

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 9 MAY AD15RA
REVISED AND REISSUED 14 JANUARY 1968
REISSUED 30 APRIL 1979
REVISED AND REISSUED 8 NOVEMBER 1984

Remimeo
Missions
All
Students
All PCs
PES
All Registra-
tion Personnel
Field Control
Secretary
FSM I/C
Post Public
Notice Board
Field Staff
Members

(I first issued this policy in 1965. At that time Saint Hill experienced a tremendous expansion, the likes of which had never been seen before. The Field Staff Member Programme contributed greatly to this expansion, and Field Staff Members became a vital part of Scientology organizations. Their activity has enabled organizations to contact many more people than would have been possible without their contribution.

Over the years I have issued subsequent Policy Letters which expanded the Field Staff Member Programme. Additionally, organizational structure has been refined, and these advancements have changed certain administrative procedures as set forth in the original Policy Letter. I am revising and reissuing this HCO PL at the request of the Church of Scientology International, as it contains data that is vital to International expansion.)

(Revisions not in script.)

Field Staff Member Series 1

FIELD AUDITORS BECOME STAFF

(HCO PL 26 Mar 65, FIELD AUDITORS and
HCO PL 30 Mar 65, FIELD AUDITORS BECOME STAFF
remain cancelled.)

(References:

HCO PL 15 October 1968R Rev. & Reiss. 8 Nov 84	FSM Series 3 FIELD STAFF MEMBERS SELECTION PAPERS AND COMMISSIONS AMENDMENT TO HCO PL 9 May 1965
HCO PL 14 January 1965	FSM Series 4 FSM COMMISSIONS SELECTION REGULATIONS CITY OFFICE SYSTEM
HCO PL 5 June 1968R III Rev. & Reiss. 8 Nov 84	FSM Series 6 NEW FSM ACCOUNT FIELD STAFF MEMBER FSM I/C POSTINGS ORGS ARE SAINT HILL FSMs PROFESSIONAL RATES)
HCO PL 30 August 1966	
HCO PL 21 October 1966 II	
HCO PL 5 April 1979 II Rev. & Reiss. 8 Nov 84	
HCO PL 10 November 1966	
HCO PL 26 September 1979 I	
HCO PL 21 June 1965	
HCO PL 15 July 1984	

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Ex. III-4-K

1. APPOINTMENT

All field auditors of the level of HBA and above are appointed herewith FIELD STAFF MEMBERS of their nearest Scientology organization.

No classification is required.

No other stipulations may be locally made.

Their rank is FIELD STAFF MEMBER (Provisional).

They come directly under the Department of Clearing, Field Staff Member In Charge, of their nearest org.

The purpose of the Field Staff Member is:

TO HELP LRH CONTACT, HANDLE, SALVAGE AND BRING
TO UNDERSTANDING THE INDIVIDUAL AND THUS THE
PEOPLES OF EARTH.

Their pay shall be in terms of commissions and therefore should be equal to that of general staff members in the orgs themselves, depending only on the activity of the Field Staff Member. The Field Staff Member is not on proportionate pay and is not on payroll for tax purposes.

The situation is this: The idea of the practitioner setting up a practice to audit preclears must be wrong because it is used with poor success by new doctors and psychiatrists; it also has worked poorly for doctors as groups as they more and more require government subsidy, personally require large borrowed sums to set up new practices and depend for affluence on laws passed to protect them and give them a monopoly; a monopoly held in place by force alone soon vanishes. Further, their system took over 700 years to establish them to a point where they could demand the legislation needed to protect them—proof: Examine the status of a medical man in the centuries between the Great Plague and today century by century and see the tiny progress each century in the standing of their profession and their security.

We neither have nor need 700 years.

Civilization is successful only because it is a team. The individual in our present society has a rough time.

We are a team. We have a big job to do. We need every one aboard. Hence the appointment.

This appointment should come as no surprise as we were waiting only for the completion of technology to press the boom buttons. And one of them was to reclaim and enrol as staff members everyone we have ever trained.

2. ACCEPTANCE OF APPOINTMENT

The field auditor should write his or her nearest official organization addressing his letter to the Field Staff Member I/C, who would be his superior in an org, giving his acceptance of appointment or declining it. In return he will receive his credentials as a Field Staff Member (Provisional) which consists of a letter signed by the HCO Secretary signifying his or her appointment, to be followed after a year by more formal credentials. In writing the Field Staff Member I/C head the letter "RE: Field Staff Member Appointment" and give current address and any other particulars. If there are any questions or hitch, consult the Fields Executive International in the International Executive Strata.

