



education

Department:

Education

PROVINCE OF KWAZULU-NATAL

CURRICULUM GRADE 10 -12 DIRECTORATE

NCS (CAPS)

TEACHER SUPPORT DOCUMENT

BUSINESS STUDIES

GRADE 10

STEP AHEAD PROGRAMME

2021

PREFACE

This support document serves to assist Business Studies teachers and learners on how to deal with curriculum gaps and learning losses as a result of the impact of COVID-19 in 2020. It also captures the challenging topics in the Grade 10 The lesson plans should be used in conjunction with the 2021 Recovery Annual Teaching Plan. Activities should serve as a guide on how to assess topics dealt with in this document. It will cover the following:

Market Environment
Macro Environment
Contemporary socio-economic Issues
Business Functions
Quality Concepts
Forms of Ownership
Presentation of business-related information
Creative thinking and problem solving
Relationship and team performance

LESSON 1

TOPIC : BUSINESS ENVIRONMENT			
Term	ONE	Week	FOUR
Duration	1 HOUR	Weighting	10%
Sub-topics	<ul style="list-style-type: none"> • The components of the market environment 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Market, Customer, Supplier, Competition, intermediaries 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Grade 8: Types of market • Grade 9: Market economy 			
RESOURCES			
<ul style="list-style-type: none"> • Prescribed textbooks ATP • Exam guidelines • Magazines • Other audio-visual media 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners fail to identify the correct components of the business environment from given scenarios/statements/case studies. 			
METHODOLOGY			
<ul style="list-style-type: none"> • Question and answer method: Conduct baseline assessment by asking questions to assess prior knowledge on Market • Narrative: Explain the term market environment and outline the components 			
ACTIVITIES			
<ul style="list-style-type: none"> • Minimum 3 activities per week 			
ASSESSMENT			
<ul style="list-style-type: none"> • Homework, classwork, question and answer (case study) 			

MARKET ENVIRONMENT:

ELEMENTS OF THE MARKET ENVIRONMENT

Meaning of the term "MARKET ENVIRONMENT"

- It is the environment immediately outside the business.
- Market environment surrounds the micro-environment.
- All powers that have a direct impact on the business
- Management has **no control, but can influence** the environment

The COMPONENTS of the market environment

- Consumers (Market)
- Suppliers
- Intermediaries
- Competitors
- Other organisations/Civil Societies
 - Non-government organisations [NGOs]
 - Regulators
 - Strategic allies
 - Unions

ASSESSMENT ACTIVITY

Activity

- | | | |
|-------|--|-----|
| 1.1.1 | Define the market environment | (2) |
| 1.1.2 | Outline the components of the market environment | (8) |

LESSON 2

TOPIC : BUSINESS ENVIRONMENT			
Term	ONE	Week	FOUR
Duration	1 HOUR	Weighting	10%
Sub-topics	<ul style="list-style-type: none"> • Meaning of the market environment • The components of the market environment 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Market, Customer, Supplier, Competition, intermediaries 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Grade 8: Types of market • Grade 9: Market economy 			
RESOURCES			
<ul style="list-style-type: none"> • Prescribed textbooks • Examination guidelines • ATP 2021 • Magazines • Other audio-visual media 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners fail to identify the correct components of the business environment from given scenarios/statements/case studies. 			
METHODOLOGY			
<ul style="list-style-type: none"> • Give learners a scenario to identify the components of the market environment • Narrative: Explain the components of the market environment • Identify the components in groups 			
ACTIVITIES			
<ul style="list-style-type: none"> • Minimum 3 activities per week 			
ASSESSMENT			
Classwork			

COMPONENTS OF THE MARKET ENVIRONMENT

<p>Consumers</p>	<ul style="list-style-type: none"> • Customers / Buyers are the final users of the product / services. • A consumer who buys products or services from a business is that business's customer • Consumer market can be sub-divided into markets for: <ul style="list-style-type: none"> ○ Durable products, e.g. T.V sets. ○ Semi-durable products, e.g. furniture ○ Non-durable product, e.g. newspaper ○ Services, e.g. repairs
<p>Suppliers</p>	<ul style="list-style-type: none"> • Suppliers include factories / suppliers of goods / services with whom businesses acquire / buy goods to run their businesses. • Individuals or agents who provide resources such as raw materials, products or services. • In order for a business to survive in a competitive environment the supplier must provide the right quantity at the right time, right price and credit terms.
<p>Intermediaries</p>	<ul style="list-style-type: none"> • Intermediaries/ Agents who help promote, sell and distribute products to consumers. • Bridge the gap between the manufacturer and the consumer. • Intermediaries bring the products and services within reach of the consumer. • Marketing intermediaries are wholesalers, retailers, spazas, agents, brokers and representatives. • Financial intermediaries are banks. etc.
<p>Competitors</p>	<ul style="list-style-type: none"> • Competitors who sell the same / similar products / services can have a greater impact on the market or the business. e.g. Shoprite & Pick 'n Pay • Analysing competitors helps management to understand the strength, weaknesses and capabilities of competitors

Regulator	<ul style="list-style-type: none"> A regulator is a person / organization with official power to control an activity and makes sure it is done satisfactorily / makes rules that businesses in the various industries must adhere to.
Strategic allies	<ul style="list-style-type: none"> Strategic allies refer to two or more businesses working together to enable them to acquire the lack of expertise they have from another business.
Trade unions	<ul style="list-style-type: none"> Trade unions are the employee organizations that aim to improve the working conditions of the workforce.

ASSESSMENT ACTIVITY

Activity 2

2.1 Read the scenario below and answer the questions that follow:

SUPER MAIZE ENTERPRISE (SME)

Super Maize Enterprise produces maize meal and instant soft porridge. SME buys their raw material from Creighton Maize Farm which is out of stock sometimes. SME do not allow employees to join trade unions of their choice. There is a decline in sales since there is a new company that has been established which offers similar products as SME.

2.1.1 Identify THREE components of SME's business. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.1.1 above.

COMPONENT	MOTIVATIONS
1.	
2.	
3.	

