

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

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HGC POLICY LETTER OF 1 FEBRUARY 1966
Issue III

HGC CURE

INTERNE TRAINING AND STAFF AUDITORS
(Results from Comm Ev 1 Feb 66 and my
studies of situation)

Interne and staff auditor and course supervisor training and the training of Tech Division executives and any and all staff training of whatever kind is transferred herewith to the Qualifications Division Department of Review. (This does not include staff members taking standard courses in the Tech Div at night.)

The severe drop in the Tech Division's HGC completion statistics which began on 17 Nov 65 and reached bottom 14 Dec 65 and which did not properly recover had only one large change connected with it: HGC Interne training was transferred from the Qual Division to the Tech Division.

Mending a statistic fall consists of locating the change that preceded it and undoing that change.

This has been done in this Policy Letter by returning Interne training and staff auditor training back to Qual.

The Committee of Evidence of 1 Feb 66 revealed that the then Director of Processing did not believe it possible to alter or change a statistic, that one could only explain and justify one. It is possible also that the feeling that one could not change a case was forced on staff auditors at that time. On this possibility, anyone taking charge of Interne and staff auditor training should stress the truth that an auditor can change cases and can change them as fast as his auditing is smooth and by-the-book. An auditor gets completions in exact ratio to the letter perfectness of his auditing and his adherence to the exact technology we now have in Scientology.

The Qual Sec need not necessarily change Interne Supervisors or times of training unless he sees fit. It is pointed out that he is held responsible for the quality of HGC auditor performance and technical knowledge and how he achieves this is up to him.

The Director of Processing is held responsible for the amount of auditing time put in on pcs. Should results not occur by reason of poor auditor performance on the advice of the Case Supervisor he should order the auditor to Qual. And if the results are not forthcoming by reason of non-compliance with the Case Supervisor's orders he should order the auditor to Ethics for a hearing.

If an auditor auditing in and for the HGC receives an order from the D of P or the Case Supervisor that is non-standard or is an extra-ordinary solution he must file a job endangerment chit with Ethics at once and may not execute the instruction.

The principle duties of the D of P are to get auditors putting in auditing time and getting lots of pcs done and interview pcs to check flatness or unflatness of processes. Checking must be done with a minimum of waiting time by the auditor and pc. The D of P does not check out release grade attainments as this is done by the Qual Examiner and any double examination (by both D of P and Qual Examiner) must be held to a minimum.

The D of P also musters his auditors before the morning session and before the afternoon session and hands out folders at these times with a minimum of session time loss.

The Case Supervisor may not take technical orders from the D of P. The Case Supervisor is under the Tech Sec, not the D of P.

The D of P looks after staff auditors and Internes as Org personnel and is their immediate superior.

The D of P is responsible for staff auditor procurement without absolving HCO's personnel officer from it.

That auditors are on the job on time and are putting in their session time and their conduct and their actions as staff members are all in the province of the D of P.

The Qual Div's Dir Rev may remove an auditor from the active processing list if he believes that auditor is not sufficiently trained but if so must either take action to further train or inform the Qual Sec the auditor may not be permitted to audit, the Qual Sec informing the HCO area Sec to transfer the person or dismiss. Before the D of P can assign an auditor to audit he must have an ok chit from Dir Rev.

The Loading Auditor Idea may be preserved or discarded at the discretion of the D of P.

The D of P assigns auditors to specific cases. This is done by Tech services in actual fact but only after consultation with or approval of the D of P.

The Case Supervisor may order a staff auditor to review for clumsiness or to Ethics for non-compliance but must do so through the D of P on whose actual authority it is done.

The daily summary of results by the HCO is compiled by the Case Supervisor and promptly posted on a public board. Auditors sent to Ethics or Review and pcs sent to Ethics or Review are noted by name on this board.

TABLE OF RESPONSIBILITY
FOR HCO STAFF AUDITORS AND INTERNES

Org Exec Sec	- Full responsibility for quantity and quality of service.
Qual Sec	- Training arrangements for all Tech Personnel and Internes. Satisfied pcs.
Dir Exams	- Authority to Declare.
Dir Rev	- OK to Audit chits, repair of goofs. Actual training. Satisfied pcs.
Dir Certs & Awards	- Declares pc awards.
Chaplain	- Port of refuge for pcs and auditors when all else fails.
Tech Sec	- Completion Statistic of the Tech Div, Executive Personnel appointments, general adherence to plan and design.
D of P	- Staff Auditors and Internes as Staff Members, pc auditor assignment, auditing quarters state of and assignment, Ethics and Review routing authority, auditor procurement, pc procurement, checkouts for flatness of processes, head of Dept.
Case Supervisor	- All Case Folders, results on cases, indicating auditors and pcs to Review or Ethics or Declare, posting results, adherence to proper technology.
HCO Area Sec	- Taking effective action on down graphs that don't recover at once.

I wish to point out that these were more or less the arrangements which existed prior to the slump in November, and which were in force when I was Case Supervisor.

I, as Exec Dir SH, hold the Org Exec Sec SH and through her the Tech Sec SH and Qual Sec SH responsible for seeing that these orders and arrangements are carried out exactly for only these will cure the HGO slump. And they will cure it only if exactly performed.

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Note = This instance of a slumped statistic brings to view a curious phenomenon I noted while studying it. Apparently there is a natural law that "where interdependence does not exist, a slump may occur". This applies to life, but it apparently is vital to an org. Where a function of an org does not have lines across two or more portions of an org, the function may slump.

In this case the action of auditing and responsibility for results as earlier organized crossed Tech, Qual and HGO, 3 divisions. When interne and staff auditor training was dropped into Tech along with the auditing also the tension went out of the line and the statistic slumped.

If this law is so, then any function of an org that is not dependent on 2 or more portions of the org may slump. And on checking up I have found that only those functions at Saint Hill which do not have lines into two or more divisions are already slumped.

Thus a possible principle of organization exists - that a line, to function, must cross divisions. A staff member, being a terminal must not cross divisions. But lines of functions must.

This is only a comment but is curious enough to be remarked.

LRH:ml:gmb
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