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Subj: MARINE CORPS COMMUNITY SERVICES TRAINING AND READINESS MANUAL

Ref: (a) MCO P3500.72A
(b) MCO 1553.3B
(c) MCO 3500.27B W/Erratum
(d) MCRP 3-0A
(e) MCRP 3-0B
(f) MCO 1553.2B

Encl: (1) MCCS T&R Manual

1. Purpose. Per reference (a), this Training and Readiness (T&R) Manual, contained in enclosure (1), establishes training standards, regulations, and policies regarding the training of Marines assigned in the Marine Corps Community Services (MCCS) occupational field.

2. Cancellation. NAVMC 3500.13B

3. Scope

a. Per reference (b), commanders will conduct an internal assessment of the unit's ability to execute its mission and develop long-, mid-, and short-range training plans to sustain proficiency and correct deficiencies. Training plans will incorporate these events to standardize training and provide an objective assessment of progress toward attaining combat readiness. Commanders will maintain records at the unit and individual levels to record training achievements, identify training gaps and document objective assessments of readiness associated with training Marines. Commanders will use reference (c) to integrate Operational Risk Management. References (d) and (e) provide amplifying information for effective planning and management of training within the unit.

b. Formal school and training detachment commanders will use references (a) and (f) to ensure programs of instruction meet skill training requirements established in this manual and provides career-progression training in the events designated for initial training in the formal school environment.

DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited.

4. Information. Commanding General (CG), Training and Education Command (TECOM) will update this T&R Manual as necessary to provide current and relevant training standards to commanders. All questions pertaining to the Marine Corps Ground T&R Program and Unit Training Management should be directed to: CG, TECOM, Marine Air Ground Task Force Training and Education Standards Division (C 465), 1019 Elliot Road, Quantico, Virginia 22134.
5. Command. This manual is applicable to the Marine Corps Total Force.
6. Certification. Reviewed and approved this date.



T. M. MURRAY
By direction

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Change Number	Date of Change	Date Entered	Signature of Person Incorporating Change

MCCS T&R MANUAL

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CHAPTER 1

OVERVIEW

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MCCS T&R MANUAL

CHAPTER 1

OVERVIEW

1000. INTRODUCTION

1. The T&R Program is the Corps' primary tool for planning, conducting and evaluating training and assessing training readiness. Subject matter experts (SMEs) from the operating forces developed core capability Mission Essential Task List(s) (METLs) for ground communities derived from the Marine Corps Task List (MCTL). This T&R Manual is built around these METLs and other related Marine Corps Tasks (MCT). All events contained in the manual relate directly to these METLs and MCTs. This comprehensive T&R Program will help to ensure the Marine Corps continues to improve its combat readiness by training more efficiently and effectively. Ultimately, this will enhance the Marine Corps' ability to accomplish real-world missions.

2. The T&R Manual contains the individual and collective training requirements to prepare units to accomplish their combat mission. The T&R Manual is not intended to be an encyclopedia that contains every minute detail of how to accomplish training. Instead, it identifies the minimum standards that Marines must be able to perform in combat. The T&R Manual is a fundamental tool for commanders to build and maintain unit combat readiness. Using this tool, leaders can construct and execute an effective training plan that supports the unit's METL. More detailed information on the Marine Corps Ground T&R Program is found in reference (a).

3. The T&R Manual is designed for use by unit commanders to determine pre-deployment training requirements in preparation for training and for Formal Learning Centers (FLCs) and Training Detachments to create courses of instruction. This directive focuses on individual and collective tasks performed by operating forces (OPFOR) units and supervised by personnel in the performance of unit Mission Essential Tasks (METs).

1001. UNIT TRAINING

1. The training of Marines to perform as an integrated unit in combat lies at the heart of the T&R program. Unit and individual readiness are directly related. Individual training and the mastery of individual core skills serve as the building blocks for unit combat readiness. A Marine's ability to perform critical skills required in combat is essential. However, it is not necessary to have all individuals within a unit fully trained in order for that organization to accomplish its assigned tasks. Manpower shortfalls, temporary assignments, leave, or other factors outside the commander's control, often affect the ability to conduct individual training. During these periods, unit readiness is enhanced if emphasis is placed on the individual training of Marines on-hand. Subsequently, these Marines will be mission ready and capable of executing as part of a team when the full complement of personnel is available.

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2. Commanders will ensure that all tactical training is focused on their combat mission. The T&R Manual is a tool to help develop the unit's training plan. In most cases, unit training should focus on achieving unit proficiency in the core METL. However, commanders will adjust their training focus to support METLs associated with a major Operational Plan (OPLAN)/Contingency Plan (CONPLAN) or named operation as designated by their higher commander and reported accordingly in the DRRS. Tactical training will support the METL in use by the commander and be tailored to meet T&R standards. Commanders at all levels are responsible for effective combat training. The conduct of training in a professional manner consistent with Marine Corps standards cannot be over emphasized.

3. Commanders will provide personnel the opportunity to attend formal and operational level courses of instruction as required by this Manual. Attendance at all formal courses must enhance the warfighting capabilities of the unit as determined by the unit commander.

1002. UNIT TRAINING MANAGEMENT

1. Unit Training Management (UTM) is the application of the Systems Approach to Training (SAT) and the Marine Corps Training Principles. This is accomplished in a manner that maximizes training results and focuses the training priorities of the unit in preparation for the conduct of its wartime mission.

2. UTM techniques, described in references (b) and (e), provide commanders with the requisite tools and techniques to analyze, design, develop, implement, and evaluate the training of their unit. The Marine Corps Training Principles, explained in reference (b), provide sound and proven direction and are flexible enough to accommodate the demands of local conditions. These principles are not inclusive, nor do they guarantee success. They are guides that commanders can use to manage unit-training programs. The Marine Corps training principles are:

- Train as you fight
- Make commanders responsible for training
- Use standards-based training
- Use performance-oriented training
- Use mission-oriented training
- Train the MAGTF to fight as a combined arms team
- Train to sustain proficiency
- Train to challenge

3. To maintain an efficient and effective training program, leaders at every level must understand and implement UTM. Guidance for UTM and the process for establishing effective programs are contained in references (b), (e) and (f).

1003. SUSTAINMENT AND EVALUATION OF TRAINING

1. The evaluation of training is necessary to properly prepare Marines for combat. Evaluations are either formal or informal, and performed by members

of the unit (internal evaluation) or from an external command (external evaluation).

2. Marines are expected to maintain proficiency in the training events for their MOS at the appropriate grade or billet to which assigned. Leaders are responsible for recording the training achievements of their Marines. Whether it involves individual or collective training events, they must ensure proficiency is sustained by requiring retraining of each event at or before expiration of the designated sustainment interval. Performance of the training event, however, is not sufficient to ensure combat readiness. Leaders at all levels must evaluate the performance of their Marines and the unit as they complete training events, and only record successful accomplishment of training based upon the evaluation. The goal of evaluation is to ensure that correct methods are employed to achieve the desired standard, or the Marines understand how they need to improve in order to attain the standard. Leaders must determine whether credit for completing a training event is recorded if the standard was not achieved. While successful accomplishment is desired, debriefing of errors can result in successful learning that will allow ethical recording of training event completion. Evaluation is a continuous process that is integral to training management and is conducted by leaders at every level and during all phases of planning and the conduct of training. To ensure training is efficient and effective, evaluation is an integral part of the training plan. Ultimately, leaders remain responsible for determining if the training was effective.

3. The purpose of formal and informal evaluation is to provide commanders with a process to determine a unit's/Marine's proficiency in the tasks that must be performed in combat. Informal evaluations are conducted during every training evolution. Formal evaluations are often scenario-based, focused on the unit's METs, based on collective training standards, and usually conducted during higher-level collective events. References (a) and (f) provide further guidance on the conduct of informal and formal evaluations using the Marine Corps Ground T&R Program.

1004. ORGANIZATION. The Intelligence T&R Manual is comprised of 20 chapters and 6 appendices. Chapter 1 is an overview of the Ground T&R Program. Chapter 2 lists the Intelligence Battalion Core METs, which are used as part of the DRRS. Chapter 3 contains collective events. Chapter 4 begins the chapters that capture individual events specific to a particular MOS and/or billet, as noted. Chapters 5 - 20 contain additional individual events. Appendix A contains acronyms and Appendix B contains terms and definitions. Additional appendices are noted in the table of contents.

1005. T&R EVENT CODING. An event contained within a T&R Manual is an individual or collective training standard. This section explains each of the components of a T&R event. These items will be included in all of the events in each T&R Manual. Community-based T&R Manuals may have several additional components not found in unit-based T&R Manuals. The event condition, event title (behavior) and event standard should be read together as a grammatical sentence.

1. Event Code. The event code is an up to 4-4-4 alphanumeric character set:

- a. First up to 4 characters indicate MOS or Community (e.g., 0321, 1812 or INTL)
- b. Second up to 4 characters indicate functional or duty area (e.g. DEF, FSPT, MVMT, etc.)
- c. Third 4 characters indicate the unit size and supported unit, if applicable (1000 through 9000), and sequence. Figure 1-1 shows the relationship of unit size to event code. NOTE: The titles for the various echelons are for example only, and are not exclusive. For example: 4000-level events are appropriate for Section-level events as noted, but also for Squad-level events.

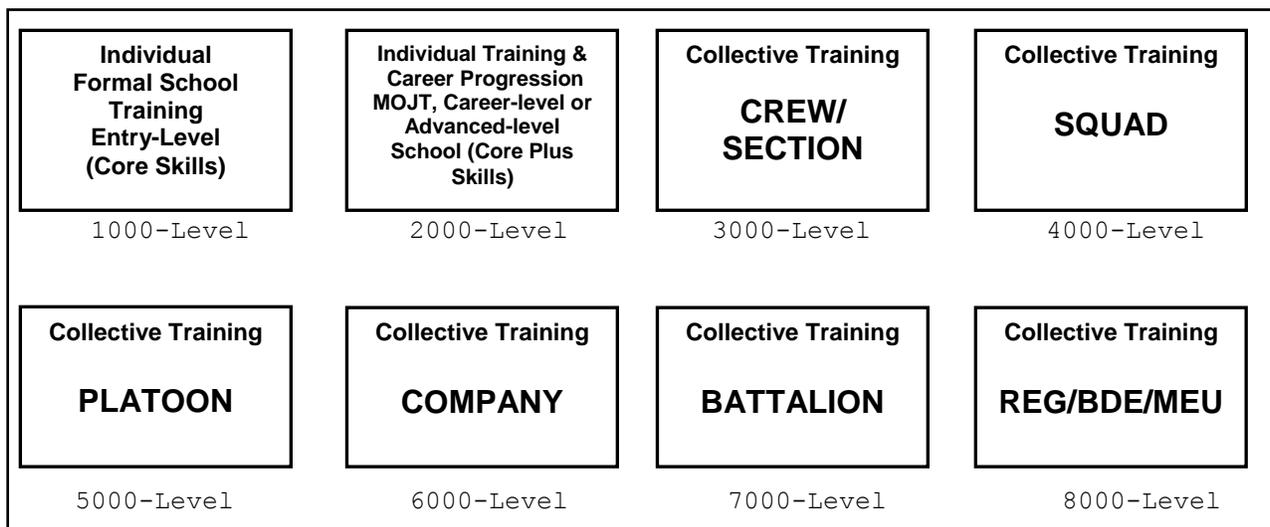


Figure 1-1: T&R Event Levels

(1) Grouping. Categorizing events with the use of a recognizable code makes the type of skill or capability being referenced fairly obvious. Examples include: PAT for patrolling events, DEF for events in the defense, FSPT for events related to fire support, etc. There is no special significance to the functional areas, but they should be intuitive to make it as easy as possible for the T&R user to find events. When organizing the T&R Manual, functional areas are alphabetized then the associated events are numbered. The events will be numbered based upon the introduction of each new functional area, allowing up to "999" events. For example: if there are seven Administrative events 4431 occupational field, then the events should start 4431-ADMN-1001 and run through 1007. Next, the Bulk Fuel events, BUFL should start at 4431-BUFL-1001.

(2) Sequencing. A numerical code is assigned to each individual (1000-2000-level) or collective (3000-9000-level) training event. The first number identifies the size of the unit performing the event, as depicted in figure 1-1. The second number is available for T&R Manuals with collective events that support those in other manuals to identify the echelon of unit being supported by a particular collective event. If a collective event is supported by other events or is performed in general support without regard to echelon, then a zero "0" will be utilized as the second number. For

example: 0231-TGT-3801 would refer to an event conducted by a four Marine Targeting Cell supporting a Regiment or Group, 0231-TGT-3001 would represent an event the Targeting Cell does in support of any sized unit. The event would not be labeled 0231-TGT-8001 because that would imply that a regiment sized targeting unit was performing some task. This is not possible, since no intelligence unit organizes in a unit larger than a Battalion. EXCEPTION: Events that relate to staff planning, to the conduct of a command operations center or to staff level decision making processes will be numbered according to the level of the unit to which the staff belongs. For example: an infantry battalion staff conducting planning for an offensive attack would be labeled as INF-PLAN-7001 even though the entire battalion is not actively involved in the planning of the operation. T&R event sequence numbers that begin with "9" are reserved for Marine Air Ground Task Forces (MAGTF) Command Element (CE) events. Marine Expeditionary Units (MEU) CE events will be numbered 90XX - 93XX. Marine Expeditionary Brigade (MEB) CE events will be numbered 94XX - 96XX. Marine Expeditionary Force (MEF) CE events will be numbered 97XX - 99XX.

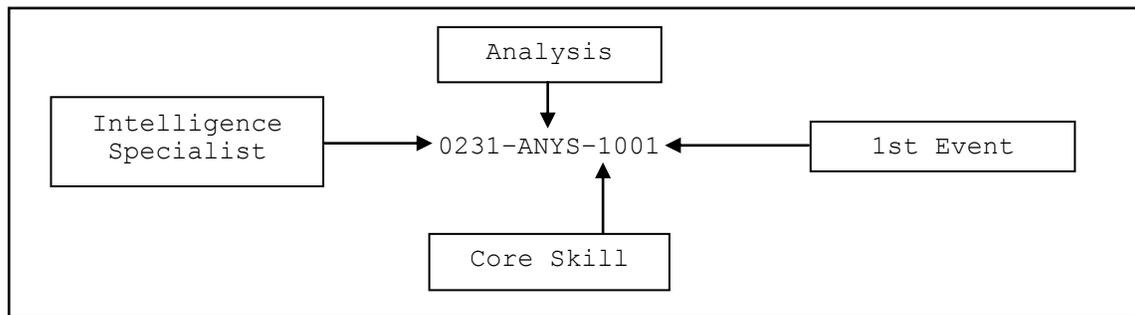


Figure 1-2: T&R Event Coding

1006. COMBAT READINESS PERCENTAGE (CRP)

1. The Marine Corps Ground T&R Program includes processes to assess readiness of units and individual Marines. Every unit in the Marine Corps maintains a basic level of readiness based on the training and experience of the Marines in the unit. Even units that never trained together are capable of accomplishing some portion of their missions. Combat readiness assessment does not associate a quantitative value for this baseline of readiness, but uses a "Combat Readiness Percentage", as a method to provide a concise descriptor of the recent training accomplishments of units and Marines.