(9)

2.1.2 Explain the components of the market environment that was identified in question 2.1.1 (6)

LESSON 3

TOPIC : BUSINESS ENVIRONMENT			
TERM	ONE	Week	FOUR
DURATION	1 HOUR	Weighting	10%
SUB-TOPICS	The components of the market environment		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • NGOs, Regulators, Strategic allies and Unions. 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Grade 8: Types of market • Grade 9: Market economy 			
RESOURCES			
<ul style="list-style-type: none"> • Prescribed textbooks • Examination guidelines • Newspapers • Magazines • Other audio-visual media 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
Learners fail to identify opportunity and threats from given scenarios/statements/case studies.			
METHODOLOGY			
<ul style="list-style-type: none"> • Question and answer method: Baseline assessment • Narrative: Explain the meaning of opportunities and threats in a business context and reasons why NGO's and CBO'S form part of the market. 			
ACTIVITIES			
<ul style="list-style-type: none"> • Minimum 3 activities per week 			
ASSESSMENT			
<ul style="list-style-type: none"> • Homework, classwork, question and answer (case study) 			

Who and what is 'civil society'

- Civil society refers to a wide array of organisations: community groups, non-governmental organisations (NGOs), labour unions, indigenous groups, charitable organisations, faith-based organisations, professional associations, and foundations.

Unions	COSATU, FEDUSA and SADOU
NGOs	NGOs are non-profit organisations that do not operate under the control of government
Regulators	Organisations that ensure that the code of conduct and rules of fair business are adhered to Example: NERSA [National Energy Regulator of South Africa]
Community Based Organisations (CBO)	These are organisations that operates within communities with the aim of improving the socio-economic conditions within the communities. These organisations are non-profit bodies and their sole purpose is to render a service to society.

The reasons why NGO's and CBO'S form part of the market.

- NGO's and CBO's are part of the market, because they are also busy with trading and the public donate money which is used to benefit the country.
- These organisations can also sell products/ organize fundraisings to use the small amount of profit for the community.
- Example "Caringdaisies"

The meaning of opportunities and threats in a business context

- Opportunities: are external situations which could increase the chances a business has of selling its goods or services.
- Threat: external situation which could decrease the chances a business has of selling its goods or services.
- Management sees competition as an opportunity when consumers are made more aware of the product if it is marketed by different companies.
- Competition be a threat, when a company sells similar products in the same area.

- A threat also exists if a business is unable to produce or to perform as desired, because of reasons outside the business such as competition, changing government legislation or global economic trends.
- Businesses need to be pro-active and constantly develop new plans to counteract threats.
- Possible threats that a business can face (Examples):
 - New competitors with lower prices
 - The government that can introduce new laws/acts that can decrease trading o
Changes in the needs of taste of the buyers.

Activity 3

3.1 Read the scenario below and answer the questions that follow.

AMANGWANE AFRICAN FOOD (AAF)

Amangwane African Food is a restaurant that sells traditional food at a reasonable price. The tourism department has invited AAF to open a traditional food stall at the cultural market on weekends. AAF donated with school uniform and food parcels to orphans. The Covid19 had a negative impact on AAF business, as a results their suppliers have increased their prices due inflation. AAF is losing to Nosihle Buy and Braai which sells pap and meat at very low prices.

- 3.1.1 Identify opportunities and threats on AAF business. (4)
- 3.1.2 Explain the reason why NGO's and CBO's form part of the market. (4)

LESSON PLAN 1

TOPIC : BUSINESS ENVIRONMENT			
Term	ONE	Week	5&6
Duration	1 HOUR	Weighting	10%
Sub-topics	Components of the macro environments		
RELATED CONCEPTS/ TERMS/VOCABULARY	Globalism		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Grade 9: economic systems 			
RESOURCES			
<ul style="list-style-type: none"> • Prescribed textbooks • Examination guidelines • ATP 2021 • Magazines • Other audio-visual media 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners are failing to identify elements of macro in given scenario 			
METHODOLOGY			
<ul style="list-style-type: none"> • Narrative <ul style="list-style-type: none"> ○ Conduct baseline assessment by asking questions to assess prior knowledge on meaning of the macro environment ○ Teacher will explain the meaning of macro environment ○ Discuss elements of macro environment 			
ACTIVITIES			
<ul style="list-style-type: none"> • Minimum 3 activities per week 			
ASSESSMENT			
<ul style="list-style-type: none"> • Homework, classwork, question and answer (case study) 			

GUIDELINES ON HOW TO TEACH MACRO ENVIRONMENT

OUTLINE ELEMENTS OF MACRO ENVIRONMENT

- Social/cultural//demographics, legal and politics, economics, global/international, physical/natural, institutional and technological environment

Explain the meaning of MACRO ENVIRONMENT AND THE ELEMENTS

- The macro environment refers to the challenges and influences from outside the business
- This is also known as the external environment.

Legal and Political environment

- Refers to rules that businesses must obey and all legal aspects that businesses must consider.

Global/international environment

- Refers to all happening in the rest of the world that influence local businesses enterprises.

Physical/ natural forces

- Physical forces are forces that present in the natural environment.

Technological environment

- Technological innovations, including ICT-innovations of the past couple of years have changed the way in which business is conducted in future.

Natural/institutional environment

- This environment refers to the official and non-official procedures to do business

Examples;

- getting to know customs and traditions of people in the area of trade
- belonging to a chamber of commerce.

Economic environment

- Refers to all the external economic factors that influence buying habits of consumers and business therefore affect the performance of the business.

Social/cultural and demographic

- The social environment involves people.
- People are important to business enterprises because they are consumers and also because they employees.