3. PROVISIONAL STATUS

The first appointment is PROVISIONAL—meaning "not permanent". At the end of one year, the appointment expires unless renewed. On being confirmed at the end of one year, the "Provisional" is removed and more extensive credentials are issued.

When a Field Staff Member (Provisional) has been one for ten months, he or she should write the Field Staff Member I/C requesting the full appointment be made and giving any evidence of good work. At that time the Field Staff Member I/C will cause to be issued a new set of credentials to the Field Staff Member declaring him or her to be a Field Staff Member. Activity is the criteria of issuing full credentials. If any difficulty develops in obtaining full credentials, notify the Fields Executive International in the International Executive Strata.

4. SELECTION

The Field Staff Member selects a person to be trained or processed after direct personal contact with the person and issues to that person a paper stating the contacted person has been selected. This paper bears the HOUR, DATE and PLACE of the selection. A Field Staff Member who personally knows an individual he would like to select to an organization may send him or her a selection slip via correspondence. Therefore, a person can be selected either after direct personal contact with the person or, if the person is known to the Field Staff Member, upon correspondence with the person.

The paper is in quadruplicate. The original goes to the person selected (selectee), the second copy is sent promptly to the Field Staff Member's org's Advance Scheduling Registrar, the third to the Field Staff Member I/C and the fourth copy is held by the Field Staff Member.

The form must bear:

1. The HOUR, DATE and PLACE;
2. The block printed name and address of the selectee;
3. The block printed name and address and certificate initials and certificate number of the Field Staff Member;
4. What the selectee is selected for (training or processing);
5. Some approximation of arrival date at the org.

Orgs may care to furnish forms, but this is all they contain.

The person selected is directed by the Field Staff Member to Reception at the nearest organization, the name and address of which is given to the selectee.

Where no forms exist the Field Staff Member can write on plain paper, preferably pink (the org flash colour for Treasury matters) and using carbon or hand copying can make the forms himself.

5. COMMISSIONS

The official Scientology Organization to which the Field Staff Member is attached will pay the Field Staff Member a percentage of all training and processing fees received by that organization through that Field Staff Member (but only after the selectee has actually started service).

This system has already been piloted some years ago and its administration design is now smoothed out. However it must be followed closely.

If the selectee appears at the org, presents the selection paper to the Registrar, enrolls for training and processing, pays and starts on his paid-for service, the org pays at once a commission for the total amount paid. 15% will be paid for any selectee routed onto auditor training. 10% will be paid for any selectee routed onto processing. There is no waiting in paying the commission. The org pays the sum at once.

Example of Commission: A selectee presents the Selection Paper at the Registrar and pays for services. Once the selectee starts his paid-for service (any one of the services paid for), the org promptly pays the Field Staff Member 10% of the amount received for processing services and 15% of the amount received for training. This ends the transaction.

The org will honour and pay commission on the selection papers presented to the Registrar by the selectee. It is the responsibility of the Field Staff Member to inform the selectee to present his or her selection paper. If, however, the selectee neglects to turn in the papers at the time of registration the commission will still be paid, provided the Field Staff Member has sent copies of the selection papers to the Advance Scheduling Registrar and the Field Staff Member I/C.

The commission paid the Field Staff Member will be paid on all services consecutively bought during one appearance at the org. This means that after reporting in to an org and signing up for and paying for one service or more, if the selectee on the completion of that service buys another service, the commission will be paid on the second service and so on. If, however, there is no re-sign and the selectee departs from the org as a completion, he or she must again be selected with a fresh selection slip and must come to the org again and sign up before another commission can be paid the FSM.

This does not include Review services, books or meters or insignia. An FSM may however send a person to an org for an S & D and receive a commission thereon. This means that an FSM's selection slips of a selectee become outdated and invalid after the departure of the selectee from an org after buying service. The selectee may then at once be re-selected for his next or additional services.

6. PAYMENT OF COMMISSION

The Registrar receives the selectee's selection paper from the selectee when that person arrives for registration. The Registrar must write on the invoice the FSM's name who did the selection.

After finishing with the selectee, the Registrar immediately delivers the third invoice copy of the payment and the selection slip to the Field Staff Member I/C. As soon as the selectee has started his service, the Field Staff Member I/C has the commission cheque written and hands or mails the cheque to the Field Staff Member.

The commission is only given on the actual amount the selectee paid. If at that appearance the selectee bought several grades worth of intensives or several courses, the commission is also given for those.

7. COMMISSIONS FOR PROCESSING SOLD AT PROFESSIONAL RATES

Commission is also paid on professional rates but not to the FSM himself or a "friend" who will refund the commission. The professional rate applies only to auditing. There is no professional rate for training or courses.

8. FREQUENCY OF SELECTION AND SELECTION BY ORGS

The preclear or student may be selected as often or as many times as the Field Staff Member can do so.

