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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