



Wider scope — every answer with its source

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **A question outside the module is almost never outside the company: it is outside the document somebody chose to put in the module.**

What the agent answers today

Situation	Answer	Additional
The answer is in the material	Given	With the page it is on
The answer is not there	"It is not in the module"	With who to ask

What the wider scope adds

Openable source	Effect	Item carried
Internal notes	The answer exists in the great majority of cases	Source and date
Procedures	Same	Source and date

Openable source	Effect	Item carried
Intranet	Same	Source and date

What is improvised in no case

Case	Behaviour	Why
Procedure written nowhere	Not improvised	A procedure invented by a tutor BECOMES the procedure — learned by a hundred people before anybody rereads it

When two sources contradict each other

Source	What it says	Date
Module 4 material	One order of steps	—
Internal note	A different order	19 May

The agent teaches neither. It puts the question to whoever owns the procedure, and the learner knows there is a divergence **rather than learning at random whichever of the two they were served.**

For the company to settle

Sources opened to the agent: _____

Procedure owner, recipient of divergences: _____

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