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Remimeo
Exec Hats
Dissem

Qual
Registrar Hat
DofPHat
C/S Hat
Div 6
Chaplain Hat
Ethics Off/MAA

(Also issued as an HCO PL, same date, same title)

INTERVIEWS

Refs:

HCO PL	13 Sept. 70 II	Org Series I BASIC ORGANIZATION
HCO PL	10 July 65	LINES AND TERMINALS ROUTING

Interviews play a vital part in the correct routing and smooth flow of pcs and students on org lines.

Depending on how needed interviews are assigned and carried out, org lines and therefore org products can be slowed or impeded or they can be speeded up and made to flow more smoothly, with real products as a result.

TYPES OF INTERVIEWS

This issue lists the main types of interviews used in an org, and defines their use, to clearly label and differentiate between them. It summates the most used interviews but in no way replaces full hatting for one's post.

REGISTRAR INTERVIEW: The purpose of the Registrar interview is to sign prospective students and pcs up for org services, get them to pay for the services and get them routed onto the services. The Reg also signs up students and pcs for further services when they have completed the services they signed up for. The concern of the Registrar is to move pcs and students up the Bridge. He does this by caring about the person and not being reasonable about stops or barriers but caring enough to get him through the stops or barriers to get the service that's going to rehabilitate him. He gets the public person fully paid and on to service.

The Registrar must be familiar with the tech the org delivers and be kept informed of the results being obtained. Registrars must not assign hours or C/S for the case, and they mustn't promise that such and such a rundown will be done, because they are not tech terminals and they can be wrong.

Example Registrar interview: "I think I went Dianetic Clear." "Well, that's good. You just sign here on the dotted line and these invoices will go to the Tech Division and they will take care of you." End of interview! The way you end his itsa is you put a pen in his hand. That's the proper ack.

Another example Registrar interview: Joe Blow walks in to the Registrar and says, "Ted brought me down here and I'm supposed to sign up for some more auditing. I don't want to buy any more auditing here." "Oh, my goodness, what you had better have is a D of P interview so we can get data on this." The folder would go to the C/S and the C/S would tell the D of P what had to be found out.

The Registrar also signs up pcs conditionally, pending acceptance by Tech, takes the money and sees that the pc is then routed to Tech for a Technical Estimate. The reason for getting a Tech Estimate is to get the pc to buy enough intensives to get him some place.

When the pc is accepted by Tech, and the Tech Estimate is received, the Registrar signs the pc up for the estimated number of intensives; he gets payment for them or for the first one or two, but in any case has the person sign up for the remaining intensives, to be taken when paid for. (Refs: HCO PL 30 Nov. 71, BLIND REGISTRATION; HCO PL 19 Aug. 60, REGISTRAR LOST LINE)

Another Registrar action which increases the income is interviewing students and selling them professional auditing.

The Registrar must also be on the routing form for outgoing preclears and students and interview them without fail for further services. He can usually get them to take more services.

HGC PC TECHNICAL ESTIMATE INTERVIEW: The HGC Pc Technical Estimate interview is done to obtain necessary data from the applicant so that an accurate estimate can be made of the number of hours or intensives the person will need to get results from his auditing.

The routing is to Registrar, to Testing, then to Tech Estimator and back to the Registrar. The routing form should then of course take the pc to Tech Services who handles the folders and the scheduling.

The HGC Pc Technical Estimate is done by the D of P or a qualified technical terminal. It is not a metered interview. It consists of a lot of questions such as, "What do you want to accomplish with auditing?" Lots of questions about state of case, amount of time it has taken to do previous auditing cycles, etc. The Tech Estimator has the current OCA, IQ and Aptitude tests to hand. Part of his estimation includes a meter check (per HCO PL 26 Aug. 65RB, ETHICS E-METER CHECK) which estimates state of case.

The Tech Estimator must be able to rapidly spot the preclear on the Chart of Human Evaluation. He does this using tests and by getting the prospective pc talking about himself. With all of this data, he estimates the number of hours needed for a pc to get *results.*

The Registrar is sent a copy of the Tech Estimate which states:

I RECOMMEND THAT THIS APPLICANT (ONE OF THE FOLLOWING):

A. Buy________(number of) intensives.

B. Be refused auditing by the org on the basis of HCO PL 6 Dec. 76RB, ILLEGAL PCs, ACCEPTANCE OF, HIGH CRIME PL.

D OF P INTERVIEW: Briefly, a D of P interview is an interview given to a preclear by the Director of Processing.