2. CRP is the percentage of required training events that a unit or Marine accomplishes within specified sustainment intervals.

3. Unit combat readiness is assessed as a percentage of the successfully completed and current (within sustainment interval) key training events called "Evaluation-Coded" (E-Coded) Events. E-Coded Events and unit CRP calculation are described in follow-on paragraphs. CRP achieved through the completion of E-Coded Events is directly relevant to readiness assessment in DRRS.

4. Individual combat readiness is assessed as the percentage of required individual events in which a Marine is current. This translates as the percentage of training events for his/her MOS and grade that the Marine successfully completes within the directed sustainment interval. Individual skills are developed through a combination of 1000-level training (entry-level formal school courses), individual on-the-job training in 2000-level events, and follow-on formal school training. Skill proficiency is maintained by retraining in each event per the specified sustainment interval.

1007. CRP CALCULATION

1. Collective training begins at the 3000-level (team, crew or equivalent). Unit training plans are designed to accomplish the events that support the unit METL while simultaneously sustaining proficiency in individual core skills. E-Coded collective events are the only events that contribute to unit CRP. This is done to assist commanders in prioritizing the training toward the METL, taking into account resource, time, and personnel constraints.

2. Unit CRP increases after the completion of E-Coded events. The number of E-Coded events for the MET determines the value of each E-Coded event. For example, if there are 4 E-Coded events for a MET, each is worth 25% of MET CRP. MET CRP is calculated by adding the percentage of each completed and current (within sustainment interval) E-Coded training event. The percentage for each MET is calculated the same way and all are added together and divided by the number of METS to determine unit CRP. For ease of calculation, we will say that each MET has four E-Coded events, each contributing 25% towards the completion of the MET. If the unit has completed and is current on three of the four E-Coded events for a given MET, then they have completed 75% of the MET. The CRP for each MET is added together and divided by the number of METS to get unit CRP; unit CRP is the average of MET CRP.

For Example:

MET 1: 75% complete (3 of 4 E-Coded events trained)
MET 2: 100% complete (6 of 6 E-Coded events trained)
MET 3: 25% complete (1 of 4 E-Coded events trained)
MET 4: 50% complete (2 of 4 E-Coded events trained)
MET 5: 75% complete (3 of 4 E-Coded events trained)

To get unit CRP, simply add the CRP for each MET and divide by the number of METS:

MET CRP: $75 + 100 + 25 + 50 + 75 = 325$

Unit CRP: $325 \text{ (total MET CRP)} / 5 \text{ (total number of METS)} = 65\%$

1008. T&R EVENT COMPOSITION

1. Event Code. The event code is explained in paragraph 1005.

2. Title. The name of the event. The event title contains one action verb and ideally, one object.
3. Evaluation-Coded. Collective events categorize the capabilities that a given unit may be expected to perform. There are some collective events that the Marine Corps has determined that a unit MUST be able to perform, if that unit is to be considered fully ready for operations. These E-Coded events represent the irreducible minimum or the floor of readiness for a unit. E-Coded events are derived from the training measures of effectiveness for the METs for units that must report readiness in the DRRS. It would seem intuitive that most E-Coded events would be for Battalion sized units and higher since those are the units that report in DRRS. However, if the Marine Corps has determined that the readiness of a subordinate, supporting unit to accomplish a particular collective event is vital to the accomplishment of the supported unit's MET, then that lower echelon collective event is E-Coded.
4. Supported MET(s). List all METs that are supported by the training event in the judgment of the occupation field drafting the T&R Manual, even if those events are not listed as Measure of Effectiveness (MOEs) in a MET.
5. Sustainment Interval. This is the period, expressed in number of months, between evaluation or retraining requirements. Competencies and capabilities acquired through the accomplishment of training events are to be refreshed at pre-determined intervals. It is essential that these intervals be adhered to in order to ensure Marines maintain proficiency.
6. Billet/MOS. Each individual training event will contain a billet code and/or MOS that designates who is responsible for performing that event and any corresponding formal course required for that billet. Each commander has the flexibility to shift responsibilities based on the organization of his command. These codes are based on recommendations from the collective subject matter expertise that developed this manual and are listed for each event.
7. Grade. The Grade field indicates the rank at which Marines are required to complete the event.
8. Description. This field allows T&R developers to include an explanation of event purpose, objectives, goals, and requirements. It is a general description of an action requiring learned skills and knowledge, i.e., engage fixed target with crew-served weapons. This is an optional field for individual events but its use is strongly encouraged for collective events. This field can be of great value guiding a FLC or OPFOR unit trying to discern the intent behind an event that might not be readily apparent.
9. Condition. Condition refers to the constraints that may affect event performance in a real-world environment. It indicates what is provided (equipment, tools, materials, manuals, aids, etc.), environmental constraints or conditions under which the task is to be performed, and any specific cues or indicators to which the performer must respond. Commanders can modify the conditions of the event to best prepare their Marines to accomplish the assigned mission (e.g. in a desert environment; in a mountain environment; etc.). When resources or safety requirements limit the conditions, this

should be stated. The content of the condition should be included in the event on a "by exception" basis. If there exists an assumption regarding the conditions under which all or most of the events in the Manual will be performed, then only those additional or exceptional items required should be listed in the condition. The common conditions under which all the events in a chapter will be executed will be listed as a separate paragraph at the beginning of the chapter.

10. Standard. The performance standard indicates the basis for judging the effectiveness of the performance. It consists of a carefully worded statement that identifies the proficiency level expected when the task is performed. The standard provides the minimum acceptable performance parameters and must be strictly adhered to. The standard for collective events will likely be general, describing the desired end-state or purpose of the event. The standard for individual events will be objective, quantifiable, and readily observable. Standards will more specifically describe to what proficiency level, specified in terms of accuracy, completeness, time required, and sequencing the event is to be accomplished. These guidelines can be summarized in the acronym "ACTS" (Accuracy Completeness Time Sequence.) In no cases will "per the reference" or "per/in accordance with commander's intent" be used as a stand-alone standard.

11. Event Components/Performance Steps. Description of the actions that the event is composed of, or a list of subordinate, included T&R event codes and event descriptions. The event components help the user determine what must be accomplished and to properly plan for the event. Event components are used for collective events; performance steps are used for individual events.

a. The event components and performance steps will be consciously written so that they may be employed as performance evaluation check lists by the operating forces.

b. Event components may be events one individual in the unit performs, events that small groups in the unit perform, or events involving the entire unit. After the publication of this order, all component events will identify the behaviors required in plain English but also by citing the precise event number the component event refers to, unless that component event only occurs as part of the collective event where it is listed. This provision will allow for specific events to be chained together in order to provide greater granularity for units and Marines executing the events, and clarity for those charged with evaluating unit performance.

12. Prerequisite Events. Prerequisites are academic training or other T&R events that must be completed prior to attempting the task. They are lower-level events or tasks that give the individual/unit the skills required to accomplish the event. They can also be planning steps, administrative requirements, or specific parameters that build toward mission accomplishment.

13. Chained Events. Collective T&R events are supported by lower-level collective and individual T&R events. This enables unit leaders to effectively identify subordinate T&R events that ultimately support specific mission essential tasks. When the accomplishment of any upper-level events, by their nature, result in the performance of certain subordinate and related

events, the events are "chained." The completion of chained events will update sustainment interval credit (and CRP for E-Coded events) for the related subordinate level events.

14. Related ITEs. A list of all of the Individual Training Events (1000-2000-level events) that support the event.

15. Initial Training Setting. All individual events will designate the setting at which the skill is first taught, either at the FLC, in the OPFOR as MOJT, or via a distance learning product (DL).

16. References. The training references shall be utilized to determine task performance steps. They assist the trainee in satisfying the performance standards, or the trainer in evaluating the effectiveness of task completion. T&R Manuals are designed to be a training outline, not to replicate or replace doctrinal publications, reference publications or technical manuals. References are key to developing detailed lesson plans, determining grading criteria, and ensuring standardization of training.

17. Distance Learning Products. Distance learning products include: Individual Multimedia Instruction (IMI), Computer-Based Training (CBT), Marine Corps Institute (MCI), etc. This notation is included when, in the opinion of the TRMG in consultation with the MTSD representative, the event can be taught via one of these media vice attending a formal course of instruction or receiving MOJT.

18. Support Requirements. This is a list of the external and internal support the unit and Marines will need to complete the event. This is a key section in the overall T&R effort, as resources will eventually be tied directly to the training towards METS. Future efforts to attain and allocate resources will be based on the requirements outlined in the T&R Manual. The list includes, but is not limited to:

- Range(s)/Training Area
- Ordnance
- Equipment
- Materials
- Other Units/Personnel

The ordnance requirements for one year of training for the events in the T&R will be aggregated into a table contained in an appendix to the T&R. The task analyst and the occupational field representatives will be careful not to "double count" ammunition that might be employed in the performance of individual and collective events that are chained.

19. Suitability of Simulation/Simulators/DL products. If the TRMG determines that an event can be trained to standard by use of simulation, simulator or a DL product, this will be noted in the event title in a parenthetical remark. Figure 1-3 contains all acceptable codes. The specific simulation, simulator or DL product that is acceptable for training will be noted in the description block and in Supporting Requirements block.

Code	Requirement
L	Event able to be performed to standard only live environment
S	Event performed with simulation and/or simulator, particularly when it is unsafe to conduct the training in a live environment and when supporting live training used as a capstone event to a training continuum that includes academics, simulation-based, and live training
S/L	Event performed with simulation and/or simulator preferred/live optional. If the resources available do not allow for live training to occur, simulation-based training can assist in maintaining proficiency and provide a means to temporarily fill those identified training gaps.
DL	Event shall be performed by self-paced, technology-enabled training (i.e. MarineNet)
DL/L	Event may be performed by self-paced, technology enabled training or in a live environment

Figure 1-3: Acceptable Codes

20. Miscellaneous

a. This field provides space for any additional information that will assist in the planning and execution of the event. Units and FLCS are cautioned not to disregard this information or to consider the information of lesser importance than what is contained in other parts of the T&R event. Miscellaneous fields provide an opportunity for the drafters of the T&R event to communicate vital information that might not fit neatly into any other available field. The list may include, but is not limited to:

- Admin Instructions
- Special Personnel Certifications
- Equipment Operating Hours
- Road Miles

b. An example of a T&R event is provided in figure 1-4.

0321-PAT-4101 Conduct Team Planning			
<u>EVALUATION CODED:</u> YES		<u>SUPPORTED MET(S):</u> 1, 2, 3, 4, 5, 6, 7, 8, 9	
<u>DESCRIPTION:</u> The unit is conducting tactical operations. The unit has been issued a warning order to conduct reconnaissance patrols to collect information and to conduct normal security patrols. The patrol will be conducted on a 24-hour basis. This event may be trained to standard using the XYZ simulation program available at all MISTC locations.			
<u>CONDITION:</u> When given a Warning Order, Patrol Order or Frag Order.			
<u>STANDARD:</u> Prior to commencement of exercise or operation, so that subordinates have 2/3 of the total time before step-off for planning, to include all elements of the plan.			
<u>EVENT COMPONENTS:</u>			
1. Receive Warning Order or Patrol Order.			
2. Analyze for Mission using commander's guidance, METT-TSL, KOCOA.			
3. Analyze the mission and available information to identify specific tasks with respect to commander's guidance, METT-TSL and KOCOA.			
4. Create the plan.			
<u>RELATED ITES:</u>			
0321-PAT -1102	0321-PAT -1101	0321-COMM-1207	0321-FSPT-2301
0321-FSPT-2302	0321-FSPT-2303	0321-SURV-1403	
<u>REFERENCES:</u>			
1. FMFM 6-4 Marine Rifle Company			
2. MCWP 3-11.3 Scouting and Patrolling			
3. MCRP 2-15.1 DRAFT Ground Reconnaissance Handbook			

Figure 1-4: Example of a T&R Event

1009. CHEMICAL BIOLOGICAL RADIOLOGICAL NUCLEAR (CBRN) TRAINING

1. All personnel assigned to the operating force must be trained in CBRN defense, in order to survive and continue their mission in this environment. Individual proficiency standards are defined as survival and basic operating standards. Survival standards are those that the individual must master in order to survive CBRN attacks. Basic operating standards are those that the individual, and collectively the unit, must perform to continue operations in a CBRN environment.

2. In order to develop and maintain the ability to operate in a CBRN environment, CBRN training is an integral part of the training plan and events in this T&R Manual. Units should train under CBRN conditions whenever possible. Per reference (c), all units must be capable of accomplishing their assigned mission in a contaminated environment.

1010. NIGHT TRAINING

1. While it is understood that all personnel and units of the operating force are capable of performing their assigned mission in "every climate and place," current doctrine emphasizes the requirement to perform assigned

missions at night and during periods of limited visibility. Basic skills are significantly more difficult when visibility is limited.

2. To ensure units are capable of accomplishing their mission they must train under the conditions of limited visibility. Units should strive to conduct all events in this T&R Manual during both day and night/limited visibility conditions. When there is limited training time available, night training should take precedence over daylight training, contingent on the availability of equipment and personnel.

1011. OPERATIONAL RISK MANAGEMENT (ORM)

1. ORM is a process that enables commanders to plan for and minimize risk while still accomplishing the mission. It is a decision making tool used by Marines at all levels to increase operational effectiveness by anticipating hazards and reducing the potential for loss, thereby increasing the probability of a successful mission. ORM minimizes risks to acceptable levels, commensurate with mission accomplishment.

