B O A R D   P O L I C Y   L E T T E R

19 NOVEMBER 1971R
REVISED & REISSUED 17 OCTOBER 1975 AS BPL
(Revision in Script)
CANCELS
HCO POLICY LETTER OF 19 NOVEMBER 1971
SAME TITLE

Remimeo
Tech Secs
D of P
 Hat
HCO Hatting

(See also LRH Sec ED No. 150 of
3 Sept 59, Director of Processing
Hat, p. 504 - 511 OEC Vol. 4.)

DIRECTOR OF PROCESSING HAT

The most successful HGC ever was run by Mary Sue Hubbard. Production of hours, releases, Clears and completions were ever increasing, the field was happy with the results and auditor morale was high.

The following is the hat write-up of the post of D of P done by Mary Sue whilst D of P, and edited to bring in line with C/S Series No. 25.

On any new or current D of P, it is zero-rated, Word Cleared Method 9, then star-rated.

PURPOSE:

To do more for people's health and ability than has ever before been possible, and to give the best auditing possible. To help people. To clear people. To run an efficient HGC.

HGC PURPOSE:

The purpose of the Hubbard Guidance Center is to do more for people's health and ability than has ever before been possible and to give the best auditing possible. To Help People.

An Outline of the Duties of the Director of Processing:

1.   He accepts all preclears for processing.

2.   He releases all preclears from processing.

3.   He interviews all incoming preclears and all outgoing preclears.

4.   He interviews all persons interested in processing who have first seen the Registrar.

5.   He maintains his schedule.

6.   He is responsible for his part in the proper routing of preclears.

7.   He is responsible for the proper routing and handling of dispatches.

8.   He is responsible for answering all mail properly routed to him.

9.   He is responsible for the proper routing of new personnel in his department and for the proper routing of personnel leaving his department.

10.   He is responsible for the proper maintenance of his
       department.

11.   He is responsible for knowing his hat and the hat of
       each person in his department.

12.   He hires and dismisses all personnel in his department
       subject to the Personnel Series and Justice HCOPLs.

13.   He is responsible for handling all personnel in his
       department.

14.   He is responsible for getting the people in his
       department to get the job done.

15.   He is responsible for seeing that the training of
       auditors occurs (along with the C/S).

16.   He gets promoted and sold processing in the H.G.C.

17.   He maintains the Code of a Scientologist.

18.   He follows all organizational policies.

COMMAND AND COMMUNICATION LINES

The Director of Processing must know the command and
communication lines of an org, and enforce the correct use
of them by all HGC Staff Members.

ADVISORY COMMITTEE:

The Director of Processing attends Advisory Committee
Meetings and presents to this Committee a Report on the number
of hours of auditing done in the H.G.C. the previous week,
Number of Preclears audited in previous week, number of new
preclears in current week, and number of Paid Completions for
the week.

OLD HGC PRECLEARS

The Director of Processing will remain in regular
communication with all past HGC preclears. (A large percentage
of HGC business should be repeat business from satisfied
preclears.)

POLICIES

The Director of Processing ensures that all staff
members of the HGC keep policies "in", as contained in HCO
Policy Letters.

AUDITING PROCEDURE:

The Director of Processing ensures that all HGC auditors
utilise only the processes and auditing procedures as released
by L. Ron Hubbard.

AUDITING ROOMS:

The Director of Processing makes sure that an auditor
is assigned an auditing room by Tech Services, and that the
auditor knows the room assigned to him. If the C/S wishes

to listen into a session by the "bugging method" (listening device), the D of P would ensure that this facility is available to the C/S.

AUDITORS AND PCs

D of P shall be on duty from 8:30 a.m. Mondays for the purpose of interviewing of all new preclears and introducing them to their auditors.

D of P shall be available to, and shall interview all preclears at the end of each 25 hours of processing. Leading auditor to arrange these interviews in liaison with D of P.

SCHEDULES

The Director of Processing shall prepare and maintain a proper schedule listing the daily duties of each HGC staff member. The schedule shall be projected into the ~~future as~~ far as there are firm bookings made. The schedule shall ~~be~~ posted near the Director of Processing's desk and in the Auditor's Admin Room.

RECORDS

The Director of Processing must ensure that proper records of all the activities of the HGC are maintained and are available for inspection by L. Ron Hubbard or his personal representative, and the E.D. of the Org. The HGC Administrator would actually execute these duties under the ~~direction of the~~ Director of Processing.

Receives via Comm Centre a Daily Report from every auditor auditing.

