

BOARD POLICY LETTER

20 OCTOBER 1967 REINSTATED
23 MARCH 1977

Remimeo
All Qual
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CANCELS BPL OF 25 AUGUST 1975
SAME TITLE
AND REINSTATES IN FULL AS A BPL
HCO PL 29 OCTOBER 1967

THE LINES OF THE QUALIFICATION DIVISION

THE INTERVIEW AND INVOICE SECTION

This Section is handled by the Qualifications Interview-Invoice In-Charge.

All bodies coming into the Qualifications Division are routed through this section, and in some cases bodies leaving the Qualifications Division are routed through this section.

A body cannot arrive at any point in the Qualifications Division without first having been routed and invoiced to that point by the Qualifications Interview-Invoice In-Charge.

The Qualifications Interview-Invoice In-Charge interviews the student, preclear, or staff member in order to decide what routing is necessary. The interview is extremely short and direct to the purpose of getting only sufficient information in order to make a decision concerning the proper routing.

Once the proper routing is ascertained the student, pre-clear, or staff member is invoiced into the Qualifications Division by writing an invoice stating the date, time, and the Department and Section to be routed to, and getting the person to sign the invoice.

ROUTING

A. STUDENT ROUTINGS

1. A student applicant for certification

A student applicant for certification is routed to the Certification Examiner in the student Examinations Section of the Department of Examinations.

In order to be so routed the student must present to the Qualifications Interview-Invoice In-Charge his completed check sheets showing that all theory checkouts have been completed for the Level for which certification is being requested.

2. A student who failed certification

A student who did not pass his certification E-Meter check is routed back to the Qualifications Interview-Invoice In-Charge by the Certification Examiner and is then routed by the Qualifications Interview-Invoice In-Charge by invoice and

routing form to the Case Section of the Department of Review where a case review is given the student. When the review has been completed, the student is routed back to the Qualifications Interview-Invoice In-Charge.

At this point, the Qualifications Interview-Invoice In-Charge routes the student to the Area Cashier Section of the Department of Income to pay for the auditing done and to report back to present the proper invoices of the Income Section and be invoiced out of the Qualifications Division. The final action is to route the student to the Ethics Section of the Department of Inspections and Reports.

3. A student applicant for classification

A student applicant for classification is routed by invoice and routing form to the Classification Examiner in the student Examinations Section of the Department of Examinations.

In order to be so routed the student must present completed practical check sheets and the auditing folder or folders of proclears he or she has audited for the Level at which classification is requested.

4. A student who failed classification

A student who failed the classification examination is routed back to the Qualifications Interview-Invoice In-Charge by the Classification Examiner and is then routed by the Qualifications Interview-Invoice In-Charge by invoice and routing form either to the Case Section of the Department of Review or to the Cramming Section of the Department of Review depending on whether the student is in need of a review or not.

If the student is in need of review, the Qualifications Interview-Invoice In-Charge routes by invoice and routing form for an assist in the Case Section of the Department of Review. When the assist has been completed, the student is routed by the Case Officer back to the Qualifications Interview-Invoice In-Charge, who routes the student to the Area Cashier Section of the Department of Income to pay for the auditing done and to then report back to the Qualifications Interview-Invoice In-Charge to present the proper invoices of the Income Section in order to be invoiced out of the Department of Review Case Section and invoiced and routed to the Cramming Section.

If the student does not need review, the student is invoiced into and routed to the Department of Review, Cramming Section. The student remains in the Cramming Section until such time as he can pass the classification examination. Although he may present himself several times for re-examination and is routed by the Qualifications Interview-Invoice In-Charge to the Classification Examiner, the student is only out of the Cramming Section when the classification examination is passed. In such cases the student is invoiced into the student Examinations Section, but not invoiced out of the Cramming Section of the Department of Review.

