Diagnosis and action plan — the service's framework

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

Document issued on 09/11/2026

Elements gathered, analysis set by the adviser · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The diagnosis belongs to the adviser:** the agent gathers, orders and sources the elements, the adviser sets the analysis and signs — **and it is that signature which lets the person argue with what has been decided.**

What is handed over before the interview

Element	Rule applied
Skills found	**Each with its source document — never an inferred skill**
Barriers expressed	Quoted, dated, with those lifted since
Applicable schemes	**Conditions ticked or not, with the exact reason when one is not met**

Element	Rule applied
Local market in the occupation	Active vacancies, share of shift work, median pay taken from published vacancies
Employers recruiting regularly and never met	**3 — of interest to the employer liaison officers as much as to the adviser**

The market in Mr Berthaud's occupation

Indicator	Value	Source
Active logistics vacancies in the area	**212**	Vacancy database
Share in shift work	**34 %**	Vacancy database
Median pay in published vacancies	Taken from the vacancies, not estimated	Vacancy database
Vacancies reopened by the lifted barrier	**4**	Pathway / vacancy matching

The action plan that follows

Action	Owner	Deadline
Profile update	**The jobseeker**	Within 8 days
Application to the shift-work vacancy	**The jobseeker**	Before Friday
Registration for the group session on the bridge	The adviser	The 12th

What that changes, measured over the quarter

Measure	Before	After
Diagnosis set at the first interview	**54 %**	**82 %**

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Measure	Before	After
Effect on the pathway	—	**Three weeks gained when support starts at the first interview**
Diagnosis and action plan sent to the person in easy-read	—	**The same day, reviewed by the lead adviser**
People coming back with the document annotated	—	**31 out of 40**

> **Support whose action plan the person has reread is support that is also theirs.** It is the most reliable sign that a pathway will not break off in the third month.

For the service to settle

Action plan sent to the jobseeker as standard (yes / no): _____

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