



Who decides what — three automatic actions, five reserved decisions

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

Document issued on 24/09/2026

Passerelle Formations · operating framework · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for the demonstration. **Nothing put in front of an auditor is among the automatic actions**, and each of the three can be undone.

What the agent does without asking

Action	Why it is automatic	How it is undone
Produce and file a session's documents when it opens	A document produced after the fact is a document to be found	Unfiled with one click; if the session is cancelled, the whole set goes with it
Send the satisfaction survey at day 2 and chase at seven days	Response rate depends on timing, not on insistence	A learner asking not to be contacted is removed instantly — and returns if they ask again

Action	Why it is automatic	How it is undone
Chase the trainer holding a missing attendance sheet (day 2, then day 6)	Without the attendance sheet, neither the funded file nor the annual return holds	Frequency adjustable; a reminder is a reminder, it declares nothing

What waits for a decision

Decision	Who takes it
Everything put in front of the auditor, without exception	The quality officer
Bringing a procedure into force	Management
Sending a questionnaire to trainers	Management
Declaration of service delivered on the funding portal	A person — as long as the mandate is unsigned
Filing the annual pedagogical and financial return	Management

What is measured, and what is not

Published each month	Never produced	Why
Coverage of the 22 applicable indicators	Average satisfaction score per trainer	It would become a target; a trainer scored on immediate satisfaction stops assessing learning strictly — and assessment of learning is itself an indicator of the framework
Evidence approaching twelve months	Ranking of trainers	The ranking would say more about the audiences served than about the people

Published each month	Never produced	Why
Survey response rates and service-delivered lead times	Individual processing times	The delay measures how documents circulate, not the person

The one exception is not one: who taught which session is recorded and kept, because trainer qualification is evidence required by the framework. **Evidence is not a counter:** it establishes a competence for a given session, it grades no one.

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.