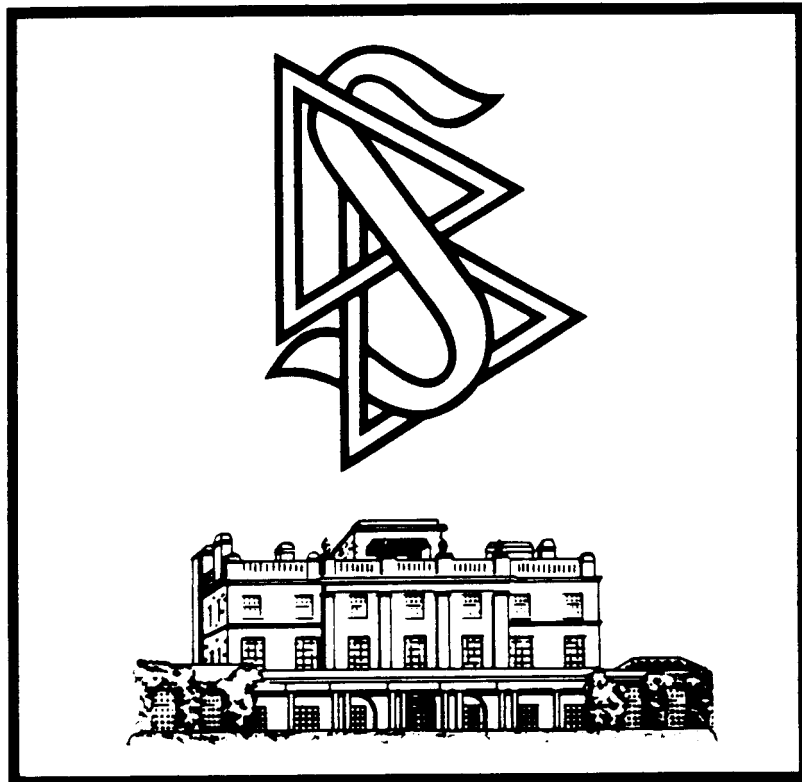


15

# CHAPLAIN

## MINI HAT



CHURCH OF SCIENTOLOGY INTERNATIONAL

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FDD 575 DIV 6B INT

26 March 1993

Class V Orgs  
Chaplain  
Hatting Officer

# CHAPLAIN MINI HAT

NAME: \_\_\_\_\_ ORG: \_\_\_\_\_

POST: \_\_\_\_\_

SECTION: \_\_\_\_\_ DEPARTMENT: \_\_\_\_\_ DIVISION: \_\_\_\_\_

DATE STARTED: \_\_\_\_\_ DATE COMPLETED: \_\_\_\_\_

- PREREQUISITES:**
1. The Student Hat® or Basic Study Manual
  2. Staff Status II
  3. Instant Hatted as Chaplain

**STUDY TECH:** Study tech is to be applied in full throughout this course. The materials are to be studied and drilled in sequence. By initialing the blank after each checksheet entry, you are attesting that you fully understand and can apply the data. DRILLS AND PRACTICALS ARE TO BE DONE FULLY TO THEIR RESULT. If you are not a fast flow student you must star-rate check out on all items marked with an asterisk (\*). (Ref: HCOB 13 Aug 72RB, FAST FLOW TRAINING) This course does not require twinning.

You may be credited with materials you have studied on previous checksheets.

**MATERIALS:** Chaplain Mini Hat pack  
Manual: *Divisional Summaries*

**PRODUCT:** A staff member with a grasp of the subject of morale, who can work successfully to avert group disasters.

**CERTIFICATE:** MINI HATTED CHAPLAIN

**LENGTH OF COURSE:** 3 days part time

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**SECTION I: KEEPING SCIENTOLOGY® WORKING**

- |    |               |               |  |       |
|----|---------------|---------------|--|-------|
| 1. | *HCO™ PL      | 7 Feb 65      | KSW Series 1<br>KEEPING SCIENTOLOGY<br>WORKING | _____ |
| 2. | *HCO PL       | 17 Jun 70RB I | KSW Series 5R<br>TECHNICAL DEGRADES            | _____ |
|    | Rev. 25.10.83 |               |  | _____ |
| 3. |               |               |  | _____ |
| 4. |               |               |  | _____ |
| 5. |               |               |  | _____ |

**SECTION II: DIVISION 6B, PUBLIC SERVICING DIVISION**

- |    |   |  |  |       |
|----|---|--|--|-------|
| 1. |   |  | PUBLIC SERVICING<br>DIVISION<br>ORGANIZING BOARD                           | _____ |
| 2. | *DIVISIONAL<br>SUMMARIES MANUAL   |  | DIVISIONAL SUMMARY<br>OF FUNCTIONS FOR THE<br>PUBLIC SERVICING<br>DIVISION | _____ |
| 3. | WORD CLEARING: Receive Method 4 Word Clearing on<br>the above divisional summary.                                     |  |  | _____ |
| 4. | Sec ED 242 Ldn<br>19 Jun 59   |  | ADMINISTRATIVE SIDE OF<br>PE FOUNDATION                                    | _____ |
| 5. | *HCO PL   | 28 Feb 65 I  | DELIVER  | _____ |
| 6. | PRACTICAL: Using the Public Divisions org boards,<br>locate all of the points where delivery<br>to the public occurs. |  |  | _____ |
| 7. | HCO PL  | 25 Feb 91  | DELIVERING PUBLIC<br>DIVISION COURSES                                      | _____ |
| 8. | DEMO:   | Demonstrate to another student:  |  |       |
|    |   | a. What the key differences between<br>public courses and Academy courses are. |  | _____ |

- b. How the Public Division course students are started and completed. \_\_\_\_\_
9. **ESSAY:** Write up why it is key that every effort be made to prevent Public Division students from picking up misunderstood words. Explain what happens when this isn't done and how this affects you as the Chaplain. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_

### SECTION III: DEPARTMENT 17D, DEPARTMENT OF THE CHAPLAIN

1. , 1954 THE CREED OF THE CHURCH OF SCIENTOLOGY \_\_\_\_\_
2. Sep 65 THE AIMS OF SCIENTOLOGY \_\_\_\_\_
3. HCO PL 2 Sep 68 CHAPLAIN \_\_\_\_\_
4. **ESSAY:** Explain in your own words why the following is your priority: "The Chaplain's main area of operation in preventing people from falling off the org board is auditors." — LRH Quote from HCO PL 2 Sep 68, CHAPLAIN.
- Then give ten examples of actions that you would take to get the above PL fully in. \_\_\_\_\_
5. HCO PL 29 Aug 79R I ORG BOARD FOR THE DEPARTMENT OF THE CHAPLAIN  
Rev. 14.3.80 \_\_\_\_\_
6. **CLAY DEMO:** Put in clay the product of the Chaplain as it is given in the above policy letter. \_\_\_\_\_

7. **DEMO:** Demonstrate the VFPs of each of the sections in the Chaplain's department. \_\_\_\_\_
8. HCO PL 29 Aug 79R II THE DEPARTMENT OF  
Rev. 14.3.80 THE CHAPLAIN \_\_\_\_\_
9. **SKETCH:** Draw out the entire line that a person would travel on within the Department of the Chaplain to the end result of the following valuable final product.  
  
"SALVAGED SCIENTOLOGISTS AND PUBLIC WHO ARE RETURNED TO THE SERVICE LINES OF THE ORG OR THE BRIDGE." — LRH Quote from HCO PL 29 Aug 79R II, THE DEPARTMENT OF THE CHAPLAIN. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_

#### SECTION IV: CHAPLAIN'S COURT SECTION

1. HCO PL 5 Aug 66RA II CHAPLAIN'S COURT, CIVIL  
Rev. 7.12.88 HEARINGS \_\_\_\_\_
2. **ESSAY:** Write up twenty-five examples of matters which would be handled by Ethics, not the Chaplain's Dept. Then give twenty-five examples of matters which *would* be handled by the Chaplain's Dept. \_\_\_\_\_
3. **SKETCH:** Draw out the flow line for five different types of traffic that would be routed to the Chaplain. For each particle, show where the particle originates, show the terminals on the line, show what happens at each point of the line, show the changes that occur and the final result obtained with each. \_\_\_\_\_

## A. CHURCH SERVICES SECTION

1. \*HCO PL 2 Aug 65 II CHAPLAIN \_\_\_\_\_
2. DEMO: Demonstrate to another student: "The Chaplain holds services where required, regularly, on Sunday, or marriages, christenings or funerals." — LRH Quote from HCO PL 2 Aug 65 II, CHAPLAIN. \_\_\_\_\_
3. ESSAY: Write up what actions you will take to get the following in.  
  
"It should be made well known to pcs and students that when they cannot elsewhere be heard, they always have recourse to the Chaplain." — LRH Quote from HCO PL 2 Aug 65 II, CHAPLAIN. \_\_\_\_\_
4. HCO PL 15 Aug 57R MINISTERIAL  
Rev. 12.6.58 QUALIFICATIONS \_\_\_\_\_
5. DEMO: Demonstrate each of the ministerial qualification requirements to another student. \_\_\_\_\_
6. ESSAY: From what you know at this stage of your hatting, write up as many examples as you can think of, of ways people could fall off the org board and public off The Bridge\*. Now explain how you would prevent this from happening, or recover those who have fallen off the org board or the public lines. Turn your write-up in to the Supervisor. \_\_\_\_\_

## B. SCIENTOLOGY MARRIAGE COUNSELING

1. \*HCOB 19 Dec 88R SCIENTOLOGY MARRIAGE  
Rev. 30.1.90 COUNSELING \_\_\_\_\_
2. DEMO: Demonstrate to another student what needs to be done if one of the marital partners who wants marriage counseling is OT\*. \_\_\_\_\_

3. **SKETCH:** Draw out the flow line for the entire procedure for marriage counseling per HCOB 19 Dec 88R. Show each of the steps and what happens at each point, the changes that occur at each point and the final product produced. \_\_\_\_\_
4. \*HCO PL 16 Apr 70 I MORALE \_\_\_\_\_
5. **ESSAY:** Write up real-life examples you have observed regarding morale per the datums below.
- a. "By caring for the morale of each individual, one can raise the morale of the whole group." — LRH \_\_\_\_\_
- b. "Successes tend to increase morale. Failures tend to decrease morale." — LRH \_\_\_\_\_
- c. "Morale is subject to propaganda attacks entering false data into a group." — LRH \_\_\_\_\_
- d. "Sound morale is best built by reality. The restricting of unsavory news can injure morale by throwing out the R-factor." — LRH \_\_\_\_\_
- e. "Morale is not a sweetness and light proposition. Hand holding and sympathy can destroy morale if it also lessens group solidarity or injures the belief in the group's leadership." — LRH \_\_\_\_\_
- f. "Six months or even a year before an operational or functional catastrophe one could have detected out-morale in certain areas. Such out-morale areas, continuing, have preceded a general upset or severe loss for the whole group." — LRH \_\_\_\_\_
- Above quotes from HCO PL 16 Apr 70 I, MORALE.
6. HCO PL 20 Jul 70 CASES AND MORALE OF STAFF \_\_\_\_\_



C. *RUDIMENTS (ARC BREAK) PROGRAM*

1. HCO PL 27 Jan 80 II RUDIMENTS (ARC BREAK) PROGRAM \_\_\_\_\_
2. DEMO: Demonstrate to another student, the 1-2-3 pattern of handling ARC broken public. \_\_\_\_\_
3. SKETCH: Draw on a large sheet of paper the actions, lines, flows and products for each of the following sections as per HCO PL 27 Jan 80 II.
  - a. Rudiments Officer \_\_\_\_\_
  - b. Rudiments Receptionist \_\_\_\_\_
  - c. Rudiments Survey and Research Clerk \_\_\_\_\_
  - d. Rudiments Repair Auditor \_\_\_\_\_
  - e. Rudiments Registrar \_\_\_\_\_
  - f. Then show how each post relates to the other posts in the Rudiments Section and what the exchanges are from one post to another. \_\_\_\_\_
4. SKETCH: Make a sketch showing an ARC broken public and the entire line used to get him recovered and fully handled per the above reference. Show the actions that are done, the terminals on the line and the results of this handling on the person, the org and the field. \_\_\_\_\_
5. \*HCO PL 25 Jun 72 RECOVERING STUDENTS AND PCs \_\_\_\_\_
6. \*HCO PL 23 Feb 70 QUALITY OF SERVICE \_\_\_\_\_
7. CLAY DEMO: Work out in clay how ARC breaks occur, their effects on the org and the field, and how they are prevented. \_\_\_\_\_
8. \*HCO PL 6 May 84 ARC BREAK PROGRAM ADDITIONAL DATA \_\_\_\_\_

9. **ESSAY:** Write up ten examples of the datum below and how you would handle each from your hat as the Chaplain.

"It should be noted that one of the primary reasons for refunds, where they occur, is not bad service but *no* service. The figures have varied between 50 and 75 percent of all requests being for the reason of *no* service at all."

— LRH Quote from HCO PL 6 May 84, ARC BREAK PROGRAM, ADDITIONAL DATA.

10. \*LRH™ ED 568 Int  
15 Sep 67

ARC BREAK REGISTRAR

11.

12.

13.

## SECTION V: STUDENT COURSE COMPLETION

### 1. STUDENT COMPLETION:

I have completed the requirements of this checksheet and I know and can apply this material.

STUDENT ATTEST: \_\_\_\_\_ DATE: \_\_\_\_\_

I have trained this student to the best of my ability and he has completed the requirements of this checksheet and knows and can apply the checksheet data.

SUPERVISOR ATTEST: \_\_\_\_\_ DATE: \_\_\_\_\_

### 2. CONDITIONAL:

If the student is not a fast flow student, he is given an examination on the materials of this course. Passing grade is 85%.

EXAMINER: \_\_\_\_\_ DATE: \_\_\_\_\_

**3. STUDENT ATTESTATION AT C&A:**

I attest:

- a. that I have enrolled on the course,
- b. I have paid for the course,
- c. I have studied and understand all the materials on the checksheet,
- d. I have done all the drills on the checksheet,
- e. I can produce the results required in the materials of the course.

STUDENT ATTEST: \_\_\_\_\_ DATE: \_\_\_\_\_

C&amp;A: \_\_\_\_\_ DATE: \_\_\_\_\_

**4. CERTS & AWARDS:**

The student is awarded the certificate of MINI HATTED CHAPLAIN.

C&amp;A: \_\_\_\_\_ DATE: \_\_\_\_\_

(Route this form to the Course Administrator for filing in the student's folder.)

**INT HATS PROJECT**Authorized by  
AVC INTERNATIONALfor  
CHURCH OF SCIENTOLOGY  
INTERNATIONAL

CSI:AVCI:IHPJT:ngl

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HCO POLICY LETTER OF 7 FEBRUARY 1965

Remimeo  
Sthil Students  
Assoc/Org Sec  
Hat  
HCO Sec Hat  
Case Sup Hat  
Ds of P Hat  
Ds of T Hat  
Staff Member  
Hat  
Missions

*Keeping Scientology Working Series I*

*Note:* Neglect of this PL has caused great hardship on staffs, has cost countless millions and made it necessary in 1970 to engage in an all-out, international effort to restore basic Scientology over the world. Within 5 years after the issue of this PL, with me off the lines, violation had almost destroyed orgs. "Quickie grades" entered in and denied gain to tens of thousands of cases. Therefore actions which neglect or violate this policy letter are HIGH CRIMES resulting in Comm Evs on ADMINISTRATORS and EXECUTIVES. It is not "entirely a tech matter," as its neglect destroys orgs and caused a 2-year slump. IT IS THE BUSINESS OF EVERY STAFF MEMBER to enforce it.

