

BOARD POLICY LETTER  
20 OCTOBER 1967R  
REVISED & REISSUED 25 AUGUST 1975 AS BPL

Remimeo  
All Qual Hats  
All Tech Hats  
OEC

CANCELS  
HCO POLICY LETTER OF 20 OCTOBER 1967  
SAME TITLE

THE LINES OF THE QUALIFICATIONS DIVISION  
THE INTERVIEW INVOICE SECTION

This section is handled by the Qualifications Interview-Invoice Officer.

All bodies coming into the Qualifications Division are routed through this section, and 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 logged in and routed to that point by the Qualifications Interview-Invoice Officer.

The Qualifications Interview-Invoice Officer 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, preclear or staff member is logged in, stating name, date, time and where being routed to, and then is routed to the proper destination.

ROUTING

A. STUDENT ROUTINGS

1. A student applicant for certification, classification or graduation.

A student applicant for certification or classification is routed to the Certs & Awards Officer in the Certs & Awards Section of the Department of Validity.

In order to be so routed, the student must present to the Qualifications Interview-Invoice Officer his completed checksheet showing that all requirements have been met for the Level or course for which certification is being requested. (Ref: HCO PL 31 Aug 74, "Fast Flow Training Reinstated")

2. A student who failed certification or classification or graduation.

A student who did not pass his E-Meter check is routed back to the Qualifications Interview-Invoice Officer by the Certs & Awards Officer and is then routed by the Qualifications Interview-Invoice Officer by routing form to Cramming. When the Cramming action has been completed, the student is routed back to the Qualifications Interview-Invoice Officer.

At this point, the Qualifications Interview-Invoice Officer invoices the student and has him pay for the Cramming done. The student is then logged out of the Qualifications Division. The final action is to route the student to C&A if now OK to attest or to the Registrar if a retread or retrain is required.

### 3. A student with difficulties

Any student with difficulties routed by the Technical Division to the Qualifications Division, such as a slow or bogged student or an ARC Break, is logged in and routed by the the Qualifications Interview-Invoice Officer by routing form to Cramming or to the Emergency Auditing Unit for handling.

After the handling has been completed, the student is routed back to the Qualifications Interview-Invoice Officer with a report on the handling. The report is investigated to see if it is necessary to send the student to Ethics. In any case the student is invoiced for the Cramming or review. After paying for the service, the student is logged out of the Qualifications Division by the Qualifications Interview-Invoice Officer.

Now if any ethics action is necessary, the Qualifications Interview-Invoice Officer routes the students to the Ethics Section of the Department of Inspections and Reports. Otherwise the student is routed back to the Tech Division.

## B. HGC PRECLEAR ROUTINGS

### 1. An HGC Preclear for Release Declaration

An HGC preclear routed to the Qualifications Interview-Invoice Officer for Release Declaration is logged in and routed by routing form to the PC Examiner in the PC Examination Section of the Department of Validity.

If the PC Examiner sees that the preclear is not all right or the folder is a mess, the preclear is routed back to Qual I&I, logged out of Qual and routed back to Tech. When the action is completed, the preclear is routed back to the Qualifications Interview-Invoice Officer, is re-logged in and routed by routing form to the PC Examiner.

If the preclear was all right, he would be routed 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 Attestation

A staff member for a Staff Status Attestation is logged in and routed to the Staff Training Unit in the staff section of the Department of Personnel Enhancement via routing form.

2. A staff member for policy or bulletin checkout is logged in and routed to the Staff Training Unit.

3. A staff member coming to Qual for Personnel Programming, Word Clearing or Cramming is logged in and routed to the proper terminal. When the service is complete, he is routed back to the Qualifications Interview-Invoice Officer to be invoiced (staff debit invoice) for the service and logged out of Qual.

D. INTERNE ROUTING

Internes, beginning an Interneship, are logged into Qual by the Qualifications Interview-Invoice Officer and are routed to the Interne Training Section of Department 14 \* upon presentation of a paid invoice. During the course of the Interneship, as an Interne goes to Cramming, Word Clearing, etc, he is routed via the Qual Interview-Invoice Officer and is logged in and out of the particular service. Upon completion of an Interneship, the Interne is routed to the Qualifications Interview-Invoice Officer and is logged out of Qual.

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 Validity, Qualifications Interview-Invoice Section for the following:

1. Students failed for certification, classification or graduation after having been handled by Cramming in the Cramming Section of the Department of Correction.
2. Students failed for certification, classification or graduation after having been in cases of upset, handled by the Emergency Auditing Unit for review and in all cases having been handled in the Cramming Section and having been qualified for classification, certification or graduation.
3. Students with difficulties after having been handled by Cramming.

4. HGC preclears sent back to tech for further case handling.

5. Student preclears sent back to tech for further case handling.

Terminals in all of the categories are logged out and routed out of the Qualifications Division through the Qualifications Interview-Invoice Officer (with the exception of students who failed graduation). Routing is done in this fashion to insure that the student or preclear is invoiced and pays 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 Attestation or who pass or fail bulletin or policy letter checkouts are logged out and return to their posts or are re-routed to Cramming, 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 Pages are put on the desk of the Qualifications Interview-Invoice Officer. Each folder newly brought in is placed on the bottom of the stack of folders on the desk.

#### KEEPING THE LINES FLOWING

The Qualifications Interview-Invoice Officer 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 Officer 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

Invoices are written exactly per BPL 20 April 1973, "Invoices, How to Write".

Invoices are routed exactly per HCO PL 13 October 1966, "Invoice Routing" and BPL 18 November 1967R, "Blue and Green Accounts Invoices".

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