

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 30 NOVEMBER 1971

Remimeo
Dissem Sec
Dist Sec
Registrars
Ds of P.

Corrected and reissued 2 Dec 71
(Correction in Script Type)

IMPORTANT

BLIND REGISTRATION

Without proper technical knowledge Registration is blind.

A Registrar needs to know THREE things

1. What the org delivers or could deliver.
2. What the person really should have.
3. The results being obtained.

Without knowing these three things registration not only can but does fail.

You would not think that the few yards of distance between Registration and the Tech Division could be so many worlds apart. But they often are in different universes.

Registrars (and promotion personnel) MUST be kept informed and MUST inform themselves regarding the technical matters of the org.

An org can go broke or be poor while doing a good job all because of lack of tech knowledge by Registrars.

Without this all sales are BLIND.

Tech can be gotten into severe trouble.

Refunds can soar.

The org can continue in poverty.

All because of this broken line.

It is very hard to get this point across to Registrars and Promotion people as they do not know enough about it to know that they don't know.

Even a Director of Processing, otherwise untrained in tech can share in this ignorance. So it is not enough for the Registrar just to know what the D of P knows.

Example: Mr A is signed up for \$1000 and the Registrar promises his "case will be handled." Three weeks later, Tech says, "sign him up for more processing as we can't go on this way. We've handled drugs. Now we need to get on with it." Registrar tells Mr A he'll have to buy more. Mr A blows, demands refund. Reason: The Registrar did not obtain a C/S estimate of the case. Mr A was currently ON drugs, had a bad heart, had a 3 foot stack of folders already.

The correct action was to sign Mr A up with a \$1000 deposit pending a case estimate from a Competent Case Supervisor. The C/S in this instance would have said "we won't touch him unless he buys 6 12½ hour intensives and all we promise is that we will do all we can in that period and he's to buy more if we're not through." The Registrar is quite surprised that Mr A agrees to this. The Tech Dept would be just as happy if he didn't. As this case can tie up lots of hours, and all at risk as he may demand refund anyway.

There are dozens of ways the Registrar can set up tech for a lose. One of them is to schedule the pc "for Friday evenings" without even talking to Tech Services. One org had 35 auditors and delivered almost no well done hours because the Registrar was promising odd ball schedules. Another is to "buy a little auditing to see how it is". Another is to shorten up the real training period and promise a two months course in 3 weeks. Another is to fail to get waivers signed on ex psychiatric patients or even accept them.

After a few blasts from Tech a Registrar gets nervous. "What's all this about? What are they talking about over there? Maybe I better be cautious and not sign up so many people. They get me in trouble."

No, that's not the right answer.

The right answer is to get informed.

1. WHAT THE ORG DELIVERS

An org can deliver a lot of things.

It is not set up to deliver certain things.

For instance, it can't deliver institutional care. A family bringing in a lunatic to be audited or a retarded child should be told firmly "No." Why? Because the org has no facilities to care for the person and will wind up after a lot of upset just refunding the fee. That's expensive in hours lost and money lost.

An org can deliver a Dianetics Course. It has a Supervisor. It has the packs. It has an "average time on course". But does the Reg know this?

Maybe the org can't deliver a PR Course. It has no packs, no super. But does the Reg know this?

Maybe the org can't deliver Expanded Lower Grades as it has no such auditors but can deliver almost everything else. Does the Reg know this?

Maybe the org can deliver a "C/S 54" which handles psychosomatic illness. But does the Registrar know this?

It's not enough to know the Grade Chart. What IS the Tech division capable of delivering TODAY? And when next week comes, what will it be delivering?

Does the Reg find out that an HSST has just taken over the C/S post and is ready to repair the whole field?

Does the Reg find out that 8 Internes are now on and need 16 pcs this very next Monday? And does the Reg burn the lines to get them?

Has the Academy Super just been changed to an HPCSC and is this the time to really get the good news around and get a mob of students in - and the old ones back - to enjoy this new NOW on policy Course?

I have never seen a letter reg write "Dear Mrs Smith: You'll be happy to know that Tom Vince HSST has now returned to his org from the latest training at AOLA....."

THE REG IN DIV 2 AND THE REG IN DIV 6 MUST BE PART OF THE TEAM.

BEING PART OF THE TEAM MEANS KNOWING WHAT'S GOING ON AND WHAT THE TEAM IS CAPABLE OF DOING AT ANY GIVEN MOMENT.