When the student passes his classification examination at last, he is routed to the Qualifications Interview-Invoice Section from which he is routed to the Area Cashier Section of the Department of Income to pay for the number of days spent in the Grading Section and to then report back to the Qualifications Interview-Invoice In-Charge in order to present the proper invoice of the Income Section and to be invoiced out of the Qualifications Division.

5. A student with difficulties

Any student with difficulties routed by the Technical Division to the Qualifications Division, such as a slow student (getting an insufficient number of passes per week), an assist or an ARC break, is routed by the Qualifications Interview-Invoice In-Charge by invoice and routing form to the Department of Review, Case Section.

After the case review has been completed the student is routed back to the Qualifications Interview-Invoice In-Charge with the folder containing the reports of the auditing. The folder is investigated to see if it is necessary to send the student to Ethics. In any case the student is routed to the Area Cashier Section of the Department of Income to pay for the review. After paying for the review, the student is routed back by the Area Cashier Section to be invoiced out of the Qualifications Division by the Qualifications Interview-Invoice In-Charge upon the presentation of the proper invoices from the Area Cashier Section of the Department of Income.

Now if any ethics action is necessary, the Qualifications Interview-Invoice In-Charge routes the student to the Ethics Section of the Department of Inspections and Reports.

6. A student applicant for gradation

A student applicant for gradation is routed by invoice and routing form to the student Examinations Sections in the Department of Examinations.

B. HGC PRECLEAR ROUTINGS

1. An HGC preclear for review

An HGC preclear for review is either routed to the Qualifications Interview-Invoice Section by the auditor or is routed there by the Case Supervisor via the HGC Administrator. There are certain symbols used by the Case Supervisor to indicate what action is necessary in the Case Section of the Department of Review. REV?, REV FL?, and ETH? are all invoiced and routed by routing form to the Case Section of the Department of Review, along with the preclear's folder.

When the review auditing is completed the preclear is routed back to the Qualifications Interview-Invoice In-Charge to be routed to the Area Cashier Section of the Department of Income to handle the billing for the review auditing.

The Area Cashier Section of the Department of Income routes the preclear back with the proper invoices to be invoiced out of the Qualifications Division by the Qualifications Interview-Invoice In-Charge and the HGC Administrator immediately notified that the review action on the preclear has been completed.

2. An HGC preclear for Release Declaration

An HGC preclear routed to the Qualifications Interview Invoice In-Charge for Release Declaration is invoiced to and routed by routing form to HGC Po Examiner in the Examinations Section of the Department of Examinations.

If the HGC Po Examiner sees that the preclear is not all right or the folder is a mess, the preclear is routed back to the Qualifications Interview-Invoice In-Charge for invoicing and routing to the Case Section in the Department of Review. When the review is completed, the preclear is routed back to the Qualifications Interview-Invoice Section, thence to the Area Cashier Section in the Department of Income, back to the Qualifications Interview-Invoice In-Charge with the proper invoices to be invoiced out of the Qualifications Division either back to the HGC for further auditing or out through the Department of Certificates and Awards if released in Review.

If the preclear was all right, he would be routed by invoice to the Department of Certificates and Awards for Grade Certificate or Declaration of Release.

The symbol used for the grade or Release declaration routing by the Case Supervisor via the HGC Administrator is DECLARE?

C. STAFF MEMBER ROUTINGS

A staff member, if not an HGC preclear, is routed as follows:

1. A staff member for Staff Status examination

A staff member for Staff Status examination is routed to the Staff Training Unit in the staff section of the Department of Examinations via invoice and routing form.

2. A staff member for policy or bulletin checkout is routed via invoice to the Staff Training Unit in the staff section of the Department of Review.

ROUTINGS OUT OF THE QUALIFICATIONS DIVISION

Staff, students, and preclears are routed out of the Qualifications Division via the Department of Certificates and Awards for the following:

1. Students passed for certification
2. Students passed for classification
3. Preclears passed for Declaration of Release
4. Staff members passed for Staff Status Ratings
5. Student preclears passed for Declaration of Release.

