



**DEPARTMENT OF THE NAVY
COMMANDER
NAVAL EDUCATION AND TRAINING COMMAND
250 DALLAS STREET
PENSACOLA, FLORIDA 32508-5220**

NETCINST 5450.16C
N1
5 Jan 2024

NETC INSTRUCTION 5450.16C

From: Commander, Naval Education and Training Command

Subj: MISSION, FUNCTIONS, AND TASKS OF CENTER FOR SERVICE SUPPORT

Ref: (a) OPNAVNOTE 5400 Ser DNS-33/12U102068 of 20 Apr 12
(b) NETCINST 5450.3B
(c) OPNAV M-5100.23 of 20 September 2023
(d) NETCINST 5100.1B
(e) OPNAV M-5102.1 of 27 September 2021
(f) NAVEDTRA 140B of 10 August 2018
(g) OPNAVINST 6110.1K
(h) OPNAVINST 5350.4E
(i) NETCINST 1500.11B
(j) OPNAVINST 1500.76D
(k) NETCINST 1700.2
(l) OPNAVINST 1510.10D
(m) OPNAVINST 1220.2B
(n) NETC N3 SCGM Supplemental Navy Post-Accession Entry Level Reclassification Guidance 5 Nov 20
(o) NETCINST 5200.1A
(p) NETC N3 SCGM Supplemental Guidance for Managing Accession Student Security Clearance Status Issues During Training 23 Jan 20

Encl: (1) Functions and Tasks of Center for Service Support

1. Purpose. To publish the functions and tasks of Center for Service Support (CENSERVSUPP) under the mission established by reference (a).

2. Cancellation. NETCINST 5450.16B.

3. Mission. To develop and deliver naval administration, logistics and media services training to achieve fleet readiness.

4. Background. Reference (a) establishes the mission of CENSERSUPP. Reference (b) assigns responsibility for issuing and maintaining directives on mission, functions, and tasks for their subordinate activities. Reference (c) establishes the Navy's policy and guidance for safety and occupational health (SOH) readiness. Reference (d) establishes amplifying policy and procedures for the SOH Program. Reference (e) establishes responsibilities for Navy and Marine Corps mishap and hazard incident notification, investigation, reporting, and record keeping. Reference (f) provides procedures and standards for carrying out training support. Reference (g) issues policy and requirements for the Navy's Physical Readiness Program (PRP). Reference (h) issues policy and procedures for the prevention and control of alcohol and drug misuse within the Navy. Reference (i) provides direction and guidance for managing the Navy Military Training (NMT) Program. Reference (j) establishes policy for planning, determining, and documenting Manpower, Personnel, and Training requirements and development for Navy and Marine Corps integrated weapons and warfare systems across the entire continuum of Naval training. Reference (k) provides guidance, content, and procedures for the implementation of warrior toughness (WT) as a supporting element to the Navy's culture of excellence approach. Reference (l) issues policy and requirements for maintaining training data in Corporate Enterprise Training Activity Resource System (CeTARS). Reference (m) provides administrative policy and guidance to support and refine Navy reclassification strategies. Reference (n) provides additional guidance for reclassification procedures. Reference (o) provides policy and guidance, and assigns responsibilities for the Managers' Internal Control Program. Reference (p) provides guidance for managing students with security clearance issues.

5. Status and Command Relationships. CENSERSUPP is a shore activity in an active (fully operational) status under a commanding officer (CO) and operates per references (b) through (p).

a. Echelon Chain of Command

- | | |
|---|-----------------------------------------------------------|
| 1 | Chief of Naval Operations |
| 2 | Commander, Naval Education and Training
Command (NETC) |
| 3 | CO, CENSERSUPP |

b. Area Coordination

(1) Area Coordinator - Commander, Navy Installations Command

(2) Regional Area Coordinator - Commander, Navy Region Mid-Atlantic

6. Overseas Diplomacy. CENSERSUPP serves as an effective instrument of U.S. foreign policy by initiating and continuing action programs which promote positive relations between the command and foreign nationals, and which assist individual naval personnel and their families to work effectively, live with dignity and satisfaction, and function as positive representatives of the Navy and of the United States while overseas.

7. Action. In accomplishing the assigned mission, the CO, CENSERSUPP will ensure performance of the functions and tasks in enclosure (1), and advise Commander, NETC of any recommended modifications to the assigned mission or functions. CO, CENSERSUPP will issue mission, functions, and tasks for subordinate activities and provide copies per reference (b).