PROCESSING DUTIES

The Director of Processing does not audit preclears.

AUDITOR'S CONFERENCES

The Director of Processing holds daily Auditor's Con-ferences for all Staff Auditors.

These conferences are held in order to further the abilities and knowledge of the auditors. This is best brought about in a general auditors conference as one will learn from the other auditors' questions. Individual briefing of auditors is thus not desirable. The D of P takes up the data the C/S posts on the Auditors Board as per No. 16, Page 4 of C/S Series No. 25. And the D of P handles administrative matters with the Auditors in the Conference. Ten minutes is ample time for the conference duration. The D of P does not give Technical advice at such a conference.

PC COMPLETION OF FULL INTENSIVE

After completion of full intensives D of P interviews preclears and routes through to Registrar immediately.

AUDITOR/PC ASSIGNMENTS

The Director of Processing will post a list in advance of all HGC Auditor Assignments.

It is then the responsibility of each auditor to obtain
from C/F or HGC Admin the complete file on his or her expected
preclear, and to become thoroughly acquainted with the contents
of these files.

Preclear

All preclears are signed up and tested first. Auditors
grade the tests and give them to you for your interview with
the pc. You receive pc's note, contract and release those
you sign if pc oks. Don't sign if pc isn't signed up for the
proper amount of weeks. Always return note, contract and
release to the Registrar. Before 12:00, profiles in hand,
you interview all new preclears to make sure they are signed
up for the processing they require - which is:

One week -	Top of graph - TA 2.0-3.0 normally on meter, no field, generally nul on meter, IQ above 125, no psychosomatic or visual difficulties.
Three weeks -	Middle of Graph, IQ above 100, psycho-somatics, none and no field.
Five weeks -	Middle lower range of graph, IQ above 80, psychosomatics or visual difficulty, some field.
Seven weeks -	Lower area of graph, psychosomatic or visual difficulties, black field, mental problems.
Unacceptable -	Psychotic persons who would require institutionalization to be processed. Non-payment of former debts to clinic.
Disqualified	By severe medical illness needing a doctor's care.

Auditing Priority - In order

1. Outside preclears, including complaints and extra
    weeks.
2. Staff in general.
3. Staff Auditor processing Staff Auditor.
    Numbers 2 & 3 must have the Org Sec OK before
    processing can be done.

If a preclear is signed up for the correct number of
weeks, sign his contracts and send to session. If not, fill
out a sheet with required number of weeks and send sheet and
preclear to Registrar. Pc then goes to session. During the
week, encourage the preclear to take up his problems with the
auditor - be willing to see the preclears during the week --
Fridays preclears are tested and auditors hand over the test
by approx 4:30 for you to interview the preclears and show them
test results. It is up to you whether or not you show the pc
his tests if he is going on with his processing. If pc is
ending, show him his results and send him to Registrar. Always
interview each preclear before and after each week of processing.

If graph is up, he is winning, if down, it's him showing through
and he will come up with more processing. The Director of
Processing evaluates and encourages the pc to get more
processing - the better we make a person, the faster
Scientology will move in society.

PROSPECTIVE HGC AUDITORS

There are two criteria for hiring an auditor.

1.   Does he, himself, have subjective reality on the
     workability of Scientology?

2.   Does he have good reality on having helped someone
     else with Scientology?

Auditors are selected from the field or from the Academy
training graduates. You should have, at all times, a sharp
eye out for Auditors.

REPORTS

Each auditor gives the D of P a report at the end of
every day, stating who was auditing, No. of hours audited in
the chair, No. of hours admin time, No. of pc completion points.

FINANCE

The D of P never accepts a pc for processing unless the
pc has paid in full for his processing. The yellow invoice
slips attached to the Routing Form the pc comes to the D of P
with give evidence of the pc having paid. The D of P refuses
to audit anyone on credit.

The D of P ensures an Income Sheet is made out by the
HGC Administrator every Thursday after the end of the week.
The Income Sheets lists each yellow invoice received for the
week by the HGC.

Letters to past Preclears - The schedule:

One letter to preclears leaving is one week, two weeks
and every three months. Find out how they are doing; are they
stable, future plans, what plans do they have for CLEARING,
further training and handle their requests for same.

Maintenance - Be sure that HGC quarters are properly maintained
and in good order. Check with white gloves and get HGC
Administrator on the carpet if quarters are not in good shape.

Complaints - Interview and correspond with those who are not
satisfied with processing, by making adjustments when indicated
from tests.