Activity 1

1.1. Explain the meaning of macro environment (2)

1.2 Discuss any 4 elements of macro environment (12)

LESSON PLAN 2

TOPIC : BUSINESS ENVIRONMENT			
Term	ONE	Week	5&6
Duration	1 hour	Weighting	10%
Sub-topics	MACRO ENVIRONMENT(CHALLENGES)		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Inflation rate, GDP 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Grade 9: economic systems 			
RESOURCES			
<ul style="list-style-type: none"> • Prescribed textbooks • Examination guidelines • Newspapers • ATP 2021 • Other audio-visual media 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners are failing to give recommendations for macro environment elements 			
METHODOLOGY			
<ul style="list-style-type: none"> • Narrative <ul style="list-style-type: none"> Explain how MACRO environment elements pose a challenge to a business <ul style="list-style-type: none"> ○ Explain strategies on how deal with MACRO environment elements on business 			

- Question and answer method
 - Learners will give practical examples on how macro environment elements pose a challenge on businesses in their vicinity.
 - For each challenge a strategy must be provided by learners

ACTIVITIES

- Components of the macro

ASSESSMENT

- Homework, classwork, question and answer (case study)

GUIDELINES ON HOW TO TEACH MACRO ENVIRONMENT

REASONS WHY THE MACRO ENVIRONMENT CAN BE A CHALLENGE TO BUSINESS AND STRATEGIES TO DEAL WITH MACRO ENVIRONMENT ELEMENTS

Legal and Political environment

Challenge

- Investors from abroad prefer to invest in countries which are economically and politically stable.
- Political instability may result in the depreciation of local currency
- If foreign countries don't agree with the political policy of a particular country, they might consider introducing sanctions against the country.

Strategy

- Comply with all relevant legislation that may impact on businesses

Global/international environment

Challenge

- Events that take place elsewhere in the world and outside the borders of South Africa can have an impact on the economy, for example: Political unrest in Zimbabwe leads to illegal immigrants moving to South Africa, pushing up local unemployment.
- Events that take place outside the borders of South Africa can impact local businesses, for example: Earthquakes elsewhere, such as in Japan, cause a shortage of imported goods.

- Policies control South African imports (bringing products from elsewhere in the world into South Africa) and exports (taking products from South Africa elsewhere in the world).

Strategy

- Business must have access to global market rather than just a local market
- Business must also keep up with global trends to stay in the market and to keep their quality and prices up to world standard.

Physical/ natural forces

Challenge

- Many businesses depend on natural resources to produce products or services, if these resources run short the businesses will be affected negatively because they will be expensive.
- Chemicals/ingredient in business 'products may be harmful to customers

Strategy

- Businesses should aim to conserve nature
- Implement recycling measures to prevent pollution of the environment

Technological environment

Challenge

- Business may not keep up/be aware of the latest technology
- Business may not be able to afford new technology
- Employees may not be skilled to operate new technology/machine

Strategy

- Continuous research on the latest technology
- Train existing/appoints new employees to maintain/use machines

Economic environment

Challenge

- Inflation/interest rates may negatively impact on business
- Loan may be expensive due to high interest rate

Strategy

- Consider decreasing profit margins rather than increasing products prices

- Borrow money from financial institutions when interest rates are favourable

Social/cultural and demographic

Challenge

- Customers may not be able to afford products due to low income level
- Business may not be conversant with the local languages of their customer

Strategy

- Sell substitutes/generic products at lower prices
- Learn local languages/hire employees who are conversant with the local languages

Natural/institutional environment

Challenge

- Government supplies goods and services to the public and to private businesses.
- Most of these goods and services are paid for by taxes which affect negatively on business profits.

Strategy

- Business must engage on CSI programmes to benefit from tax reduction/rebate

Activity 2

2.1 Read the scenario and answer the questions that follow.

ZUKO & PHIWE CLOTHING (ZPC)

ZPC specialises in the manufacturing of leather jackets. The profitability of the business has decreased due to high interest rates on loans. ZPC disposes harmful chemicals to the river when preparing their cloths for production.

2.1.1 Identify the macro environment components and motivate your answer by quoting from the above scenario (9)

2.1.2 Explain ONE way in which ZPC can deal with EACH challenge, as identified in QUESTION 2.1.1 (6)

Use the table below as a GUIDE to present your answer.

MACRO ENVIRONMENT ELEMENTS	MOTIVATION	RECOMMENDATIONS
1.		
2.		
3.		

LESSON PLAN NO.1

TOPIC : BUSINESS FUCTIONS – GENERAL MANAGEMENT - LEVELS			
Term	ONE	Week	Six
Duration	I HOUR	Weighting	10%
Sub-topics	<ul style="list-style-type: none"> • Business Functions • General management – importance and levels of Management 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Business objectives • Strategic decision • Tactical decision • Organisational structures 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Business functions as element of micro environment 			
RESOURCES			
<ul style="list-style-type: none"> • Examination Guidelines 2021 • Approved textbook • 2021 annual Teaching Plan • Newspapers • Exemplar question papers and marking guidelines 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Hardly identify the business functions from the scenario • Learners fails to differentiate or explain Business Functions 			
METHODOLOGY			
<ul style="list-style-type: none"> • Question and Answer : To assess prior knowledge • Brainstorming method : For learners to list normal business activities • Narrative method : To unpack the content • Group discussions. 			

ACTIVITIES
<ul style="list-style-type: none">• Three activities per week<ul style="list-style-type: none">- Learners perform assigned activities to them through case studies and scenarios.- Learners complete tables
ASSESSMENT
<ul style="list-style-type: none">• Baseline assessment• Class Activities and homework

NOTES OF GENERAL MANAGEMENT (LEVELS)

Business functions

- General management
- Administration function
- Financial function
- Purchasing function
- Public function
- Human resources function
- Production function
- Marketing function

The purpose of the eight business functions

- The eight business functions work together to achieve the business goal.
- Each function carries out specific tasks which are closely linked in order to achieve the same goal.
- Roles and tasks may change depending on the size/type/stage of growth of the business.
- Business functions work together to ensure that the survival and sustainability of the business.

Importance of business functions

General management

- Sets the overall direction or strategy for the business.

- This function leads, organises and controls all the other functions.
- Management has three different levels, each with its own roles and responsibilities.
- Ensures that there is co-ordination among the seven different functions of the business

Levels of management

Top management

- Reports to a board of directors/advisory board.
- Takes long term strategic decisions.
- Responsible for directing, controlling and managing risks.
- Determines the vision/mission/objectives/strategy of the business.

Middle management

- Responsible for specific departments within the business.
- Takes medium term tactical decisions.
- Responsible for achieving the goals and objectives set for the specific department.
- Concerned with implementing plans made by top level management.