2. Commanders, leaders, maintainers, planners, and schedulers will integrate risk assessment in the decision-making process and implement hazard controls to reduce risk to acceptable levels. Applying the ORM process will reduce mishaps, lower costs, and provide for more efficient use of resources. ORM assists the commander in conserving lives and resources and avoiding unnecessary risk, making an informed decision to implement a Course Of Action (COA), identifying feasible and effective control measures where specific measures do not exist, and providing reasonable alternatives for mission accomplishment. Most importantly, ORM assists the commander in determining the balance between training realism and unnecessary risks in training, the impact of training operations on the environment, and the adjustment of training plans to fit the level of proficiency and experience of Sailors/Marines and leaders. Further guidance for ORM is found in references (b) and (d).

1012. MARINE CORPS GROUND T&R PROGRAM

1. The Marine Corps Ground T&R Program continues to evolve. The vision for Ground T&R Program is to publish a T&R Manual for every readiness-reporting unit so that core capability METs are clearly defined with supporting collective training standards, and to publish community-based T&R Manuals for all occupational fields whose personnel augment other units to increase their combat and/or logistic capabilities. The vision for this program includes plans to provide a Marine Corps training management information system that enables tracking of unit and individual training accomplishments by unit commanders and small unit leaders, automatically computing CRP for both units and individual Marines based upon MOS and rank (or billet). Linkage of T&R Events to the MCTL, through the core capability METs, has enabled objective assessment of training readiness in the DRRS.

2. DRRS measures and reports on the readiness of military forces and the supporting infrastructure to meet missions and goals assigned by the Secretary of Defense. With unit CRP based on the unit's training toward its

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METs, the CRP will provide a more accurate picture of a unit's readiness. This will give fidelity to future funding requests and factor into the allocation of resources. Additionally, the Ground T&R Program will help to ensure training remains focused on mission accomplishment and that training readiness reporting is tied to units' METLs.

MCCS T&R MANUAL

CHAPTER 2

MISSION ESSENTIAL TASKS MATRIX

The MCCS T&R Manual does not contain a Mission Essential Task Matrix as there are no Marine Corps Community Service units which report readiness in the Defense Readiness Reporting System (DRRS). Although the collective and individual events contained in this manual are not directly linked to Mission Essential Tasks, they directly support the Marine Corps' ability to meet the capabilities identified in the Marine Corps Task List (MCO 3500.26_).

MCCS T&R MANUAL

CHAPTER 3

COLLECTIVE EVENTS

This chapter remains as a placeholder for future use.

MCCS T&R MANUAL

CHAPTER 4

MOS 4130 INDIVIDUAL EVENTS

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MCCS T&R MANUAL

CHAPTER 4

MOS 4130 INDIVIDUAL EVENTS

4000. PURPOSE. This chapter contains individual training events for the Marine Corps Community services Officer.

4001. EVENT CODING. Events in the T&R Manual are depicted with an up to 12 field alphanumeric system, i.e. XXXX-XXXX-XXXX. This chapter utilizes the following methodology:

a. Field one. Each event starts with 4130, indicating that the event is for MOS 4130, Marine Corps Community Services Officer.

b. Field two. This field is alpha characters indicating a functional area. In this chapter, the functional areas are as follows:

<u>Code</u>	<u>Description</u>	<u>Example</u>
CONT	Contracting/Contracting Services	4130-CONT-XXXX
EXPD	Expeditionary Operations	4130-EXPD-XXXX
FMGT	Financial Management	4130-FMGT-XXXX
MGMT	Basic Management	4130-MGMT-XXXX
OPS	Business Operations	4130-OPS-XXXX

c. Field three. All individual events within T&R Manuals are either 1000-level for events taught at MOS-producing formal schools or 2000-level for events taught at advanced-level schools or MOJT. This chapter contains only 2000-level events.

4003. INDEX OF INDIVIDUAL EVENTS

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4130-CONT-2101	Write a statement of work	4-3
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4130-EXPD-2206	Develop expansion/renovation program	4-8
4130-EXPD-2207	Direct patron surveys	4-9
4130-EXPD-2208	Develop a marketing action plan	4-9

4130-CONT-2102: Submit a request for proposals

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: FORMAL

CONDITION: Given the need for equipment, supplies, services, concessionaires or entertainment.

STANDARD: Obtaining competitive offers for MCCA goods and services.

PERFORMANCE STEPS:

1. Review procurement request.
2. Select appropriate contract vehicle for procurement action.
3. Create a source list including any mandatory sources.
4. Prepare request for quotes or request for proposals.
5. Conduct pre-proposal or pre-award meetings as necessary.

REFERENCES:

1. DOD 5500.7R Joint Ethics Regulation (JER)
 2. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
 3. DODI 4105.71 Non-appropriated Fund (NAF) Procurement
 4. MCO P1700.27_ Marine Corps Community Services Policy Manual
 5. MCO P7010.20 Marine Corps Community Services Non-appropriated Fund Procurement Policy
-

4130-CONT-2103: Award contracts

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

DESCRIPTION: Statement of work and Request for Proposal (RFP) must be completed before this task can occur.

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: FORMAL

CONDITION: Given the need.

STANDARD: Ensuring MCCA contracts are granted in compliance with MCO 7010.20.

PERFORMANCE STEPS:

1. Evaluate proposals.
2. Conduct negotiations.
3. Determine contractor responsibility.
4. Use purchase card when appropriate.
5. Notify interested parties of award determination.
6. Appoint Contracting Officer's Representative when appropriate.
7. Conduct post-award meetings.

REFERENCES:

1. DOD 5500.7R Joint Ethics Regulation (JER)
2. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
3. DODI 4105.71 Nonappropriated Fund (NAF) Procurement
4. MCO P7010.20 Marine Corps Community Services Nonappropriated Fund Procurement Policy

MISCELLANEOUS:

ADMINISTRATIVE INSTRUCTIONS: Only warranted NAF contracting officials may award contracts.

4130-CONT-2204: Monitor Western Union Operations

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: FORMAL

CONDITION: Giving the requirement

STANDARD: Ensuring customer transactions of funds are in compliance with the Anti-Money Laundering (AML) Compliance Program for Western Union Money Transfer Transactions.

PERFORMANCE STEPS:

1. Ensure all personnel are trained using the Western Union Leadership Management System (LMS).
2. Review transactions for compliance.
3. Ensure Suspicious Activity Report (SARS) are filed if applicable.
4. Verify Independent Review Checklist has been completed.
5. Verify Independent Review Checklist has been submitted.

REFERENCES:

1. MCO P1700.30 Marine Corps Community Services Business Operations Manual
2. Anti-Money Laundering (AML) Compliance
3. Southwest Border Agreement
4. Dodd-Frank Act
5. Bank Secrecy Act

MISCELLANEOUS:

ADMINISTRATIVE INSTRUCTIONS: Personnel within the Southwest Border Region must complete the Southwest Border Agreement Training.

4130-EXPD-2201: Plan expeditionary operations

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: DL

CONDITION: In an Expeditionary environment, Table of Organization & Equipment (TO&E), directives, personnel, administrative equipment and references.

STANDARD: Ensuring operating procedures, administration, and accounting are performed daily.

PERFORMANCE STEPS:

1. Identify the activity.
2. Define operating procedures.
3. Review for compliance with orders and regulations.
4. Establish desktop procedures.

REFERENCES:

1. JP 3-07.5 Noncombatant Evacuation Operations
 2. MCO P1700.27 Marine Corps Community Services Policy Manual
 3. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 4. MCWP 4-1 Logistics Operations
 5. MCWP 4-11 Tactical-Level Logistics
 6. MCWP 4-11.8 Services in an Expeditionary Environment
-

4130-EXPD-2204: Direct establishment of MCCS field facilities

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: MOJT

CONDITION: Given a requirement.

STANDARD: Ensuring that space, assets and personnel requirements are adequate to meet the mission.

PERFORMANCE STEPS:

1. Validate number of personnel for staffing.
2. Determine duration of operation.
3. Request appropriate structures.

REFERENCES:

1. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
2. DoDD 1015.2 Military Morale, Welfare and Recreation
3. JP 1-0 Personnel Support to Joint Operations
4. MCO P1700.27 Marine Corps Community Services Policy Manual
5. MCO P1700.29 Marine Corps Semper Fit Program Manual
6. MCO P1700.30 Marine Corps Community Services Business Operations Manual
7. MCWP 4-11.8 Services in an Expeditionary Environment

8. MCO 4066.18 MCCA Asset Protection Manual

4130-EXPD-2205: Develop retrograde procedures for MCCA field facility

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: MOJT

CONDITION: When activities are no longer required.

STANDARD: Ensuring all assets are accounted for.

PERFORMANCE STEPS:

1. Direct inventory of all assets.
2. Ensure negotiable instruments are secured.
3. Obtain a list of all assets.
4. Arrange logistical support for embarkation.

REFERENCES:

1. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
 2. DoDD 1015.2 Military Morale, Welfare and Recreation
 3. JP 1-0 Personnel Support to Joint Operations
 4. MCO P1700.27 Marine Corps Community Services Policy Manual
 5. MCO P1700.29 Marine Corps Semper Fit Program Manual
 6. MCWP 4-1 Logistics Operations
 7. MCWP 4-11 Tactical-Level Logistics
 8. MCO 4066.18 MCCA Asset Protection Manual
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4130-EXPD-2206: Develop expansion/renovation program

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

DESCRIPTION: Recommendations and justification to acquire funding for construction of new facilities or expansion/renovation of existing facilities is the focus of this task.

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: MOJT

CONDITION: Given the need to change or upgrade existing facilities.

STANDARD: Ensuring that requirements are funded and equipped to meet determined needs.

PERFORMANCE STEPS:

1. Determine appropriate scope of project.
2. Provide usage data and/or letter of justification.

3. Determine funding method and availability.

REFERENCES:

1. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
2. DODI 1015.14 Establishment, Management, and Control of Non-appropriated Fund Instrumentalities and Financial Management of Supporting Resources
3. DoDD 1015.2 Military Morale, Welfare and Recreation
4. JP 1-0 Personnel Support to Joint Operations
5. MCO P1700.27 Marine Corps Community Services Policy Manual
6. MCO P1700.29 Marine Corps Semper Fit Program Manual
7. MCO P1700.30 Marine Corps Community Services Business Operations Manual

MISCELLANEOUS:

ADMINISTRATIVE INSTRUCTIONS: Performance step 2. Provide usage data and/or letter of justification is used to determine proper time frame of renovation.

4130-EXPD-2207: Direct patron surveys

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: MOJT

CONDITION: Given MCCS operations and customer base.

STANDARD: Identifying all deficiencies and make operational changes.

PERFORMANCE STEPS:

1. Prepare or contract survey.
2. Analyze survey.
3. Order operational changes.

REFERENCES:

1. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
2. DODI 1015.14 Establishment, Management, and Control of Non-appropriated Fund Instrumentalities and Financial Management of Supporting Resources
3. DODI 4105.71 Non-appropriated Fund (NAF) Procurement
4. DoDD 1015.2 Military Morale, Welfare and Recreation
5. DoDD 4105.67 Non-appropriated Fund (NAF) Procurement Policy
6. JP 1-0 Personnel Support to Joint Operations
7. MCO P1700.27 Marine Corps Community Services Policy Manual
8. MCO P1700.29 Marine Corps Semper Fit Program Manual
9. MCO P1700.30 Marine Corps Community Services Business Operations Manual
10. MCO P7010.20 Marine Corps Community Services Non-appropriated Fund Procurement Policy

4130-EXPD-2208: Develop a marketing action plan

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: MOJT

CONDITION: Given the need, existing troop strength and potential.

STANDARD: Increasing patronage and awareness of MCCS goods and services.

PERFORMANCE STEPS:

1. Solicit suggestions.
2. Identify events.
3. Establish advertising procedures.
4. Direct plan.

REFERENCES:

1. MCO P1700.27_ Marine Corps Community Services Policy Manual
 2. MCO P1700.30 Marine Corps Community Services Business Operations Manual
-

4130-EXPD-2209: Prepare merchandise plan

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: MOJT

CONDITION: In a deployed environment given historical data and forecasted troop strength.

STANDARD: Ensuring merchandise meets customer demand.

PERFORMANCE STEPS:

1. Analyze previous sales data/history.
2. Determine funding available.
3. Project future sales.
4. Determine profitability of departments.

REFERENCES:

1. MCO 10123.8 Commercially Procured Marine Corps Uniforms and Accessories Sold Through Marine Corps Exchanges
2. MCO P1700.27_ Marine Corps Community Services Policy Manual
3. MCO P1700.30 Marine Corps Community Services Business Operations Manual

MISCELLANEOUS:

ADMINISTRATIVE INSTRUCTIONS: Open to buy a fixed amount in the budget.

4130-EXPD-2210: Monitor Semper Fit Program

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

DESCRIPTION: The primary duties are to monitor the overall operations, maintenance and control of the fitness center, and High Intensity Tactical Training (HITT)/Aquatic Maximum Power Intensity Training (AMP-IT) Centers to include: property and equipment layout, daily inspections of sanitation: cleanliness and safety of all areas developing and managing budgets, monitoring programs, issuing gear, and developing long range plans.

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: FORMAL

CONDITION: Given a requirement.

STANDARD: To enhance operational fitness levels and optimize combat readiness and resiliency.

PERFORMANCE STEPS:

1. Validate certified personnel for staffing.
2. Determine duration of operation.
3. Request appropriate structures and equipment.
4. Make necessary changes as required.

REFERENCES:

1. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
 2. DoDD 1015.2 Military Morale, Welfare and Recreation
 3. MARADMIN 601/12 Announcement of High Intensity Tactical Training (HITT)
 4. MCO P1700.27 Marine Corps Community Services Policy Manual
 5. MCO P1700.29 Marine Corps Semper Fit Program Manual
 6. MCWP 4-11.8 Services in an Expeditionary Environment
-

4130-EXPD-2211: Monitor Mobile Tactical Field Exchange (MTFE) Operations

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: FORMAL

CONDITION: Giving the requirement.

STANDARD: Enhancing the quality of life in a training environment.

PERFORMANCE STEPS:

1. Ensure request captures all requirements.
2. Ensure outgoing/incoming checklists (includes maintenance) has been completed.
3. Verify internal controls and assets.
4. Verify retro grade has been done.