The Acceptance and Release of all Preclears in the H.G.C.

The Director of Processing accepts all preclears for
processing in the H.G.C. His acceptance of them becomes
official once he has placed his signature on the Contract for
Processing, which Contract is sent to him immediately after
the preclear has been signed up by the Registrar and the pre-
clear has paid in full for his Intensives at Accounts. He may
never refuse preclears because he does not have enough auditors.
The Registrar signs them up and he handles.

Who Cannot Be Accepted for Processing in the H.G.C.

It is a long standing policy of the Board of Directors
of the Founding Church that certain persons are ineligible
for processing. These policies are our law, not the law of
society, as we can legally give spiritual guidance to anyone.
Our law must be strictly adhered to.

1.   The Director of Processing may not and must not accept
any psychotic persons for processing.

2.   The Director of Processing may not and must not withhold
a pupil from school for processing without a letter from
that school so authorizing his absence and stating he is
to come to us, not an un-named agency.

3.   The Director of Processing may not and must not process
in the H.G.C. any student with a psychotic or institutional
background, subject to HCOP Institutional and Shock Cases,
Petitions From, 16 May 70.

4.   The Director of Processing may not and must not process
in the H.G.C. any person who is chronically ill, when
there is a known medical cure for the illness. See HCOP
"Policies on Physical Healing, Insanity and PTSes, 27 Oct
64, reissued on 23 June 67.

5.   Anyone on Ethics lines cannot be audited in the HGC, or
has their current HGC Auditing suspended until HCO gives
Ethics Clearance.

Definitions

1.   Insane: Having been committed to a public or private
institution for the insane.

2.   Institutionalized: Having been committed to a public or
private institution for the insane.

3.   Ill: Being medically diagnosed as suffering from a
known, well-defined physical illness susceptible to
medical care and relief.

Rights of the Director of Processing Concerning the Acceptance of Preclears

Although all incoming preclears are signed up for processing
for the number of weeks of processing which it is estimated
that he will clear in, some preclears for various reasons may
not be able to take in a full package all the weeks necessary;
therefore, the Director of Processing has certain rights
governing the preclears already registered. They are as follows:

1.   He may refuse a preclear on the grounds that the preclear's
low profile or connections may bring a risk to the H.G.C.

2.   He may refuse to accept a preclear who cannot take
enough weeks of his estimated time to handle.

3.   He may refuse to accept a preclear on the grounds of the
non-payment of former debts to the HGC or the Org.

4.   He may refuse to accept a preclear on the grounds of
      the pc has not paid in full for his intensives. He
      must refuse to audit anyone in the HGC on credit.

      In all cases of refusal, he returns the preclear to
the Registrar.

The Release of Preclears from Processing

      The Director of Processing is responsible for releasing
preclears from processing. He may refuse to release a preclear
from processing whom he considers in further need of processing.
In which case he sends the preclear to the Registrar and informs
the Registrar of such.

The Acceptance of Staff for Processing

      Before the Director of Processing can accept any staff
member for processing, he must have received a despatch con-
taining the permission of the staff member's Department Head
and the Division Head. In the case of a Department Head's
receiving processing, he must have received a despatch con-
taining the permission of the Division Head. A note from
HCO indicating the person's stats are up should accompany the
senior's OK.

      On staff processing, outside preclears in every case
always have priority; therefore, a staff member may not be
processed at any time when by being processed it would
necessitate the hiring of an extra auditor. A staff member
may have only 25 hours of processing at any one time.

Interviewing

      The Director of Processing interviews all incoming pre-
clears, all out-going preclears, all persons interested in
processing who have previously seen the Registrar.

Policy on the Director of Processing's Interviews

      It should be made plain by the Director of Processing to
all persons he interviews that he is not processing them, but
is only asking questions or obtaining information.

      During all such interviews the Director of Processing
should remember that he is not an Auditor and as such does
not have to maintain the Auditor's Code; quite to the contrary,
the Director of Processing should never permit the preclear to
retain any idea which is not correct. It is the job of the
Director of Processing to evaluate for the preclear with a
reality and with truth. The D of P also gives interviews per
C/S instructions in which case he _only_ asks what the C/S says,
and records pc's answer and tone level.

      The approximate length of time for all interviews is
about twenty minutes, usually less.

Interviewing Incoming Preclears

      The Director of Processing goes over briefly with the
person the preclear's profile and other test scores. He then
obtains information needed from the preclear and as contained
in the proper interview form for incoming preclears.