There are two main types of D of P interviews:

1. *To get data for the C/S which is not otherwise available to him for C/Sing and programing the case.*

A D of P interview is used when the C/S suspects that additives are being put into the session or that there are other outside factors on his auditing or admin lines that are influencing the pc's case gain. This is the primary use of the D of P interview and consists of having the D of P ask the pc something like: "What did the auditor say to you in session?" "Exactly what happened in that session?" "What did the auditor do?"

These interviews are ordered by the C/S to obtain data he cannot otherwise obtain and when he suspects hidden matter in the session which is not covered in the worksheets; when the C/S doesn't know- what's wrong with the case but strongly suspects he isn't being told all.

A D of P interview is not done to find out what the pc thinks is wrong with his case. It is done in order to get data and is not auditing. There is no attempt to audit during a D of P interview. Where a preclear is feeling bad or doesn't want more auditing, it's "When did all this start up?" "When you first came in, what did you want?" "What did you expect to have happen?" or, "When did you start feeling bad?" It's a "when" question to get a lot of data.

Some orgs have used a pat set of questions or a printed D of P interview form, but this is not a D of P interview by definition and does not give the C/S the data he really needs to program the case.

Overuse of D of P interviews can tie up the D of P and cut down the delivery of auditing to pcs. A C/S should be able to study the case, and get an FES done or do one. He will not learn what he needs to know about the pc's case by substituting a D of P interview for his work. To do a D of P interview to unravel a case actually defeats the purpose of FESing and the C/S. The C/S has specific tools he would order an auditor to use to crack a case, such as the Green Form, C/S 53, etc. This is all part of normal C/Sing and auditing lines. That's not a D of P interview.

Similarly, an arrival D of P interview is just a substitute for an FES. And a leaving D of P interview would only be done when the pc did not write a success story or wrote a poor one. They are not a routine function of a D of P by any means.

Unnecessary D of P interviews are just lazy C/Sing.

2. *To give the pc an R-factor on what is going on in order to dispel a mystery for him.*

The second type of D of P interview is basically to put in an R-factor with the pc. The D of P lets the pc talk about what has been going on, finds out what the pc is in mystery about and explains it. The D of P does not explain tech to him. He explains what is happening to the pc. A good D of P can straighten it out fast.

The D of P is actually the I/C of all pcs when they are in the org and he can originate a D of P interview such as when bad indicators are observed or the pc is hung up or curious.

D of P interviews are always done on the meter, and while it is not auditing, the D of P must have his TRs in, must have a Qual Okay to Operate an E-Meter and must be able to meter accurately. While a D of P interview is not done to get case gain, one normally tries to end the interview on an F/N.

QUAL CONSULTANT INTERVIEW: The Qual Consultation is a service provided by Qual and is described in HCOB 10 Feb. 71, TECH VOLUME AND TWOWAY COMM. It consists of a metered interview and two-way comm and letting the person talk about his troubles and listening.

This type of interview can be done on a person who is not really on auditing lines, or he is somewhere around auditing lines and you see he is fouled up. It is not limited to pcs but can be done on very slow or dropped-out students as well.

SOLO CONSULTANT INTERVIEW AT AN AO: The duties of a Solo OT Review Consultant are to personally handle pre-OT Solo jams rapidly with metered twoway comm.

A Solo line does not run like a C/S Series 25 HGC line. It is a highly alert personalized line that picks up the pre-OTs who aren't soloing well or who are bugged and gets them wheeling. Usually it's something simple, only discovered by asking the pre-OT and handling in a metered interview. Cramming cycles on auditing are a common result. A C/S can't see that the green pre-OT forgets to turn on his meter!

It is a smooth way to get happy pre-OTs.

ETHICS OFFICER/MAA INTERVIEWS: An ethics interview is an interview done by the Ethics Officer or the MAA on a student, preclear or staff member. He uses Confessionals, conditions, investigation tech and PTS/SP tech in order to get ethics in in his org or area so that Scientology can be done.