REFERENCES:

1. MCO P1700.27B Marine Corps Community Services Policy Manual
2. MCO P1700.30 Marine Corps Community Services Business Operations Manual
3. Mobile Tactical Field Exchange (MTFE) Operations Standard Operating Procedures (SOP).
4. MARADMIN 091/13 Marine Corps Exchange Mobile Tactical Field Exchange (MTFE) Trailer Support.
5. MCO 4066.18 MCCS Asset Protection Manual

4130-EXPD-2212: Monitor Morale Portable Satellite Communications System/Suite Program

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: FORMAL

CONDITION: Giving the requirement

STANDARD: Ensuring the systems are operational and equitably distributed.

PERFORMANCE STEPS:

1. Ensure all training is complete.
2. Ensure accountability of all equipment.
3. Ensure all maintenance is up to date.
3. Ensure required funding is approved.
4. Analyze reports.
5. Submit monthly usage report.

REFERENCES:

1. Morale Portable Satellite Communications System/Suite Training Manual
2. MCO P1700.29 Marine Corps Semper Fit Program Manual
3. MCO 4066.18 MCCS Asset Protection Manual

4130-FMGT-2301: Establish cash custody procedure

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: MOJT

CONDITION: Given the need for an Operational Change Fund and the references.

STANDARD: To ensure accountability and proper safeguard of funds.

PERFORMANCE STEPS:

1. Obtain funds.
2. Provide guidance to individuals on proper cash handling procedures.
3. Issue funds and have Custody Receipts signed or updated.

4. Ensure deposits are submitted timely and accurately.
5. Ensure handling of Negotiable Instruments.
6. Conduct random safe and register counts/audits.

REFERENCES:

1. DoD 7000.14-R DoD Financial Management Regulation (DoDFMR), Volume 7A
 2. MCO P1700.27_ Marine Corps Community Services Policy Manual
 3. MCO P4066.17 Marine Corps Exchange Security and Loss Prevention Manual (May 82)
 4. MCWP 4-11.8 Services in an Expeditionary Environment
 5. MCO 4066.18 MCCA Asset Protection Manual
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4130-FMGT-2302: Analyze performance of business operations

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

DESCRIPTION: This task requires you to compute Gross Margin Return on Investment (GMROI), Gross Margin Return on Labor (GMROL), and Gross Margin Return on Square Footage (GMROF).

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: FORMAL

CONDITION: Given historical financial data.

STANDARD: Ensuring calculated Gross Margin Return on Investment, Labor & Square Footage meet criteria in MCO 1700.30.

PERFORMANCE STEPS:

1. Determine matrix.
2. Input data into appropriate matrix.
3. Analyze data.
4. Determine if established MCCA standards are met.
5. Make changes in operation, as required.

REFERENCES:

1. DoD 7000.14-R DoD Financial Management Regulation (DoDFMR), Volume 7A
 2. MCO P1700.27_ Marine Corps Community Services Policy Manual
 3. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 4. MCO 4066.18 MCCA Asset Protection Manual
 5. MCWP 4-11.8 Services in an Expeditionary Environment
-

4130-FMGT-2303: Request Appropriated Fund (APF) support

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

INITIAL TRAINING SETTING: MOJT

CONDITION: Given the contractual requirement for an official command

function.

STANDARD: Ensuring MCCS facilities are reimbursed.

PERFORMANCE STEPS:

1. Identify the requirement.
2. Review contractual agreement.
3. Gather financial data.
4. Submit the appropriate documentation/request for reimbursement.

REFERENCES:

1. DoD 7000.14-R DoD Financial Management Regulation (DoDFMR), Volume 7A
2. MCO P1700.27 Marine Corps Community Services Policy Manual
3. MCWP 4-11.8 Services in an Expeditionary Environment
4. MCO 4066.18 MCCS Asset Protection Manual

MISCELLANEOUS:

ADMINISTRATIVE INSTRUCTIONS: Appropriated Funds should be used as the primary source for supplies and equipment.

4130-MGMT-2401: Monitor MCCS Hazardous Materials (HAZMAT) merchandise

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: MOJT

CONDITION: Given a requirement.

STANDARD: Ensuring that all is stored, displayed, sold, and disposed of safely.

PERFORMANCE STEPS:

1. Ensure segregation of MCCS Hazardous products.
2. Review Material Safety Data Sheets.
3. Direct corrective actions.

REFERENCES:

1. 29 CFR 1910.120 Occupational Safety and Health Standards - Hazardous waste operations and emergency response
 2. MCO P4790.2 MIMMS Field Procedures Manual
 3. NAVMED P5010 Navy Sanitation
-

4130-MGMT-2402: Evaluate a merchandise presentation

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: MOJT

CONDITION: Given the standards.

STANDARD: Ensuring maximum merchandise flow and correct adjacencies are completed IAW MCO P1700.30.

PERFORMANCE STEPS:

1. Inspect the facility.
2. Direct corrective actions as needed.

REFERENCES:

1. MCO P1700.27_ Marine Corps Community Services Policy Manual
 2. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 3. MCX Brand Standards Policy Manual
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4130-MGMT-2403: Manage workforce

DESCRIPTION: Officers manage a larger scale of employees than enlisted Marines.

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: MOJT

CONDITION: Provided active duty and civilians employees

STANDARD: To make a difference in the quality of life and enhance Marine Corps readiness and mission accomplishment.

PERFORMANCE STEPS:

1. Identify required HR training.
2. Complete required training.
3. Counsel employees
4. Enforce HR policies.
5. Track employees training.

REFERENCES:

1. MCO P12000.11A Marine Corps NAF Personnel Policy Manual
2. MCO P1700.30 Marine Corps Community Services Business Operations Manual
3. DOD 5500.07R Joint Ethics Regulation

ADMIN NOTE:

1. Refer to local Status of Forces Agreement (SOFA) for foreign national employees.
 2. Managing a workforce includes but not limited to recruitment, hire, termination, promotions, coaching/counseling, performance evaluations, identifying union agreements, EEO/Ethics training and workers compensation.
-

4130-OPS-2501: Review customer satisfaction programs

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: MOJT

CONDITION: Given reports.

STANDARD: Ensuring MCCS compliance with standards of excellence.

PERFORMANCE STEPS:

1. Track all correspondence.
2. Review results.
3. Ensure corrective action is taken.
4. Recognize superior performance.

REFERENCES:

1. MCO P1700.30 Marine Corps Community Services Business Operations Manual

MISCELLANEOUS:

ADMINISTRATIVE INSTRUCTIONS: The primary means of evaluating customer feedback are MCX Mystery Shops, Associate Satisfaction Index/Customer Satisfaction Index ASI/CSI and Interactive Customer Evaluation (ICE) forms. These tools are used to highlight best business practices or determine training opportunities.

Ensure customer satisfaction training has been completed.

4130-OPS-2502: Monitor special events

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: MOJT

CONDITION: Given a requirement.

STANDARD: Ensuring the event meets the goals and objectives.

PERFORMANCE STEPS:

1. Determine type of special event.
2. Obtain contracts as required.
3. Identify support and marketing requirements.
4. Conduct after action report.

REFERENCES:

1. MCO P1700.27_ Marine Corps Community Services Policy Manual
2. MCO P1700.30 Marine Corps Community Services Business Operations Manual

PERFORMANCE STEPS:

1. Ensure compliance.
2. Review employee training files.

REFERENCES:

1. MCO P1700.27_ Marine Corps Community Services Policy Manual
 2. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 3. NAVMED P-5010 Navy Sanitation
-

4130-OPS-2509: Monitor warehouse operations

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: WO-1, CWO-2, CWO-3, CWO-4, CWO-5

INITIAL TRAINING SETTING: MOJT

CONDITION: Given merchandise, equipment and personnel.

STANDARD: Receiving, return to vendor (RTV), storing and redistributing merchandise without loss or damage.

PERFORMANCE STEPS:

1. Verify accurate receipt of all equipment, merchandise and product.
2. Ensure stock in a "first in, first out" (FIFO) basis.
3. Verify security is maintained to prevent pilferage and damage.
4. Monitor issuing and transfer of goods.

REFERENCES:

1. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 2. MCO P4066.18 Marine Corps Community Services Asset Protection Order
 3. NAVMED P-5010 Navy Sanitation
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MCCS T&R MANUAL

CHAPTER 5

MOS 4133 INDIVIDUAL EVENTS

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MCCS T&R MANUAL

CHAPTER 5

MOS 4133 INDIVIDUAL EVENTS

5000. PURPOSE. This chapter contains individual training events for the Marine Corps Community Services Marine.

5001. EVENT CODING. Events in the T&R Manual are depicted with an up to 12 field alphanumeric system, i.e. XXXX-XXXX-XXXX. This chapter utilizes the following methodology:

a. Field one. Each event starts with 4133, indicating that the event is for MOS 4133, Marine Corps Community Services Marine.

b. Field two. This field is alpha characters indicating a functional area. In this chapter, the functional areas are as follows:

<u>Code</u>	<u>Description</u>	<u>Example</u>
CONT	Contracting/Contracting Services	4130-CONT-XXXX
EXPD	Expeditionary Operations	4130-EXPD-XXXX
FMGT	Financial Management	4130-FMGT-XXXX
MGMT	Basic Management	4130-MGMT-XXXX
OPS	Business Operations	4130-OPS-XXXX

c. Field three. All individual events within T&R Manuals are either 1000-level for events taught at MOS-producing formal schools or 2000-level for events taught at advanced-level schools or MOJT. This chapter contains 2000-level events only.

5002. INITIAL TRAINING SETTING. The tasks marked "Formal School" in this manual refer to Civilian establishments. The Marine Corps Community Services MOS does not currently have military training schools. Officer and Enlisted personnel must attend civilian establishments to attain the qualifications and certifications they require to perform certain duties. A list of required and recommended training is provided in Appendix A.

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5004. 2000-LEVEL EVENTS

4133-CONT-2101: Monitor performance of MCCA contracts

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: FORMAL

CONDITION: Given the contract requirements and references.

STANDARD: Ensuring all contractual obligations and regulations are IAW MCO P7010.20.

PERFORMANCE STEPS:

1. Review contract.
2. Conduct inspections (monthly, quarterly, and random).
3. Act as the liaison between the contractor and the contracting officer.
4. Report non-compliance to the Contracting Officer.

REFERENCES:

1. DOD 5500.7-R Joint Ethics Regulation (JER)
2. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
3. DODI 4105.71 Nonappropriated Fund (NAF) Procurement
4. DoDD 1015.2 Military Morale, Welfare and Recreation
5. DoDD 4105.67 Nonappropriated Fund (NAF) Procurement Policy
6. JP 1-0 Personnel Support to Joint Operations
7. MCO P1700.27_ Marine Corps Community Services Policy Manual
8. MCO P1700.29 Marine Corps Semper Fit Program Manual
9. MCO P1700.30 Marine Corps Community Services Business Operations Manual

MISCELLANEOUS:

ADMINISTRATIVE INSTRUCTIONS: SGT and SSGT at the following commands may be required to monitor concessionaires: Garden City, NY, Bridgeport, CA, Barstow, CA and Bangor, WA.

Verify payment is accurate and on time.

4133-CONT-2102: Establish concessionaire program

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: FORMAL

CONDITION: Given a contract from concessionaires, adequate space for type of concession requested, and references.

STANDARD: Ensuring patrons' needs are met and operating in accordance with MCO 1700.30.

PERFORMANCE STEPS:

1. Review the contract.
2. Execute control measures.
3. Conduct audits.

REFERENCES:

1. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
2. DODI 4105.71 Nonappropriated Fund (NAF) Procurement
3. DoDD 1015.2 Military Morale, Welfare and Recreation
4. DoDD 4105.67 Nonappropriated Fund (NAF) Procurement Policy

5. JP 1-0 Personnel Support to Joint Operations
6. MCO P1700.27B Marine Corps Community Services Policy Manual
7. MCO P1700.29 Marine Corps Semper Fit Program Manual
8. MCO P1700.30 Marine Corps Community Services Business Operations Manual
9. MCO P7010.20 Marine Corps Community Services Nonappropriated Fund Procurement Policy

MISCELLANEOUS:

ADMINISTRATIVE INSTRUCTIONS: SGT and SSGT at the following commands may be required to monitor concessionaires: Garden City, NY, Bridgeport, CA, Barstow, CA and Bangor, WA.

4133-CONT-2103: Conduct contracting/procurement

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: FORMAL

CONDITION: Given a requirement.

STANDARD: Ensuring requested goods and services are purchased in accordance with MCO P7010.20.

PERFORMANCE STEPS:

1. Determine purchasing requirements.
2. Ensure proper funding (Non-Appropriated Funds or Appropriated Funds).
3. Contract for goods and services.
4. Ensure contract compliance.

REFERENCES:

1. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
 2. DODI 4105.71 Nonappropriated Fund (NAF) Procurement
 3. DoDD 1015.2 Military Morale, Welfare and Recreation
 4. DoDD 4105.67 Nonappropriated Fund (NAF) Procurement Policy
 5. JP 1-0 Personnel Support to Joint Operations
 6. MCO P1700.27_ Marine Corps Community Services Policy Manual
 7. MCO P1700.29 Marine Corps Semper Fit Program Manual
 8. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 9. MCO P7010.20 Marine Corps Community Services Nonappropriated Fund Procurement Policy
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4133-CONT-2104: Perform Western Union Operations

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: FORMAL

CONDITION: Giving the requirement.

STANDARD: Conducting customer transactions in compliance with the Anti-Money Laundering (AML) Compliance Program for Western Union.

PERFORMANCE STEPS:

1. Complete all required Western Union training.
2. Conduct transactions.
3. Audit daily transactions.
4. Report any suspicious activity.
5. Complete Independent Review Checklist.

REFERENCES:

1. MCO P1700.30 Marine Corps Community Services Business Operations Manual
2. Anti-Money Laundering (AML) Compliance
3. Southwest Border Agreement
4. Dodd-Frank Act
5. Bank Secrecy Act

ADMINISTRATIVE INSTRUCTIONS: Personnel within the Southwest Border Region must complete the Southwest Border Agreement Training.

4133-EXPD-2201: Prepare MCCS assets for embarkation

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Given a requirement.

STANDARD: Ensuring the Tactical Field Exchange merchandise and equipment is properly packed and secured for transport.

PERFORMANCE STEPS:

1. Review referenced publications.
2. Identify required documentation.
3. Coordinate support (internal/external).
4. Inventory assets.
5. Identify hazardous materials.
6. Supervise loading.
7. Track assets.