SPECIAL MESSAGE

THE FOLLOWING POLICY LETTER MEANS WHAT IT SAYS.

IT WAS TRUE IN 1965 WHEN I WROTE IT. IT WAS TRUE IN 1970 WHEN I HAD IT REISSUED. I AM REISSUING IT NOW, IN 1980, TO AVOID AGAIN SLIPPING BACK INTO A PERIOD OF OMITTED AND QUICKIED FUNDAMENTAL GRADE CHART ACTIONS ON CASES, THEREBY DENYING GAINS AND THREATENING THE VIABILITY OF SCIENTOLOGY AND OF ORGS. SCIENTOLOGY WILL KEEP WORKING ONLY AS LONG AS YOU DO YOUR PART TO KEEP IT WORKING BY APPLYING THIS POLICY LETTER.

WHAT I SAY IN THESE PAGES HAS ALWAYS BEEN TRUE, IT HOLDS TRUE TODAY, IT WILL STILL HOLD TRUE IN THE YEAR 2000 AND IT WILL CONTINUE TO HOLD TRUE FROM THERE ON OUT.

NO MATTER WHERE YOU ARE IN SCIENTOLOGY, ON STAFF OR NOT, THIS POLICY LETTER HAS SOMETHING TO DO WITH YOU.

ALL LEVELS

KEEPING SCIENTOLOGY WORKING

HCO Sec or Communicator hat check  
on all personnel and all new personnel  
as taken on.

We have some time since passed the point of achieving uniformly workable technology.

The only thing now is getting the technology applied.

If you can't get the technology applied, then you can't deliver what's promised. It's as simple as that. If you can get the technology applied, you *can* deliver what's promised.

The only thing you can be upbraided for by students or pcs is "no results." Trouble spots occur only where there are "no results." Attacks from governments or monopolies occur only where there are "no results" or "bad results."

Therefore the road before Scientology is clear and its ultimate success is assured *if* the technology is applied.

So it is the task of the Assoc or Org Sec, the HCO Sec, the Case Supervisor, the D of P, the D of T and all staff members to get the correct technology applied.

Getting the correct technology applied consists of:

One: **Having the correct technology.**

Two: **Knowing the technology.**

Thré: **Knowing it is correct.**

Four: **Teaching correctly the correct technology.**

Five: **Applying the technology.**

Six: **Seeing that the technology is correctly applied.**

Seven: **Hammering out of existence incorrect technology.**

Eight: **Knocking out incorrect applications.**

Nine: **Closing the door on any possibility of incorrect technology.**

Ten: **Closing the door on incorrect application.**

One above has been done.

Two has been achieved by many.

Three is achieved by the individual applying the correct technology in a proper manner and observing that it works that way.

Four is being done daily successfully in most parts of the world.

Five is consistently accomplished daily.

Six is achieved by Instructors and Supervisors consistently.

Seven is done by a few but is a weak point.

Eight is not worked on hard enough.

Time is impeded by the reasonable attitude of the not-quite-bright.

Ten is seldom done with enough ferocity.

Seven, Eight, Nine and Ten are the only places Scientology can bog down in any area.

The reasons for this are not hard to find. (a) A weak certainty that it works in Three above can lead to weakness in Seven, Eight, Nine and Ten. (b) Further, the not-too-bright have a bad point on the button Self-Importance. (c) The lower the IQ, the more the individual is shut off from the fruits of observation. (d) The service faces of people make them defend themselves against anything they confront, good or bad, and seek to make it wrong. (e) The bank seeks to knock out the good and perpetuate the bad.

Thus, we as Scientologists and as an organization must be very alert to Seven, Eight, Nine and Ten.

In all the years I have been engaged in research I have kept my comm lines wide open for research data. I once had the idea that a group could evolve truth. A third of a century has thoroughly disabused me of that idea. Willing as I was to accept suggestions and data, only a handful of suggestions (less than twenty) had long-run value and *none* were major or basic; and when I did accept major or basic suggestions and used them, we went astray and I repented and eventually had to "eat crow."

On the other hand there have been thousands and thousands of suggestions and writings which, if accepted and acted upon, would have resulted in the complete destruction of all our work as well as the sanity of pcs. So I know what a group of people will do and how insane they will go in accepting unworkable "technology." By actual record the percentages are about twenty to 100,000 that a group of human beings will dream up bad technology to destroy good technology. As we could have gotten along without suggestions, then, we had better steel ourselves to continue to do so now that we have made it. This point will, of course, be attacked as "unpopular," "egotistical" and "undemocratic." It very well may be. But it is also a survival point. And I don't see that popular measures, self-abnegation and democracy have done anything for man but push him further into the mud. Currently, popularity endorses degraded novels, self-abnegation has filled the Southeast Asian jungles with stone idols and corpses, and democracy has given us inflation and income tax.

Our technology has not been discovered by a group. True, if the group had not supported me in many ways, I could not have discovered it either. But it remains that if in its formative stages it was not discovered by a group, then group efforts, one can safely assume, will not add to it or successfully alter it in the future. I can only say this now that it is done. There remains, of course, group tabulation or coordination of what has been done, which will be valuable—only so long as it does not seek to alter basic principles and successful applications.

The contributions that were worthwhile in this period of forming the technology were help in the form of friendship, of defense, of organization, of dissemination, of application, of advices on results and of finance. These were great contributions

and were, and are, appreciated. Many thousands contributed in this way and made us what we are. Discovery contribution was not however part of the broad picture.

We will not speculate here on why this was so or how I came to rise above the bank. We are dealing only in facts and the above is a fact—the group left to its own devices would not have evolved Scientology but with wild dramatizations of the bank called “new ideas” would have wiped it out. Supporting this is the fact that man has never before evolved workable mental technology and emphasizing it is the vicious technology he *did* evolve—psychiatry, psychology, surgery, shock treatment, whips, duress, punishment, etc., ad infinitum.

So realize that we have climbed out of the mud by whatever good luck and good sense, and *refuse* to sink back into it again. See that Seven, Eight, Nine and Ten above are ruthlessly followed and we will never be stopped. Relax them, get reasonable about it and we will perish.

So far, while keeping myself in complete communication with all suggestions, I have not failed on Seven, Eight, Nine and Ten in areas I could supervise closely. But it's not good enough for just myself and a few others to work at this.

Whenever this control as per Seven, Eight, Nine and Ten has been relaxed, the whole organizational area has failed. Witness Elizabeth, NJ; Wichita; the early organizations and groups. They crashed only because I no longer did Seven, Eight, Nine and Ten. Then, when they were all messed up, you saw the obvious “reasons” for failure. But ahead of that they ceased to deliver and *that* involved them in other reasons.

The common denominator of a group is the reactive bank. Thetans without banks have different responses. They only have their banks in common. They agree then only on bank principles. Person to person the bank is identical. So constructive ideas are *individual* and seldom get broad agreement in a human group. An individual must rise *above* an avid craving for agreement from a humanoid group to get anything decent done. The bank-agreement has been what has made Earth a hell—and if you were looking for hell and found Earth, it would certainly serve. War, famine, agony and disease has been the lot of man. Right now the great governments of Earth have developed the means of frying every man, woman and child on the planet. That is bank. That is the result of Collective-Thought Agreement. The decent, pleasant things on this planet come from *individual* actions and ideas that have somehow gotten by the Group Idea. For that matter, look how we ourselves are attacked by “public opinion” media. Yet there is no more ethical group on this planet than ourselves.

Thus each one of us can rise above the domination of the bank and then, as a group of freed beings, achieve freedom and reason. It is only the aberrated group, the mob, that is destructive.

When you don't do Seven, Eight, Nine and Ten actively, you are working for the bank-dominated mob. For it will surely, surely (a) introduce incorrect technology and swear by it, (b) apply technology as incorrectly as possible, (c) open the door to any destructive idea, and (d) encourage incorrect application.

It's the bank that says the group is all and the individual nothing. It's the bank that says we must fail.

So just don't play that game. Do Seven, Eight, Nine and Ten and you will knock out of your road all the future thorns.

Here's an actual example in which a senior executive had to interfere because of a pc spin: A Case Supervisor told Instructor A to have Auditor B run Process X on Preclear C. Auditor B afterwards told Instructor A that "It didn't work." Instructor A was weak on Three above and didn't really believe in Seven, Eight, Nine and Ten. So Instructor A told the Case Supervisor, "Process X didn't work on Preclear C." Now *this* strikes directly at each of One to Six above in Preclear C. Auditor B, Instructor A *and* the Case Supervisor. It opens the door to the introduction of "new technology" and to failure.

What happened here? Instructor A didn't jump down Auditor B's throat, that's all that happened. This is what he *should* have done: Grabbed the auditor's report and looked it over. When a higher executive on this case did so, she found what the Case Supervisor and the rest missed: that Process X *increased* Preclear C's TA to 25 TA divisions for the session but that near session end Auditor B Q-and-Aed with a cognition and abandoned Process X while it still gave high TA and went off running one of Auditor B's own manufacture, which nearly spun Preclear C. Auditor B's IQ on examination turned out to be about 75. Instructor A was found to have huge ideas of how you must never invalidate anyone, even a lunatic. The Case Supervisor was found to be "too busy with admin to have any time for actual cases."

All right, there's an all-too-typical example. The *Instructor* should have done Seven, Eight, Nine and Ten. This would have begun this way. Auditor B: "That Process X didn't work." Instructor A: "What exactly did *you* do wrong?" Instant attack. "Where's your auditor's report for the session? Good. Look here, you were getting a lot of TA when you stopped Process X. What did you do?" Then the pc wouldn't have come close to a spin and all four of these would have retained their certainty.

In a year, I had four instances in *one* small group where the correct process recommended was reported not to have worked. But on review found that each one had (a) increased the TA, (b) had been abandoned, and (c) had been falsely reported as unworkable. Also, despite this abuse, in each of these four cases the recommended, correct process cracked the case. Yet they were reported as *not having worked!*

Similar examples exist in instruction and these are all the more deadly as every time instruction in correct technology is flubbed, then the resulting error, uncorrected in the auditor, is perpetuated on every pc that auditor audits thereafter. So Seven, Eight, Nine and Ten are even more important in a course than in supervision of cases.

Here's an example: A rave recommendation is given a graduating student "because he gets more TA on pcs than any other student on the course!" Figures of 435 TA divisions a session are reported. "Of course his Model Session is poor but it's just a knack he has" is also included in the recommendation. A careful review is undertaken because *nobody* at Levels 0 to IV is going to get that much TA on pcs. It is found that this student was never taught to read an E-Meter TA dial! And no Instructor observed his handling of a meter and it was not discovered that he "overcompensated" nervously, swinging the TA 2 or 3 divisions beyond



where it needed to go to place the needle at "set." So everyone was about to throw away standard processes and Model Session because this one student "got such remarkable TA." They only read the reports and listened to the brags and never *looked* at this student. The pcs in actual fact were making slightly less than average gain, impeded by a rough Model Session and misworded processes. Thus, what was making the pcs win (actual Scientology) was hidden under a lot of departures and errors.

I recall one student who was squirreling on an Academy course and running a lot of offbeat whole track on other students after course hours. The Academy students were in a state of electrification on all these new experiences and weren't quickly brought under control, and the student himself never was given the works on Seven, Eight, Nine and Ten so they stuck. Subsequently, this student prevented another squirrel from being straightened out and his wife died of cancer resulting from physical abuse. A hard, tough instructor at that moment could have salvaged two squirrels and saved the life of a girl. But no, students had a right to do whatever they pleased.

Squirreling (going off into weird practices or altering Scientology) only comes about from noncomprehension. Usually the noncomprehension is not of Scientology but some earlier contact with an offbeat humanoid practice which in its turn was not understood.

When people can't get results from *what they think* is standard practice, they can be counted upon to squirrel to some degree. The most trouble in the past two years came from orgs where an executive in each *could not* assimilate straight Scientology. Under instruction in Scientology, they were unable to define terms or demonstrate examples of principles. And the orgs where they were got into plenty of trouble. And worse, it could not be straightened out easily because neither one of these people could or would duplicate instructions. Hence, a debacle resulted in two places, directly traced to failures of instruction earlier. So proper instruction is vital. The D of T and his Instructors and all Scientology Instructors must be merciless in getting Four, Seven, Eight, Nine and Ten into effective action. That one student, dumb and impossible though he may seem and of no use to anyone, may yet someday be the cause of untold upset because nobody was interested enough to make *sure* Scientology got home to him.

With what we know now, there is no student we enroll who cannot be properly trained. As an Instructor, one should be very alert to slow progress and should turn the sluggards inside out personally. No *system* will do it, only you or me with our sleeves rolled up can crack the back of bad studenting and we can only do it on an individual student, never on a whole class only. He's slow = something is awful wrong. Take *fast* action to correct it. Don't wait until next week. By then he's got other messes stuck to him. If you can't graduate them with their good sense appealed to and wisdom shining, graduate them in such a state of shock they'll have nightmares if they contemplate squirreling. Then experience will gradually bring about Three in them and they'll *know* better than to chase butterflies when they should be auditing.

When somebody enrolls, consider he or she has joined up for the duration of the universe—never permit an "open-minded" approach. If they're going to quit let them quit fast. If they enrolled, they're aboard; and if they're aboard, they're here on the same terms as the rest of us—win or die in the attempt. Never let

them be half-minded about being Scientologists. The finest organizations in history have been tough, dedicated organizations. Not one namby-pamby bunch of pantywaist dilettantes have ever made anything. It's a tough universe. The social veneer makes it seem mild. But only the tigers survive—and even *they* have a hard time. We'll survive because we are tough and are dedicated. When we *do* instruct somebody properly, he becomes more and more tiger. When we instruct half-mindedly and are afraid to offend, scared to enforce, we don't make students into good Scientologists and that lets everybody down. When Mrs. Pattycake comes to us to be taught, turn that wandering doubt in her eye into a fixed, dedicated glare and she'll win and we'll all win. Humor her and we all die a little. The proper instruction attitude is, "You're here so you're a Scientologist. Now we're going to make you into an expert auditor no matter what happens. We'd rather have you dead than incapable."

Fit that into the economics of the situation and lack of adequate time and you see the cross we have to bear.

But we won't have to bear it forever. The bigger we get, the more economics and time we will have to do our job. And the only things which can prevent us from getting that big fast are areas in from One to Ten. Keep those in mind and we'll be able to grow. Fast. And as we grow, our shackles will be less and less. Failing to keep One to Ten will make *us* grow less.

So the ogre which might eat us up is not the government or the High Priests. It's our possible failure to retain and practice our technology.

An Instructor or Supervisor or Executive *must* challenge with ferocity instances of "unworkability." They must uncover what *did* happen, what *was* run and what *was* done or not done.

If you have One and Two, you can only acquire Three for all by making sure of all the rest.