If the person is not, however, selected again by the Field Staff Member after training or processing, the org may select the person once more and no commission is paid. The org does not have to have a selection paper to train or process a person.

There is no time stipulation as to how often selectees may be selected and the org has no period of grace wherein a person may only be selected by the org itself. If an org procures a PC or student however, directly, the org, not one of its general staff members, gets the commission.

9. BOOK LISTS AND RATE CARDS

The Field Staff Member should be supplied with book lists and the org rate card. He or she should give copies of these to the selectee if the Field Staff Member has them.

10. FSM BOOK SALES

The Field Staff Member may buy books from an org, city office, or mission and sell them for his own profit. The discounts given to Field Staff Members for bulk purchases of books are regulated by Publications Organizations and published by issue.

11. NEW COURSES AND PROCESSING

Field Staff Members who hold a valid professional auditor certificate to the highest level of auditor training available at the organization or if paid for and currently enrolled on and attending any professional auditor training course in the org's Academy (HRD Course, Academy Levels 0-IV, NED, Hubbard Specialist Auditor Course, etc.) and above may have professional rate now for ~~SMC~~ services if International Members in good standing. Professional Rates do not apply to the Flag Service Org.

Courses for Field Staff Members are given at the same fees as for any other International Member or Staff Member. There is no professional rate for courses, only for intensives. They are however given short briefings on pertinent subjects. However, the better trained a Field Staff Member is, the better he will succeed and therefore this appointment should not interrupt training plans.

12. FIELD STAFF MEMBER REGULATION

A Field Staff Member comes under the same discipline as any other org staff member and is subject to the same codes of ethics. Private auditing of org PCs or students for fee is forbidden to all staff members.

13. CROSS SELECTION

A husband and wife cannot cross-select each other for commission purposes.

Once a student or preclear arrives in an organization for a service or services, no other student or preclear may select him or her for commission purposes.

The reason for such regulations is that the Field Staff Member programme is not intended as a means of obtaining a 10% or 15% discount on a cross-selection basis.

14. DISPUTES

Where one Field Staff Member claims he or she sent in a PC or student and another also claims it, the Field Staff Member I/C should be appealed to to settle the dispute.

The org always pays on the selection paper handed in by the selectee, not on the earliest contact.

At least one of the claims must be paid. Two commissions may not be paid on the same matter to settle a dispute.

A Field Staff Member who feels an error has been made can write the Director of Inspections and Reports who will handle it.

In any disputes between two Field Staff members other than over which FSM selected a given selectee, as covered just above, either may appeal to the Chaplain's Court, Department of the Chaplain, which may "hear" the matter directly or by mail and render a decision. Such an action does not make any Scientologist liable to further action.

15. ORG STAFF MEMBERS

General staff members may select students or PCs by issuing them Selection Papers to their own orgs. In this case any commission is paid to the staff member's own org and the Selection Paper is of a different appearance. The general or Executive staff member receives any benefit through org pay along with the rest of staff. Where they have had personal PCs before taking org employment they may handle the matter as a Field Staff Member would if done within the first three months of org employment and the selection was done before org employment.

16. ORGANIZATIONS WHICH MAY HAVE FSMs

Those Scientology entities which may have Field Staff Members are Official Orgs, City Offices and Missions. For Missions, they would be called MFSMs (Mission Field Staff Members).

Official orgs, city offices and missions only may be sent PCs and students by Field Staff Members as long and arduous experience has determined that great quantities of trouble can come from courses and clinics which are unofficial and usually official orgs have to clean the resulting mess up. Notable examples were Sydney, and the US Pacific North West in '54. There have been dozens of such instances with many people hurt.

17. FORMING ORGS

As official orgs are now on the lookout to form orgs, and as distant service is not as easy as close service, the HCO Area Sec should be approached concerning the formation of a new local org. Such an org would be licensed and supervised by the Church of Scientology International. The HCO Area Sec will base decision upon the amount of traffic coming from that area and the successfulness of the Field Staff Members there. Final permission for a new Org must come from the Church of Scientology International. Such an Org must be formed and conducted like any other official org. It is prohibited for an old org to finance a new org in any way.

The new org pays a percentage of its gross to the founding official org. And the new org pays 10% or 15% commissions as above to the Field Staff Members on its staff but only if it is fully official and only when authorized to have an HGC.

Until it has an official HGC it continues to operate on commissions and pays no percentage to the founding org, but still receives them. Its PE and Co-audit activities and commissions paid, on students and PCs sent into the founding org, support it.

18. MISSION HOLDERS

Existing Mission Holders may retain their mission and status so long as they remain in good standing with Scientology Missions International.