Lower management

- Responsible for a high level of productivity, technical assistance and motivating employees.
- Takes short term routine/tactical decision.
- Carry out instructions given by middle management

BUSINESS FUNCTION - CLASS ACTIVITY 1

1.1 Read the scenario and answer questions that follow.

ZINHLE'S SPAZA SHOP (ZSS)

Zinhle owns a well know spaza shop. Zinhle as a manager ensures that all employees do their work. She uses a bakkie to order stock in town. she deals with customer complaints and safe keeping of all documents. Zinhle's mom prepares fresh food for the spaza shop. She hired Themba as Cashier in the business. Themba is responsible to sell goods and services then record and bank cash made daily.

- 1.1.1 Identify 8 business functions from the scenario and quote to motivate your answer by quoting relevant statement. (16)
- 1.1.2 Classify the level of management for Zinhle and decision she make as the manager. (4)

ACTIVITY 2

1.1 Complete the following table with regard to levels of general management

LEVEL OF MANAGEMENT	TYPE OF DECISIONS	EXAMPLES OF POSITIONS	2 ROLES FOR EACH LEVEL OF MANAGEMENT
a)			
b)			
c)			

(15)

ACTIVITY 3

3.1 Read the case study below and answer the questions that follow:

THE LUMBER CRUISE (PTY) LTD

Lumber Cruise (Pty) Ltd has been in the industry for 20 years now. Buhle Mazibuko has been the manager of this factory for 6 years since she left one of the banking companies where she was managing one of its branches.

- 3.1.1 Buhle is taking strategic decision in the Lumber Cruise (Pty) Ltd in which level of management is she? (2)
- 3.1.2 Explain other two levels of management and provide the types of decisions (8)

BUSINESS STUDIES GRADE 10

LESSON PLAN NO.1

TOPIC : BUSINESS FUCTIONS – GENERAL MANAGEMENT – STRUCTURES			
Term	1	Week	SIX
Duration	1 HOUR	Weighting	10%
Sub-topics	<ul style="list-style-type: none"> • Management tasks • Structure of management 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Line of command / communication • Organogram • Decision making 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Business functions • Levels of management • Importance of general management 			
RESOURCES :			

<ul style="list-style-type: none">• Approved Business studies textbook• 2021 exemplar question paper• Examination guidelines
ERRORS/MISCONCEPTIONS/PROBLEM AREAS
<ul style="list-style-type: none">• Learners fail to explain the meaning of organizational structure opposed to organizational culture in business environment.• Fail to identify types of organizational structure.• Find it difficult to link planning with levels of management
METHODOLOGY
<ul style="list-style-type: none">• Question and answer to recap importance of General management• Narrative method to unpack the content• Demonstration method to draw an organogram / role play organization of duties by the manager.
ACTIVITIES
<ul style="list-style-type: none">• Will role organising management task• Draw organogram
ASSESSMENT
<ul style="list-style-type: none">• Classwork and homework given to them

NOTES OF GENERAL MANAGEMENT – TASKS AND STRUCTURE

Management Tasks

Planning

- The process of setting goals and developing strategies.
- It includes getting all the information you need for planning.

Organising

- It is the mechanism used to execute the plan.
- May also include training to ensure that the jobs are carried out successfully.

Leading/Directing/Activating /

- The process of leading is to guide, motivate and inspire others to achieve goals.
- Refers to inspiring employees to carry out their task to the best of their abilities.

Controlling

- Ensures that the business achieve its goals.
- Ensures that standards are met

Risk Management

- Identifies possible risk by finding risk-bearing activities (i.e. activities which could go wrong) within the organisation.
- Assists businesses to in analyse each possible risk to assess how likely it is that the risk will happen.

TYPES OF ORGANISATIONAL STRUCTURE

Functional organisational structure

- Employees get instructions from more than one manager
- The plan to be carried out determines who will be giving instructions

Project Organisational structure

- This is structured around project teams
- It is a temporary structure because employees are drawn from different departments

Matrix Organisational structure

- This structure is structured around projects but employees stay in their departments.
- A project must be completed up to a certain point

Line organisational structure

- Employees report to only one person
- Only the Director can give instructions to employees

Line and staff organisational structure

- Experts act as advisors to top and middle management.
- Advisors don't form part of the business, they merely give advice

Activity 4 : Organizational structure

4.1 Identify the organizational structure represented by the statement below'

- 4.1.1 The subordinates only report to one head . (1)
- 4.1.2 It is structured around temporary teams (1)
- 4.1.3 Experts act as advisors to top and middle management. (1)
- 4.1.4 It is structures around projects but employees stays in their department (1)
- 4.1.5 The plan to be carried out determines who will be giving instructions (1)

LESSON PLAN 3

TOPIC : ADMINISTRATION AND PUBLIC RELATIONS			
Term	1	Week	Six
Duration	I HOUR	Weighting	10%
Sub-topics	<ul style="list-style-type: none"> • Activities of the Administration function • Differentiate Data and Information • Importance of Public Relations • Methods to support Public Relations 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Data and indexing • Modern technology • Information management system • Brochure • Publicity and exhibitions 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Business function as element of Micro 			
RESOURCES			

<ul style="list-style-type: none">• 2021 Annual Teaching Plan• 2021 Examination guideline• Approved textbooks• Exemplar question papers and marking guidelines
ERRORS/MISCONCEPTIONS/PROBLEM AREAS
<ul style="list-style-type: none">• To differentiate data and information• Internal publicity and external publicity• How to use other methods to promote publicity such as networking or attending events or uploading on social media
METHODOLOGY
<ul style="list-style-type: none">• Brainstorming : Equipment that we find in Administrators office• Mind mapping : Activities and importance of Administration• Group discussion : Methods use to promote Public Relations
ACTIVITIES
<ul style="list-style-type: none">• Elaborate on the meaning of terms.• Importance of Public Relations and Administration
ASSESSMENT
<ul style="list-style-type: none">• Class activity and homework

ADMINISTRATION FUNCTION

Meaning of the administration function

- Handling of information and data.
- Administration is responsible for collecting, processing and distributing information which is used for decision by management.
- Stores/Records information by using recent technology.
- Making general office work such as filing and storing of information.

Activities of the administration function

Collection of information

- Information is collected from both outside and inside the business
- Correct and reliable information should be available for meaningful decision making and to run the business successfully.