We're not playing some minor game in Scientology. It isn't cute or something to do for lack of something better.

The whole agonized future of this planet, every man, woman and child on it, and your own destiny for the next endless trillions of years depend on what you do here and now with and in Scientology.

This is a deadly serious activity. And if we miss getting out of the trap now, we may never again have another chance.

Remember, this is our first chance to do so in all the endless trillions of years of the past. Don't muff it now because it seems unpleasant or unsocial to do Seven, Eight, Nine and Ten.

Do them and we'll win.

L. RON HUBBARD  
Founder

HCO POLICY LETTER OF 17 JUNE 1970RB

Issue I

REVISED 25 OCTOBER 1983

Remimeo  
Applies to all  
SHs and  
Academies  
HGCs  
Missions

*URGENT AND IMPORTANT*

*Keeping Scientology Working Series 5R*

**TECHNICAL DEGRADES**

(This PL and HCO PL 7 Feb. 65  
must be made part of every study pack as  
the first items and must be listed on checksheets.)

Any checksheet in use or in stock which carries on it any degrading statement must be destroyed and issued without qualifying statements.

Example: Level 0 to IV checksheets SH carry "A. Background Material— This section is included as an historical background but has much interest and value to the student. Most of the processes are no longer used, having been replaced by more modern technology. The student is only required to read this material and ensure he leaves no misunderstood." This heading covers such vital things as TRs, Op Pro by Dup! The statement is a falsehood.

These checksheets were not approved by myself; all the material of the Academy and SH courses IS in use.

Such actions as this gave us "quickie grades," ARC broke the field and downgraded the Academy and SH courses.

A condition of TREASON or cancellation of certificates or dismissal and a full investigation of the background of any person found guilty will be activated in the case of anyone committing the following HIGH CRIMES:

1. Abbreviating an official course in Dianetics and Scientology so as to lose the full theory, processes and effectiveness of the subjects.
2. Adding comments to checksheets or instructions labeling any material "background" or "not used now" or "old" or any similar action which will result in the student not knowing, using and applying the data in which he is being trained.
3. Employing after 1 Sept. 1970 any checksheet for any course not authorized by myself or the Authority, Verification and Correction Unit International (AVC Int).

(Hat checksheets may be authorized locally per HCO PL 30 Sept. 70.  
CHECKSHEET FORMAT.)

4. Failing to strike from any checksheet remaining in use meanwhile any such comments as "historical," "background," "not used," "old," etc., or VERBALLY STATING IT TO STUDENTS.
5. Permitting a pc to attest to more than one grade at a time on the pc's own determinism without hint or evaluation.
6. Running only one process for a lower grade between 0 to IV, where the grade EP has not been attained.
7. Failing to use all processes for a level where the EP has not been attained.
8. Boasting as to speed of delivery in a session, such as "I put in Grade Zero in 3 minutes." Etc.
9. Shortening time of application of auditing for financial or labor-saving considerations.
10. Acting in any way calculated to lose the technology of Dianetics and Scientology to use or impede its use or shorten its materials or its application.

REASON: The effort to get students through courses and get pcs processed in orgs was considered best handled by reducing materials or deleting processes from grades. The pressure exerted to speed up student completions and auditing completions was mistakenly answered by just not delivering.

The correct way to speed up a student's progress is by using two-way comm and applying the study materials to students.

The best way to really handle pcs is to ensure they make each level fully before going on to the next and repairing them when they do not.

The puzzle of the decline of the entire Scientology network in the late 60s is entirely answered by the actions taken to shorten time in study and in processing by deleting materials and actions.

Reinstituting full use and delivery of Dianetics and Scientology is the answer to any recovery.

The product of an org is well-taught students and thoroughly audited pcs. When the product vanishes, so does the org. The orgs must survive for the sake of this planet.

L. RON HUBBARD  
Founder

# PUBLIC SERVICING SECRETARY

PUBLIC SERVICING SEC'S O/O

DIV 6B ESTO

**DECISION**  
Department 17A

**PARTICIPATION**  
Department 17B

**RECOGNITION**  
Department 17C

**REHABILITATION**  
Department 17D

DEPARTMENT OF PUBLIC REGISTRATION	DEPARTMENT OF THE HUBBARD DIANETICS FOUNDATION	DEPARTMENT OF PUBLIC SERVICES	DEPARTMENT OF THE CHAPLAIN
<p>DIRECTOR OF PUBLIC REGISTRATION</p> <p><b>PUBLIC REG SERVICES SECTION</b> PUBLIC REG SERVICES OFFICER Public Reg Receptionist Public Reg Communicator Prospect Collecting in-Charge</p> <p><b>PUBLIC REGISTRATION SECTION</b> CHIEF PUBLIC REGISTRAR Public Registrars Phone Registrar Remote Registrar</p> <p><b>MASS REGISTRATION UNIT</b> Mass Registration In-Charge Ushers (Cashier Liaison Public Reg Liaison Bookstore Liaison Ethics Liaison)</p> <p><b>TOURS SECTION</b> TOURS OFFICER</p> <p><b>TOURS PLANNING UNIT</b> Tours Planning in-Charge</p> <p><b>TOURS PROMOTION UNIT</b> Tours Promotion in-Charge</p> <p><b>TOURS BRIEFING &amp; FIRING UNIT</b> Tours Briefing &amp; Firing in-Charge</p> <p><b>TOURS OPERATION UNIT</b> Tours Operation in-Charge Tours Reges</p>	<p>HUBBARD DIANETICS FOUNDATION DIRECTOR</p> <p><b>DIANETICS SERVICES SECTION</b> DIANETICS SERVICES OFFICER</p> <p><b>RECEPTION UNIT</b> Receptionist</p> <p><b>ENROLLMENT AND RECORDS UNIT</b> Enrollment and Records in-Charge (Public Reg/Accounts/Ethics Liaison)</p> <p><b>PUBLIC SCHEDULING UNIT</b> Public Scheduling in-Charge</p> <p><b>MATERIALS AND SUPPLIES UNIT</b> Materials and Supplies in-Charge</p> <p><b>PUBLIC CALL-IN UNIT</b> Public Call-In in-Charge (Bookbuyer Call-In Liaison Liaison to Division 2)</p> <p><b>DIANETICS EXTENSION COURSES SECTION</b> DIANETICS EXTENSION COURSES OFFICER</p> <p><b>DIANETICS EXTENSION COURSES UNIT</b> Dianetics Extension Courses Supervisor</p> <p><b>HUBBARD DIANETICS TRAINING SECTION</b> HUBBARD DIANETICS TRAINING SENIOR SUPERVISOR</p> <p><b>HUBBARD DIANETICS SEMINAR UNIT</b> Hubbard Dianetics Seminar Senior Supervisor Hubbard Dianetics Seminar Theory Supervisor Hubbard Dianetics Seminar Practical Supervisor Hubbard Dianetics Seminar Co-audit Supervisor Hubbard Dianetics Seminar Course Admin Hubbard Dianetics Seminar Word Clearer</p>	<p>DIRECTOR OF PUBLIC SERVICES</p> <p><b>PUBLIC TECH SERVICES SECTION</b> PUBLIC TECH SERVICES OFFICER</p> <p><b>RECEPTION UNIT</b> Receptionist</p> <p><b>ENROLLMENT AND RECORDS UNIT</b> Enrollment and Records in-Charge (Public Reg/Accounts/Ethics Liaison)</p> <p><b>PUBLIC SCHEDULING UNIT</b> Public Scheduling in-Charge</p> <p><b>MATERIALS AND SUPPLIES UNIT</b> Materials and Supplies in-Charge</p> <p><b>PUBLIC CALL-IN UNIT</b> Public Call-In in-Charge (Bookbuyer Call-In Liaison Liaison to Division 2)</p> <p><b>SCIENTOLOGY EXTENSION COURSES SECTION</b> SCIENTOLOGY EXTENSION COURSES OFFICER</p> <p><b>SCIENTOLOGY EXTENSION COURSE UNIT</b> ScIENTOLOGY Extension Course Supervisor</p> <p><b>BASIC COURSES SECTION</b> BASIC COURSES SENIOR SUPERVISOR</p> <p><b>LIFE IMPROVEMENT COURSES UNIT</b> Life Improvement Courses Senior Supervisor Life Improvement Courses Supervisor Life Improvement Courses Admin Life Improvement Courses Word Clearer</p> <p><b>SUCCESS THROUGH COMMUNICATION COURSE UNIT</b> Success Through Communication Course Senior Supervisor STCC Course Admin STCC Word Clearers STCC Practical Supervisor</p>	<p>CHAPLAIN</p> <p><b>CHAPLAIN'S COURT SECTION</b> CHAPLAIN'S COURT OFFICER Chaplain's Court Arbiter Chaplain's Court Clerk Chaplain's Court Files Clerk</p> <p><b>CHURCH SERVICES SECTION</b> CHURCH SERVICES OFFICER</p> <p><b>CHURCH SUNDAY SERVICES UNIT</b> Sunday Services in-Charge Sunday Services Promotion Clerk Chaplain's Sunday Services Assistant Film &amp; Recorded LRH Lecture Plays for Scientologists Sub-Unit Film &amp; Recorded LRH Lecture Plays for Scientologists in-Charge (Liaison to Dept 16D)</p> <p><b>CHURCH CEREMONIES UNIT</b> Ceremonies in-Charge Ceremonies Record &amp; Files Clerk</p> <p><b>MINISTERIAL SERVICES SECTION</b> MINISTERIAL SERVICES OFFICER</p> <p><b>PERSONAL COUNSELING UNIT</b> Personal Counselor</p> <p><b>MARRIAGE COUNSELING UNIT</b> Marriage Counselor</p> <p><b>RELIEF PASTOR UNIT</b> Relief Pastor</p> <p><b>ORG MORALE SECTION</b> ORG MORALE OFFICER</p> <p><b>STAFF MORALE UNIT</b> Staff Morale in-Charge</p> <p><b>STAFF EVENTS UNIT</b> Staff Events in-Charge</p> <p><b>ETHICS REVIEW UNIT</b> Ethics Review in-Charge</p> <p><b>DEPARTING STAFF INTERVIEW UNIT</b> Departing Staff Interviewer</p> <p><b>RUDIMENTS (ARCC) PROGRAM SECTION</b> RUDIMENTS OFFICER</p> <p><b>RUDS RECEPTION UNIT</b> Ruds Reception in-Charge</p>

(continued on next page)

	<p><b>HUBBARD DIANETICS AUDITOR COURSE UNIT</b>  Hubbard Dianetics Auditor Course  Senior Supervisor  Hubbard Dianetics Auditor  Theory Supervisor  Hubbard Dianetics Auditor  Practical Supervisor  Hubbard Dianetics Auditor  Co-audit Supervisor  Hubbard Dianetics Auditor  Course Admin  Hubbard Dianetics Auditor  Course Word Clearer</p> <p><b>ANATOMY OF THE HUMAN MIND COURSE SECTION</b>  ANATOMY OF THE HUMAN MIND COURSE OFFICER  AHMC Word Clearers</p> <p><b>DIANETICS PROCESSING SECTION</b>  DIANETICS PROCESSING OFFICER  Professional Book One Dianetics Auditors</p>	<p><b>HUBBARD QUALIFIED SCIENTOLOGIST COURSE UNIT</b>  Hubbard Qualified Scientology Course Senior Supervisor  HQS Theory Supervisor  HQS Practical Supervisor  HQS Course Admin  HQS Word Clearer</p> <p><b>SCIENTOLOGIST HATTING COURSES SECTION</b>  SCIENTOLOGIST HATTING COURSES SENIOR SUPERVISOR  Scientologist Hattling Courses Theory Supervisor  Scientologist Hattling Courses Practical Supervisor  Scientologist Hattling Courses Word Clearer  Scientologist Hattling Courses Course Admin</p> <p><b>BASIC SCIENTOLOGY PROCESSING SECTION</b>  BASIC SCIENTOLOGY PROCESSING OFFICER</p> <p><b>INTRODUCTORY AUDITING UNIT</b>  Introductory Auditing In-Charge  Introduction &amp; Demonstration Auditors</p> <p><b>ASSIST AUDITING UNIT</b>  Assist Auditing In-Charge  Assist Auditors</p> <p><b>CO-AUDITING UNIT</b>  Co-auditing In-Charge  Co-auditor Supervisors</p> <p><b>GROUP PROCESSING UNIT</b>  Group Processing In-Charge  Group Processing Auditors</p>	<p><b>RUDS SURVEY &amp; RESEARCH UNIT</b>  Ruds Survey &amp; Research In-Charge</p> <p><b>RUDS AUDITING UNIT</b>  Ruds Lead Auditor  Ruds Auditors</p> <p><b>RUDS REGISTRATION UNIT</b>  Ruds Registrar</p>
VFP: FULLY PAID FOR AND STARTED SERVICE SIGN-UPS AND RE-SIGN-UPS.	VFP: DIANETICS SERVICE COMPLETIONS RESULTING IN PEOPLE ACTIVE IN DIANETICS.	VFP: DEPARTMENT 17C SERVICE COMPLETIONS RESULTING IN ACTIVE SCIENTOLOGISTS.	VFP: SALVAGED SCIENTOLOGISTS, PUBLIC AND STAFF WITH HIGH MORALE WHO ARE NOW ON THE ORG BOARD OR ON THE BRIDGE.
VFP: ACTIVE SCIENTOLOGISTS			

**HASI LONDON**

No. 242

19 June 1959

**ADMINISTRATIVE SIDE OF PE FOUNDATION**

Makes all files for students on course. When students finish, returns all contents to CF.

Tests are marked by PE Foundation and are put in the students' files. Three copies of OCAs are made when student finishes with PE Foundation. The Director of PE gives one copy of OCA to student, one to CF and one to Testing via Assoc Sec. Sees all students when leaving PE Foundation.

Has six files in which are put all the yellow invoices of the different classes of PE students that are invoiced.

The Director of PE informs Addressograph of new people.

Writes to all absentees.

Files all reports from Comm Course and HAS.

The PE Foundation has the following departments:

- PE
- Comm Course
- HAS Co-audit
- Weekend HAS
- Tuesday Night Tape
- Film Show

The PE Director is responsible for the advertising in the PE Foundation.

**PROCUREMENT**

From PE you procure for Comm Course/HAS Co-audit. From HAS you procure for Ext HPA\* or HPA. You tell them that on the HAS they have gained practical experience and on the Ext HPA they will gain knowledge of the theory of Scientology. From the Film Show or Tuesday Night Tape you procure for PE. You write to bookbuyers re PE. From Comm Course/HAS you procure for Tuesday Night Tape and Weekend HAS—they can have their PTPs fixed up. For Weekend HAS they don't have to attend Comm Course.

The Registrar sends to PE Foundation for HAS those people who are unwilling to spend a lot of money for auditing and are unwilling to be audited for long hours. After the HAS their willingness comes up so they go to HGC.

**L. RON HUBBARD**  
Founder

\*Ext HPA: Extension Course HPA; in a 1958 arrangement of the HPA/HCA course, a student did much of his course work as extension work, at home. The arrangement is described in HCO PL 2 Oct. 58. SALE AND CONDUCT OF ACADEMY COURSES in OEC Volume 4.