In the case of a preclear having been processed previously in the HGC, his folder in Testing Files is pulled and reviewed by the Director of Processing prior to the interview. In the interview, the Director of Processing does recheck the preclear with the interview sheet in order to find out what has happened to the preclear since the time of his last processing.

Interviewing Outgoing Preclears

The test results of the American Personality Analysis (or Oxford Capacity Analysis), the I.Q. test, the Tone Scale, and the Aptitude test should be gone over thoroughly by the Director of Processing with the preclear. All his questions concerning these test results and the tests should be answered. Of main importance is whether the preclear knows he has obtained results and whether he is happy with his processing. In this interview the Director of Processing uses the interview form for outgoing preclears.

Scheduling

The Director of Processing is responsible for seeing to it that the routine Auditing schedule is maintained by the auditors and that preclears who have been signed up for auditing by the Registrar get audited on schedule.

The Director of Processing is also responsible for seeing to it that all personnel in his department maintain the organization's routine working schedule.

Tests and Their Interpretation

The Director of Processing should be familiar with all tests administered in the Testing Section. In particular he should thoroughly read and know the Manuals on the American Personality Analysis (or OCA), the Tone Scale, the Aptitude Test, and the I.Q. test.

In interpreting tests he should be thoroughly familiar with the Four Points of Error and How to Read Profiles on A.P.A.: Comparing Current Week Profile with Week Before.

Maintenance

The Office of the Director of Processing

The Director of Processing keeps his own office in a neat, cleanly condition and sees that all supplies and equipment are kept in clean neat condition. Any repairs or maintenance problems should be brought by him to the attention of the Director of Materiel.

Supplies

The Director of Processing looks over the supply needs of his department and originates a purchase request or okays the purchase requests of people in his department according to the policies laid down.

Hats

The Director of Processing keeps his own hat up-to-date and sees that the personnel in his department keep theirs in the same fashion. He is responsible for issuing a proper hat to each of his personnel.

Bodies

The Director of Processing keeps his own person in a neat, professional presentable condition and sees that his personnel do likewise.

Personnel

The Director of Processing in hiring auditors must be sure that all Auditors hired are above the center line of the graph on the A.P.A. and have an I.Q. of 120 or more.

In the hiring of personnel for his department the Director of Processing routes the prospective auditor to the Receptionist to make staff application.

He should keep himself informed of good field Auditors and of good students who may be developed into staff auditors on graduation.

Dismissal of Auditors

The Director of Processing should have dismissed those auditors on staff who have been found guilty of direct insubordination, flagrant violation of organizational policies, or for continued bad results with processing. He must follow, however, policies concerning how personnel are dismissed. He also handles auditors who leave staff without being dismissed according to the policy of technical staff leaving a technical post.

Handling of Auditors

The Director of Processing gets Cramming orders on the auditors done by 8C and ARC. He ensures all auditors check out immediately on any new Technical HCOB as per HCOP 8 March 1966 "High Crime."

Routing

The Director of Processing is responsible for seeing to it that the routing procedure of preclears is properly followed.

The Routing of Despatches and Mail

The Director of Processing sees that communications coming into his department and communications leaving his department follow the policies established concerning the proper form of despatches, the proper handling of despatches, and the proper usage to the Comm Center. The Director of Processing sees to it that all mail coming into his department and all mail leaving his department follow the policies laid down concerning the routing of mail.

Personnel Leaving Staff

The Director of Processing sees that personnel leaving his Department are routed to the proper terminals.

Routing of Preclears

All persons involved with the routing of preclears see to it that bodies are properly routed in their department and in

agreement with the routing of bodies as established by other departments and where bodies pass from his department into other departments.

Preclears are routed according to the following procedure:

1. The preclear sees the Registrar for signing up.

2. The preclear goes to the Director of Processing for acceptance by the HGC for processing.

3. The preclear goes to the Registrar for the completion of the processing contract on the basis of acceptance or not by the HGC and number of intensives required.

4. The preclear goes to Accounts for the invoicing and payment of his account.

5. The preclear goes to the Testing Section for his tests.

6. The preclear sees the HGC for obtaining an appointment with the Director of Processing.

7. The preclear sees the Director of Processing for his incoming interview.

8. The preclear reports to the auditor for his processing.

9. The preclear is released by the auditor at the end of his week of processing.

10. The preclear is routed by the auditor to testing.

NOTE: Steps 8, 9, and 10 are repeated from week to week for the number of weeks the preclear continues.