Handling of information

- It is important for the administrative staff to handle information correctly to avoid making wrong decision based on wrong information.
- The administration function is responsible for dealing with the following types of information:
 - Accounting Records-can be used to draw up financial statements and reports. Keep an up-to date all business transactions
 - Statistics-the collected and classified numerical data

Information Technology

- IT is the use of electronic equipment to assist with various administrative tasks.
- Technology is used to both communicate and handle information and referred to as ICT (information and communication technology).

Office Practice

- Office practice refers to how the administrative staff should handle their duties
- It covers matters such as the dress code for employees/ proper filing of documents/ telephone etiquette/internet usage by staff etc.

The differences between data and information

DATA	INFORMATION
<ul style="list-style-type: none">• Refers to raw/unprocessed facts found in statistics/ graphs/ tables.	<ul style="list-style-type: none">• Refers to processed/analysed data that gives specific knowledge to managers to make decisions

<ul style="list-style-type: none">• Data can be collected from other business functions within the business.	<ul style="list-style-type: none">• Information can be stored manually in files/boxes/shelves/computers etc.
<ul style="list-style-type: none">• Data needs to be processed before it can be used as information.	<ul style="list-style-type: none">• It is important to have a backup for all stored information on computers or other electronic devices in case they are damaged

PUBLIC RELATIONS

- The public relations is responsible for keeping all stakeholders of the business happy.
- It ensures that there is good communication between the business and all its stakeholders

Importance of public relations

- businesses get publicity for promotional events and information through media.
- News conferences may be called to release information which will ensure the survival of the business.
- Produce annual reports that review business activities and achievements.
- Brochures can be used to distribute information.
- Networking a popular form of public relations direct contact with employees or telephonic communication.

Methods of public relations

Media

- Businesses get publicity for promotional events and information through media.
- Includes advertising and the distribution of about the business

Direct contact

- Information about the business is passed on to the members of the public who have dealt with the business previously.
- Direct contact with employees or telephonic communication is a popular form of public relations.

Brochures

- Excellent way of distributing information in a cost effective way.

Exhibitions

- The business is introduced to the public and meet existing customers in shopping centres

Social responsibility

- The business uplifts the community as the community support the business by buying their product.

Transit advertising

- Advertising on vehicles such as taxis, busses, vans etc.

Use of the telephone

- A potential customer phones the business to enquire about something, the person answering the phone is perceived as the business.

Activity 5

4.2 Elaborate on the meaning of the following terms

- | | | |
|-------|-----------------------|-----|
| 4.2.1 | Data | (2) |
| 4.2.2 | Information | (2) |
| 4.2.3 | Social responsibility | (2) |
| 4.2.4 | Exhibitions | (2) |
| 4.2.5 | Networking | (2) |

[10]

Activity 6

6.1 Read the scenario below and answer questions that follows

PETER CAR WASH SERVICES (PCWS)

Peter, the owner of PCWS supply 50 sanitizers to the local crèche in support covid-19 pandemic. They offer the best car service in the area which increase customer loyalty.

6.1.1 Outline one activity of the Public relations from the scenario and motivate your answer by quoting from the

case study above. (2)

6.1.2 Name three other activities of public relations (3)

LESSON PLAN 4

TOPIC : FINANCIAL FUNCTION : SOURCES AND BUDGETING			
Term	1	Week	six
Duration	I HOUR	Weighting	10%
Sub-topics	<ul style="list-style-type: none"> • Purpose of financial function • Reasons why a business need finance • Sources of financing 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Budget • Investments • Bank overdrafts 		

PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE
<ul style="list-style-type: none">• Business function as element of Micro
RESOURCES
<ul style="list-style-type: none">• Exemplar question papers• 2021 Examination guideline• 2021 Annual Teaching Plan• Approved textbooks
ERRORS/MISCONCEPTIONS/PROBLEM AREAS
<ul style="list-style-type: none">• new terms such as types of investments
METHODOLOGY
<ul style="list-style-type: none">• Brainstorming : Ways to raise funds in the business• Group discussion : Type and sources of financing• Mind mapping factors : Factors affecting budget and classify them as Capital or Cash budget
LEARNER ACTIVITIES
<ul style="list-style-type: none">• differentiating types of budget• identify sources of financing
ASSESSMENT
<ul style="list-style-type: none">• Class activity and homework

Financial Function

Meaning of the financial function

- Financial function is responsible for planning and managing all the funds and assets of the business.

Purpose of the financial function

- The financial function determines how much capital the business needs.
- Establishes the sources for acquiring the capital.
- Decides how to invest/allocate the capital funds in the business
- Ensures that the business can generate enough income to cover the cost of raising capital
- Prepare financial statements to present to the bank/investors to convince them that the business is financially healthy

Reasons why businesses may need finance

- Businesses need to find the best investments
- Businesses need to source funding.
- Audit and control the spending of the finances
- Plan so that finances are spent in the most efficient way.
- Allocates the necessary funds to the different department.

Sources of financing

Bank loans

- This is money borrowed from the bank and will be repaid over a period of time.
- The money is repaid with an interest.

Bank overdraft

- It is the short -term loan added onto the account of the entrepreneur. It is also repaid with an interest over a set period of time.

Asset-based loan

- The money lent to successful businesses that want to expand further.
- The loan is used to purchase an asset and that asset belongs to the lender until it is fully paid off.

Grants

- This is money provided by government to small businesses that are developing.
- The money does not have to be paid back if it benefits the community.

Receivable finance

- This is a loan provided to businesses while waiting for payment of the goods /service provided to avoid a cash flow shortage.

Angel funding

- This is money offered by wealthy entrepreneurs to other businesses for a share in that business.
- This is usually used at the start of a business and carries a high risk for the investor.

Venture Capital

- This is money offered by individuals or organisations to start up or expand the business.

Budgeting

- It is a planning tool to estimate the money that will be received (income) and how it will be used. (expenditure)
- Once the budget is drawn, it should be compared to the actual income and expenditure.