HUBBARD COMMUNICATIONS OFFICE  
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 28 FEBRUARY 1965

Remimeo

Issue I

**DELIVER**

Now that we *can* deliver, the first thought of every staff member in every org from Saint Hill through the main orgs down to the smallest mission should be to deliver Scientology training and processing to every person responding to their promotion. Books and all other items should be delivered effectively and rapidly to buyers. Certificates should be delivered to all who earn them. Classification should be delivered quickly to those who can pass.

The action of promotion is to offer as many as can be reached something each of those reached will want and buy.

After promotion obtains response, one must *deliver*. That means good case gains to preclears and students, good reality and useful knowledge and skill to every student.

\* Delivery, if not done swiftly and cheerfully and effectively, balls up the lines, retards growth and keeps everyone marking time.

The first job of the books personnel is to deliver books ordered. There is no other action to take. Just deliver. Keep the invoice line simple by simply invoicing everything ordered and note whether paid or not. In shipping books or such items not paid for, request the sum owing while holding the first invoice and when it comes let Invoicing make a new invoice showing payment, and let Shipping relate it to the old. Refund overpayments regardless of what the customer said unless it's a donation. Keep book shipping simple. Deliver books. Be sure books are on hand and deliver them. That's all one does in Books.

When someone buys training, sign the person up and deliver the training and a good case gain too.

When someone buys processing, give them the processing called for at the pc's level whether you advertise you will or not, and deliver a case gain and a completed level.

*Deliver*. When promotion has promoted a response, don't get chatty with the response. Just tell the person what it is, how much it costs, how easy it is and when he should get it; or to come in and get it and *deliver*.

Promote, organize and *deliver*.

---

We can now deliver technically.

You don't have to "make Scientology work." You don't have "to alter it so it will work." You don't have to dream it up. All you've got to do is be skilled in



doing exactly what's taught and you'll deliver handsomely. You can deliver it, so deliver it.

On a pc who has never been processed, do Level 0. Give him or her an HCO Board of Review Certificate as a pc for that level when it is complete. When a pc has Level 0 Grade Certificate, do I. Etc. Boot them up as fast as you can. Do only what the levels are. Issue a certificate when they're all flat on the TA for that grade.

On people who have been scattered through one or another of the levels, finish up anything missed in the lowest level, then the next level, then the next, etc. When a pc has completed IV finally, be sure your staff can do VI on him.

To get an org or individual to deliver effectively, remove the distractions from the delivery channel, remove the barriers to delivery, detect and get rid of the noncompliance to orders to deliver. And deliver pure Scientology, effectively.

Get a move on. Learn what's to be delivered and deliver it.

Same with a course. Deliver it and certify you have. That's all.

You're selling wins. Deliver them.

The whole human race is about to start going up. They'll move to the degree you deliver and no faster. So let's get the show on the road.

Nobody now has to do anything arduous. Just find people, make them want and pay for delivery and then deliver.

That's all.

Let's go.

L. RON HUBBARD  
Founder

HCO POLICY LETTER OF 25 FEBRUARY 1991

Remimeo  
EDs  
Public Executive  
Secretaries  
Public Servicing  
Secretaries  
Qual Secs  
Dir's of Review  
Cram Offs  
Missions

**DELIVERING PUBLIC DIVISION COURSES**

*Refs:*

HCO PL 16 Mar. 71R I	KSW Series 27
Rev. 29.1.75	WHAT IS A COURSE?
HCOB 30 Oct. 78R	COURSES—THEIR IDEAL
Rev. 3.8.83	SCENE
HCO PL 11 Dec. 79 I	DEPARTMENT 17 COURSE
	CHECKSHEETS
HCO PL 4 Apr. 90	COURSE SCHEDULES
HCO PL 24 Sept. 64	Word Clearing Series 33
	INSTRUCTION AND EXAMINATION:
	RAISING THE STANDARD OF

Public Division courses play a vital part in the expansion of Scientology organizations. Standardly delivered Public Division courses can make the difference between an organization that is moving floods of public onto and up the Bridge and an organization that is starving for new people.

There are specific standard actions that must be maintained to ensure the successful delivery of Public Division courses.

**ACADEMY VERSUS PUBLIC DIVISION COURSES**

It goes without saying that when HCO PL, WHAT IS A COURSE? and HCOB, COURSES—THEIR IDEAL SCENE, are fully *in*, the result is a full course room with successful graduates. Where they are not in, you will find an empty class with few completions. This applies just as much to a Public Division course room as it does to any other course room.

However, it needs to be understood that training in an Academy and training in a Public Division course room are two different things. In an Academy, you are delivering professional training to Scientologists. In a Public Division course room, you are delivering courses that teach a person basic Scientology data which he can apply to improve his own life, as well as give him a reality that Scientology works.

Such things as clay demos or professional TRs do not belong in a Public Division course room. These belong in an Academy, not in a Public Division course room.

A Public Division student is made to work out his course schedule with his twin and Supervisor, and adhere to it.

Public Division students study in their own course rooms with their own Supervisors, not in the Academy. If an org were to put their Public Division students in the Academy due to a failure to establish separate Public Division course rooms, students could pick up misunderstands that would cause them to blow off course. The solution is to set up separate Public Division course rooms so these students can be properly supervised without the possibility of picking up misunderstands from more advanced students.

### STARTING AND COMPLETING A STUDENT

Public Division courses start INSTANTLY when the person signs up. He is routed to the course room, logged in by the Course Administrator and brought to the Supervisor who welcomes the new student.

A new student is *not* introduced in front of the whole course and applauded by the other students, nor is there any waiting for a course break to start the student on course; he starts instantly.

If a situation arises whereby a student routes onto a course that requires a twin but no twin is immediately available, the Supervisor must round up someone, such as another student or a staff member, who can act as the student's twin until a regular twin shows up. The whole point is you don't stop a student from instantly starting. You get the student studying on the course and properly serviced.

The Supervisor is fully responsible for making sure that the student is gotten through his course by standard application of course supervision materials. The student is *NOT* to be taken off course while in the middle of it to start some other service. Diverting a student off the service he is on is destructive, as it defeats the purpose of the Public Divisions and the whole gradient structure of Public Div services. A person on a Division 6B service must be allowed to do and complete that service without his attention being shifted to other future services by Registrars or others. Ensuring that the student receives excellent supervision and achieves the expected result from the service he is on is the best guarantee that he will demand more and more services and make smooth progress up the Bridge. (Ref: HCO PL 22 Dec. 82RB, SERVICE ROUTES FOR NEW PUBLIC)

### THE SUPERVISOR

The Supervisor in the Public Divisions is required to be a trained and certified Course Supervisor.

The Supervisor must expect a level of proficiency and understanding from the student based solely on the student's course materials. The Supervisor must not expect the student to perform at a level demanded of more advanced students; he ensures that the student attains an understanding of his materials and an ability to apply what he has learned.

For example, you wouldn't demand that a student on the HQS Course know all the characteristics and attributes of each tone level on the Tone Scale. You also wouldn't demand that an STCC student do hours of perfect uninterrupted

IRs as though he were a Professional IR Course student training as a professional auditor. You *would* expect, at the completion of the HQS Course, that the student would have an understanding of the Scientology basics taught on the course and could help another with various assist actions.

Every effort should be made to prevent Public Division students from picking up misunderstood words—especially newer students. Whenever a student does pick up a misunderstood word or has a question about what another student is doing, it should be cleared up immediately. Do not display signs or posters in the course room that use advanced Scientology terminology as these can give students misunderstandings.

### HANDLING STUDENT QUESTIONS

The Supervisor should be familiar with the book *What Is Scientology?* and other authorized books, brochures and pamphlets that give information about Scientology, at a very basic level, so that he can refer Public Division students to these when asked questions about the Scientology philosophy, the Church, etc.

If a student has a question about a technical point, the Supervisor would handle it using standard supervision and Word Clearing tech. But, where a Supervisor is getting *many* questions from the student, the Supervisor must send that student to Review for handling. This does not mean that the Supervisor doesn't clear words on the student, it just points out that he doesn't get into an extensive amount of Word Clearing on any particular student. The student should go to Review for that is where he can receive the individual attention he needs.

### SUMMARY

Running a standard Public Division course room is utterly *key* to the expansion of the organization and Scientology.

Remember, this is where we make our future Scientologists!

L. RON HUBBARD  
Founder

Compilation assisted by  
LRH Technical Research  
and Compilations

[1954]

We of the Church believe:

That all men of whatever race, color or creed were created with equal rights;

That all men have inalienable rights to their own religious practices and their performance;

That all men have inalienable rights to their own lives;

That all men have inalienable rights to their sanity;

That all men have inalienable rights to their own defense;

That all men have inalienable rights to conceive, choose, assist or support their own organizations, churches and governments;

That all men have inalienable rights to think freely, to talk freely, to write freely their own opinions and to counter or utter or write upon the opinions of others;

That all men have inalienable rights to the creation of their own kind;

• That the souls of men have the rights of men;

That the study of the mind and the healing of mentally caused ills should not be alienated from religion or condoned in nonreligious fields;

And that no agency less than God has the power to suspend or set aside these rights, overtly or covertly.

And we of the Church believe:

That man is basically good;

That he is seeking to survive;

That his survival depends upon himself and upon his fellows and his attainment of brotherhood with the universe.

And we of the Church believe that the laws of God forbid man:

To destroy his own kind;

To destroy the sanity of another;

To destroy or enslave another's soul;

To destroy or reduce the survival of one's companions or one's group.

And we of the Church believe that the spirit can be saved and that the spirit alone may save or heal the body.

L. RON HUBBARD  
Founder

A civilization without insanity, without criminals and without war, where the able can prosper and honest beings can have rights, and where man is free to rise to greater heights, are the aims of Scientology.

Nonpolitical in nature, Scientology welcomes any individual of any creed, race or nation.

We seek no revolution. We seek only evolution to higher states of being for the individual and for society.

We are achieving our aims.

After endless millennia of ignorance about himself, his mind and the universe, a breakthrough has been made for man.

Other efforts man has made have been surpassed.

The combined truths of fifty thousand years of thinking men, distilled and amplified by new discoveries about man, have made for this success.

We welcome you to Scientology. We only expect of you your help in achieving our aims and helping others. We expect you to be helped.

• Scientology is the most vital movement on Earth today.

In a turbulent world, the job is not easy. But then, if it were, we wouldn't have to be doing it.

We respect man and believe he is worthy of help. We respect you and believe you, too, can help.

Scientology does not owe its help. We have done nothing to cause us to propitiate. Had we done so, we would not now be bright enough to do what we are doing.

Man suspects all offers of help. He has often been betrayed, his confidence shattered. Too frequently he has given his trust and been betrayed. We may err, for we build a world with broken straws. But we will never betray your faith in us so long as you are one of us.

The sun never sets on Scientology.

And may a new day dawn for you, for those you love and for man.

Our aims are simple, if great.

And we will succeed, and are succeeding at each new revolution of the Earth.

Your help is acceptable to us.

Our help is yours.

**L. RON HUBBARD**

Founder

HUBBARD COMMUNICATIONS OFFICE  
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 2 SEPTEMBER 1968

Remimeo

CHAPLAIN

(Appeared first as Sea Org Flag  
Order 1094 of 26 July 1968)

The Chaplain's primary duties are keeping people on the org board and the public in Scientology.

The Chaplain's main area of operation in preventing people from falling off the org board is auditors.

He/she is concerned with the auditors' morale and endeavors to see that their troubles and problems get seen to. The Chaplain also knows who is their next of kin and family.

The reason for this area being chosen as Chaplain's priority is that auditors make *others* better, the *able* more able in using Scientology tech and must not, above all, be hindered by low morale, problems and troubles. An auditor's high morale equals a better delivery of standard tech to his pcs.

The Chaplain does not and must not advise auditors on tech. His role is to hearten and defend them and get people to let them audit and be audited and make their own grades. That attended to he has his other hat and service duties.

L. RON HUBBARD  
Founder

HCO POLICY LETTER OF 29 AUGUST 1979R

Remimeo  
Dist Secs  
Div VI Hats  
Chaplain Hats

Issue I  
REVISED 14 MARCH 1980

4

**ORG BOARD FOR THE DEPARTMENT  
OF THE CHAPLAIN**

This org board starts a new era for the Distribution Division as it begins to reach out and take further responsibility for the field.

The Department of the Chaplain is to be established in all Class IV orgs regardless of size. It is to be established at once. This org board manned and functioning and using its technology is of enormous value to every org and its public.

**DEPARTMENT 17C**

**DEPARTMENT OF THE CHAPLAIN**

**CHAPLAIN**

*CHAPLAIN COURT SECTION*

Chaplain's Court Officer  
Chaplain's Court Arbiter  
Chaplain's Court Clerk  
Chaplain's Court Files Clerk

*CHURCH SERVICES SECTION*

Church Services Section Officer

*CHURCH SUNDAY SERVICES UNIT*

Sunday Services I/C  
Sunday Services Promotion Clerk  
Chaplain's Sunday Services Assistant

*CHURCH CEREMONIES UNIT*

Ceremonies (Marriage, Funeral, Christening) I/C  
Ceremonies Records and Files Clerk



*MINISTERIAL SERVICES SECTION*

Ministerial Services Officer

*PERSONAL COUNSELING UNIT*

Personal Counselor

*MARRIAGE COUNSELING UNIT*

Marriage Counselor

*ORG MORALE UNIT*

Org Morale I/C

*RUDS (ARCX) PROGRAM SECTION*

Ruds Officer

*RUDS RECEPTION UNIT*

Ruds Receptionist

*RUDS (ARCX) SURVEY & RESEARCH UNIT*

Ruds Survey and Research Clerk

*RUDS (ARCX) AUDITING UNIT*

Ruds Repair Lead Auditor

Ruds Repair Auditors

*RUDS (ARCX) REGISTRATION UNIT*

Ruds Registrar

VFP: SALVAGED SCIENTOLOGISTS AND PUBLIC WHO ARE RETURNED TO THE SERVICE LINES OF THE ORG OR THE BRIDGE.

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**CHAPLAIN'S DEPARTMENT VFPs, PRODUCTS AND STATISTICS**

VFP: Dept of the Chaplain and the Chaplain.  
SALVAGED SCIENTOLOGISTS AND PUBLIC WHO ARE RETURNED TO THE SERVICE LINES OF THE ORG OR THE BRIDGE.

STAT: Number of salvaged Scientologists and public who are now on the org board or on the Bridge. (This would include FSMs who have been salvaged and now active for the org.)

**CHAPLAIN'S COURT SECTION**

VFP: Chaplain's Court Section and Chaplain's Court Officer and Arbiter.  
HANDLED DISPUTANTS WHO ARE NOW PRODUCTIVE IN SCIENTOLOGY.

**STAT:** Number of handled disputants who are now productive in Scientology. (This would include staff, FSMs, Scientologists in the org or higher org or on the Bridge, public who become Scientologists as a result of excellent Chaplain's Courts.)