8. Records Management

a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned per the records disposition schedules located on the Department of the Navy Assistant for Administration, Directives and Records Management Division portal page at <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>.

b. For questions concerning the management of records related to this instruction or the records disposition schedules, please contact the local records manager.

9. Review and Effective Date. Per OPNAVINST 5215.17A, NETC will review this instruction annually around the anniversary of its issuance date to ensure applicability, currency, and consistency with Federal, Department of Defense (DoD), Secretary of the Navy, and Navy policy and statutory authority using OPNAV

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5215/40 (Review of Instruction). This instruction will be in effect for 10 years, unless revised or cancelled in the interim, and will be reissued by the 10-year anniversary date if it is still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the need for cancellation is shown following the guidance in OPNAV Manual 5215.1 of May 2016.



J. J. CZEREWKO

Releasability and distribution:

This instruction is cleared for public release and is available electronically on the NETC public web site (www.netc.navy.mil) or by e-mail at netc-directives@us.navy.mil.

FUNCTIONS AND TASKS OF CENTER FOR SERVICE SUPPORT

1. Inter and Intra Command Support

a. Carry out all regulations, instructions, and directives from higher authority pertaining to the administration of CENSERSUPP activities and issue such internal instructions, regulations, orders, and notices as are required for the efficient organization and administration of the command in support of the mission assigned.

b. Exercise command over assigned activities. Conduct periodic inspections to ensure compliance with applicable instructions with a reporting of discrepancies to NETC.

c. Develop, maintain, and exercise comprehensive plans for anti-terrorism, force protection, facility physical security, emergency management, and continuity of operations. Maintain close liaison with NETC leadership, as applicable, as well as with other commanders as may be designated for other such emergent matters.

d. Coordinate with other organizations as appropriate to prioritize and execute the mission. Document support agreements in local instructions and memorandums of agreement and memorandums of understanding.

e. Exercise management control and oversight for management support programs and functional areas inherent to a Naval shore activity. This function includes, but is not limited to, retention, SOH, traffic and recreational safety, internal review, family advocacy, sexual assault prevention and response, Victim and Witness Assistance Program, Voting Assistance Program, suicide prevention, and other similar management programs.

f. Provide area SOH personnel as necessary to ensure fulfillment of assigned safety duties. Investigate safety mishaps and conduct or appoint, as directed by NETC, area mishap investigation teams for class A and B mishap investigations. Manage SOH programs which encompass prevention and control of mishaps, ergonomics, hazardous materials, and promotion of

safety education. Comply with references (e) and (f) as they relate to all safety programs, to include all requirements, safety databases, and systems.

g. Support NETC communications as outlined in reference (f), directing an energetic public affairs program designed to bring out greater appreciation and understanding of training's role in developing and sustaining fleet readiness.

h. Execute military justice, administrative separations, Manual of the Judge Advocate General investigations, and all other legal functions and requirements per higher directives for assigned staff and students.

i. Investigate all violations of the Uniform Code of Military Justice committed by assigned staff and students. Provide personnel for law enforcement duties (e.g., inspections, search and seizure, restriction, bailiff, duty Master-at-Arms) and maintain good order and discipline.

j. Provide support to the NETC Inspector General, as directed, including the command inspection and hotline programs and locally perform Command Evaluation (CE) Program functions, including the Integrated Risk Management Program, CE Program reviews, audit liaison, and follow-up coordination per reference (f). Ensure CENSURVSUPP activities comply with the aforementioned CE Program functions and responsibilities.

k. Comply with and execute all requirements of the Navy PRP per reference (g).

l. Provide a unified and consistent coordination of alcohol and drug misuse prevention program policy per reference (h).

m. Perform building monitor responsibilities for assigned facilities and report maintenance and repair issues to the local N4 or installation public works department (PWD) as appropriate.

n. Perform those strategic planning activities necessary to identify an organizational vision, the impediments (gaps) to achieving the vision, and those goals and objectives required to mitigate the gaps and attain the envisioned end state. Communicate the goals and objectives throughout the

organization, and measure and report progress internally on a regular cadence. Maintain a flowchart of the strategic planning process per reference (o).