2. WHAT THE PERSON SHOULD HAVE

A Registrar who is a Class IV or VI and who has studied the C/S Series would be able to size up cases and students.

But very few Registrars are Classed.

They are skilled in their own post of Sales.

Therefore it is vital that a competent technical opinion be sought before a Registrar commits the Tech Division to servicing a pc or student.

This, one might object, puts a heavy hold on the line. The answer to that is it's better to hold than send the org over a cliff.

The right procedure is to sign the person up temporarily - tentatively, conditionally. And take his money. And to state "Acceptance of this is always conditional on the Technical Advisor." Done correctly this gives the person confidence in the org.

The Reg then gets the D of P to handle (very fast, always) the pc or the D of T the student.

How this estimate is made is not part of this P/L but an ordinary meter check, a fast White Form, a few questions, would be enough. If the pc's previous folder is available that should be quickly studied by the C/S.

An hour later, no more, the Registrar has some form of professional interview to hand. It's an "okay for this student providing he promises to get his drugs handled before he graduates" or "case seems okay, we'll take it for 2 intensives" or "this case is a low TA and will need several intensives. Don't sign up for one intensive or we'll have had it," or "this case wants Power. We don't deliver it".

Tech does know quite a bit about cases.

The Reg now can act with certainty.

Now let's take the reverse. The pc wants so and so handled. He wants just that. The Reg doesn't tell him he'll have to do something else as that will mess up his purpose line. The Reg says "Okay." Conditionally signs him up and tells Tech - this pc wants so and so.

Now its up to Tech how to get him there. Tech usually knows. So "Sign him up for 6 intensives and tell him we'll start him on his way" or whatever else Tech says. Maybe the pc wants to go Clear. Okay, get a tech estimate tell him the truth. "We'll try to deliver Dianetic Clear but if you don't make it you go to an Advance Org. Okay?" Maybe it means 200 hours of Dianetics. He'll win all the way anyway.

The Reg must get competent tech opinion and be truthful. And should try to get the pc what he wants. Not "We'll handle your case for \$2000" or "I'm sorry but you'll have to have 3,725 hours of repair before we can let you sign up for the next grade" or other stops or blocks. Get a tech opinion and sell the pc hours. Get a D of T opinion and any conditions and put the student on course.

BUT BE REAL ABOUT WHAT THE PC OR STUDENT NEEDS AND WANTS AND WORK IT OUT SO HE GETS IT.

3. THE RESULTS

As pcs are standardly sent from Success to the Div 2 Body Registrar, the Body Reg is often fairly well informed as to the quality of delivery.

But this isn't true of all Registrars and its not always true of the Body Reg.

Some very remarkable results are obtained in Tech. OCA graphs rise, somatics vanish. Students get their hands on tech that really sends them up tone. The timid student gets confident.

If a Reg is off these delivery lines and hears only the occasional moan she can believe the org is selling worthless results.

Moans and freaks have a tendency to get around faster than big wins.

There are always a few wails.

One of the silly things about these wails is that you seldom hear the "unwail". Like one pc was moaning to anyone who could listen that he had horrible headaches after processing. Half the staff was sure he was being murdered. Then a staff member saw him just as he was leaving the org - all smiles. He had had his Interiorization Rundown corrected and was fine. BUT HE DIDN'T GO AROUND AND TELL THE STAFF THAT.

The pressure is on from pc and students to get handled. When they are handled the pressure is off.

But do the Registrars hear of it????

You have to keep the Regs and promotion and public lines people informed of the wins in tech. Or they believe you are selling air and never win. Thus they get cynical or "disillusioned" when actually things are great.

Thus Regs must be kept informed of the results being obtained.

And its up to them to inform themselves.

In doing so they will find lots of things that help them do their jobs. There's data there to be had. Joe Jinks lost his ulcers. But Mazie Doakes who bought only 12½ hours didn't begin to improve as not enough time. Jezabel never should have been signed up at all after 8 years in Nutbrown Institution as her family socked her back in the moment she showed signs of sanity. Tom Thomson completely lost his rash and his terror of girls..... And on and on.

The Reg's are selling life. They have a right to know it was or was not delivered.

SUMMARY

It is only a few yards from either Division 6 or Division 2 to Tech.

But it can be a few universes if they do not keep themselves currently informed.

L. RON HUBBARD
FOUNDER

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