#### **CHAPLAIN'S COURT CLERK**

**VFP:** ACCURATE RECORDS OF CHAPLAIN'S COURT PROCEEDINGS WHICH ARE ISSUED AND COMPLETED.

**STAT:** Completed Programs from Chaplain's Court Orders.

#### **CHAPLAIN'S COURT FILES CLERK**

**VFP:** COMPLETE, ACCESSIBLE, CHAPLAIN'S COURT FILES AVAILABLE FOR USE.

**STAT:** Number of complete, accessible, Chaplain's Court Files available for use.

#### **CHURCH SERVICES SECTION**

**VFP:** Church Services Section and Church Services Section Officer.  
CHURCH SERVICES AND CEREMONIES WHICH ENHANCE CHURCH IMAGE AND GENERATE MORE INTEREST IN SCIENTOLOGY.

**STAT:** Number of attendees at church services and ceremonies.

#### **SUNDAY SERVICES I/C**

**VFP:** WELL PROMOTED, ORGANIZED AND ATTENDED SUNDAY SERVICES.

**STAT:** Number of Sunday Service attendees who are VGIs about the Sunday Service.

#### **SUNDAY SERVICES PROMOTION CLERK**

**VFP:** SURVEYED SUNDAY SERVICE PROMOTION WHICH INCREASES ATTENDANCE.

**STAT:** Number of promotion pieces, posters and advertisements distributed or placed.

#### **CHAPLAIN'S SUNDAY SERVICE ASSISTANT**

**VFP:** A WELL PRESENTED CHAPEL THAT ENHANCES CHURCH IMAGE.

**STAT:** Number of checklist items in, for a well-appointed and spotless chapel.

## CHURCH CEREMONIES UNIT

### CEREMONIES I/C

**VFP:** CHURCH CEREMONIES WHICH ENHANCE CHURCH IMAGE AND GENERATE MORE INTEREST IN SCIENTOLOGY.

**STAT:** Number of attendees at church ceremonies.

### CEREMONIES RECORDS AND FILES CLERK

**VFP:** ACCURATE RECORDS AND FILES FOR CHURCH CEREMONIES WHICH ENHANCE CHURCH IMAGE WITH PUBLIC AND GOVERNMENTS.

**STAT:** Number of accurate, presentable records, filed and/or delivered on time to correct terminals.

### MINISTERIAL SERVICES SECTION

**VFP:** Ministerial Services Section and Officer.  
PUBLIC AND STAFF HANDLED WITH SCIENTOLOGY AND HAPPILY BACK ON THE ORG BOARD OR ON THE BRIDGE.

**STAT:** Number of persons handled and now back on the org board producing or back on the Bridge.

### MARRIAGE COUNSELOR

**VFP:** MARRIAGE PARTNERS NOW IN ARC AND CONTINUING IN SCIENTOLOGY.

**STAT:** Number of marriage partners now in ARC and continuing in Scientology.

### PERSONAL COUNSELOR

**VFP:** PUBLIC SALVAGED WITH SCIENTOLOGY COUNSELING AND NOW ON THE BRIDGE.

**STAT:** Number of public salvaged with Personal Counseling and now on the Bridge.

### ORG MORALE I/C

**VFP:** SALVAGED STAFF WHO ARE HAPPILY BACK ON THE ORG BOARD AND PRODUCING.

**STAT:** Number of staff salvaged, happily back on the org board and producing.

### RUDS (ARCX) PROGRAM SECTION

**VFP:** Ruds Program Section and Ruds Officer.  
FORMERLY OUT-RUDS PUBLIC NOW IN-RUDS AND BACK ON THE BRIDGE.

*STAT:* Number of out-ruds public now in-ruds and back on the Bridge.

#### **RUDS RECEPTIONIST**

*VFP:* RUDS SECTION PUBLIC AND COMM PARTICLES HANDLED WITH HIGH ARC AND ROUTED TO CORRECT TERMINALS.

*STAT:* Number of people and particles correctly handled and routed.

#### **RUDS SURVEY & RESEARCH CLERK**

*VFP:* OUT-RUDS PUBLIC LOCATED AND HANDED TO RUDS AUDITING UNIT WITH ALL INFORMATION NEEDED TO CONTACT AND HANDLE.

*STAT:* Number of out-ruds public located, with full information needed to contact and handle, which are handed to Ruds Auditing Unit.

#### **RUDS REPAIR AUDITOR**

*VFP:* OUT-RUDS PUBLIC AUDITED TO VGIs WHO THEN SIGN UP WITH THE REG AND GET BACK ON THE BRIDGE.

*STAT:* Number of out-ruds public audited to VGIs who then sign up with the Reg and get back on the Bridge.

#### **RUDS REGISTRAR**

*VFP:* PUBLIC SIGNED UP FOR SERVICE AFTER RUDS REPAIR WHO ARE NOW BACK ON THE BRIDGE OR ON THE ORG BOARD AS FSMs.

*STAT:* Number of paid starts from the Ruds Program Section.

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This new department fills a great need in orgs and field and coordinates activities that are vital to the continued expansion of Dianetics and Scientology.

L. RON HUBBARD  
Founder

Assisted by CSC

HCO POLICY LETTER OF 29 AUGUST 1979R

Remimeo  
Div 6 Hats

Issue II  
REVISED 14 MARCH 1980

**THE DEPARTMENT OF THE CHAPLAIN**

*Modifies:*

HCO PL 2 Aug. 65 II CHAPLAIN

*Cancels:*

HCO PL 19 Jan. 66 IV CHAPLAIN. TRANSFER OF

The purpose and duties of the Chaplain align with the ideal scene of a Division 6 which takes full responsibility for the field. In line with this increased responsibility the Chaplain's Section is hereby expanded in all Class IV Orgs to the new Department 17C, the Department of the Chaplain.

The functions of this department are laid out in HCO Policy Letter of 29 Aug. 79R I, Rev. 14.3.80, ORG BOARD FOR THE DEPARTMENT OF THE CHAPLAIN.

The valuable final product of the Chaplain's Department is:

SALVAGED SCIENTOLOGISTS AND PUBLIC WHO ARE RETURNED TO THE SERVICE LINES OF THE ORG OR THE BRIDGE.

The head of this department is the Chaplain. He is in charge of Chaplain's Courts, Sunday services, marriage counseling, ceremonies, org morale and a full ARC break handling program.

The purpose of the Chaplain is as given in HCO Policy Letter of 2 Aug. 1965 II:

"TO HELP RON MINISTER TO OTHERS, TO SUCCOR THOSE WHO HAVE BEEN WRONGED AND TO COMFORT THOSE WHOSE BURDENS HAVE BEEN TOO GREAT."

The Chaplain's primary duties are keeping people on the org board and the public in Scientology. The Chaplain's main area of operation in preventing people from falling off the org board is auditors, because auditors make others better and the able more able by using the technology of Scientology. The Chaplain's duties thus align perfectly with the VFP of his department.

There is a lot of very valuable technology for use in the Department of the Chaplain. Orgs with a Chaplain and a manned department can utilize all of this technology to give service to the field and the staff of the org. The services are

all already in great demand by the org and its public and the org will get immediate business which can create a small boom all by itself.

Getting the department posted up, supported and functioning will do much to bring about an ideal scene of a Public Division that is assuming full responsibility for its field.

L. RON HUBBARD  
Founder

HCO POLICY LETTER OF 5 AUGUST 1966RA

Remimeo

Issue II

REVISED 7 DECEMBER 1988

*Division 6*

*Division 1*

**CHAPLAIN'S COURT  
CIVIL HEARINGS**

As many matters come before Ethics which are not properly ethics but civil matters (i.e., between other persons), a Chaplain's Court Unit is formed in Division 6, Department of the Chaplain.

The Chaplain is the head of this department.

A permanent presiding justiciary who must be a minister may be appointed (called an Arbiter) where activities warrant.

The Chaplain (or the permanent or part-time assisting Arbiter) presides over all Court Hearings and renders judgment.

The organization of this activity is similar to any civil proceedings and may, when conditions warrant, have clerks and other personnel.

The Court may charge reasonable fees and has these as its statistic.

Only civil matters may be heard or judged.

All ethics matters must be referred to Ethics.

**JUSTICE**

Reasonably priced and easily obtained justice are requisites to any civilization.

The purpose of the Chaplain's Court Unit is to resolve matters of dispute between individuals.

Staff personnel, pcs, students and Scientologists may utilize this Court Unit to resolve their own disputes or legal affairs.

Staff members may not be sued by reason of performance of their org duties, as this belongs to Ethics where such complaints may be made.

Any suit filed must be against the person who actually personally knew and damaged the individual suing by an action directed personally against the plaintiff, except for suits to remove Ethics Orders.

The org, a division, department or section may only be sued to obtain restoration of status, to revoke or alter Ethics Orders or obtain service which was denied, such as auditing time to right an omission. The org or any part of it may not be sued for financial damages or refund.

Preliminary hearings only can be given in divorce matters at this time as these must also have state action before any such findings can be considered legal in the eyes of the state. However, separation may be found, both parties consenting.

Collection of debt and remedy in defaulting on obligation may be sought from the Court.

#### **REBUTTAL DAMAGES**

If a person who is sued has reason, he can, as defendant, require damages in his rebuttal and should the suit be fallacious and found against the plaintiff such may be awarded.

#### **COSTS**

Costs may be recovered as part of damages, meaning costs of court action.

#### **EXTENT OF DAMAGES**

Any damages assigned by the Court must be reasonable and in keeping with reality.

#### **ETHICS RELATIONS**

Ethics may route civil matters to the Chaplain's Court Unit.

In return, in matters of perjury or the collection of damages awarded by the Court, the Court Unit may refer the matter to Ethics.

#### **REFUND SUITS**

Suits for refund of fees may not be filed as this is an ethics matter.

#### **LRH SUITS**

Suits against LRH, board members, Executive Secretaries or Secretaries are not accepted by the Court.

#### **WRONGFUL ETHICS ACTIONS**

HCO may be sued in the Court for erroneous issue of an Ethics Order and for no other action. Damages requested may not exceed \$5 or an order apologizing or restoration of status.

#### **BONUS ACTIONS**

All bonus matters or disputes between or amongst Tech, Qual and Treasury or their personnel may be heard by the Court Unit.

#### **STAFF MEMBER DISPUTES**

Personal disputes between staff members even when org business is concerned may be heard by the Chaplain's Court.



Failure to abide by a Court Finding may become an ethics matter.

### JURY

When requested and allowed by the Chaplain, a jury of three persons may be chosen and used. The persons chosen must be agreed upon by both litigants.

### ATTORNEYS

Anyone may act as an attorney in the Court Unit.

Professional attorneys may appear before it.

No attorney is required.

### PROCEDURES

All procedures for the Chaplain's Court Unit are developed by and all magisterial appointments are made by the Chaplain in the form of Public Division Executive Directives. All fees are set in this manner. The Chaplain and the Court and such Executive Directives may be overruled only by the Chaplain in a senior org or, when ordered, standardized amongst orgs by the Int Chaplain Flag or by Div 6 Internal Exec Int.

L. RON HUBBARD  
Founder

Revision assisted by  
LRH Technical Research  
and Compilations

HCO POLICY LETTER OF 2 AUGUST 1965

Gen. Non-Remimeo

Issue II

*TECH DIVISION*

**CHAPLAIN**

Every org has a Chaplain.

The Chaplain's Office is located in the Technical Division, Division 4, and in the Department of Technical Services.

The purpose of the Chaplain is:

"To help Ron minister to others, to succor those who have been wronged and to comfort those whose burdens have been too great."

It should be made well known to pcs and students that when they cannot elsewhere be heard, they always have recourse to the Chaplain.

The Chaplain, while without actual authority to order remedies, may call cases of obvious mishandling to the attention of the appropriate department or section.

His is also the complaints department.

The Chaplain holds services where required, regularly, on Sunday, or marriages, christenings or funerals.

The Chaplain takes over Ron's hat in all these things.

As all orders, rules, regulations, policies and routes for this activity are designed to further its basic purpose, no order, rule, regulation, policy or route may be made or used to interfere with the purposes of this office.

The Chaplain is an officer and heads a section called the Chaplain Section.

L. RON HUBBARD  
Founder



HUBBARD COMMUNICATIONS OFFICE  
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 15 AUGUST 1957R  
REVISED 12 JUNE 1958

Remimeo  
All Staff  
D of T Hat  
Dir of Exams Hat  
Dir of Certs and  
Awards Hat  
Sec to Executive  
Director Hat

(Issued as Founding Church Policy Letter, Washington)

**MINISTERIAL QUALIFICATIONS**

A minister of the Founding Church must meet the following requirements:

1. Must have a validated certificate in Scientology.
2. Must know the Church Creed verbatim.
3. Must be capable of giving the various ceremonies.
4. Must be able to pass an examination on the great religions.
5. Must have a knowledge of St. John.
6. Must be of good moral character.
7. Must be able to conduct a Sunday service for the Church.
8. Must have a moral and ethical code by which he can live and abide.

L. RON HUBBARD  
Founder

HCO BULLETIN OF 19 DECEMBER 1988R  
REVISED 30 JANUARY 1990

Remimeo  
All Orgs and  
Missions  
Chaplains  
C Ses  
Auditors

## SCIENTOLOGY MARRIAGE COUNSELING

*Refs:*

Tape: 5912C10  
HCOB 31 Dec. 59R  
Rev. 9.2.89

"Demonstration of New HGC Process"  
BLOW-OFFS

Tape: 6001C02  
HCOB 10 July 64

"Marriage"  
OVERTS—ORDER OF EFFECTIVENESS  
IN PROCESSING

HCO PL 27 May 65

PROCESSING

Scientology Marriage Counseling is a very powerful technique for restoring ARC between marital partners whose relationship has become strained or is headed for divorce.

Use of this technique is depicted in the public film *The Married Couple*.

### DELIVERY REQUIREMENTS

Scientology Marriage Counseling can be delivered by a certified Class II Auditor who is an ordained Scientology minister (or minister-in-training) and who has been high-crime checked out and passed in Qual on Scientology Marriage Counseling procedure. (Ref: HCO PL 8 Mar. 66, KSW Series 13, HIGH CRIME)

The length of time required to complete Scientology Marriage Counseling can vary, but ordinarily it can be done in one or two intensives.

This processing must be done at an org which is qualified to deliver auditing to the partner with the *highest* case level. For instance, if one of the partners is OT III and the other is a Grade IV Release, the counseling may be delivered at an Advanced Org, but not in a Class IV Org or mission.

### PROCEDURE

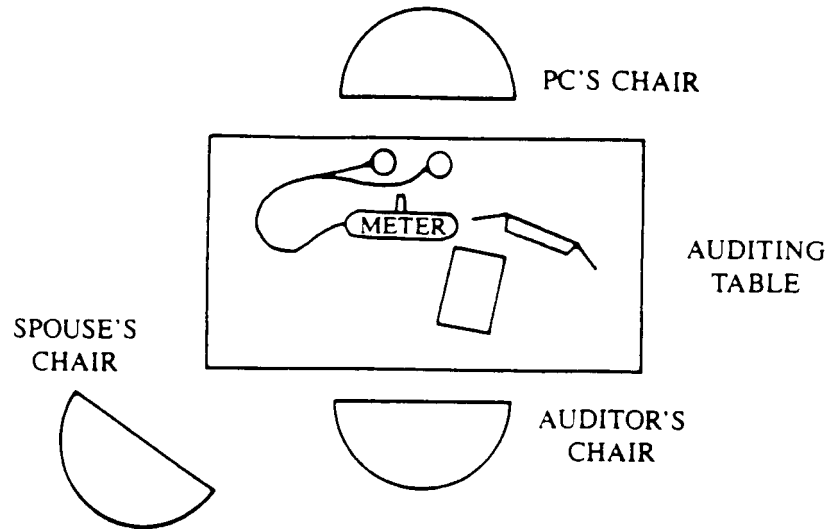
Scientology Marriage Counseling is actually classified as an *assist*. It is meant to alleviate difficulties a couple are experiencing in their relationship with each other by helping them to unburden their accumulated overtacts and withholdings.