2. Training

a. Provide technical and professional development training for core ratings and functional warfare areas, as assigned by NETC, to meet the training requirements of the Navy, joint services, international students under the Military Assistance Program and foreign military sales, and selected civilian personnel of the DoD and non-DoD activities.

b. Develop and deliver training and professional development solutions for the general military training (GMT) and general skills training (GST), with CENSERSUPP coordinating and liaising with requirements sponsors as needed. Provide liaison with CENSERSUPP in managing the procurement, development, and distribution of GMT and GST materials as required to support the program. Maintain the GMT web page, manage the GMT Feedback Program, and report results and recommendations to OPNAV Navy Culture and Force Resilience Office (N17) and NETC N5 via CENSERSUPP.

c. Develop and deliver general and technical training for NETC's general instructor courses. Coordinate and liaise with requirements and resource sponsors as needed. Manage procurement, development, and delivery of materials for assigned courses.

d. Ensure successful and uniform accomplishment of training per prescribed course material on a standardized basis, with appropriate rigor and ensure high standards of individual instructor and student performance. In furtherance of these objectives, carry out on a continuing basis an evaluation of instruction and the complete science of learning process.

e. Execute NMT responsibilities for students as applicable per reference (i), to include coordinating shared watch responsibilities.

f. Conduct production data analysis. Keep NETC advised regarding the general progress and results of training conducted.

g. Perform training requirements reviews.

h. Provide command representation to support the Manpower and Training Requirements Planning process and Navy Training System Plan documentation requirements, per reference (f), in support of new acquisition or modernization programs.

i. Ensure the training of all personnel enrolled in courses established by NETC at CENSERVSUPP activities is in consonance with the instructional systems development model as explained in publications from higher authority.

j. Coordinate and liaise with NETC N7 to perform curriculum development and curriculum management, perform job duty task analysis to include creating, modifying, updating, and improving curriculum, training objectives or learning objectives, and all other related functions ensuring incorporation of all requirements. Manage the Navy training process per NAVEDTRA 130-140 (series). Manage incorporation of evolving technologies and instructional strategy in all curriculum processes.

k. Develop and maintain personnel qualification standards manuals and rate training manuals.

l. Comply with and execute all requirements of the WT Program per reference (k).

3. Training Support

a. Maintain all required course data in CeTARS per references (f) and (l).

b. Manage inventory and configuration control, as well as operate, maintain, and repair schoolhouse simulators, maintenance trainers (MT), electronic classrooms (ECR), technical training equipment (TTE), standard and special tools, test equipment, support equipment, and other training materials as may be required to accomplish effective lab, practical application, and demonstrative training. Coordinate and liaise with NETC N4 as necessary for maintenance and equipment issues and concerns.

c. Coordinate with other organizations as applicable for trainer acquisition, integration management, inventory, configuration control, and life-cycle maintenance for schoolhouse simulators, MT, ECRs, TTE, standard and special tools, test equipment, support equipment and other training materials as may be required. Coordinate and liaise with NETC N4 for acquisition, life-cycle maintenance and equipment issues and concerns as necessary. In addition, perform inventories as required of all accountable property, and ensure appropriate input of assets into the Defense Property and Accountability System.

d. Maintain a technical library to include, but not be limited to, those publications, technical manuals and tactics, techniques, and procedures documented in applicable course of instruction resource requirement lists.

e. Maintain optimum utilization of all assigned facilities. Identify training space, barracks, galley, and base operation support requirements, shortfalls, excesses, and deficiencies and notify the responsible PWD and NETC N4 as appropriate.

f. Provide technical oversight of facilities expansions, reductions and upgrades to seamlessly integrate these functional areas into CENSERVSUPP activities courses of instruction. Coordinate development of facility requirements and projects for new platforms with associated systems command.

g. Support responsible installation PWD, as required, in the development of facility projects to address facility shortfalls and deficiencies. Provide mission criteria and project justification to support special project and military construction submissions in coordination with NETC N4 staff.

h. Manage quota allocations to meet evolving fleet training requirements. Assist commands in obtaining course information, training schedules, and course location information. Validate missed training opportunities. Act as central point of contact (POC) for current year adjustments to the student input plan in coordination with supported activities and assess feasibility of meeting current year adjustments.

i. Coordinate and liaise with NETC N9 as required to conduct requirements and resource data analysis to determine

current and future resource requirements. Complete feasibility study analysis and develop program objective memorandum documents and exhibits.

j. Coordinate and liaise with NETC N5 to support the American Council on Education reviews of Navy courses and occupations.

k. Coordinate and liaise with NETC N5 to support the Institutional Accreditation Program in coordination with the Council on Occupational Education.

l. Coordinate and liaise with NETC N5 to support the maintenance of the Learning and Development Roadmaps.

m. Coordinate and liaise with NETC N5 to support the Credentialing Opportunities On-Line, United Services Military Apprenticeship Program, and MilGears programs.