11. The preclear sees the HGC Administrator for obtaining an end of intensive interview with the Director of Processing.

12. The preclear reports to the Director of Processing for his interview.

13. The preclear goes to the Registrar for a final interview.

All persons involved in this routing procedure are responsible for seeing to it that the preclear has reported to the proper terminal and that that terminal has initialed the Body Routing Sheet which the preclear has been given by the Registrar. If any terminal has not initialed the Body Routing Sheet, the preclear should be returned to that person for getting the Body Routing Sheet properly initialed. Only after this has happened can the next terminal on the routing procedure handle the preclear.

The Training of Auditors

Training of Auditors on New Material

It is up to the Director of Processing to ensure auditors are trained on new material issued to the HGC as instructions on the procedure to be used in the processing of HGC preclears.

Such information is normally issued in HCO Bulletins. It
is not the job of the Director of Processing to interpret
these Bulletins. It is his job to see that Auditors are
trained in the procedures or processes. If the Director of
Processing finds that there is needed further information he
should despatch the Qual Sec to get that information. The
main thing that can happen wrong in the training of Auditors
is for the Auditor or the Director of Processing to place a
totally wrong interpretation on the usage, the purpose, or
the clearing of some command or procedure. That is the reason
he should despatch the Qual Sec if further information is
needed. The Qual Sec will handle by ordering Word Clearing
on the materials or referring the HGC to other materials that
clarify.

        Sometimes training tapes are sent to the Director of
Processing. In such instances the tape should be played many
times for the auditors. Also the Director of Processing may
upon request play certain tapes to his Auditors. He must never,
however, play a MASTER tape. He can only play copies of tapes.

Retraining of Auditors

        The Director of Processing must see to the continual
retraining of Auditors. It is normally the basics of Auditing
of which Auditors get slack in performing. The Director of
Processing should go over with auditors the basic fundamentals
of Auditing, such as the Auditors Code, definitions of Affinity,
Reality, and Communication. Training Sessions should be conducted
on all Training Drills (TRs). Auditors who, in spite of this
retraining in the processing department, still continue to get
bad auditing results should be suspended until they have been
retrained, at no charge to them, to the satisfaction of the
Director of Training in the Training Department, and the C/S.
If the auditor is getting poor results because of his own case
level he should be recommended to auditing at staff rates. If
he does not avail himself of this auditing, he should be
suspended from staff until he has obtained auditing.

Qualifications of Auditors

        The Director of Processing must have an "OK to Audit"
Board showing which auditor has an OK to Audit what and he
must not let an auditor audit an action for which he has no
OK to audit. Refer HCOB 28 April 71, "OKays to Audit in HGCs."

The Assignment of Auditors to Preclears

        The Director of Processing should know his Auditors. Some
Auditors cannot handle certain kinds of people. One Auditor
does not do well with a teenager; another does not do well
with an elderly woman. Therefore, the Director of Processing
has to use judgement in the assignment of Auditors to preclears.

Promotion and Sales

        The Director of Processing does his utmost to promote all
activities of the organization. If he sees to it that his
department is well run and that it gives good effective
service to the public, he will greatly assist in the promotion
of the organization.

He should make certain that all the activities of his department are advertised in the Local Org Magazine. He writes advertisements for this magazine and submits them at least twice a month to the HCO Secretary.

The Director of Processing promotes mailings, activities, advertisements, and projects and co-operates with other Depts in all such mailings, activities and projects which have to do with his Department in order to keep the inflow of preclears up and continually increasing.

The Director of Processing should submit to the Org Exec Sec promotional mailing pieces, projects, and other ideas in order to keep the inflow of preclears up.

Sales

The Director of Processing sells processing to people; he sells more processing to people. He should consider everyone as a potential preclear of the HGC.

Reporting

The Director of Processing submits a report to the Tech Sec. The information usually required in such a report of the Director of Processing is the following:

1. The number of preclears processed in the previous week.

2. The number of preclears who completed processing in the previous week.

3. The number of preclears in for the current week.

4. A general statement as to the condition and activities of the Processing Department.

5. The number of paid completions.

Other Reports

The Director of Processing sees to it that any other reports that may be required of him are submitted by him to the proper terminals.

Prepared for issue by
Training & Services Bureau

from the original Hat
 Write-up by

Mary Sue Hubbard

Revised & Reissued as BPL
by Flag Mission 1234 2nd
Molly Gilliam

Approved by the
Commodore's Staff Aides and
the Board of Issues