Unlike most other processes, this procedure is done with *three* people in the auditing room—the auditor and two preclears (the marital partners).

The procedure is as follows:

1. Set up the auditing room as per HCOB 4 Dec. 77R, CHECKLIST FOR SETTING UP SESSIONS AND AN E-METER. Be sure to provide

comfortable chairs for *both* partners. The chair used by the partner who is not holding the cans is placed to one side of the auditing table, facing the pc's chair and slightly behind the auditor.



2. Ensure both partners understand what will be taking place in the counseling sessions. If both partners are already trained as auditors or have had a Scientology C/S-1, these points need only be briefly reviewed to ensure both understand them. If one or both partners has never given or received metered auditing before, then *each* of these steps must be done in full:
  - a. Explain that everything said in the counseling you will be doing is held in strictest confidence, according to the traditional rules of pastor/parishioner confidentiality.
  - b. Describe how the counseling will be done, i.e., that you will be asking a set of questions, called a "process," of one partner until a certain result is reached, then asking the same questions of the other partner. Ensure it is understood by both partners that when one of them is holding the cans and answering your questions, the other is to remain quiet and just listen, no matter what is said and no matter how much he or she may want to comment. When you are finished directing your questions to one partner, the other will be given his or her turn.
  - c. Briefly explain to both partners what the E-Meter is used for. For demonstration, do a "pinch test." Explain to both partners that to show how the meter registers mental reactions, you will give the partner holding the cans a pinch. Do so. Then get that partner to think of the pinch (while still holding the cans), showing both partners

the meter reaction. (Ref: *The Book of E-Meter Drills*, E-Meter Drill 5RB) Keep this demonstration and explanation very simple. You can use the book *Introducing the E-Meter* to help handle any questions, but do not complicate this step unnecessarily.

- d. Explain what the word "floating needle" means and that a floating needle indicates that you have reached a good point in the process. Let both partners know you will indicate a floating needle when one occurs in the counseling.
- e. Explain that when you have finished a counseling session, you will take both partners to the Examiner. Explain that the Examiner will have the pc hold the E-Meter cans, that the pc may say anything he wishes, and that the Examiner will not say anything other than acknowledging and indicating a floating needle when one is present.
- f. Clear the words "moral code," "overt act" and "withhold" with both partners, using the definitions sheet attached to this HCOB.
- g. Clear the commands of the process with both partners, making sure they understand very clearly what is meant by "done to" and "withheld from" in the questions. Explain that when the first question is answered, you'll give the second question and so on, back and forth between the two questions. The questions are:
  1. **WHAT HAVE YOU DONE TO (spouse's name)?**
  2. **WHAT HAVE YOU WITHHELD FROM (spouse's name)?**
3. Put one of the partners on the meter, set the sensitivity for the pc, do a metabolism test and check to be sure the pc is well rested, has eaten and is not hungry.
4. Start the session by saying **"THIS IS THE SESSION."** (Tone 40)
5. Run the process commands alternately (1,2,1,2,1,2, etc.) until the pc has an F/N, cog and VGIs. Indicate the F/N and give the pc the R-factor that you have finished directing the questions to him/her for now.
6. Have the second partner sit in the auditing chair holding the cans while the first partner sits in the third chair, observing. Start a new worksheet for the second partner.
7. Give the partner on the cans the R-factor that you'll now be directing the same questions to him/her. Ask if he/she has any questions before you begin. Set the sensitivity, etc., as in step 3.
8. Repeat steps 5-7, each time running the process to an F/N, cog and VGIs for the partner on the meter.
9. When the minister ends a session, such as for a meal break or to end off for the day, both pcs are taken to the Examiner. When counseling is ended for the day, the minister should see that the couple is scheduled for their next counseling session.

10. Write up the counseling session using a separate Auditor's Report Form and set of worksheets for each pc. In order to ensure that a complete record of the session exists in both pcs' folders, a photocopy of each partner's worksheets should be included with the original worksheets of the other when those are placed in the pc folder. (For example, the husband's pc folder would contain the original worksheets of his sessions, plus a photocopy of the worksheets of the wife's sessions.) Route the two folders to the C/S.

### **END PHENOMENA**

By continuing the counseling a point should be reached where the TA has flattened out on both partners, and both are F/Ning, VGIs and in ARC with each other. That is the EP.

The aim of Scientology Marriage Counseling is to assist marital partners in restoring affinity, reality and communication with each other.

Many, many marriages at the brink of divorce have been successfully salvaged with the help of this processing. There is, however, no guarantee that a couple wishing to get a divorce will decide to remain married, and no minister or any org staff member should make any such promise or claim to anyone.

If the counseling is completed standardly, the couple will have been unburdened of the overts and withholds affecting their relationship and will be in good communication with each other and better able to make rational decisions concerning their marriage.

It may take several counseling sessions to reach the EP. A marriage that is in trouble is not something that is put together again in one night, because the number of overts and withholds usually takes a little longer to detail.

When the EP has been reached, both partners are C/Sed to declare to completion of Scientology Marriage Counseling in Qual.

### **TIPs**

#### **TRs**

Excellent auditor TRs are a must in delivering Scientology Marriage Counseling. The auditor should have a flawless command of TRs 0-4 and be an expert at Upper Indoc TRs. Considerable upset can sometimes occur in a Scientology Marriage Counseling session, and the auditor must be able to handle it and control both partners smoothly and with high ARC.

#### **Auditor's Code**

The Auditor's Code must be strictly observed by the minister at all times during Scientology Marriage Counseling. It is particularly important that the auditor not give any impression, by his words, tone of voice, mannerisms or by any other means, that he favors or sympathizes with one partner or the other, either in or out of session. (Ref: HCO PL 14 Oct. 68RA, THE AUDITOR'S CODE; HCOB 23 May 71 X, Basic Auditing Series 9, COMM CYCLE ADDITIVES; and HCOB 26 Apr. 71 I, TRs AND COGNITIONS)

HCOB 19 December 1988R, page 4  
Rev. 30 January 1990



## OTs

Scientology Marriage Counseling procedure is not changed when it is being done on an OT. The procedure is the same regardless of the case level of the pc or pre-OT.

Only in doing *repair* of Scientology Marriage Counseling on an OT III or above is there any difference in procedure. In such a case an LCRE would be done following the technical rules for use of correction lists on OTs.

## C/Sing

Scientology Marriage Counseling is C/Sed as one would any metered assist processing, according to the HCOBs of the C/S Series.

As the pcs may be very green, the C/S should be alert for any indicators that one or both of them do not understand what is expected and get this remedied if spotted.

The C/S should also ensure that an auditor is thoroughly checked out and drilled before allowing him to do this processing. With the added randomness of two people to handle in each session and the misemotion that can sometimes come to the surface in this processing, it requires excellent auditor TRs, metering and command of the procedure.

## REPAIR

Ordinarily upsets or bogs in Scientology Marriage Counseling stem from *missed withholds* and are handled by simply continuing the process. However, if a session is utterly bogged or if a pc is refusing to go on at all, an LCRE should be assessed and handled.

If an LCRE must be used, it should be done in a session without the pc's spouse present; however, if overts or withholds on the spouse are gotten off in a pc's repair session they must also be revealed by the pc to his spouse in a later session when the spouse is present. This is done by simply having the pc, in the next session, tell the spouse each of the overts or withholds that were gotten off in the repair session.

If the auditor delivering the counseling is not qualified to use the LCRE, the pc is turned over to another auditor for the repair session.

If one or both of the pcs refuse to come in for a Scientology Marriage Counseling session after counseling has begun, arrangements should be made to get them in immediately for repair as above.

## CAUTIONS

### Simplicity

Scientology Marriage Counseling procedure is quite simple. Guard against any tendency to complicate the procedure with additional commands or steps.

One point of complexity that has been added to this action by some is in the

area of setting up the pc for the action. Scientology Marriage Counseling is done as an assist for a present time difficulty. It is not a major grade or rundown requiring extensive setups before it can be done. Even rudiments are ordinarily unnecessary—if the pc is there for Scientology Marriage Counseling on his own determinism, he'll be found to be *in-session* already; rudiments would act as a distraction in such a case and could tend to throw the pc *out* of session. (Ref: Tape 5911C09, "Demo of an Assist") Unless it is known that a pc has a situation which must be handled before an assist is begun (such as a read on out-Int or out-lists) the counseling is simply begun and carried through to completion much as one would do any assist action.

Where extensive setups have erroneously been entered into, it has commonly been found that the pc's attention is primarily on his marital situation, and that is exactly what ends up being addressed in the "setup" auditing. This can even include overts and withholds on the pc's spouse coming to light without the benefit of the spouse being present.

If a rud needs to be flown on one or both of the partners, it should be done in session with *both partners* present, unless the partner needing the rud is OT III or above and the other partner is not.

### Session Misemotion and Overuse of Repair

It is not uncommon for one or both of the marriage partners being counseled to show a great deal of misemotion in a Scientology Marriage Counseling session. Crying, yelling, etc., are not unusual. The auditor should *not* instantly think he needs to do an LCRE or other repair action when misemotion occurs. The three oldest rules in processing apply: (a) GET THE PC THROUGH IT; (b) WHAT TURNS IT ON WILL TURN IT OFF; (c) THE WAY OUT IS THE WAY THROUGH. Only when continuing with the process of "What have you done to (spouse)?" "What have you withheld from (spouse)?" has not smoothed the session out should an LCRE be resorted to. (Ref: HCO PL 27 May 65, PROCESSING)

### Auditing Both Pcs

Ideally, *both* partners should be audited in the same counseling session or on the same day. Though it may not always be possible to do this, experience has shown it is definitely preferable to audit both partners in one day rather than auditing one on one day and one the next.

If you **end** off a counseling session by auditing spouse A, begin the next session by auditing spouse B. Example: On Monday the husband is given an hour of processing, then the wife is given 45 minutes, then the husband is given an hour and finally the wife is given an hour and a half. Tuesday the session is begun by auditing the husband, and so on.

### Participation

It is very important that both partners actually take part in Scientology Marriage Counseling on their own determinism. If one of the partners is hesitant to enter into counseling, a Chaplain or FSM can and should enlighten him or her to bring about an understanding of how the counseling could help. However, if one or both of the partners is not in agreement with doing the processing or is

doing it on someone else's determinism, it is highly unlikely that the counseling will succeed; in fact, Scientology Marriage Counseling may not be sold or delivered in such circumstances. A person who did not sign up for this counseling on his or her own determinism is a troublesome source per HCO PL 27 Oct. 64R, POLICIES ON PHYSICAL HEALING, INSANITY AND SOURCES OF TROUBLE, and is to be handled per that policy.

### Completing the Process to EP

It may happen that partway through Scientology Marriage Counseling one or both of the partners originate that they have decided to get a divorce. Even if they seem to be satisfied with their decision, the counseling must be continued until the full EP is reached: TA flattened out on both partners, both F/Ning and VGIs and in ARC with each other.

### TRAINING

When a couple has completed Scientology Marriage Counseling, they must be sold and delivered *training* to hat them on basic Scientology and tools they can use to build a strong and lasting relationship. The How to Improve Your Marriage Course is a Scientology Life Improvement Course designed specifically for this purpose and is part of a standard marriage handling program. Following the How to Improve Your Marriage Course, the couple should also do the Success Through Communication Course.

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When applied standardly, Scientology Marriage Counseling is a tremendously effective tool that can be used to open the way to a happy and satisfying marriage for couples who want to repair and improve their relationship.

L. RON HUBBARD  
Founder

Compilation assisted by  
LRH Technical Research  
and Compilations

Revision assisted by  
LRH Technical Research  
and Compilations

## SCIENTOLOGY MARRIAGE COUNSELING

### DEFINITIONS SHEET

The following definitions are for use in clearing these terms as part of Scientology Marriage Counseling.

**Moral Code:** An agreed-upon code of conduct. Whenever people get together and operate as groups, they make agreements on codes of conduct regarding what is right and what is wrong, what is moral and what is immoral—in other words, what will be contributive to survival and what will be destructive of survival. This is a moral code—a series of agreements to which a person has subscribed to guarantee the survival of a group. It doesn't matter what the size of the group is—whether it is a group of two people forming a marriage or a whole nation being formed—they enter into certain agreements.

**Overt Act:** A harmful act or a transgression against the moral code of a group. When a person does something that is contrary to the moral code he has agreed to, or when he omits to do something that he *should* have done per that moral code, he has committed an overt act. An overt act violates what was agreed upon.

**Withhold:** An unspoken, unannounced transgression against a moral code by which a person is bound. A withhold is, then, an overt act that a person committed that he or she is not talking about. Any withhold comes *after* an overt act.

HCO POLICY LETTER OF 16 APRIL 1970

Remimeo  
Chaplain's Hat  
PEO Hat  
PES Hat

Issue I

**MORALE**

Morale is defined as "a sense of common purpose or a degree of dedication to a common task regarded as characteristic of or dominant in a particular group or organization." Also defined as "a confident, resolute, willing, often self-sacrificing and courageous attitude of an individual to the function or tasks demanded or expected of him by a group of which he is a part that is based upon such factors as pride in achievement and aims of the group, faith in its leadership and ultimate success, a sense of fruitful personal participation in its work and a devotion and loyalty to other members of the group." Also "a state of well-being and buoyancy based upon such factors as physical or mental well-being, a sense of purpose and usefulness and confidence in the future."

Morale in a military sense applies to the whole group as in "esprit de corps" (spirit of the group).

However, a group's morale is, after all, the additive result of the morale of each individual member.

When one speaks of "bad morale" one can mean an individual's bad morale or that of a whole group.

By caring for the morale of each individual, one can raise the morale of the whole group.

By working on group morale one can also change the morale of the individuals in the group.

Successes tend to increase morale. Failures tend to decrease morale.

Morale is subject to propaganda attacks entering false data into a group.

Sound morale is best built by reality. The restricting of unsavory news can injure morale by throwing out the R-factor.

Similarly, false validation can injure group morale as the R-factor is corrupted.

The "expertise" of military groups in "handling morale" is to a marked degree worthless wherever it violates R-factors.

A severe or savage experience does not necessarily destroy group morale. I have observed that there was no group at all much less morale in combat units before they had a harsh experience in common. The highest morale groups in the

world have been those whose common lot was harsh mutual experience (US Marines, the Foreign Legion, etc.).

Morale is not a sweetness and light proposition. Hand holding and sympathy can destroy morale if it also lessens group solidarity or injures the belief in the group's leadership.

Reality is the vital factor in all morale problems.

Six months or even a year before an operational or functional catastrophe one could have detected out-morale in certain areas. Such out-morale areas, continuing, have preceded a general upset or severe loss for the whole group.