The Ethics Officer acts on *indicators* and has a primary responsibility to keep trouble from blowing up on org lines—he is supposed to catch things before they blow up. An Ethics Officer has to know what the scene is and be able to act. With no nonsense. He is there to get ethics in so that tech can go in.

Often the job of the Ethics Officer entails an ethics interview to find out what the exact situation is with an individual and get it handled.

An example would be someone who is goofing and in trouble for not completing cycles of action. The Ethics Officer, upon checking the ethics files of this person, interviewing him and learning that this was the situation, would know that the probability is that the ethics handling needed is for going past misunderstoods in their work. With ethics in, the person could be word cleared, the MUs found and he would then be able to complete the cycle of action.

A key tool of the Ethics Officer is the ethics conditions and their formulas, as contained in the book *Introduction to Scientology Ethics.* Where a person has earlier undone or messed up ethics conditions, this can act as a serious block to getting ethics in and would require handling with HCO PL 19 Dec. 82R II, REPAIRING PAST ETHICS CONDITIONS.

Another vital tool of the Ethics Officer is getting a person freed of his overts and withholds. A person manifesting O/Ws (natter, blowy, critical of the organization, etc.) must have those O/Ws pulled. An important part of an Ethics Officer's job is hearing Confessionals and he must get meter trained and be able to do Confessionals where needed. Another way to get O/Ws cleaned up is to make the person write up all his overts and withholds and turn them in to the Ethics Officer (who would also ensure that end ruds were done).

An Ethics Officer never spends any time sitting and arguing with someone. He simply puts the person on a meter and assesses a Trouble Area Questionnaire. (Ref: HCO PL 9 Apr. 72R, CORRECT DANGER CONDITION HANDLING)

PTS interviews are a frequent duty of the Ethics Officer and he must be fully trained in the complete tech of handling PTSness contained in the PTS/SP Course.

If a pc is midauditing, the Ethics Officer or MAA should check with the pc's C/S before doing a PTS interview or Trouble Area Questionnaire. (Ref: HCOB 13 Oct. 82, C/S Series 116, ETHICS AND THE C/S)

Full worksheets are always kept for any PTS interview and are sent to the pc folder. A copy of any ethics interview is also sent to the person's pc or student folder.

CHAPLAIN INTERVIEW: A Chaplain interview is for those persons who feel wronged, ARC broken public who have fallen off the Bridge or are about to and people whose burdens appear to be too great.

If they feel they cannot be heard anywhere else-they always have recourse to the Chaplain. They mainly want to be heard and acknowledged. Half the time or more one does nothing, but one does listen.

EXECUTIVE DIRECTOR/COMMANDING OFFICER INTERVIEW: When someone has completed a service and is leaving the org, the CO/ED interviews the person before he routes out of the org, to ensure he is a good product. This interview consists of the CO/ED congratulating the student or preclear, checking his indicators and chatting briefly with him on his future plans. If all okay, the CO/ED gives his approval that the person may go. If not satisfied, the student or pc would be routed to Qual to get straightened out, with the R-factor that he doesn't have permission to go because the CO/ED is not satisfied with the technical results.

Another way that this line can be handled is for the CO/ED to see the final success story of the public person to give final approval for the person to leave the org. No public routes out of the org without the CO or ED's okay and a sign must be posted which makes this clear to the public.

This type of interview or seeing the final success story enables the CO/ED to check the product of the org. The person has gone through the lines and should have completed with a good success story.

HOST INTERVIEW: On Flag and in some other orgs, there is a Host whose duty it is to see to the well-being and good servicing of the public.

The purpose of the initial Host interview is to welcome the person arriving for services, brief him and orient him to the scene and provide him at once with a stable terminal who is interested in his welfare and will be a terminal for him throughout his stay. The Host lets the person know that if there is anything wrong that he should come and see him.

This interview is not done on a meter and there is no set patter or procedure which the Host uses.

The Host interviews pcs and students as needful to ensure they are being serviced and to ensure any service outness is handled by the proper terminals.

Returning persons are similarly welcomed, rebriefed and brought up to date on any changes in services or new facilities.

While these are by no means all the types of interviews an org uses, they are the main interviews given on an org's service lines.

Standardly done interviews can make all the difference in an org's lines and viability. The result will be an increase in quantity and quality of the valuable final products of the org.

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