REFERENCES:

1. 29 CFR 1910.120 Occupational Safety and Health Standards - Hazardous waste operations and emergency response
2. MCO P1700.27B Marine Corps Community Services Policy Manual
3. MCO P1700.30 Marine Corps Community Services Business Operations Manual
4. MCWP 4-11 Tactical-Level Logistics

5. MCWP 4_1 LOGISTICS OPERATIONS

SUPPORT REQUIREMENTS:

EQUIPMENT: Coordinate heavy equipment and transportation support.

4133-EXPD-2202: Establish MCCS field facilities

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

DESCRIPTION: An MCCS field facility may include retail, food and beverage, communications, Semper Fit and recreation centers.

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: In an expeditionary environment, given a requirement support and Table of Organization and Equipment (T/O&E).

STANDARD: Ensuring that space, equipment and personnel requirements are adequate to meet the mission.

PERFORMANCE STEPS:

1. Determine number of personnel to be supported.
2. Verify duration of operation.
3. Identify number of personnel for staffing.
4. Establish assortment.
5. Determine source of supply.
6. Determine logistical support requirements.
7. Obtain internal operational supplies/equipment.
8. Train personnel as required.
9. Request appropriate structures.
10. Conduct inventory.
11. Evaluate operation for effectiveness and possible improvements.

REFERENCES:

1. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
2. DoDD 1015.2 Military Morale, Welfare and Recreation
3. JP 1-0 Personnel Support to Joint Operations
4. MCO P1700.27 Marine Corps Community Services Policy Manual
5. MCO P1700.29 Marine Corps Semper Fit Program Manual
6. MCO P1700.30 Marine Corps Community Services Business Operations Manual
7. MCWP 4-11.8 Services in an Expeditionary Environment

SUPPORT REQUIREMENTS:

ROOMS/BUILDINGS: Determine space requirements prior to implementation of facility. Acquire necessary space for required recreation needs. Size of space will be determined by the needs assessment and the space available.

EQUIPMENT: Equipment will be determined during the needs assessment.

UNITS/PERSONNEL: The following personnel are required to assist the MCCS personnel in transporting and the start-up and tear-down of the Tactical Field Exchange. This list of personnel includes, but is not limited to the following: Electrician (MOS 1141); Electrical Repair Specialist (MOS 1171); Engineer Equipment Operator (MOS 1145); and Motor Vehicle Operator (MOS 3531).

4133-EXPD-2203: Operate MCCS facilities

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: In an Expeditionary environment, given, Table of Organization and Equipment (TO/E), directives, personnel, administrative equipment and references.

STANDARD: Ensuring operation, administration, and accounting procedures are performed daily IAW MCO P1700.30.

PERFORMANCE STEPS:

1. Identify type of facility.
2. Assign personnel to perform task identified.
3. Establish SOP/desktop procedures.
4. Maintain turnover file procedures.
5. Maintain records as required.
6. Adhere to accounting procedures.
7. Maintain asset protections/loss prevention procedures.
8. Maintain accountability of inventory.

REFERENCES:

1. MCO P1700.30 Marine Corps Community Services Business Operations Manual
2. MCO P4066.18 Marine Corps Community Services Asset Protection Order
3. MCWP 4-1 Logistics Operations
4. MCWP 4-11 Tactical-Level Logistics
5. MCWP 4-11.8 Services in an Expeditionary Environment
6. MCWP 4-12 Operational-Level Logistics

MISCELLANEOUS:

ADMINISTRATIVE INSTRUCTIONS: When dealing with contracted labor, ensure compliance of applicable position descriptions per the contract.

4133-EXPD-2204: Coordinate recreational activities

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Given regulations and a requirement.

STANDARD: Providing an opportunity for patrons to participate in quality of life programs.

PERFORMANCE STEPS:

1. Determine customer's interests.
2. Identify financial requirements.
3. Plan recurring and non-recurring activities based on facility hours, Command mission and population.
4. Identify resources (equipment, staff/volunteers, and supplies).
5. Evaluate activities.
6. Develop after action report.

REFERENCES:

1. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
2. JP 1-0 Personnel Support to Joint Operations
3. MCO P1700.27 Marine Corps Community Services Policy Manual
4. MCO P1700.29 Marine Corps Semper Fit Program Manual
5. MCO P1700.30 Marine Corps Community Services Business Operations Manual

MISCELLANEOUS:

ADMINISTRATIVE INSTRUCTIONS: Recreation events must be coordinated with local Commands to ensure policies and regulations are followed.

4133-EXPD-2205: Execute a preventative maintenance plan

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: SGT, SSGT, GYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Given MCCS equipment, regulations, references and a requirement.

STANDARD: Maximizing equipment lifecycle.

PERFORMANCE STEPS:

1. Identify maintenance requirements.
2. Develop an inspection schedule.
3. Identify broken and/or unserviceable equipment.
4. Repair/replace equipment as required.

REFERENCES:

1. MCO P1700.27B Marine Corps Community Services Policy Manual
2. MCO P1700.29 Marine Corps Semper Fit Program Manual

MISCELLANEOUS:

2. Submit survey results.
3. Make operational changes.

REFERENCES:

1. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
 2. DODI 1015.14 Establishment, Management, and Control of Nonappropriated Fund Instrumentalities and Financial Management of Supporting Resources
 3. DODI 4105.71 Nonappropriated Fund (NAF) Procurement
 4. DoDD 1015.2 Military Morale, Welfare and Recreation
 5. DoDD 4105.67 Nonappropriated Fund (NAF) Procurement Policy
 6. JP 1-0 Personnel Support to Joint Operations
 7. MCO P1700.27_ Marine Corps Community Services Policy Manual
 8. MCO P1700.29 Marine Corps Semper Fit Program Manual
 9. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 10. MCO P7010.20 Marine Corps Community Services Nonappropriated Fund
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4133-EXPD-2208: Retrograde MCCA Field Facilities

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: When activities are no longer required.

STANDARD: Ensuring all assets are accounted for.

PERFORMANCE STEPS:

1. Conduct inventory.
2. Safeguard assets.
3. Secure all negotiable instruments.
4. Package merchandise, supplies, and equipment.
5. Arrange logistical support for embarkation.
6. Seal containers.
7. Track containers.
8. Complete after action reports.

REFERENCES:

1. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
2. DoDD 1015.2 Military Morale, Welfare and Recreation
3. JP 1-0 Personnel Support to Joint Operations
4. MCO P1700.27_ Marine Corps Community Services Policy Manual
5. MCO P1700.29 Marine Corps Semper Fit Program Manual
6. MCO P1700.30 Marine Corps Community Services Business Operations Manual
7. MCWP 4-1 Logistics Operations
8. MCWP 4-11 Tactical Level Logistics
9. MCO P4066.18 Marine Corps Community Services Asset Protection Order

SUPPORT REQUIREMENTS:

UNITS/PERSONNEL: The following personnel are required to assist the MCCA

CONDITION: Giving the requirement.

STANDARD: Enhancing the quality of life for authorized patrons.

PERFORMANCE STEPS:

1. Review all requirements.
2. Conduct outgoing/incoming checklists (to includes maintenance).
3. Enforce internal controls and protect assets.
4. Complete retro grade.
5. Complete after action report after each mission.

REFERENCES:

1. MCO P1700.27- Marine Corps Community Services Policy Manual
2. MCO P1700.30 Marine Corps Community Services Business Operations Manual
3. Mobile Tactical Field Exchange (MTFE) Operations Standard Operating Procedures (SOP).
4. MARADMIN 091/13 Marine Corps Exchange Mobile Tactical Field Exchange (MTFE) Trailer Support.
5. MCO P4066.18 Marine Corps Community Services Asset Protection Order

MISCELLANEOUS:

ADMINISTRATIVE INSTRUCTIONS: All references for the MTFE are located in the trailer.

4133-EXPD-2211: Provide Morale Portable Satellite Communications System/Suite

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: FORMAL

CONDITION: Given the requirement.

STANDARD: Ensuring the systems are operational and equitably distributed.

PERFORMANCE STEPS:

1. Complete all training.
2. Conduct inventory of all components.
3. Perform required maintenance.
4. Track daily usage reports.
5. Submit monthly usage report.

REFERENCES:

1. Morale Portable Satellite Communications System/Suite Training Manual
 2. MCO P1700.29 Marine Corps Semper Fit Program Manual
 3. MCO P4066.18 Marine Corps Community Services Asset Protection Order
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4133-FMGT-2301: Analyze a financial statement (cost center level)

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

DESCRIPTION: Overall business operations.

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: FORMAL

CONDITION: Given profit, loss statements, budget, and variance reports.

STANDARD: Measuring profitability and performance IAW MCO 1700.30.

PERFORMANCE STEPS:

1. Review monthly reports.
2. Determine if goals are met.
3. Recommend corrective actions.

REFERENCES:

1. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
 2. DODI 1015.14 Establishment, Management, and Control of Nonappropriated Fund Instrumentalities and Financial Management of Supporting Resources
 3. DoDD 1015.2 Military Morale, Welfare and Recreation
 4. MCO P1700.27_ Marine Corps Community Services Policy Manual
 5. MCO P1700.30 Marine Corps Community Services Business Operations Manual
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4133-FMGT-2302: Prepare a budget (cost center level)

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: FORMAL

CONDITION: Given historical information, trend analysis and, operational tempo.

STANDARD: Defining the financial goals and objectives.

PERFORMANCE STEPS:

1. Review prior performance.
2. Calculate specific budget requirement.
3. Forecast sales.
4. Forecast fixed and variable expenses.
5. Submit recommendations for approval

REFERENCES:

1. DODI 1015.10 Programs for Military Morale, Welfare, and Recreation (MWR)
2. DODI 1015.14 Establishment, Management, and Control of Nonappropriated Fund Instrumentalities and Financial Management of Supporting Resources
3. DoDD 1015.2 Military Morale, Welfare and Recreation

REFERENCES:

1. MCO P1700.27 Marine Corps Community Services Policy Manual
 2. MCO P5300.9 Marine Corps Nonappropriated Funds Instrumentalities Personnel Manual
 4. MCO 5210.11E Marine Corps Records Management Program
 5. SECNAV M5210-2 Standard Subject Identification Code (SSIC) Manual
 6. SECNAV M 5210.1 Records Management Manual
 7. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 8. ATF Vol. III Alcohol Tobacco and Firearm Manual
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4133-FMGT-2307: Request Appropriated Fund (APF) support

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: In authorized MCCS Facilities.

STANDARD: To ensure MCCS programs are appropriately reimbursed.

PERFORMANCE STEPS:

1. Review the APF support matrix.
2. Gather financial data.
3. Gather historical data.
4. Submit the appropriate documentation/request.

REFERENCES:

1. DoD 7000.14-R DoD Financial Management Regulation (DoDFMR), Volume 7A
 2. MCO P1700.27 Marine Corps Community Services Policy Manual
 3. MCWP 4-11.8 Services in an Expeditionary Environment
 4. DODI 1015.15 Authorized Appropriated Fund (APF) Support
 5. MCO 7010.19 Marine Corps Community Services Financial Management
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4133-MGMT-2401: Conduct inspection of MCCS activity

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: In a MCCS activity, given publications, an evaluation checklist, and references.

STANDARD: Ensuring facilities are clean, safe and operational.

PERFORMANCE STEPS:

1. Identify type of inspection.

2. Utilize checklist.
3. Direct corrective actions.

REFERENCES:

1. MCO P1700.27B Marine Corps Community Services Policy Manual
 2. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 3. MCO P4066.18 Marine Corps Community Services Asset Protection Order
 5. NAVMED P5010 Navy Sanitation
 6. MCO P10110.31H_Veterinary/ Medical Food Safety, Quality Assurance, and Laboratory Service.
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4133-MGMT-2402: Manage MCCS Hazardous Materials Merchandise

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: SGT, SSGT, GYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Given applicable technical manuals and directives.

STANDARD: Ensuring that all HAZMAT merchandise is stored, displayed, sold, and disposed of safely if surveyed.

PERFORMANCE STEPS:

1. Implement Plan O- Gram.
2. Maintain Material Safety Data Sheets.
3. Ensure segregation of MCCS Hazardous products from consumables.

REFERENCES:

1. 29 CFR 1910.120 Occupational Safety and Health Standards - Hazardous waste operations and emergency response
 2. MCO P4790.2_MIMMS Field Procedures Manual
 3. Brand Standard Policy Manual
 4. MCO P4066.18 Marine Corps Community Services Asset Protection Order
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4133-MGMT-2403: Manage MCCS Asset Protection Program

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Given a requirement.

STANDARD: Mitigating loss and damages to MCCS assets.

PERFORMANCE STEPS:

1. Review Asset Protection Order.

2. Monitor internal control procedures.
3. Assign personnel responsible for safety and security.
4. Ensure the security program involves coordination with the Provost Marshal and other law enforcement agencies.
5. Ensure correction of deficiencies.
6. Complete daily safety and security checklist.
7. Validate key logs daily.
8. Ensure safe combinations and exterior door locks are changed as required.
9. Monitor exception reporting and track variance reports.

REFERENCES:

1. MCO 5100.8 Marine Corps Occupational Safety and Health (OSH) Policy Order (May 06)
 2. MCO P1700.27B Marine Corps Community Services Policy Manual
 3. MCO P4066.18 Marine Corps Community Services Asset Protection Order
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4133-MGMT-2404: Manage visual merchandise presentations

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: SGT, SSGT, GYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Given retail selling space, merchandise, display equipment, visual props, and Plan-O-Grams.

STANDARD: Ensuring displays meet MCX branded standards.

PERFORMANCE STEPS:

1. Utilize Plan O Grams/brand standards.
2. Ensure appropriate displays are created.

REFERENCES:

1. MCO P1700.27_ Marine Corps Community Services Policy Manual
 2. MCX Merchandising Standards Guide
 3. MCO P1700.30 Marine Corps Community Services Business Operations Manual
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4133-MGMT-2405: Prepare inventory adjustment form

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: SGT, SSGT, GYSGT, MSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Given a requirement.

STANDARD: Ensuring 100% accountability and accuracy.

PERFORMANCE STEPS:

1. Conduct research on how items were received.
2. Gather all inventory data.
3. Review inventory movement on items in question.
4. Identify discrepancies (receiving or cashier error).
5. Verify correct on-hand quantities.
6. Forward changes to appropriate MCCS representative for input.

REFERENCES:

1. MCO P1700.27B Marine Corps Community Services Policy Manual
 2. MCO P4066.18 Marine Corps Community Services Asset Protection Order
 3. MCO P1700.30 Marine Corps Community Services Business Operations Manual
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4133-MGMT-2406: Conduct disposition of damaged/expired goods

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Given a requirement.