All students and preclears are routed out of the Qualifications Division via the Department of Examinations, Qualifications Interview-Invoice Section for the following:

1. Students failed for certification after having been handled by review auditing in the Case Section of the Department of Review.
2. Students failed for classification after having been in cases of upset, handled by the Case Section for review and in all cases having been handled in the Cramming Section by passing the classification Examination.
3. Students with difficulties after having been handled by review in the Case Section.
4. HGC preclears sent to the Case Section of the Department of Review after having had their cases reviewed.
5. Student preclears sent to the Case Section of the Department of Review after having had their cases reviewed.

In all of the five categories routed out of the Qualifications Division through the Qualifications Interview-Invoice In-Charge with the exception of students who failed gradation, routing is done in this fashion to insure that the student or preclear is routed in all cases to the Area Cashier Section of the Department of Income to pay for the services delivered by the Qualifications Division and then to route further, if need be, to the Ethics Section of the Department of Inspections and Reports.

Staff members who fail Staff Status examinations or who pass or fail bulletin or policy letter checkouts merely return to their posts or are routed to the Staff Review Officer, depending upon their study record.

PAGE SYSTEM

Students and preclears are routed to the Qualifications Division by Pages in the Department of Technical Services. This is done as no student or preclear is permitted to carry or bring folders or files of their own. The Qualifications Division may have a Page of its own for routings out of the Division or for internal routing.

The preclear folders as brought by the Page are put on the desk of the Qualifications Interview-Invoice In-Charge. Each folder newly brought in is placed on the bottom of the stack of folders on the desk.

The Qualifications Interview-Invoice In-Charge merely makes sure that for every preclear brought in to be interviewed and invoiced has a folder brought over by a Page, and that the folder is placed on the bottom of the stack of preclears to be sent to the Case Section of the Department of Review.

KEEPING THE LINES FLOWING

The Qualifications Interview-Invoice In-Charge is to keep the lines moving. By this is meant that the people should be routed as fast as possible to the correct destination. If there is any delay in service due to the personnel on that post to which the person is to be routed, the student, preclear, or staff member should be advised that there will be a delay and asked to wait or make themselves available for service. The whole idea is to handle the traffic that is there to be handled and to route these people to the proper service as fast as possible. If there does seem to be more delay than necessary, the Qualifications Interview-Invoice In-Charge should advise the Qualifications Secretary so that steps can be taken to put on personnel in order to keep the people moving on the lines and the service performed.

INVOICING

A. WRITING AN INVOICE

In invoicing the student, preclear, or staff member into the Qualifications Division, the following information is clearly written on the invoice:

1. The person's name
2. The date and time of day
3. The Department and Section or Unit to which the person is routed.

There is no need to write the purpose of what is required to be done as the department, section or unit clearly defines what the purpose is.

B. ROUTING OF INVOICE COPIES

There are three copies and one original of any invoice written.

These are routed as follows:

1. The original and two copies are given to the individual to present to the Officer of the section or unit to which the person is routed.
2. The last invoice remains in the machine.

The Officer in charge of the section or unit to which the individual has been routed will return the yellow invoice to the Qualifications Interview-Invoice In-Charge stamped with the action undertaken. The student is given the original to present to the Department of Technical Services for his or her file and the pink copy is retained by the Officer in charge of the section or unit to assist with the making of the weekly report required and then are routed by him to the Qualifications files for the Department and section or unit.

The Qualifications Interview-Invoice In-Charge with the returned yellow and the machine green invoices can then see what people have been handled and who have not been handled so as to keep the people moving through the Qualifications Division and thereby receiving the service necessary. It may at times be necessary for the Qualifications Interview-Invoice In-Charge to have a Page called in order to find or locate or bring over a person who did not appear for the service requested.

Mary Sue Hubbard
The Guardian WW

for

L. RON HUBBARD
FOUNDER

for the
BOARDS OF DIRECTORS
of the
CHURCHES OF SCIENTOLOGY

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