Types of budgets

Capital budget	<ul style="list-style-type: none">• It estimates the fixed capital• It is drawn up every-five to ten years and revised annually.
Cash budget	<ul style="list-style-type: none">• It estimates the working capital• It is drawn up at the end of the financial year for the start of the new year and revised monthly

Activity 7: Financial Function (Budget and Sources)

Businesses are not only required to have various functions for effective management but also to ensure that activities within these function are well planned and executed. A well-financed business with effective purchasing procedures can lead to success and sustainability.

With reference to the statement above, write an essay on the following aspects.

7.1 Distinguish between cash budget and capital budget. (8)

7.2 Discuss three sources of capital for the business. (6)

ACTIVITY 8: FINANCIAL FUNCTION

8.1 Identify the sources of financing applicable to each of the given scenarios:

8.1.1 The business arranges with the bank to withdraw more money than is available in its bank account

8.1.2 The loans must be paid back over a fixed term which may not exceed five years (4)

Term	1	Week	Six
Duration	I HOUR	Weighting	10%
Sub-topics	<ul style="list-style-type: none"> • Introduction into types of investments • Define types of Capital • Differentiate fixed capital and own capital • Differentiate own and borrowed Capital 		
	<ul style="list-style-type: none"> • 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • RSA Retail Savings Bond • Units trust • Working capital • Fixed capital 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Purposes of financial function • Sources of financing 			
RESOURCES			
<ul style="list-style-type: none"> • Exemplar question papers • Examination guideline 2021 • 2021 Annual Teaching Plan • Approved textbook • Examination guidelines 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • new terms in investments • fail to mention types of investments • to distinguish working capital and fixed capital 			

METHODOLOGY
<ul style="list-style-type: none">• Brainstorming• Mind mapping• Group discussion
ACTIVITIES
Minimum of 3 per weeks
ASSESSMENT
Home works and class works. Class activity and homework

LESSON PLAN NO. 5

NOTES OF FINANCIAL FUNCTION - BUDGET

Types of capital

Fixed capital

- Money pays fixed assets, e.g. land and buildings etc.
- Finance long term capital needs of the business.
- Examples: capital market, selling shares, mortgage bonds etc.

Working capital/operating capital

- Money pays for day to day activity, e.g. trading stock, raw materials, etc.
- Finance the short term capital of the business.
- Examples: money market, credit allowed by suppliers, short terms loans etc.

Own capital

- It is money provided by the owners of the business. It could come from their own savings or the sale of their assets or investors e.g. personal savings and venture capital

Borrowed capital

- It is money borrowed from financial institutions like banks or person. The money should be paid back with interest. e.g. bank loan, bank overdraft

Differences between a fixed and working capital

FIXED CAPITAL	WORKING CAPITAL
- Money pays fixed assets, e.g. land and buildings etc.	- Money pays for day to day activity, e.g. trading stock, raw materials, etc.
- Finance long term capital needs of the business.	- Finance the short term capital of the business
- Examples: capital market, selling shares, mortgage bonds etc.	- Examples: money market, credit allowed by suppliers, short terms loans etc.

Differences between own and borrowed capital

OWN CAPITAL	BORROWED CAPITAL
- Owner provides capital	- Obtained from financial institutions
- Permanent capital as company is not under obligation to repay the amount.	- Temporary capital as it is to be repaid after a fixed period.
- It is not a liability for a business.	- It is a liability for a company.
- Return on capital is on profits.	- Return on capital is paid in the form of interest.

LESSON PLAN 1

TOPIC : BUSINESS OPERATIONS			
Term	ONE	Week	THREE
Duration	ONE HOUR	Weighting	20%
Sub-topics	<ul style="list-style-type: none"> • QUALITY CONCEPTS 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Quality control • Quality assurance • Total quality management 		
PRIOR KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Marketing function EMS grade 8. • Business functions EMS grade 9. 			
RESOURCES			
<ul style="list-style-type: none"> • Prescribed books and Examination guidelines • Newspapers and Magazines • Other media 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners are struggling to answer questions related to quality. • Learners only associate quality with products only. 			
METHODOLOGY			
<p>Narrative method: explain</p> <p>Question and answer method: the teacher will lead the process by asking fact finding questions.</p> <p>Role play or demonstrations. Divide learners into workstations where paper clothing is produced. (paper, scissors and glue can be used during the role play)</p> <ul style="list-style-type: none"> • Explain the difference between quality control and quality assurance. 			

ACTIVITIES
<ul style="list-style-type: none"> • Minimum 3 activities per week
ASSESSMENT
<ul style="list-style-type: none"> • Homework, classwork, case studies

Definition

- **Quality** is the ability of a product to satisfy a need.
- The product meets and exceeds customer expectations.
- The quality of goods or services measured against some specific criteria.

Quality concepts

Quality control is the process of checking the quality of products. It involves inspecting batches of products to determine whether standard requirements written in the product specifications are met.

Quality assurance is a process of inspecting products during the production process. Inspection is done at the end of each production stage.

Difference between quality control and quality assurance

Quality control	Quality assurance
<ul style="list-style-type: none"> • Quality check is done on the final product. 	<ul style="list-style-type: none"> • Quality check is done at the end of each stage.
<ul style="list-style-type: none"> • Inspection is done at the end of the production process. 	<ul style="list-style-type: none"> • Inspection is done during the production process.
<ul style="list-style-type: none"> • It involves inspecting batches of products to determine whether standard requirements written in the product specifications are met. 	<ul style="list-style-type: none"> • Involves inspecting each product at each stage to determine if standard are met.

Activity 1

- 1.1. Define the term Quality. (2)
- 1.2. Read the scenario below and answer the questions that follow

MASAMENI MANUFACTURES(MM)

MM is a manufacture of school uniforms. MM conducts checks on their uniforms during and after the production process. The QC personnel comes in before closing of day to inspect the batches of finished products.