STANDARD: Ensuring 100% accountability.

PERFORMANCE STEPS:

1. Segregate damaged/dated goods.
2. Complete inventory adjustment form.
3. Coordinate asset protection when available.
4. Destroy merchandise.
5. Forward documentation.

REFERENCES:

1. MCO P1700.27B Marine Corps Community Services Policy Manual
 2. MCO P4066.18 Marine Corps Community Services Asset Protection Order
 3. MCO P1700.30 Marine Corps Community Services Business Operations Manual
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4133-MGMT-2407: Manage workforce

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

DESCRIPTION: Enlisted Marine Officers manage a smaller scale of employees than Marine Officers.

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Provided active duty and civilians employees

STANDARD: To make a difference in the quality of life and enhance Marine Corps readiness and mission accomplishment.

PERFORMANCE STEPS:

1. Identify required HR training.
2. Complete required training.
3. Counsel employees
4. Enforce HR policies.
5. Track employees training.

REFERENCES:

1. MCO P12000.11A Marine Corps NAF Personnel Policy Manual
2. MCO P1700.30 Marine Corps Community Services Business Operations Manual
3. DOD 5500.07-R Joint Ethics Regulation

MISCELLANEOUS:

ADMINISTRATIVE INSTRUCTIONS:

1. Refer to local Status of Forces Agreement (SOFA) for foreign national employees.
 2. Managing a workforce includes but not limited to recruitment, hire, termination, promotions, coaching/counseling, performance evaluations, identifying union agreements, EEO/Ethics training and workers compensation.
-

4133-OPS-2501: Execute visual merchandising plan

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: FORMAL

CONDITION: In a MCCS facility, given merchandise, store layout, display, display equipment, visual props, staff, and the references.

STANDARD: To ensure that visual merchandising reflects the character of the store, sets the mood, highlights new items, and encourages the purchase of the items displayed.

PERFORMANCE STEPS:

1. Ensure all visual merchandise staff coordinates with the management staff.
2. Ensure proper displays are created.

REFERENCES:

1. MCO P1700.27 Marine Corps Community Services Policy Manual
 2. MCX Merchandising Standards Guide
 3. MCO P1700.30 Marine Corps Community Services Business Operations Manual
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4133-OPS-2502: Supervise receiving procedures

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: SGT, SSGT, GYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: In a Marine Corps Exchange facility.

STANDARD: Ensuring 100% accuracy to include timeliness of door to floor delivery using a retail management system.

PERFORMANCE STEPS:

1. Verify all merchandise is accounted for and matches the invoice.
2. Inspect goods for damaged or concealed shortages.
3. Verify all goods are properly ticketed when required.
4. Verify all overage/shortage.
5. Process Frustrated Freight as required.

REFERENCES:

1. MCO P1700.27_ Marine Corps Community Services Policy Manual
 2. MCO P1700.30_ Marine Corps Community Services Business Operations Manual
 3. MCO P4066.18 Marine Corps Community Services Asset Protection Order
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4133-OPS-2503: Conduct transfer of goods

GRADES: SGT, SSGT, GYSGT

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

INITIAL TRAINING SETTING: MOJT

CONDITION: Given the requirement.

STANDARD: Ensuring 100% accountability of merchandise.

PERFORMANCE STEPS:

1. Identify merchandise.
2. Determine who is authorized to receive goods.
3. Determine type of transfer.
4. Obtain receipt of goods.

REFERENCES:

1. MCO P1700.27_ Marine Corps Community Services Policy Manual
 2. MCO P1700.30_ Marine Corps Community Services Business Operations Manual
 3. MCO P4066.18 Marine Corps Community Services Asset Protection Order
-

4133-OPS-2504: Manage warehouse operations

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: SGT, SSGT, GYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Given merchandise, equipment and personnel.

STANDARD: Receiving, storing and redistributing merchandise without loss or damage.

PERFORMANCE STEPS:

1. Verify accurate receipt of all equipment, merchandise and product.
2. Arrange stock in a "first in, first out" (FIFO) basis and separate it by type.
3. Verify security is maintained to prevent pilferage and damage.
4. Monitor issuing and transfer of goods.
5. Track shipments.

REFERENCES:

1. MCO P1700.27- Marine Corps Community Services Policy Manual
 2. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 3. MCO P4066.18 Marine Corps Community Services Asset Protection Order
-

4133-OPS-2505: Supervise Mystery Shop Program/customer comments

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Given reports.

STANDARD: Ensuring MCCS compliance with standards of excellence.

PERFORMANCE STEPS:

1. Solicit internal/external customer comments.
2. Review results
3. Take corrective action.
4. Reward excellence.
5. Publish periodic patron surveys.

REFERENCES:

1. MCO P1700.30 Marine Corps Community Services Business Operations Manual

MISCELLANEOUS:

ADMINISTRATIVE INSTRUCTIONS: The primary means of evaluating customer feedback are MCX Mystery Shops, Associate Satisfaction Index/Customer Satisfaction Index ASI/CSI and Interactive Customer Evaluation (ICE) forms. These tools can be used to highlight best business practices or determine training opportunities.

4133-OPS-2506: Conduct inventory (property and equipment)

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: SGT, SSGT, GYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Given a Consolidated Memorandum Receipt (CMR).

STANDARD: Ensuring 100% accountability of MCCA property.

PERFORMANCE STEPS:

1. Verify NSN, property number and nomenclature.
2. Review and analyze results for accuracy.
3. Report discrepancies to applicable authorities.
4. Reconcile transfer of property.
5. Maintain records
6. Submit CMR to appropriate agency.

REFERENCES:

1. MCO P11000.5 Real Property Facilities Manual, Vol IV
 2. MCO P1700.27 Marine Corps Community Services Policy Manual
 3. MCO P4066.18 Marine Corps Community Services Asset Protection Order
-

4133-OPS-2507: Prepare for inventory (retail)

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: SGT, SSGT, GYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Given a MCX facility.

STANDARD: Ensuring that all lines of merchandise are ready for audit.

PERFORMANCE STEPS:

1. Review the referenced publications.
2. Confirm inventory dates.
3. Update floor plan.
4. Ensure fixture numbers are assigned to each fixture.

REFERENCES:

1. MCO P1700.27 Marine Corps Community Services Policy Manual
 2. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 3. MCO P4066.18 Marine Corps Community Services Asset Protection Order
-

4133-OPS-2508: Conduct retail inventory

REFERENCES:

1. MCO P1700.27 Marine Corps Community Services Policy Manual
 2. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 3. MCO P4066.18 Marine Corps Community Services Asset Protection Order
 4. MCO 7010.19 Marine Corps Community Services Financial Management Procedures
-

4133-OPS-2510: Manage food and beverage operations

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

GRADES: SGT, SSGT, GYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: In a Marine Corps Community Service environment, given a facility in a designated area.

STANDARD: Ensuring the MCCA food and beverage operation meets the standard cost of goods and labor with the goal of profitability.

PERFORMANCE STEPS:

1. Determine menu items.
2. Determine sale price based on cost of goods.
3. Establish PAR stocks.
4. Procure menu inventory.
5. Determine and procure equipment.
6. Determine, obtain and train work force.
7. Establish procedures of operation and cost controls.
8. Establish health, safety, environmental and sanitation procedures.
9. Ensure implementation of Controlling Alcohol Responsibility & Effectively (C.A.R.E.) program.

REFERENCES:

1. MCO 1700.22 Alcohol Beverage Control in the Marine Corps
 2. MCO P1700.27B Marine Corps Community Services Policy Manual
 3. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 4. MCO P4200.15 Marine Corps Purchasing Procedures Manual - (obsolete MCO)
 5. NAVMED P5010 Navy Sanitation
 6. MCO P10110.31H_Veterinary/ Medical Food Safety, Quality Assurance, and Laboratory Service.
-

4133-EXPD -2511: Provide support for entertainment

EVALUATION-CODED: NO **SUSTAINMENT INTERVAL:** 12 months

DESCRIPTION: These entertainment venues are facilitated through Armed Forces Entertainment.

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: In a deployed environment, given a location and a requirement.

STANDARD: Ensuring the needs of the entertainer are met and the event starts as scheduled.

PERFORMANCE STEPS:

1. Obtain contracts if needed.
2. Identify entertainer needs.
3. Coordinate external support requirements.
4. Provide travel and life support.
5. Complete after action report.

REFERENCES:

1. MCO P1700.27_ Marine Corps Community Services Policy Manual
 2. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 3. MCO P4200.15 Marine Corps Purchasing Procedures Manual - (obsolete MCO)
 4. MCO P4066.18 Marine Corps Community Services Asset Protection Order
-

4133-OPS-2512: Conduct special events

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: SGT, SSGT, GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Given a plan.

STANDARD: Ensuring the event meets the goals and objectives.

PERFORMANCE STEPS:

1. Review the plan.
2. Review contracts.
3. Supervise or follow-up as required.
4. Complete after action report.

REFERENCES:

1. MCO P1700.27_ Marine Corps Community Services Policy Manual
 2. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 3. MCO P4066.18 Marine Corps Community Services Asset Protection Order
-

4133-OPS-2513: Monitor gaming devices

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

DESCRIPTION: Gaming devices are only authorized in overseas commands.

GRADES: GYSGT, MSGT, MGYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Given an area designated for gaming operations and the references.

STANDARD: Ensuring the machines operate IAW MCO 1700.30, Chapter 11.

PERFORMANCE STEPS:

1. Maintain change fund.
2. Ensure machines are repaired in a timely manner.
3. Ensure only authorized persons play machines.
4. Inspect facilities regularly for asset protection.

REFERENCES:

1. MCO P1700.27B Marine Corps Community Services Policy Manual
 2. MCO P1700.30 Marine Corps Community Services Business Operations Manual
 3. MCO P4066.18 Marine Corps Community Services Asset Protection Order
-

4133-OPS-2514: Operate firearms cost center

EVALUATION-CODED: NO

SUSTAINMENT INTERVAL: 12 months

GRADES: SGT, SSGT, GYSGT

INITIAL TRAINING SETTING: MOJT

CONDITION: Given a MCX facility.

STANDARD: Maintaining the requirement for licensing in accordance with Bureau of Alcohol Tobacco, Firearms and Explosives (BATFE) regulations.

PERFORMANCE STEPS:

1. Review the references.
2. Ensure administrative requirements are met.
3. Conduct receiving procedures.
4. Conduct transfers.
5. Enforce proper storage
6. Enforce display controls.
7. Process sales using required handling procedures.
8. Conduct inventory.

REFERENCES:

1. MCO P1700.30 Marine Corps Community Services Business Operations Manual
2. MCO P4066.18 Marine Corps Community Services Asset Protection Order
Gun Control Act (18 U.S.C. Chapter 44)
3. ATF Publication 5300.4 Federal Firearms Regulation Reference.
4. MCO 5530.14A Marine Corps Physical Security Program Manual

MISCELLANEOUS:

ADMINISTRATIVE INSTRUCTIONS:

1. State regulations must also be followed.

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2. Storage, timeliness and accuracy of bound book and safekeeping of records are key components for audits and gun traces.

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APPENDIX A

ACRONYMS AND ABBREVIATIONS

AA	administrative action
ACC	administrative clerk course
ADC	area distribution center
ADCON	administrative control
ADJ	Adjutant
ADP	automatic data processing
ADOS	Active Duty Operational Support
ADSW	active duty special work
ADT	active duty training
AFADBD	armed forces active duty base date
AIC	accounting identification code
AIS	automated information systems
AMCITS	American Citizens
AO	area of operations
AO	Approving Official
AOR	area of responsibility
APAC	advance personnel administrative chief course
APACS	Aircraft and Personnel Area Clearance System
APDS	all purpose date stamp
APES	Automated Performance Evaluation System
APO	Army Post Office
APS	Awards Processing System
AR	Active Reserve
ARCR	Annual Retirement Credit Report
ASR	Authorized Strength Report
AT	Annual Training
BAS	Basic Allowance for Subsistence
BAH	Basic Allowance for Housing
BIC	Billet Information Code
BIR	basic individual record
BTR	basic training record
BMOS	Billet Military Occupational Specialty
BCNR	Bureau of Corrections for Naval Records
CA	Convening Authority
CACO	Casualty Assistance Call Officer
CAC	common access card
CDPA	Central Design and Programming Activity
CertCom	Certificate of Commendation
CHART	Civilian Hiring and Recruitment Tool
CJCS	Chairman of the Joint Chiefs of Staff
CJCSI	Chairman of the Joint Chiefs of Staff instruction
CJCSM	Chairman of the Joint Chiefs of Staff manual
CMC	Commandant of the Marine Corps
CMCC	Classified Material Control Center
CMF	central master file
CMR	Consolidated Memorandum Receipt

CMRRB Civilian Resource Management Review Board
CMS COMSEC materials system
CO commanding officer
COCOM Combatant Commander
COD collect on delivery
COLA Cost of Living Allowance
COMMARFOR Commander, Marine Corps Forces
COMMARFORLANT Commander, Marine Corps Forces, Atlantic
COMMARFORPAC Commander, Marine Corps Forces, Pacific
COMSEC communications security
CON conduct
CONGINT Congressional/Special Interest
CONUS Continental United States
COPE Custodian of Postal Effects
CRB Competency Review Board
CRCR Career Retirement Credit Report
CSP Career Sea Pay
CSR Consolidated Strength Report
CSR Command Staffing Report
CTZE Combat Tax Zone Exclusion
DFN Designated Foreign National
DISA Defense Information Systems Agency
DCIPS Defense Civilian Intelligence Personnel System
DCIPS Defense Casualty Information Processing System
DCP Directives Control Point
DCTB Date Current Tour Began
DEOCS Defense Equal Opportunity Climate Survey
DEERS Defense Enrollment Eligibility Reporting System
DES Disability Evaluation System
DIMHRS Defense Integrated Manpower Human Resource System
DISTLEARN distance learning
DFAS Defense Finance Accounting Service
DFR Diary Feedback Report
DLA dislocation allowance
DMM Domestic Mail Manual
DMS Defense Message System
DoD Department of Defense
DoDD Department of Defense directive
DoDI Department of Defense instruction
DoDFMR Department of Defense financial management regulations
DON Department of the Navy
DONCAF Department of the Navy Central Adjudication Facility
DOR Date of Rank
DR dental record
DRRS Defense Readiness Reporting System
DSR Deployment Status Report
DTAS Deployed Theatre Accountability System
DTMS Document Tracking Management System
DTOD Defense Table of Official Distances
DTP DoD Drug Testing Program
DTS Defense Travel System
EA Executive Agent
EAS End of Active Service
ECC End of Current Contract