4. Student Support

a. Provide student support, as assigned by NETC, to meet the training requirements of the Navy and other services, international students under the Military Assistance Program and foreign military sales, and selected civilian personnel of DoD and non-DoD activities.

b. Provide student management as outlined in references (f) and (p), to include the control, administration, and supervision of students.

c. Maintain all required student data in CeTARS per references (f) and (l).

d. Coordinate with NETC N3 as required and ensure eligible Sailors dropped from their intended program are expeditiously reclassified per references (m) and (n).

5. Manpower, Personnel, and Administration

a. Perform functions related to managing military, civilian, and contractor staff billets and positions.

b. Perform functions related to the human resources management programs, including adhering to the Navy Harassment Prevention and Military Equal Opportunity Program and the Equal Employment Opportunity Program requirements.

c. Manage personnel security programs.

d. Provide command pay and personnel administration support for staff and assigned students.

6. Information Technology (IT) and Information Management (IM)

a. CENSERSUPP Navy and Marine Corps Intranet (NMCI) POC should coordinate, validate, and report requirements, updates, and change requests to the NETC Headquarters regional district customer technical representative. The CENSERSUPP lead is responsible for CENSERSUPP roles and responsibilities to include IT and IM governance adherence, information assurance (IA) and cyber security (CS) reporting and compliance, ECR requirements and accountability, CS workforce (CSWF) compliance and reporting, training delivery services compliance and local resource management, IT purchase requests, and local CENSERSUPP activities learning site (LS) assigned NMCI support and resource management.

b. Coordinate with NETC N6 and LSs, as required, to organize and validate cyclic tech refresh of assigned ECR assets that are centrally purchased and distributed by NETC.

c. Coordinate the delivery, installation, and upgrade of ECRs with NETC and install NETC approved courseware and training applications.

d. Coordinate access management, DoD cyber awareness, system access authorization requests, privileged access agreements, CSWF qualification compliance and reporting for all personnel within CENSERSUPP activities.

e. Coordinate inputs to prepare and validate non-NMCI accreditation packages for IT assets (e.g., standalone, networked) within CENSERSUPP activities, managing, tracking, and reporting open findings via enterprise Mission Assurance Support Service and to NETC CS.

f. Coordinate activities and responses necessary to execute Navy computer tasking orders, network telecommunications directives, and other mandatory CS compliance directives (e.g., IA vulnerability management, security technical implementation guidance).

g. Coordinate support for command cyber readiness inspection, CS Inspection Command Program, Naval Audit Service, and NETC Inspector General command inspection activities and submit required responses during preparation, inspection, and post-inspection event actions and milestone resolution for IT, IM, and CS efforts within CENSERSUPP activities.

h. Manage an effective knowledge management and IM program to include policy and procedures dissemination and administration, management and administration of Navy portals, public web sites, and distribution groups for CENSERSUPP activities.

7. Resource Management

a. Exercise effective control over financial operations within CENSERSUPP activities through sound accounting principles and progressive modernization of programming, budgeting, accounting and statistical reporting, and auditing practices under the resources management system of the DoN.

b. Assist requirement owners and program managers with the planning and execution of contract requirements for mission execution. Liaise with the applicable servicing contract activity and provide technical assistance as requested by the Procuring Contracting Officer. Provide effective contract administration and technical oversight to ensure the government receives quality products and services at competitive prices. Collect and maintain contract data for effective management oversight, reporting, and analysis. Serve as the coordinator and central POC for service requirement review boards.

c. Manage a supply support operation ensuring mission essential material requirements are fulfilled in an accountable, efficient, and effective manner. Manage an effective property accountability program.

d. Manage an effective Government Commercial Purchase Card Program. Perform functions of activity program coordinator, approving official, and card holder.

e. Manage an effective Government Travel Program to include travel policy dissemination, administration, and management of the Defense Travel System and Government Travel Charge Card Program.