

Solutions

2.1 Written guides can make public services clearer and more consistent, but they should not be the only source of help in a learning centre. I also question the reason offered for that policy. Fairness requires dependable information, yet giving everyone identical words does not ensure that everyone can use them. A better policy combines shared written guidance with appropriate personal support.

The argument has a real strength. Visitors should not receive contradictory instructions simply because different staff members answer their questions. A clear guide can state opening times, booking rules and available services in a form that visitors can consult again. In a hypothetical centre where staff previously gave different answers about course registration, a common written procedure could reduce confusion. It could also free staff from repeating routine explanations and allow them to spend more time on difficult questions. These are practical reasons to invest in guides.

However, consistency of information is different from equality of access. A visitor with limited reading ability may be unable to follow the guide. Another may understand each sentence but not know which rule applies to an unusual case. If both receive only the same document as a confident regular visitor, the centre has treated them identically while leaving them with different opportunities to learn. Personal explanation can remove that barrier without changing the underlying rule. Fairness therefore supports consistent decisions and suitable assistance, rather than one communication method for all.

The proposed restriction may also produce costs that its reason ignores. Suppose a visitor misunderstands a booking instruction and repeatedly submits an incomplete form. A short conversation might identify the difficulty immediately. Refusing that conversation can increase delay for the visitor and create extra correction work for staff. The centre should compare the full process, not just the time saved at the first enquiry. This example is hypothetical, but it explains a mechanism through which a seemingly efficient policy could waste resources.

There are circumstances in which written-only support may be reasonable for a limited service. A simple self-service room used by experienced members might need only clear notices and an accessible guide. Even then, the centre should provide a way to report an exceptional problem and check whether users actually understand the instructions. A limited case does not justify extending the restriction to every service and every visitor.

I would therefore retain written guides as the common reference and allow staff to explain and apply them. Staff should record recurring difficulties so the guide improves, and unusual decisions should remain accountable to shared rules. This approach accepts the value of identical core information while rejecting the claim that identical communication is always fair. It preserves consistency without making a visitor's ability to interpret a document the hidden condition for receiving help.

3.1 (a) "Written-only help may work for simple routine services used by experienced visitors, but fails when accessibility or unusual cases demand explanation." (b) "I reject exclusive written help and distinguish the reason's valid concern for consistency from its unsupported equation of identical words with fairness." (c) "The strongest challenge is that personal support may introduce inconsistent advice; shared rules, records and staff training can reduce that risk." Other plans are valid if they perform the requested

action. A generic position without conditions, a judgement on the reason or an answered challenge can omit the instruction even when its prose is fluent. Use human review for reasoning and language; local checks do not assign an official writing score.

Local review checklist: follow every response instruction; support the answer with the stated evidence; explain rejected alternatives or an opposing view; check scope, restrictions and clarity. For writing, this is a formative checklist, not an official rubric score.