19. GROUPS

Any groups wishing to become forming orgs should advise the HCO Area Sec of their nearest org. They are accepted when authorized by the Office of LRH and when the earlier mentioned conditions for a new org are met. Meanwhile they operate in relation to their nearest org as a group of Field Staff Members if they accept appointment as Field Staff Members.

20. PRIVATE PRACTICE

Any field auditor with a private practice who wishes to retain it should advise his Public Executive Secretary of the nearest official org and explain why.

21. SAINT HILL, AO AND FLAG FIELD STAFF MEMBERS

Any person who has done services at a Saint Hill, an AO, or the Flag Service Org is similarly appointed by this Policy Letter. All upper org students and PCs are therefore appointed Field Staff Members to the upper org where they have received services. When working as a general staff member or executive for an org, city office, or mission, the commission is paid to that organization, not the staff member personally so that all its staff may benefit.

The same stipulations and procedures as for other orgs (as above in this Policy Letter) apply to Field Staff Members for upper orgs.

Commissions are paid on training and processing if the student or PC sent is sent expressly to the upper org as above.

Acceptance of appointment from an upper org does not prohibit being a Field Staff Member of a local org.

22. BEING ON TWO STAFFS

Any field auditor can be a Field Staff Member to more than one org but is actually on the staff of the nearest org to his address and may not use another appointment to another org to set aside the nearer org's requirements of him or her. In changing location the Field Staff Member must inform the Field Staff Member I/C of the org he has been nearest to and inform the Field Staff Member I/C of the org he will now be nearest to. In case he is a Field Staff Member for a senior org also he should inform the Field Staff Member I/C at that org.

23. SENIOR ORG PREFERENCE

A Field Staff Member trained or processed at a senior org may be a Field Staff Member of that org even while employed on staff by a junior org, city office or mission, but the commission is paid to the junior org. The junior org is paid the commission on any PC or student he sends to the senior org (not his own).

Such a Field Staff Member for a senior org employed in a junior org, city office or mission must not distract students or PCs already selected by a Field Staff Member of the junior org before they can present selection papers.

24. COLLECTION OF DEBTS

Field Staff Members may be requested by the Department of Income to collect overdue accounts on which 10% commission of any sums collected will be paid by the org. But they may not be ordered to do this.

The Department of Income may release to Field Staff Members in an area lists of overdue accounts in that area. By using ARC Break technology and assists the Field Staff Member may collect the sums in cheque form only payable to the org and forward it with any details to the Department of Income. Income must inform Inspections and Reports of any such issue of lists or any collections received by this method. All such assists are given at the Field Staff Member's own discretion without org reimbursement.

The names or short lists sent to the Field Staff Member for selection or collection are considered to be org prospects. The Field Staff Member may only select them to the org or collect from them for the org, and if the Field Staff Member processes or trains for his own fee prospect names sent by the org he is subject to discipline by the Field Control Secretary.

PITFALL

This is all taken from my own experience when I was the only field auditor there was.

I was hammered at by many to process them and became quite overworked. I was only saved by org formation to which I could turn over my traffic.

The moment a field auditor starts individual processing he becomes too pinned down to promote and in a year or so fails therefore or has to turn to other activities.

I got my PCs by casual personal contact and by letting a book circulate (The Original Thesis) and by local personal promotion. I ran a PE type course (not as high as an HAS) and at one time had even psychiatrists demanding I process their wives after they had heard one lecture.

The demand for my own processing cut back my time and nearly stopped everything until I turned everyone over to the org and got on with my local public promotion.

I refused to process people myself and therein lies the secret of expansion. Only an org, with its organization and facilities and teamwork can handle PCs and students. Even a very small org doesn't dare process PCs or train students. It does best when it only promotes. And it should send its PCs to a bigger org. It should limit itself as I did after orgs took my PCs over, to short assists, PE courses and small co-audits.

DISSEMINATION FORMULA

I've now discovered the Dissemination Formula we've wanted so long and it's easy. Official orgs, city offices and missions have it and train Field Staff Members on it in the staff training

programme. Being tech it has no part of this Policy Letter. It takes four or five hours to learn, theory and practical. The org will have all such programmes of staff training.

SUMMARY

The expansion of Scientology depends in no small measure upon the industry and effectiveness of Field Staff Members. Following the policies laid down here, the efforts of FSMs can be streamlined and standardized so that they can better achieve their purpose: The contacting, handling, salvaging and bringing to understanding of individuals and thus the peoples of Earth.

L. RON HUBBARD
FOUNDER

Adopted as Official
Church Policy

by the

CHURCH OF SCIENTOLOGY
INTERNATIONAL

LRH:CSI:rw:1w