If small zones of out-morale are noticed and repaired when they occur, the group can be saved future upsets of magnitude.

The repair of individual morale is accomplishable in the field of Scientology tech and ethics.

The handling of group morale is done in the area of accomplishing objectives along the agreed-upon group purpose line and in the sphere of group social relations.

If any organization has a chaplain with a full grasp of the subject of morale, its definitions and technology and if he works factually and successfully, group catastrophes would be averted.

Lack of this function can be very destructive to a group. Successful accomplishment of it can be the source of group success.

Skill in Scientology tech, group organizational functions and public relations are the requisites of a good chaplain.

L. RON HUBBARD  
Founder

HCO POLICY LETTER OF 20 JULY 1970

Remimeo  
All Tech Hats  
CO's Hat  
Exec Dir Hat  
Chaplain's Hat  
Qual Sec Hat  
Dept 13 Hat  
C S Hats  
C S Checksheets  
HCO Area Sec Hat  
E.O Hat

*TECHNICAL*

**CASES AND MORALE OF STAFF**

Two recent circumstances have called to attention urgently a relationship of the VIABILITY (survival value) of an org and STAFF CASES.

X org was failing. It was causing trouble on world publication lines. An independent survey on cases found 47 percent of the cases on that staff were failed cases, mainly because of lack of auditing. The 4th Mate *Athena* began a single-handed project to straighten up these cases and get them functioning. Because of this (and other admin actions) the org began to function, outstanding actions were done and the org became solvent where it had previously not even been paying its staff. It is now fulfilling its obligations over the world.

Y major org was found to be down morale, nonfunctional and dwindling. A survey showed 57 percent failed cases with 87 percent mentioning no wins. It was not paying its staff and was being bolstered by the Sea Org. The early action is to handle staff cases. The Sea Org has the situation well in hand. But it shows graphically what staff case neglect will do to an org.

Many earlier cases are on record. Varying degrees of poor tech, altered tech and almost total loss of tech have illustrated gruesomely that INATTENTION TO STAFF CASES CAN ALL BUT DESTROY AN ORG OR ACTIVITY.

The reason why squirrel groups fail in the first year or two is the alter-is and abandonment of actual tech plus guilt. Here the cases, if handled at all, get butchered.

The factor therefore is a very important one. The policy therefore is:

**THE CASES OF STAFF MEMBERS REQUIRE ATTENTION AND CASE GAIN.**

There are multitudes of reasons why this "can't happen." "No auditors," "have to handle the public," "GI would crash if any people were off post being audited," "can't afford extra auditors," and thousands more can be offered in excuse for not auditing staff. Financial reasons are so unreal as to be treasonable. As when cases aren't handled the GI crashes. It's all rather like "if we put any fuel in the car we won't have any money to make the trip."

It is not generally recognized that when lower grades and full tech slipped out, ethics came crashing in. It was just the time when quickie auditing began to

be done that ethics in orgs became a problem. The HCO org board slipped from Dept 1 (routing and recruitment functions) to Dept 3 (Ethics functions) because Div IV (the Tech Division) ceased to handle staff cases as well as public. Div V (Correction) neglected to notice and Tech slid into it. Div II (Dissemination) slid into the Public Divisions because new public had to be gotten—there “wasn’t enough to audit” to use Central Files pcs.

In short, when tech lost full use and was not used and used well on staff cases even the org board scrambled.

All this when analyzed and found is of course being put right.

But from this we learn:

1. SHORTCUTTING TECH DELIVERY IS FATAL.
2. LOSS OF AND FAILURE TO USE VALID DIANETICS AND SCIEN-TOLOGY TECH FOR WHATEVER REASON IS FATAL TO AN ORG’S SURVIVAL.
3. FAILURE TO HANDLE STAFF CASES WITH FULL TECH AND GOOD AUDITING CRASHES AN ORG.

Quite obviously then the intent of any of these counter-intentions is *treason-able*. For it results in a crashed org.

Thus, resistance to full tech delivery, dropping tech off checksheets and not auditing staff cases to good wins are charges of the most serious nature and should result in immediate dismissal of the instigator when proven beyond reasonable doubt in a properly instituted Comm Ev.

### SYSTEMS

To get over this hump of staff cases where it backlogs, there are several solutions.

- A. The Staff Staff Auditor was an essential post in the 1950s and was very successful. It was never authorized to be abolished. There should be 2 Staff Staff Auditors for every 50 staff members, doing each other’s C/Sing or C/Sed on usual lines. For 75 staff there should be 2 Staff Staff Auditors and a C/S.
- B. A staff lacking auditors can train part time and co-audit. The co-audit would be by groups of comparable levels of training. This is a more expensive (in terms of org time and GI) arrangement. It should be in progress anyway as far as part-time training goes. It can be combined with (A) in which the staff trains but does not rely on co-auditing for case progress.

### AUDITING PRIORITIES

Staff Staff Auditors should do their own scheduling or with cooperation from Tech Services exactly on this pattern and no other:

The folders of the staff are arranged in four files under these categories.



Staff Case Category 1: Those who have had VGIs F/Ns at Examiner and okay as to case gain.

Staff Case Category 2: Those who haven't had VGIs F/Ns at Examiner recently.

Staff Case Category 3: Medically ill in need of thorough assists and medical attention.

Staff Case Category 4: Consistent no change, no case gain in their auditing history.

Obviously, to pick up staff morale and general effectiveness SO THAT MORE ATTENTION CAN BE AFFORDED, it is of great interest that the cases are scheduled only in this fashion.

Staff Case Category 3 (medically ill) gets priority and full auditing to put them into Category 1.

Staff Case Category 2 (no recent VGIs F/Ns) are audited to get them into Category 1.

Staff Case Category 4 (consistent no case gain) is routed to Ethics lines for Sec Checks, production examination, etc., and, if status unrelieved and unproductive, off staff lines into a pc category.

Staff Case Category 1 is programed to bring them on up their grades (or Progress and Advance to get them back to their last grade) in an orderly fashion apportioning the auditing fairly.

If this scheduling is followed and continues to be followed and if the C/Sing and auditing are normal in quality, then the majority of staff will at all times be in good case condition. If other scheduling of staff is followed, then the cases and the org will suffer.

### STATISTIC

The Staff Case Supervisor statistic is percentage of staff who are in good case gain condition measured by the last Examiner Reports and cancelled by any adverse Exam Report. The stat is simple to calculate. It is simply the number of folders in Staff Case Category 1 divided by the number on staff. If 39 staff cases were doing well out of 52 on staff, it would be about 75.1 percent.

The C/S would also have number of staff case folders C/Sed.

The Staff Staff Auditors would have number of hours of well done auditing sessions. If no C/S they would share the percentile stat.

### STAFF AUDITING SECTION

This unit belongs in the new Department 13—Dept of Personnel Enhancement as the Staff Auditing Section.

Any purely auditing goofs in the last session can be repaired by Dept 15 Case Review and returned to the Staff Auditing Section. Or if there is any danger

of wait, repaired by the Staff Staff Auditor (since any wait in repairing an auditing goof occasionally winds up in a medical category).

### LACK OF SECTION

Lack of this section or a condition of no auditing on staff is an ethics charge that can result in removal. Its presence as a section and the state of staff cases should be the point of first importance to any investigatory body or Sea Org mission to that org.

It should be realized that an unflat or undone Grade I (Problems) when not fully handled causes no case gain and the suppressive tendencies of the society to move right on into the org.

Above and beyond any efficiency factor, staffs work hard ordinarily and it is very unjust to deny them by any excuse or mechanism the technology which they handle.

Any and all trouble occurring in orgs during a long period of heavy enemy attack on them was traced not to the enemy BUT TO LOSS OF TECH MATERIALS, REDUCTION OF THE USE OF TECH (as in quickie grades) AND IGNORING STAFF CASES.

Thus, these points are spotted as the points most likely present when an org is failing or failing to take and hold its area.

THE IMPORTANCE OF THIS POLICY LETTER CANNOT BE OVERSTATED.

Follow it, get it in!

L. RON HUBBARD  
Founder

# HCO POLICY LETTER OF 27 JANUARY 1980

Issue II

Remimeo  
All Staff  
A/CS-6s

## RUDIMENTS (ARC BREAK) PROGRAM

### *Refs:*

HCO PL 29 Aug. 79 I	ORG BOARD FOR THE DEPARTMENT OF THE CHAPLAIN
HCO PL 29 Aug. 79 II	THE DEPARTMENT OF THE CHAPLAIN
HCOB 6 Apr. 57	CENTRAL FILES AND PROCUREMENT
HCOB 24 Nov. 73RD	SHORT HI-LO TA ASSESSMENT C/S
HCOB 15 Nov. 74	STUDENT REHABILITATION LIST

### *Modifies:*

HCO PL 15 Nov. 74 II	CFs, ARC BREAKS IN
HCO PL 25 June 72	RECOVERING STUDENTS AND PCs
HCO PL 9 Nov. 74	REFUNDS AND REPAYMENTS

### *Cancels:*

HCO PL 17 June 68 II	ARC BREAK REGISTRARS AND AUDITORS
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The Rudiments (ARC Break) Program must be swiftly formed up under the Chaplain's department in the Public Divisions. This is the program that picks up every ARC broken Scientologist or Dianeticist who can be found in the org's field, and gets them back in ARC with the org and Scientology and returned to their services or signed up for further services. That's the EP of a rudiments handling—THE PERSON NOW IN ARC WITH THE ORG AND SCIENTOLOGY AND RETURNED TO HIS SERVICE OR SIGNED UP FOR FURTHER SERVICES.

The ARC Break Program has bounced around from division to division where it conflicted with the key functions of those divisions and this coupled with Division 6 dropping its responsibility for controlling the field, left us with too many unhandled ARC broken persons in the field.

## VALUE

The Rudiments Program (also known as the ARC Break Program) is a vital function in the Public Divisions. Division 6 has to ensure the public stays active and winning. When it doesn't keep alert to this, the ARC broken public spread bad news and spoil the field and can make it very difficult for the Public Divisions to do their jobs.

That is where the ARC Break Program saves the day. It comes in and catches those individuals who have fallen off the lines and gets them fixed up and moving on the Bridge again. An ARC Break Program run tightly and professionally, with in-tech, can easily make an org thousands of dollars weekly in both gross income and value of service delivered.

There was a successful ARC Break Team operating at Saint Hill in the '60s. The way it operated was to go out and find ARC broken people and handle them.

It operated on a 1-2-3 pattern that was (1) find them in dead files, in Central Files and wherever, (2) visit them as an auditing action, and (3) sign them up as a Registrar action.

### **ORG BOARD**

The ARC Break Program is located in the Department of the Chaplain. It has its own section entitled RUDIMENTS (ARC BREAK) PROGRAM SECTION.

The full org board covering this department is issued in HCO PL 29 Aug. 79  
I. ORG BOARD FOR THE DEPARTMENT OF THE CHAPLAIN.

Following is a brief rundown on the duties and functions of the staff of this section.

### **RUDIMENTS OFFICER**

The Rudiments Officer is the overall in-charge of his section. He sees to it that his section is producing and that ARC broken public are going through the 1-2-3 pattern mentioned above.

He stays in communication with the Qualifications Division Cramming Officer to ensure that any areas of the org causing ARC breaks are corrected and gotten back on-source.

He's on the lookout to see that his staff are winning and producing and builds up his section with more staff.

The Rudiments Officer and his staff play a very important role in keeping Division 6 in control of the field and able to get new people into the org easily.

### **RUDIMENTS RECEPTIONIST**

The Rudiments Receptionist handles all correspondence to and from the org regarding ARC broken individuals. She is on the phone or writing letters to the list of ARC broken people provided her by the Rudiments Survey and Research Clerk.

She sets up appointments (in the org or at the person's home) for ARC break sessions and works to keep the Rudiments Repair Auditor and Registrar busy, busy, busy. In the case that there are no appointments set up, she sends the Rudiments Repair Auditor and Registrar to the homes of ARC broken public. The Receptionist cannot be said to be doing her job if the Rudiments Repair Auditor is sitting around idle waiting for someone to audit.

The next duty of the Receptionist is to greet the person and see that he is swiftly gotten into session. She also notifies the Rudiments Registrar so he is ready to handle the person once the ARC break is fully handled.

Once in a while the Receptionist may find herself with some very ARC broken individual on the other end of the phone during her day-to-day calling. She therefore has to be skilled in the use of HCO PL 25 June 72, RECOVERING STUDENTS AND PCs, with its two short checklists—one for students and one for preclears, which can be done over the phone. If the phone handling is not successful she sends out the Rudiments Repair Auditor and Registrar to pay a home visit and get the ARC break handled.

### **RUDIMENTS SURVEY AND RESEARCH CLERK**

He keeps Central Files raked over and is constantly scouting out ARC broken students and preclears.

He doesn't wait for someone to send him names, but stays on the lookout for these, going through Central Files folders, checking student roll books, checking with the Registrar, etc., etc. There is no end to the number of areas he can check to dig up these names. When he finds a CF folder or a name of an ARC broken person, he tabs that person's CF folder with a special colored tab, i.e., a different color than the other five classes of CF which are color tabbed per HCOB 6 Apr. 57, CENTRAL FILES AND PROCUREMENT.

He keeps a log of these names, addresses and phone numbers, and keeps it up-to-date so that it is available for use by the Receptionist.

He passes a list of any newly found names each day to the Receptionist to contact, along with the Central Files folder and any additional data that would be needed to contact and handle the individuals. This data is then passed on to the auditor and Registrar for their use in handling the ARC broken persons. The Receptionist must use the CF folder in order to be fully briefed on each ARC broken individual, per Letter Reg policies (HCO PL 15 Nov. 74 II, CFs, ARC BREAKS IN).

He ensures that information recorded on these ARC broken persons is placed in the Central Files folder and it has its special color tab before refiling the folder. (Case data is filed in the pc folder.) Letter Reges and org staff writing letters will then know that this person is being handled by the ARC Break Program and not to interrupt the cycle. Once the ARC broken person is handled, the special color tab is removed and replaced with the correct color tab per the earlier mentioned issue. Standard letter writing actions may then resume.

### **RUDIMENTS REPAIR AUDITOR**

The Rudiments Repair Auditor and the Registrar operate together by going out to homes to handle ARC broken public as a team or by handling them right in the org.

The Rudiments Repair Auditor rapidly gets the ARC broken person into session via the appointments set up by the Receptionist. The auditor assesses (with excellent TRs and metering) a C/S Series 53RL SHORT HI-LO TA ASSESSMENT C/S and/or a Green Form on any preclear or an HCOB 15 Nov. 74, STUDENT REHABILITATION LIST, on any blown student, or student who failed in practice.

The ~~er~~ of a Rudiments handling is—the person now in ARC with the org and Scientology and returned to his service or signed up for further services.

Other issues that cover the tech of the Rudiments Repair Auditor are: HCO PL 15 Nov. 74 II, CFs, ARC BREAKS IN; HCO PL 25 June 72, RECOVERING STUDENTS AND PCs; HCO PL 9 Nov. 74, REFUNDS AND REPAYMENTS, which are modified by this PL as to org board position.

It is the responsibility of the Rudiments Repair Auditor to see that his preclear makes it to the Rudiments Registrar after the ARC break is handled, and that he is returned to his service or signed up and gotten back on the Bridge.

