Publicly funded files — delays, reminders and what still gets signed

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Passerelle Formations · 12 months, of which 30 files since go-live · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for the demonstration. **The declaration of service delivered commits the organisation on public funding**: it appears below among what the agent PREPARES and not among what it declares.

The three moments where time is lost

Moment	Over 12 months	What changed	Across the last 30 files
Enrolment unanswered by the learner	**84 files waiting more than ten days, 31 cancellations**	**Reminder at day 3 and day 8, restating the session dates**	**4 waiting, 1 cancellation**
Entry into training to be declared	Declared the same day, by hand	Prepared by the agent, approved with one gesture	30 out of 30 on the same day

Moment	Over 12 months	What changed	Across the last 30 files
Declaration of service delivered	**19 days on average, two files beyond two months**	**The reminder targets the trainer holding the attendance sheet, not the learner**	**4 days on average**

The service-delivered delay was not negligence, and calling it that would have missed the fix. The declaration was waiting for the complete attendance sheet, which was waiting for a freelance trainer to send it back. **Chasing the learner could do nothing: they do not hold the document.** The only useful change was to change the addressee.

What the agent prepares, and what it does not declare

Act	Who does it today
Complete the file, attach the attendance sheet, check the documents expected	**The agent, alone**
Chase the trainer, then the learner if needed	**The agent, alone**
Declare the service delivered	**A person — the agent prepares the complete file and stops there**

> **This is not a technical limit, it is a mandate that has not been given.** The declaration of service delivered can be entrusted to the agent: the mandate is written, capped, dated and revocable on a word. **Until it is signed, the agent prepares and waits** — and that complete preparation is precisely what brings the approval down to a few seconds.

Mandate for declaring service delivered — cap and review date: _____

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