- 1.2.1. Identify TWO quality concepts that are applicable to MM. Motivate your answer. (6)
- 1.3. Differentiate between concepts identified 1.2.1 above. (4)

LESSON PLAN 2

TOPIC : BUSINESS OPERATIONS			
Term	ONE	Week	THREE
Duration	ONE HOUR	Weighting	20%
Sub-topics	<ul style="list-style-type: none"> • QUALITY CONCEPTS 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Quality control • Quality assurance • The 8 business functions – micro environment 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Marketing function grade 8 ems • Business functions grade 9 ems 			
RESOURCES			
<ul style="list-style-type: none"> • Prescribed books and Examination guideliness • Newspapers and Magazines • Other media 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners are struggling to answer questions related to quality. • Learners only associate quality with products only. 			
METHODOLOGY			
<p>Narrative. The teacher will introduce the lesson and explain key content.</p> <p>Group discussions:</p> <ul style="list-style-type: none"> • Divide learners into 2 groups. • One group to discuss what will happen to a business that values quality. • Another group will discuss what they think will happen to a business that doesn't value quality. • The teacher facilitates the group discussions and reporting back. 			
ACTIVITIES			
<ul style="list-style-type: none"> • Minimum 3 activities per week 			
ASSESSMENT			
<ul style="list-style-type: none"> • Homework, classwork, case studies 			

Importance of quality for businesses

- Whether a business is big or small the issue of quality should be non-negotiable
- The quality of products or services should be of utmost importance. Quality control influences the specified standards and requirements of the finished product.
- The aim of quality control is to ensure that products of a good standard will be delivered to customers.
- Larger businesses can deliver better products and services because employees specialise in what they are good at.
- Small businesses can however deliver good quality products because the owner supervises all processes.

Activity 2

ZENANDE HAIR (ZH)

Zenande hair put more effort in their operations to deliver good quality hairpieces and they constantly keep in touch with their customers to get more feedback on how they can provide good quality service. Their competitor Nomfa Hair (NH) sell fake human hair in a package written 100% original human hair. They care more about profits and care less about quality.

- 2.1 Identify from the scenario above practices that shows that a business values quality. Motivate your answer. (3)
- 2.2 Explain what would happen to a business if it doesn't produce good quality products. (4)
- 2.3 Discuss what would happen to a business if it produces or provides good quality products or services. (4)

LESSON PLAN 3

TOPIC : BUSINESS OPERATIONS			
Term	ONE	Week	THREE
Duration	ONE WEEK	Weighting	20%
Sub-topics	<ul style="list-style-type: none"> • QUALITY CONCEPTS 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Quality control • Quality assurance • The eight business functions – micro environment 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Micro environment components: 8 business functions • Marketing function grade 8 ems • Business functions grade 9 ems 			
RESOURCES			
<ul style="list-style-type: none"> • Prescribed books and Examination guidelines • Newspapers and Magazines 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners are struggling to answer questions related to quality. • Learners only associate quality with products only. 			
METHODOLOGY			
<p>Narrative. Recap business functions as a component of the micro environment.</p> <ul style="list-style-type: none"> • Explain quality in relation to various business functions. <p>Role play: divide the class into 4 groups. Assign a function to each group.</p> <ul style="list-style-type: none"> • Each group must perform the duties of each function to the class. 			
ACTIVITIES			
<ul style="list-style-type: none"> • Minimum 3 activities per week 			
ASSESSMENT			
<ul style="list-style-type: none"> • Homework, classwork, case studies 			

Quality in relation to the various business function

Quality in relation to the Human Resources Function

- Effective recruitment to attract the best candidates.
- Fair selection processes
- Employee development to keep up with changes to technology and in the industries.
- Employee retention and training.
- Fair remuneration.

Quality in relation to the administration function

- Applying technology efficiently
- Collecting data and information
- Ensure that captured data or information is accurate.
- Processing data and information
- Making information available to management so that management can react to opportunities and threat.

Quality in relation to the financial function

- Obtaining capital from the most suitable source available
- Drawing up budgets
- Ensuring that financial records are up to date.
- Investigating strategies to increase profitability.
- Investing surplus funds effectively.

Quality in relation to the general management function

- Creating a suitable mission and vision for the business enterprise.
- Organising employees in the most efficient way.
- Demonstrating effective leadership
- Controlling all processes
- Communicating with employees.
- Involving employees in decision making processes
- Disciplinary actions if necessary.
- Effective decision making processes.

Activity 3

Quality is a measure of how good a product or service is.

3.1 With reference to the above statement explain how the following business functions relates to quality.

3.1.1 General management function (4)

3.1.2 Human resources management function (4)

3.2. Discuss how the following business functions relates to quality?

3.2.1. Administration function (6)

3.2.2. Financial function (6)

LESSON PLAN 4

TOPIC : BUSINESS OPERATIONS			
Term	ONE	Week	THREE
Duration	ONE HOUR	Weighting	20%
Sub-topics	QUALITY CONCEPTS		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Quality control • Quality assurance • The 8 business functions – micro environment 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • The 8 business functions – micro environment • Marketing function grade 8 ems • Business functions grade 9 ems 			
RESOURCES			
<ul style="list-style-type: none"> • Prescribed books and Examination guideliness • Newspapers and Magazines • Other media 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners are struggling to answer questions related to quality. • Learners only associate quality with products only. 			
METHODOLOGY			
<ul style="list-style-type: none"> • Narrative: the teacher will explain the key concepts. • Question and answer method. From the previous lesson learners are able to link business functions to quality. The teacher will ask questions learners must attempt to respond. 			
ACTIVITIES			
<ul style="list-style-type: none"> • Minimum 3 activities per week 			
ASSESSMENT			
<ul style="list-style-type: none"> • Homework, classwork, case studies 			

Quality indicators of the business functions.

Business functions	Quality indicators
Administration function	<ul style="list-style-type: none"> • Fast and reliable data capturing and processing systems. • Make reliable information available to management on time. • Make relevant information available for quick decision-making. • Handle complaints quickly and effectively. • Use modern technology efficiently. • All systems and processes are documented.
Financial function	<ul style="list-style-type: none"> • Obtain capital from the most suitable/available/reliable sources. • Negotiate better interest rates in order to keep financial cost down. • Draw up budgets to ensure sufficient application of monetary resources. • Keep financial records up to date to ensure timely/accurate tax payments. • Draw up accurate financial statements timeously/regularly.
Human resources Function	<ul style="list-style-type: none"> • Good recruitment policy that attracts best candidates. • Fair and equitable selection process • Fair remuneration packages that is aligned to the industry. • Offer performance incentives for staff to enhance productivity. • Good relationship with employees. • Low rate of staff turnover.

