

3.2 A service project plan that can be checked

Name: _____ Class: _____ Date: _____ **Total: 24 marks**

KEY WORDS baseline 基线 • success criterion 成功标准 • constraint 约束条件
• milestone 里程碑

Objective

A service project plan that can be checked. This is original GAC031-aligned practice, not an official assessment. All people, instructions and records are fictional.

1 Key knowledge and worked examples

■ Key knowledge: evidence before a claim

A **baseline** 基线 is a starting observation. A **success criterion** 成功标准 states what will count as success before results are known. Keep the task, group size, conditions and limits visible.

A **constraint** 约束条件 is a limit such as budget, permission or time. A **milestone** 里程碑 is a checkable point with evidence of completion. A task that needs an earlier result cannot honestly be marked complete before that input is available. A deliverable is something made; the user outcome must be checked separately.

■ Source A: task and starting record

The fictional team asks twenty volunteers who have not seen the proposed signs to find an appropriate study space within two minutes. Nine succeed. The pre-written target for the later sign trial is at least sixteen of twenty new volunteers, with the same entrance, task instruction and two-minute limit.

The team may spend at most 80 yuan on materials. The librarian must approve positions before installation; exits and safety notices must remain clear. Observations are anonymous and participation is voluntary. The planned deliverable is a removable sign set, not a guarantee that every visitor finds a room.

■ Source B: actions and current evidence

The plan allocates days 1–2 to baseline observations, day 3 to two sketches, day 4 to the librarian’s decision, days 5–11 to the approved one-week sign trial, and day 12 to sharing the result. Rui prepares sketches, Mei requests permission, and Lin and Arun collect anonymous observations.

At the end of day 4, the librarian has requested a location change and has not approved the revised positions. Rui writes “installation complete” because the signs have been

printed. The material receipt totals 72 yuan. No signs are installed and no later visitor trial has happened.

■ Worked example: connect the action to its evidence



Known: the printed materials cost 72 yuan, within the 80-yuan cap. Printing is a deliverable step, not installation or approval. The revised positions still need the librarian’s decision.

Why revise the calendar? The trial needs approved installation first. Mark printing complete, keep approval and installation open, request the location decision, and schedule a full one-week trial after permitted installation. If that moves sharing beyond day 12, record the change rather than silently shortening the trial or inventing a result.

2 Practice

2.1 State the baseline result and the pre-written success criterion, retaining the group sizes. [2]

2.2 Identify the deliverable already made and the permission step still open at the end of day 4. [2]

2.3 State THREE relevant limits on the team’s trial or installation. [3]

2.4 Correct Rui's completion record and propose a three-step response to the delayed permission. [3]

3 Exam-style questions

3.1 Evaluate THREE claims: “72 yuan proves the service works”; “Printed signs mean installation is complete”; “A later poor result can be hidden by lowering the original target”. Give a correction and reason for each. [6]

3.2 Write an 80–110 word status report to the librarian. Include the baseline and target, printed materials and cost, pending location decision, the corrected status and a full trial/review plan. Do not claim a visitor improvement. [8]