EAD Extended Active Duty
EDA Estimated Date of Arrival
EDD Estimated Date of Departure
EDFR Electronic Diary Feedback Report
ELSIG electronic signature
EO Equal Opportunity
EOA Equal Opportunity Advisor
EPW Enemy Prisoner of War
ESGM Enlisted Staffing Goal Model
ETD Estimated Time of Delivery
EUCU End User Computer Equipment
FAP Fleet Assistance Program
FCG Foreign Clearance Guide
FMC Fleet Mail Center
FMF Fleet Marine Force
FMFM Fleet Marine Force manual
FHTNR Fleet Home Town News Release
FMCC future monitor command code
FMR financial management regulations
FPO Fleet Post Office
FSA Family Separation Allowance
FSGLI Family Service Member's Group Life Insurance
FY fiscal year
G-1 manpower or personnel staff officer
G-2 intelligence staff officer
G-3 operations staff officer
G-4 logistics staff officer
G-6 communications and information systems officer
GCM Good Conduct Medal
GEMS Global Enterprise Mail System
GPO Government Printing Office
GSA General Services Administration
GTCC Government Travel Charge Card
GTCCP Government Travel Charge Card Program
GTN Global Transportation Network
GTR Government Transportation Request
HDP Hardship Duty Pay
HFP Hostile Fire Pay
HQMC Headquarters, Marine Corps
HR health record
HRO Human Resources Office
HSAP Health Services Augmentation Program
IA individual augment
IAW in accordance with
IADT Incremental Active Duty Training
IDL International Date Line
IDT Inactive Duty Training
IHCA In Hands of Civilian Authorities
IHFA In Hands of Foreign Authorities
ID identification
IDL Internal Distribution List
IDP Imminent Danger Pay
IDT Inactive Duty Training
IFDTL Internet Forensics Drug Testing Laboratory

IIADT Incremental Initial Active Duty
IMA Individual Mobilization Augmentee
IMM International Mail Manual
IO Investigating Officer
IPAC Installation Personnel Administrative Center
IPP irregular parcels and pieces
IPP In Progress Payments
IRO Initial Review Officer
IRR Individual Ready Reserve
IRT Integrated Retail Terminal
JCS Joint Chiefs of Staff
JFTR Joint Federal Travel regulations
JMPA Joint Military Postal Activity (Atlantic or Pacific)
JP Joint Publication
JPERSTAT Joint Personnel Status
JPRA Joint Personnel Recovery Agency
JRC Joint Reception Center
JTF Joint Task Force
KVN Key Volunteer Network
IA Individual Augments
LCM Leave and Earnings Statement
LES letter class mail
LOA letter of appreciation
LOD Line of Duty
LOI Letter of Instruction
LSSS Legal Services Support Section
LWAS Leave While Awaiting Separation
MACOM major command
MAGTF Marine Air-Ground Task Force
MAMAS Military Automated Mail Accounting System
MAO mail address only
MARDIV Marine Division
MARFOR Marine Corps Forces
MCB Marine Corps Base
MCC Monitor Command Code
MCCS Marine Corps Community Services
MCCSSS Marine Corps Combat Service Support Schools
MCM Manual for Courts-Martial
MCO Marine Corps Order
MCMEDS Marine Corps Medical Evaluation Disability System
MCMPS Marine Corps Mobilization Processing System
MCPD Marine Corps Planning Process
MCPDS Marine Corps Publication Distribution System
MCPEL Marine Corps Publications Electronic Listing
MCWP Marine Corps Warfighting Publication
MCTFS Marine Corps Total Force System
MEF Marine Expeditionary Force
MEU Marine Expeditionary Unit
MEU(SOC) Marine Expeditionary Unit (special operations capable)
MIDAS Military and International Dispatch and Accountability System
MILSTAMP military standard transportation and movement procedure
MIS Manpower Information Systems
MISSA Manpower Information System Support Agency
MISSO Manpower Information System Support Office

MLG Marine Logistics Group
MMSB Manpower Management Support Branch
MO money order
MOB money order business
MOC Manpower Officer Course
MODIS Military Origin Destination Information System
MOID money order identification number
MOJT Managed On the Job Training
MOL Marine Online
MOM military ordinary mail
MOS Military Occupational Specialty
MPC military postal clerk
MPO Military Post Office
MPS Military Postal System
MPSA Military Postal Service Agency
MRI mail routing instruction
MRO Marine Reported On
MRO Medical Review Officer
MROWS Marine Reserve Order Writing System
MRTM manpower requirements tracking module
MSC Major Subordinate Command
MSE Major Subordinate Element
MSPF Maritime Special Purpose Force
MWR Morale, Welfare and Recreation
NAMALA Navy and Marine Corps Appellate Leave Activity
NATO North Atlantic Treaty Organization
NAVMC Navy and Marine Corps
NCIS Naval Criminal Investigative Service
NDEA Non-DTS Entry Agent
NEO Noncombatant Evacuation Operations
NIPRNET nonsecure internet protocol router network
NJP non-judicial punishment
NOK Next of Kin
NSPS National Security Personnel System
NOE Notice of Eligibility
NOK Next of Kin
OccFld occupational field
OCONUS Outside the Continental United States
ODSE Operational Data Storage Enterprise
ODTA Organizational Defense Travel Administrator
OHA Overseas Housing Allowance
OMM Official Mail Manager
OMPF Official Military Personnel File
OPCON operational control
OPFOR Operating Forces
OPLAN operations plan
OPNAV Office of the Chief of Naval Operations
OPORD operations order
OPT Operational Planning Team
OSP outside piece
OPREP Operations Report
OPSEC operations security
OQR Officer Qualification Record
PAC Personnel Administration Center

PAOPublic Affairs Officer
PARpersonnel action request
PASPersonnel Administration School
PBUSPS Postal bulletin
PCpostal clerk
PCAPermanent Change of Assignment
PCR.Personnel Casualty Report
PCSPermanent Change of Station
PDRLPermanent Disability Retired List
PDSpermanent duty station
PEBPhysical Evaluations Board
PEBDPay Entry Base Date
PERSTEMPOpersonnel tempo
PFOPostal Finance Officer
PIIPersonally Identifiable Information
PLEADPlace Entered Active Duty
PLMSPublications Library Management System
POCPersonnel Officer Course
POMPostal Operations Manual
POPPostal Operations Plan
PNApostal net alert
PNOKPrimary Next of Kin
PDMRAPost Deployment Mobilization Respite Absence
PROproficiency
PSPostal Service
PSCPostal Service Center
PSDPersonnel Support Detachment
PSPPersonnel Security Program
PTADPermissive Temporary Additional Duty
PVIpostage validation imprinter
RBERemain Behind Element
RCReserve Component
RCTReserve Counterpart Training
REDRecord of Emergency Data
RFFRequest for Forces
RIDTRescheduled Inactive Duty Training
RLOReserve Liaison Officer
RPArequest for personnel action
RUCReporting Unit Code
RUreporting unit
S-1manpower or personnel staff officer
S-2intelligence staff officer
S-3operations staff officer
S-4logistics staff officer
S-6communications and information systems staff officer
SACOSubstance Abuse Control
SDASpecial Duty Assignment
SESupporting Establishment
SECNAVINSTSecretary of the Navy Instruction
SGstaffing goal
SGLIService Member's Group Life Insurance
SIPRNETsecret internet protocol router network
SITREPSSituation Reports
SJAStaff Judge Advocate

SLDCADA Standard Labor Data Collection and Distribution Application
SMCR Select Marine Corps Reserve
SNCO Staff Noncommissioned Officer
SNM Subject Named Marine
SOP standing operating procedure
SORTS Status of Resources and Training System
SPA Secure Personnel Accountability
SPMAGTF Special-Purpose Marine Air-Ground Task Force
SRB service record book
SR service record
SSBI single-scope background investigation
SSIC Standard Subject Identification Code
SSM Single Service Manager
TACON tactical control
TAD Temporary Additional Duty
TDRL Temporary Disability Retired List
TFSMS Total Force Structured Management System
TLA temporary lodging allowance
TMR Timeliness Management Report
TMS Training Management System
TNPQ Temporarily Not Physically Qualified
T/O Table of Organization
TO&E Table of Organization and Equipment
TOECR Table of Organization and Equipment Change Request
TPFDD Time Phased Force Deployment Database
TTC Type of Transaction Code
TTISMM Transit Time Information System Military Mail
UA unauthorized absence
UCMJ Uniform Code of Military Justice
UDMIPS Unit Diary Manpower Integrated Personnel System
UIC Unit Identification Code
ULN Unit Line Number
UMC unit mail clerk
UMR unit mail room
UPB Unit Punishment Book
USMCR United States Marine Corps Reserve
USPS US Postal Service
WMD weapons of mass destruction
WWR Wounded Warrior Regiment
ZIP Zone Improvement Code

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APPENDIX B

TERMS AND DEFINITIONS

Terms in this glossary are subject to change as applicable orders and directives are revised. Terms established by Marine Corps orders or directives take precedence after definitions found in Joint Publication 1-02, DOD Dictionary of Military and Associated Terms.

A

After Action Review. A professional discussion of training events conducted after all training to promote learning among training participants. The formality and scope increase with the command level and size of the training evolution. For longer exercises, they should be planned for at predetermined times during an exercise. The results of the AAR shall be recorded on an after action report and forwarded to higher headquarters. The commander and higher headquarters use the results of an AAR to reallocate resources, reprioritize their training plan, and plan for future training.

Assessment. An informal judgment of the unit's proficiency and resources made by a commander or trainer to gain insight into the unit's overall condition. It serves as the basis for the midrange plan. Commanders make frequent use of these determinations during the course of the combat readiness cycle in order to adjust, prioritize or modify training events and plans.

C

Chaining. A process that enables unit leaders to effectively identify subordinate collective events and individual events that support a specific collective event. For example, collective training events at the 4000-Level are directly supported by collective events at the 3000-Level. When a higher level event by its nature requires the completion of lower level events, they are "chained"; Sustainment credit is given for all lower level events chained to a higher event.

Collective Event. A clearly defined, discrete, and measurable activity, action, or event (i.e., task) that requires organized team or unit performance and leads to accomplishment of a mission or function. A collective task is derived from unit missions or higher-level collective tasks. Task accomplishment requires performance of procedures composed of supporting collective or individual tasks. A collective task describes the exact performance a group must perform in the field under actual operational conditions. The term "collective" does not necessarily infer that a unit accomplishes the event. A unit, such as a squad or platoon conducting an attack; may accomplish a collective event or, it may be accomplished by an individual to accomplish a unit mission, such as a battalion supply officer completing a reconciliation of the battalion's CMR. Thus, many collective events will have titles that are the same as individual events; however, the

standard and condition will be different because the scope of the collective event is broader.

Collective Training Standards (CTS). Criteria that specify mission and functional area unit proficiency standards for combat, combat support, and combat service support units. They include tasks, conditions, standards, evaluator instruction, and key indicators. CTS are found within collective training events in T&R Manuals.

Combat Readiness Cycle. The combat readiness cycle depicts the relationships within the building block approach to training. The combat readiness cycle progresses from T&R Manual individual core skills training, to the accomplishment of collective training events, and finally, to a unit's participation in a contingency or actual combat. The combat readiness cycle demonstrates the relationship of core capabilities to unit combat readiness. Individual core skills training and the training of collective events lead to unit proficiency and the ability to accomplish the unit's stated mission.

Combat Readiness Percentage (CRP). The CRP is a quantitative numerical value used in calculating collective training readiness based on the E-Coded events that support the unit METL. CRP is a concise measure of unit training accomplishments. This numerical value is only a snapshot of training readiness at a specific time. As training is conducted, unit CRP will continuously change.

Condition. The condition describes the training situation or environment under which the training event or task will take place. Expands on the information in the title by identifying when, where and why the event or task will occur and what materials, personnel, equipment, environmental provisions, and safety constraints must be present to perform the event or task in a real-world environment. Commanders can modify the conditions of the event to best prepare their Marines to accomplish the assigned mission (e.g. in a desert environment; in a mountain environment; etc.).

Core Competency. Core competency is the comprehensive measure of a unit's ability to accomplish its assigned MET. It serves as the foundation of the T&R Program. Core competencies are those unit core capabilities and individual core skills that support the commander's METL and T/O mission statement. Individual competency is exhibited through demonstration of proficiency in specified core tasks and core plus tasks. Unit proficiency is measured through collective tasks.

Core Capabilities. Core capabilities are the essential functions a unit must be capable of performing during extended contingency/combat operations. Core unit capabilities are based upon mission essential tasks derived from operational plans; doctrine and established tactics; techniques and procedures.

Core Plus Capabilities. Core plus capabilities are advanced capabilities that are environment, mission, or theater specific. Core plus capabilities may entail high-risk, high-cost training for missions that are less likely to be assigned in combat.

Core Plus Skills. Core plus skills are those advanced skills that are environment, mission, rank, or billet specific. 2000-Level training is designed to make Marines proficient in core skills in a specific billet or at a specified rank at the Combat Ready level. 3000-8000-Level training produces combat leaders and fully qualified section members at the Combat Qualified level. Marines trained at the Combat Qualified level are those the commanding officer feels are capable of accomplishing unit-level missions and of directing the actions of subordinates. Many core plus tasks are learned via MOJT, while others form the base for curriculum in career level MOS courses taught by the formal school.

D

Defense Readiness Reporting System (DRRS). A comprehensive readiness reporting system that evaluates readiness on the basis of the actual missions and capabilities assigned to the forces. It is a capabilities-based, adaptive, near real-time reporting system for the entire Department of Defense.

Deferred Event. A T&R event that a commanding officer may postpone when in his or her judgment, a lack of logistic support, ammo, ranges, or other training assets requires a temporary exemption. CRP cannot be accrued for deferred "E-Coded" events.

Delinquent Event. An event becomes delinquent when a unit exceeds the sustainment interval for that particular event. The individual or unit must update the delinquent event by first performing all prerequisite events. When the unit commander deems that performing all prerequisite is unattainable, then the delinquent event will be re-demonstrated under the supervision of the appropriate evaluation authority.

