as an official record of initial and remedial training and will be retained in each member’s training jacket.

(1) NAVCRUITCOM N7 will provide an electronic PQS tracking template to each Command Training Officer upon implementation of this instruction. NAVCRUITDISTs shall avoid deviation from the template provided to ensure an effective, streamlined qualification tracking process. See enclosure (32).

(2) The NAVCRUITCOM approved PQS tracking system shall be utilized and diligently maintained at NAVCRUITDIST Headquarters to provide a means for tracking the progress of recruiter’s PQS qualifications at the command level. Each NAVCRUITDIST CR, Training Officer and CT shall ensure the tracking system includes all personnel required to be PQS qualified.

j. PQS Boards. Final PQS qualifications shall be accomplished by a PQS Qualification Board composed of, at a minimum, the members specified in enclosure (30). Though not specifically identified as required in several boards, the Command Master Chief (CMC) and CR should participate in all NAVCRUITDIST-level boards, as feasible, to help monitor overall command production readiness, training, and quality of life.
7. **Requalification.** Personnel checking onboard a new command may be required to re-qualify at their current PQS level(s) within 90 days of reporting. At the NAVCRUITDIST CO’s discretion, personnel may be required to requalify for failing to demonstrate requisite knowledge and performance at their current PQS level(s). If the NAVCRUITDIST CO determines a newly reported member does not require recertification, the Administrative Officer shall ensure PQS qualifications are accurately entered in the member’s service record.

8. **CRF PQS Completion.** Recruiting personnel shall complete the LPO or LCPO PQS modules prior to selection to the CRF. CRF personnel shall be DLCPO qualified within two years of graduation from the CRF Academy. All CRF personnel shall be OR qualified within one year of CRF conversion.

9. **Career Development.** Each NAVCRUITDIST and staff shall enable their CRF personnel to attain additional PQS qualifications associated with the latest CRF Career Matrix provided in reference (b).

10. **Action**

   a. **NAVCRUITDIST CO.** Each NAVCRUITDIST CO shall adhere to regulations defined by governing instructions, references (a) through (c), and ensure complete compliance with the policies promulgated in this instruction. The CO is ultimately responsible for all qualifications and training.

      (1) Enclosures (1) through (29) are provided as a tool for commands to effectively assess unit readiness and compliance.

   b. **NAVCRUITDIST XO.** As the designated PQS Training Officer, the NAVCRUITDIST XO maintains primary responsibility for the successful administration of the PQS program. Additionally, the XO shall:

      (1) Ensure the training and development of command members through implementation of this instruction.

      (2) Review and forward monthly status reports to the CO for review.
(3) Review the PQS tracking system at least monthly with the Command Trainer.

(4) Provide NAVCRUITCOM (N7) with the status of all personnel working on ACR and CR PQS, along with an estimated completion date, as part of the NAVCRUITDIST Monthly Training Report.

c. NAVCRUITDIST Department Heads/NAVCRUITCOM Cyber Recruiting Division Officer shall

(1) Ensure recruiters and staff members in a PQS training track commence qualification immediately upon assignment.

(2) Coordinate and schedule PQS Qualification Boards with the Administrative Officer to ensure appropriate entries for final qualification are made in member’s service record.

(3) Verify all PQS qualification modules submitted for service record entry are complete with original qualifier and board members' signatures and input into the command training file, with a copy in the member’s training jacket.

(4) Ensure remediation is provided for members who fail to qualify within their first 45 days of reporting for the Basic Recruiter PQS, or fails to qualify for the Advanced Recruiter PQS within six months of reporting, or fails to qualify within six months of commencing all other PQS Modules. Department Heads shall ensure remedial training is documented in the member’s training jacket.

(5) Recommend to the NAVCRUITDIST XO/N9 Department Head (as appropriate) the convening of a REB for any recruiter who fails to complete the Basic Recruiter Module within 90 days or Advanced Recruiter Module within nine months of reporting.

(6) Recommend all recruiters who demonstrate the requisite aptitude and leadership complete the LPO or LCPO PQS Module and qualification within 18 months of reporting onboard.

d. NAVCRUITDIST Command Trainer shall
(1) Maintain and update the NAVCRUITDIST PQS Tracker monthly, as provided by NAVCRUITCOM (N7), and include as part of the End of Month Report sent electronically to NAVCRUITCOM (N7).

(2) Follow up to ensure qualifications are updated in FLTMPS.

e. NAVCRUITCOM (N7). Designated as the Command PQS System Manager and shall conduct periodic reviews of the PQS Program and instruction to maintain accuracy and ensure program and policy changes are incorporated into PQS modules.

f. Recommended Changes. Changes to the qualification system and/or PQS modules should be forwarded to NAVCRUITCOM (N7).

11. Records Management. Records created as a result of this instruction, regardless of media and format, shall be managed per SECNAV Manual 5210.1 of January 2012.

12. Forms and Reports Control

a. Navy Recruiting Command PQS documents are provided in enclosures (1) through (32) of this instruction, and are available electronically via the Navy Recruiting Command Directives Web site: http://www.cnrc.navy.mil/nrc_directives.htm/.

b. The reporting requirements found in this instruction are exempt from report controls per SECNAV INST 5214.1 series.

/s/
G. C. PETERSON
Deputy

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