The Lead Rudiments Repair Auditor looks after the other Rudiments Repair Auditors and ensures they are winning and producing. He stays in communication with the Qualifications Division Cramming Officer to ensure that any correction the Rudiments Repair Auditors need is done quickly. He builds up his unit of Rudiments Repair Auditors and audits ARC broken public when and where needed.

### **RUDIMENTS REGISTRAR**

The Rudiments Registrar is majorly responsible for sign-up. Where he is out of the org, he must use judgment to determine whether to handle the person right there on the spot or take him to the organization for sign-up. No matter which way, he must see that the person gets signed up and put back on the Bridge and/or on the org board as an FSM. However in some cases the person will be returning to an incomplete service, so sign-up for further services would not necessarily be done, at that time.

While out on the road, the Rudiments Registrar handles the Receptionist hat and reschedules the person for the soonest possible time, when additional sessions are needed. He immediately informs the Rudiments Receptionist of the new appointment upon return to the organization.

The Registrar must quickly get trained in the Dissemination Drill, TRs and the Registrar Salesmanship Course (HCO PL 2 Dec. 72RA I, Rev. 7.11.79), so that he does not mess up the work done by the auditor. He prospects at the close for names of those who should be contacted for receiving ARC break sessions and turns these names over to the Rudiments Survey and Research Clerk for relay to the Receptionist.

### **SUMMARY**

With this Rudiments Program in and in full operation, you can greatly improve the income of an organization and the activity of its field. This policy letter gives you the setup, and the technology is there to be used, so see that it is used!

**L. RON HUBBARD**  
Founder

Assisted by  
Commodore's Staff Captain

HUBBARD COMMUNICATIONS OFFICE  
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 25 JUNE 1972

Remimeo  
Tours Hats  
ARC Break Reges  
Estos

(Also issued as an HCOB, same date and title)

**RECOVERING STUDENTS AND PCs**

ARC Break Reges and Tours personnel (as well as Ethics Officers) collide with students and pcs who have blown (run away from) the org.

The recovery of these and getting them back on the line is of great interest to such personnel.

In the first place, they muddy up a field. In the second place EVERY ONE OF THEM CAN BE GOTTEN BACK IN.

If you leave them about they spoil prospects.

And there's nothing more startling to their friends than to have these people who have been nattering around suddenly turn up (repaired) saying, "Okay, it's all fine now. They're great guys."

Because tech does work, this is not hard to do. Down deep they know that we do have the answer. It's an apparent refusal to apply it to them they're concerned about.

Poor, offbeat supervision, poorly trained auditors, lack of cramming in an org get in your way. So you have a deep interest that tech, in both courses and auditing, is straight.

**STUDENTS**

Students who doped in class, nattered or got upset have been known to blow (leave hurriedly).

But also, students who are interrupted too often when F/Ning may also blow! On a "W/H of nothingness."

These points—"not helped by the Super" and "interfered with too much"—must BOTH be checked on getting blown students back.

ARC Break Registrars and Tours people run into these blown students. They must know how to handle.

There are five main blow reasons:

1. Misunderstood words (or no materials).
2. No help or W/C Method 4 from the Supers (or no Super).

3. Interference from the Supers that stopped them from getting on.
4. Personal out-ethics resulting in a W/H.
5. Simply booted off for reasons best known to God or Registrars (like suddenly saying, "You must now buy Method 1," etc., thus violating the "deliver what we promise" rule).

The interference and boot-off reasons are the ones you'd least suspect. Both generate a lot of HE&R (Human Emotion and Reaction).

The reasons most pcs blow are:

1. Out-lists.
2. No auditing.
3. Invalidation of case or gains.
4. Told they'd attained it and hadn't.

Of these the out-list (meaning overlist or wrong items) produces the most fantastic HE&R. Needs repair with an "L4B."

No auditing includes being sent to Ethics or Cramming (on Solo) or just stalled. Remedy is to deliver what's promised.

Invalidation of case or gains includes being made to go on past a win. This acts as an invalidation. Some pcs who made it are hung up from then on out because no one asked them to declare it. Remedy is to get it declared.

When told they had attained it and hadn't they feel cut off from all further help. Remedy is to repair it by getting off the suppress and finish up the job in the org.

TO HANDLE ANY OF THIS YOU MUST REALIZE THAT TECH *DOES* WORK IN BOTH STUDY AND AUDITING.

The most *gross* errors have to exist before it doesn't work.

Auditors *can* be trained to audit and *can* audit. But some SP in an org gets some out-tech order in force like "Auditors mustn't do TR 0 in Cramming as it stirs up their cases" (which is a complete lie and which was just found as NY's reason for poor tech and down stats).

#### ACTION

When handling the blown student or pc you can assess the above points on a meter. Or just know them by heart and rattle them off and you'll get the real reason right now.



The object is to put the student or pc back on the rails.

The above points are all valid.

A very fast way to handling auditing outnesses is to give a FREE AUDITING CHECK using HCOB 31 Dec. 71, Rev. 16.5.72, C/S Series 53RC. To it one adds "No auditing" at the end under L. One has a good auditor (who has good TRs and who knows how to read a meter well) assess it on the blown or upset pc.

One or more of these items will give a long fall blowdown. You indicate this to the pc. You don't handle it. You just say, "The reason you were upset was (whatever read)." The pc should suddenly magically feel better.

DON'T try to audit it further on a FREE CHECK. Tell the pc to go to the org to get everything handled now.

Route the assessed sheet "To the PC FOLDER OF \_\_\_\_\_ (pc's name). PUT IN FOLDER FOR FIRST AUDITING ACTION," and sign it.

The above checklists can be done on students by discussion. Don't use the C/S 53RC and the pc checklist both as the pc checklist above is on the C/S 53RC.

The difference is C/S 53RC has to be done by an auditor. The other list can be done in 2-way comm socially.

In phoning people and running into ARC broken pcs or students the two short checklists can be used.

Sea Org missions have successfully used another approach. They say they're there to handle the org and make it a safe place. The response is very gratifying.

THE PUBLIC HATES LIKE HELL TO BE DENIED DIANETICS AND SCIENTOLOGY.

After all, you're just handing them their future happiness on a silver platter.

Don't just avoid such people. And don't bother to listen to the natter. The above actions are the reasons.

Puts you right on top of the situation.

That's where Tours and ARC Break Reges and auditors should be.

I recall one old fellow who blew an org staff (SH), hated everybody. Stayed away for years. A student auditor ran into him socially, grabbed a meter and put in Level III (Change and ARC break) on him. And bang, there he was writing to me about how great it all was!

Bad supervision or untrained or careless auditors or flubbing admin personnel make a lot of trouble for us. But the vast majority of org staffs are very fine. So don't get down on the org. Get the flubbers unpopular. And get back those who have been flubbed. There are no dog pcs or bad students.

## **ETHICS ACTION**

Whenever you find one of these you should make a brief report. One copy goes to the Ethics Officer of the org as a Knowledge Report. The other goes to FLUB CATCH CONTROL TRAINING AND SERVICES FLAG.

You have to give the when and the who and the what.

Then the org itself and Flag can come down on the outness and correct it.

## **SUMMARY**

Just knowing these points there are no blown students or pcs you can't get back or get signed up again.

L. RON HUBBARD  
Founder

HCO POLICY LETTER OF 23 FEBRUARY 1970

Remimeo  
All Orgs  
AOs  
SHs  
E/Os Hat  
Tech Sec Hat  
PES Hat  
Dir Success Hat  
ARC Break Reg Hat  
PRO Hat  
PRO Crse Checksheet

*ETHICS*

**QUALITY OF SERVICE**

ARC breaks bring about and restimulate a desire to get even.

An ARC broken person attacks.

Criminals, revolutionaries, great generals are simply dramatizing the effects of an ARC break of long duration.

Madmen seldom attack that which ARC broke them but choose wrong targets.

Any and all attacks suffered by orgs are from ARC broken persons.

Even when such persons were really ARC broken with some other activity, they mistakenly attack us.

Most ARC breaks are caused by bypassed charge. This charge is usually the restimulation of some earlier ARC break not caused by us.

**WITHHOLDS ARE ONE PRIMARY CAUSE OF BYPASSED CHARGE.**

When persons are poorly processed or poorly trained they can restimulate a great deal of bypassed charge.

When persons are permitted to take higher grades without really attaining lower grades, bypassed charge is inevitable; hence we see refunds, attacks and upsets in orgs and the field.

The **true** cause of attacks *is* ARC breaks of long duration which transfer to us when **we** permit technical goofs.

ETHICS exists primarily to see that people honestly make their grades and are trained as they should be and that no one is permitted to prevent good auditing and good training or to enturbulate the org so that it cannot occur and to make sure the org is there to give service in volume.

Ethics is not concerned with "acceptable social behavior" only insofar as it impedes the training or processing of others.

**THEREFORE:** Accepting for higher levels of processing persons who have not made their lower levels shall be classified as a crime.

Processing persons at higher levels who have not made lower levels shall be classified as a crime.

Training persons at higher levels who have not proven themselves as competent Dianetic Auditors shall be classified as a crime.

Admitting a famous person or notable writer to higher-level processing who has not fully attained lower-level processing shall be classified as a HIGH CRIME. This applies in particular to Power and Clearing Courses.

Administering Power to anyone who has not had Dianetic Triples, Scientology Triples *and adequate gains* or who needs further auditing or review shall be deemed a crime.

Permitting an ARC broken person to leave an org unhandled shall be deemed, for the last auditor to audit him and for the PES and Director of Success, a crime.

Failure to strenuously act to clean up an "ARC broken field" shall be deemed a high crime for the Executive Council.

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ALL ETHICS OFFICERS are to regulate their conduct of duty so as to safeguard good auditing and training in the organization and to create a calm atmosphere where these can occur in volume.

This policy letter has first priority and claim on the duties and attention of the Ethics Officer.

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In interpreting the above in technical matters, the Ethics Officer should consult the opinion of competent auditors not connected to any charge in progress.

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Nothing in this policy letter shall prevent Scientology grades before Dianetic grades.

Nothing in this policy letter shall limit the amount of auditing that a person can be given at any one grade.

L. RON HUBBARD  
Founder

HCO POLICY LETTER OF 6 MAY 1984

Remimeo  
Chaplain  
ARC Break Auditor  
ARC Break Reg  
Exec Council  
LRH Comm  
KOT  
FBO  
Treasury  
Snr C S  
C Ses  
Tech/Qual  
Legal

**ARC BREAK PROGRAM  
ADDITIONAL DATA**

*Refs:*

HCO PL 10 Sept. 82	EXCHANGE. ORG INCOME AND STAFF PAY
ED 473 WW 842 SH 1 Sept. 67	WW EMERGENCY CONDITION
HCO PL 23 Feb. 70	QUALITY OF SERVICE
HCO PL 25 June 72	RECOVERING STUDENTS AND PCs
HCO PL 15 Nov. 74 II	CFs, ARC BREAKS IN
HCOB 15 Nov. 74	STUDENT REHABILITATION LIST
HCO PL 27 Jan. 80 II	RUDIMENTS (ARC BREAK) PROGRAM
HCO PL 5 June 83 VI	CLASS IV ORGS PUBLIC DIVISIONS ORGANIZING BOARD
HCO PL 26 Oct. 75	GROSS INCOME/CORRECTED GROSS INCOME RATIO, FAILED CASES AND FAILED STUDENTS

The ARC Break Program is a basic org program which was first introduced at Saint Hill in the 60s, and it has since been part of the standard, on-policy actions of any successful and expanding org. Located in Division 6B, Department 17D, Department of the Chaplain, the function of the ARC Break Program is to keep the field cleaned up of ARC breaks and active.

One occasionally sees an org going more or less effect of people coming in and complaining and so forth. That tells you right there that the org does not have an ARC Break Program in effect. In an org which does have an ARC Break Program in full force, such a person is simply shunted over to the ARC break team or, if an ARC break team is not yet posted, to the Chaplain in Dept 17D. The person is handled with standard tech, gotten back in ARC with the org and Scientology, and moving on the Bridge.

**SUCCESSFUL TEAM ACTION**

The most successful ARC break team action I know of was operated out of Saint Hill many, many years ago. They had somebody who simply approached the ARC broken public as an initial interview. The person didn't try to reg or handle or anything of that sort but simply ascertained what the score was with the

auditor/reg team. The auditor/reg team was not then sent tearing all over the country trying to locate people. The person had already been spotted and something was already known about the situation. In this way they could get up to considerable quantity of handling. They were quite successful and, in fact, the most successful ARC Break Program on the track.

### REFUND/REPAYMENT REQUESTS

Often the first intimation of ARC break is the refund/repayment line, so this line and the ARC Break Program tie in very closely. It is for this reason that the first port of call on the refund/repayment line is the Chaplain who will very often effect a salvage of the individual as well as keep any entheta off the general org lines.

Obviously the one interested in getting a refund or repayment would be the public person seeking it. Therefore if he has a routing form which he is required to present to different persons in the org there is a chance of salvaging him. The individual is also made responsible for sending the routing form off to the Claims Verification Board and whenever this has been done the refunds/repayments have reduced enormously. It was not because the public just didn't get the form filled out, it was because a lot of them got handled en route to filling it out.

By placing the Chaplain as the first terminal on the routing form, and with the Chaplain and his ARC break team standardly handling the person, the chance for salvaging the individual is further increased.

It should be noted that one of the primary reasons for refunds, where they occur, is not bad service but *no* service. The figures have varied between 50 and 75 percent of all requests being for the reason of *no* service at all.

You will find, however, that getting the ARC Break Program in in the org will reduce any traffic on the refund/repayment line to next to nothing—so long as you keep *delivering* and what you deliver is standard tech.

### ORG EXPANSION

An org which keeps its field cleaned up and active on the Bridge or as FSMs will expand up to and past the make-break point. Factually, by policy an org has no business not having an ARC Break Program in full force keeping its local field cleaned up.

Expansion and wins are the order of the day for an org that has a standard ARC Break Program in full operation.

L. RON HUBBARD  
Founder

ED 568 INT

15 September 1967

All Staff

**ARC BREAK REGISTRAR**

Added to the program of ARC Break Registrar is contacting any person who is not enrolling or reenrolling as a student after a declare of Release or any person who may have been misdeclared and rerouting them back to a PROPER examination for proper declare or cancellation of incorrect declare cert.

Attention is called to HCO PL 15 Sept. 67, RELEASE AND CLEAR CHECKOUTS, as it applies to the ARC Break Registrar program.

You may find in outer orgs that at least two out of every eight declares are in error, the person not having attained the grade they were awarded. Also many persons will be found who have been refused a grade they attained.

Pcs will freely discuss this point in letters if asked about having declares they didn't feel they attained or being refused grades they knew they had.

In such cases it is enough to call for a reexamination. The person will almost always come in.

The proper routing for a misdeclare is to the ARC Break Auditor in Review or to Div 4 as seems indicated. The person has cheered up—in which case he is not sent to the ARC Break Auditor but, to be given a grade he really attained, is sent to Dept 15, and for further work to attain a grade he was erroneously given, and which is now cancelled, to Div 4. Only if he is gloomy after reexamination is he sent (in this declare matter) to Review as the truth of it has not been established and must be.

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