E

E-Coded Event. An "E-Coded" event is a collective T&R event that is a noted indicator of capability or, a noted collective skill that contributes to the unit's ability to perform the supported MET. As such, only "E-Coded" events are assigned a CRP value and used to calculate a unit's CRP.

Evaluation. Evaluation is a continuous process that occurs at all echelons, during every phase of training and can be both formal and informal. Evaluations ensure that Marines and units are capable of conducting their combat mission. Evaluation results are used to reallocate resources, reprioritize the training plan, and plan for future training.

Event (Training). 1) An event is a significant training occurrence that is identified, expanded and used as a building block and potential milestone for a unit's training. An event may include formal evaluations. 2) An event within the T&R Program can be an individual training evolution, a collective training evolution or both. Through T&R events, the unit commander ensures that individual Marines and the unit progress from a combat capable status to a Fully Combat Qualified (FCQ) status.

Event Component. The major procedures (i.e., actions) that must occur to perform a Collective Event to standard.

Exercise Commander (EC). The Commanding General, Marine Expeditionary Force or his appointee will fill this role, unless authority is delegated to the respective commander of the Division, Wing, or FSSG. Responsibilities and functions of the EC include: 1) designate unit(s) to be evaluated, 2) may designate an exercise director, 3) prescribe exercise objectives and T&R events to be evaluated, 4) coordinate with commands or agencies external to the Marine Corps and adjacent Marine Corps commands, when required.

Exercise Director (ED). Designated by the EC to prepare, conduct, and report all evaluation results. Responsibilities and functions of the ED include: 1) Publish a letter of instruction (LOI) that: delineates the T&R events to be evaluated, establishes timeframe of the exercise, lists responsibilities of various elements participating in the exercise, establishes safety requirements/guidelines, and lists coordinating instructions. 2) Designate the TEC and TECG to operate as the central control agency for the exercise. 3) Assign evaluators, to include the senior evaluator, and ensure that those evaluators are properly trained. 4) Develop the general exercise scenario taking into account any objectives/events prescribed by the EC. 5) Arrange for all resources to include: training areas, airspace, aggressor forces, and other required support.

M

Marine Corps Ground Training and Readiness (T&R) Program. The T&R Program is the Marine Corps' primary tool for planning and conducting training, for planning and conducting training evaluation, and for assessing training readiness. The program will provide the commander with standardized programs of instruction for units within the ground combat, combat support, and combat service support communities. It consolidates the ITS, CTS, METL and other individual and unit training management tools. T&R is a program of standards that systematizes commonly accepted skills, is open to innovative change, and above all, tailors the training effort to the unit's mission. Further, T&R serves as a training guide and provides commanders an immediate assessment of unit combat readiness by assigning a CRP to key training events. In short, the T&R Program is a building block approach to training that maximizes flexibility and produces the best-trained Marines possible.

Mission Essential Task(s) MET(s). A MET is a collective task in which an organization must be proficient in order to accomplish an appropriate portion of its wartime mission(s). MET listings are the foundation for the T&R Manual; all events in the T&R Manual support a MET.

Mission Essential Task List (METL). Descriptive training document that provides units a clear, war fighting focused description of collective actions necessary to achieve wartime mission proficiency. The service-level METL, that which is used as the foundation of the T&R Manual, is developed using Marine Corps doctrine, operational plans, T/Os, UJTL, UNTL, and MCTL. For community based T&R Manuals, an occupational field METL is developed to focus the community's collective training standards. Commanders develop their unit METL from the service-level METL, operational plans, contingency plans, and SOPs.

O

Operational Readiness (DOD, NATO). OR is the capability of a unit/formation, ship, weapon system, or equipment to perform the missions or functions for which it is organized or designed. May be used in a general sense or to express a level or degree of readiness.

P

Prerequisite Event. Prerequisites are the academic training and/or T&R events that must be completed prior to attempting the event.

R

Readiness (DOD). Readiness is the ability of U.S. military forces to fight and meet the demands of the national military strategy. Readiness is the synthesis of two distinct but interrelated levels: a) Unit readiness--The ability to provide capabilities required by combatant commanders to execute assigned missions. This is derived from the ability of each unit to deliver the outputs for which it was designed. b) Joint readiness--The combatant commander's ability to integrate and synchronize ready combat and support forces to execute assigned missions.

S

Section Skill Tasks. Section skills are those competencies directly related to unit functioning. They are group rather than individual in nature, and require participation by a section (S-1, S-2, S-3, etc).

Simulation Training. Simulators provide the additional capability to develop and hone core and core plus skills. Accordingly, the development of simulator training events for appropriate T&R syllabi can help maintain valuable combat resources while reducing training time and cost. Therefore, in cases where simulator fidelity and capabilities are such that simulator training closely matches that of actual training events, T&R Manual developers may include the option of using simulators to accomplish the training. CRP credit will be earned for E-Coded simulator events based on assessment of relative training event performance.

Standard. A standard is a statement that establishes criteria for how well a task or learning objective must be performed. The standard specifies how well, completely, or accurately a process must be performed or product produced. For higher-level collective events, it describes why the event is being done and the desired end-state of the event. Standards become more specific for lower-level events and outline the accuracy, time limits, sequencing, quality, product, process, restrictions, etc., that indicate the minimum acceptable level of performance required of the event. At a minimum, both collective and individual training standards consist of a task, the condition under which the task is to be performed, and the evaluation criteria that will be used to verify that the task has been performed to a satisfactory level.

Sustainment Training. Periodic retraining or demonstration of an event required maintaining the minimum acceptable level of proficiency or

capability required to accomplish a training objective. Sustainment training goes beyond the entry-level and is designed to maintain or further develop proficiency in a given set of skills.

Systems Approach to Training (SAT). An orderly process for analyzing, designing, developing, implementing, and evaluating a unit's training program to ensure the unit, and the Marines of that unit acquire the knowledge and skills essential for the successful conduct of the unit's wartime missions.

T

Training Task. This describes a direct training activity that pertains to an individual Marine. A task is composed of 3 major components: a description of what is to be done, a condition, and a standard.

Technical Exercise Controller (TEC). The TEC is appointed by the ED, and usually comes from his staff or a subordinate command. The TEC is the senior evaluator within the TECG and should be of equal or higher grade than the commander(s) of the unit(s) being evaluated. The TEC is responsible for ensuring that the evaluation is conducted following the instructions contained in this order and MCO 1553.3A. Specific T&R Manuals are used as the source for evaluation criteria.

Tactical Exercise Control Group (TECG). A TECG is formed to provide subject matter experts in the functional areas being evaluated. The benefit of establishing a permanent TECG is to have resident, dedicated evaluation authority experience, and knowledgeable in evaluation technique. The responsibilities and functions of the TECG include: 1) developing a detailed exercise scenario to include the objectives and events prescribed by the EC/ED in the exercise LOI; 2) conducting detailed evaluator training prior to the exercise; 3) coordinating and controlling role players and aggressors; 4) compiling the evaluation data submitted by the evaluators and submitting required results to the ED; 5) preparing and conducting a detailed exercise debrief for the evaluated unit(s).

Training Plan. Training document that outlines the general plan for the conduct of individual and collective training in an organization for specified periods of time.

U

Unit CRP. Unit CRP is a percentage of the E-Coded collective events that support the unit METL accomplished by the unit. Unit CRP is the average of all MET CRP.

Unit Evaluation. All units in the Marine Corps must be evaluated, either formally or informally, to ensure they are capable of conducting their combat mission. Informal evaluations should take place during all training events. The timing of formal evaluations is critical and should, when appropriate, be directly related to the units' operational deployment cycle. Formal evaluations should take place after the unit has been staffed with the majority of its personnel, has had sufficient time to train to individual and collective standards, and early enough in the training cycle so there is sufficient time to correctly identified weaknesses prior to deployment. All

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combat units and units' task organized for combat require formal evaluations prior to operational deployments.

Unit Training Management (UTM). Unit training management is the use of the SAT and Marine Corps training principles in a manner that maximizes training results and focuses the training priorities of the unit on its wartime mission. UTM governs the major peacetime training activity of the Marine Corps and applies to all echelons of the Total Force.

W

Waived Event. An event that is waived by a commanding officer when in his or her judgment, previous experience or related performance satisfies the requirement of a particular event.

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APPENDIX C

REFERENCES

29 CFR 1910.120	Occupational Safety and Health Standards - Hazardous Waste Operations and Emergency Response
DOD 5500.7R	Joint Ethics Regulation (JER)
DODD 1015.2	Military Morale, Welfare and Recreation
DODD 1330.9	Armed Services Exchange Regulations
DODD 4105.67	Non-appropriated Fun (NAF) Procurement Policy
DODD 7000.14	DOD Financial Management Policy and Procedure
DODI 1015.10	Programs for Military Morale, Welfare, and Recreation (MWR)
DODI 1015.14	Establishment, Management, and Control of Non-appropriated Fund Instrumentalities and Financial Management of Supporting Resources
DODI 4105.71	Non-appropriated Fun (NAF) Procurement
JP 1-0	Joint Doctrine for Personnel Support to Joint Operations
JP 3-07.5	Joint Tactics, Techniques, and Procedures for Noncombatant Evacuation
MCO 10120.28	Individual Clothing Regulations
MCO 10123.8	Commercially Procured Marine Corps Uniforms and Accessories Sold Through Marine Corps Exchanges
MCO 1700.22	Alcohol Beverage Control in the Marine Corps
MCO 5100.8	Marine Corps Occupational Safety and Health (OSH) Policy Order
MCO P12000.11	Marine Corps Non-appropriated Fund Personnel Policy Manual
MCO P1700.27	Marine Corps Community Services Policy Manual
MCO P1700.29	Marine Corps Semper Fit Program Manual
MCO P1700.30	Marine Corps Community Services Business Operations Manual
MCO P4066.17	Marine Corps Exchange Security and Loss Prevention Manual
MCO P4200.15	Marine Corps Purchasing Procedures Manual
MCO P4790.2	MIMMS Field Procedures Manual
MCO P5300.9	Marine Corps Non-appropriated Funds Instrumentalities Personnel Manual
MCO P7010.20	Marine Corps Community Services Non-appropriated Fund Procurement Policy
MCWP 4-1	Logistics Operations
MCWP 4-11	Tactical Level Logistics
MCWP 4-11.8	Services in an Expeditionary Environment
MCWO 4-12	Operations Level Logistics
NAVMC 2712	Marine Corps Club System Operations Manual
NAVMED P5010	Navy Sanitation
OPNAV 4000.84	Interservice and Intragovernmental Support Program
NAVINST P5212.5	Disposal Navy/Marine Corps Records
SL 3-011362B	Tent GP Old Type SL-3
TM 10-8340-240-12	Tent GP Modular New Type TM

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APPENDIX D

MARINE CORPS COMMUNITY SERVICES COURSES/TRAINING

The following courses are a combination of training and professional development courses which are designed to provide developmental opportunities that will either certify Marines to execute their duties, or broaden their general knowledge. More information about the courses is available through the MCCS Training Catalog, Headquarters, United States Marine Corps, Personal & Family Readiness Division, 3044 Catlin Avenue, Quantico, VA 22134.

4100/SERGEANT

- 7 HABITS OF HIGHLY EFFECTIVE PEOPLE
- WORLD CLASS CUSTOMER SERVICE
- COMMUNICATION STRATEGIES THAT GET RESULTS
- RETAIL MATH 1 - (NOTE: ON-LINE COURSE)
- CREATIVE TRAINING TECHNIQUES 1
- FORKLIFT CLASSES
- SERVSAFE (F&H) (NOTE: ON-LINE COURSE)
- TFE TRAINING
- PREVENTION OF SEXUAL HARASSMENT (POSH)
- ETHICS
- CONSTITUTION TRAINING
- HIGH INTENSITY TACTICAL TRAINING (HITT) LEVEL 1/2/3
- AQUATIC MAXIMUM POWER INTERVAL TRAINING (AMP-IT)
- PERFORMANCE COACHING
- CHANGE ELEMENT
- CATERING PRODUCTIVITY CERTIFICATION DEVELOPMENT (NOTE: ON-LINE COURSE)
- LAWROOM (NOTE: ON-LINE COURSE)

STAFF SERGEANT/GUNNERY SERGEANT

- LEADERSHIP SKILLS FOR MANAGERS
- APPLIED FINANCIAL PLANNING
- CREATIVE TRAINING TECHNIQUES II
- MCCS MANAGERS COURSE
- SOFTLINES MATERIALS
- HARDLINES/CONSUMABLES MATERIALS
- FOOD AND BEVERAGE MANAGEMENT (F&H) (NOTE: ON-LINE COURSE)
- HIGH INTENSITY TACTICAL TRAINING (HITT) LEVEL 1/2/3
- AQUATIC MAXIMUM POWER INTERVAL TRAINING (AMP-IT)
- PERFORMANCE COACHING
- CHANGE ELEMENT
- CATERING PRODUCTIVITY CERTIFICATION DEVELOPMENT (NOTE: ON-LINE COURSE)
- CATERING SALES PRODUCTIVITY TRAINING
- LAWROOM (NOTE: ON-LINE COURSE)

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MASTER SERGEANT/MASTER GUNNERY SERGEANT

- MAKING MEETINGS WORK
- CONTRACTING COURSE BASIC (NOTE: ON-LINE COURSE)
- CONTRACTING COURSE ADVANCED RENAMED NAF ACQUISITION MANAGEMENT
- BUSINESS OPERATIONS TACTICAL LEADERSHIP COURSE - UNC CHAPEL HILL
- HIGH INTENSITY TACTICAL TRAINING (HITT) LEVEL 1/2/3
- AQUATIC MAXIMUM POWER INTERVAL TRAINING (AMP-IT)
- PERFORMANCE COACHING
- CHANGE ELEMENT
- LAWROOM (NOTE: ON-LINE COURSE)

WARRANT OFFICER/CHIEF WARRANT OFFICER

- MAKING MEETINGS WORK
- CONTRACTING COURSE BASIC (NOTE: ON-LINE COURSE)
- CONTRACTING COURSE ADVANCED NAF ACQUISITION MANAGEMENT COURSE
- HIGH INTENSITY TACTICAL TRAINING (HITT) LEVEL 1/2/3
- AQUATIC MAXIMUM POWER INTERVAL TRAINING (AMP-IT)
- PERFORMANCE COACHING
- CHANGE ELEMENT
- LAWROOM (NOTE: ON-LINE COURSE)