General management	<ul style="list-style-type: none">• Develop/Implement/Monitor effective strategic plans/goals.• Learn about/Understand changes in the business environment on an on-going basis.• Set direction and establish priorities for the business.• Communicate shared vision, mission and values effectively.• Set an example of expected behaviour in terms of ethics as well as productivity.• Ensure that employees have the necessary resources to do their work/allocate resources effectively.
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Activity 4

4.1 Read the scenario below and answer the questions that follow.

Businesses usually depend on each other. One business function cannot survive without the help of another. The production function depends on the purchasing function for the purchase of raw materials and equipment. The purchasing function often rely on the financial function for funding and budgeting.

4.1.1 From the scenario above identify the function of the financial function. (2)

4.2 Outline the quality indicators of the following functions:

4.2.1 Financial function (4)

4.2.2 Human resources functions (4)

4.3 Suggest the quality indicators of the following business functions:

4.3.1 Administration function (6)

4.3.2. General management function. (6)

LESSON PLAN 5

TOPIC : BUSINESS OPERATIONS			
Term	ONE	Week	THREE
Duration	ONE HOUR	Weighting	20%
Sub-topics	<ul style="list-style-type: none"> • QUALITY CONCEPTS 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Quality control • Quality assurance • The 8 business functions – micro environment 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Marketing function grade 8 ems • Business functions grade 9 ems 			
RESOURCES			
<ul style="list-style-type: none"> • Prescribed books and Examination guidelines • Newspapers and Magazines 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners are struggling to answer questions related to quality. • Learners only associate quality with products only. 			
METHODOLOGY			
<p>Narrative: Explain the correlation between management and business success.</p> <p>Question and answer method. Ask facts finding question to facilitate understanding.</p>			
ACTIVITIES			
<ul style="list-style-type: none"> • Minimum 3 activities per week 			
ASSESSMENT			
<ul style="list-style-type: none"> • Homework, classwork, case studies 			

Correlation between management and business success.

- The success of a business is based on the quality, education and experience of management.
- Management plays a vital role in making the correct decisions and motivating employees to be productive.
- Poor management can result in ineffective employees and loss in productivity.
- Experience is necessary in order to make the right decisions.
- Education leads to higher quality of performance.
- Quality decisions and performance contribute to the achievement of business objectives. Good quality management practice will also ensure good management results.
- All these success factors enhance the strengths of the business.
- A business which makes quality assurance its priority will be able to convert its weaknesses into strengths.

ACTIVITY 5

- 5.1. Discuss the Correlation between management and business success. (8)

LESSON PLAN 6

TOPIC : BUSINESS OPERATIONS			
Term	ONE	Week	THREE
Duration	ONE WEEK	Weighting	20%
Sub-topics	<ul style="list-style-type: none"> • Quality concepts 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Quality control • Quality assurance • The 8 business functions – micro environment 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • The 8 business functions – micro environment • Marketing function grade 8 ems • Business functions grade 9 ems 			
RESOURCES			
<ul style="list-style-type: none"> • Prescribed books and Examination guidelines • Newspapers and Magazines 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners are struggling to answer questions related to quality. • Learners only associate quality with products only. 			
METHODOLOGY			
Group discussions:			
<ul style="list-style-type: none"> • Group the class into manageable groups. • Assign each group a business function. • The groups report back to the class. • The teacher facilitates these discussions. 			
ACTIVITIES			
<ul style="list-style-type: none"> • Minimum 3 activities per week 			
ASSESSMENT			
<ul style="list-style-type: none"> • Homework, classwork, case studies 			

QUALITY PROMOTION OF BUSINESS IMAGE AND ITS IMPACT ON DIFFERENT BUSINESS STRUCTURES SMALL BUSINESSES (SOLE TRADERS) VS. LARGE BUSINESSES

Business functions

- In small businesses different functions are often performed by one or two people in the business.
- In large businesses there is a department dedicated to each function and its specialised employees to do the job.

Management

- In small businesses there is often only one manager or few managers this means less chance for conflicts, the manager has to manage everything.
- In large businesses there are lots managers and lots of employees to manage.
- This can lead to conflicts and managers need to delegate responsibilities.

Finance

- Small businesses often have difficulty in accessing finance and can't attract investors.
- Large business finds easier to attract investors as they usually have a good track record, large group of senior executives which usually attracts investors.

Purchasing function

- Small businesses usually find it difficult to buy stock in bulks and get bulk discounts.
- Large businesses take advantage of bulk discounts as they usually buy in large quantities (bulk).

Production function

- Small businesses are not able to take advantage of mass production due to limited resources i.e. machines and labour and finances.
- Large businesses have the capacity and resources to produce goods in large quantities (mass production) and can practise division of labour

LESSON PLAN 1

TOPIC: SOCIO-ECONOMIC ISSUES			
Term	Two	Week	1-2
Duration	1 hour	Weighting	28.57%
Sub-topics	<ul style="list-style-type: none"> • Meaning of socio economic issues 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Poverty, HIV AIDS, Crime, Gambling 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Grade 9 Life Orientation • (Unemployment, HIV AIDS, Crime, Gambling) 			
RESOURCES			
<ul style="list-style-type: none"> • 2020 Examination guideline • Prescribe Textbook • ATP 2021 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Fail to relate the effect of socio economic issues in the business operation. 			
METHODOLOGY			
<p>Group work activity</p> <ul style="list-style-type: none"> • Use Newspaper articles • Power point • Question and Answer 			

<ul style="list-style-type: none">• Direct instruction
ACTIVITIES
<ul style="list-style-type: none">• Baseline Activity• Scenario
ASSESSMENT
<ul style="list-style-type: none">• Minimum of three activities per week• Classwork and Homework

Meaning of socio-economic issues

- Socio-economic challenges are issues that affect
- people and the economy in a negative way.
- They are problems that come from social/people and economic/money circumstances.

Reason why they pose a challenge to businesses

- Socio-economic issues affect consumer spending due to poverty and unemployment.
- These issues place extra burdens and expenditure on businesses as they have to develop policies/support systems/ informative programs to address them.
- Businesses are expected to create as many job opportunities as possible to assist government address these issues which places a financial burden on them.
- They must also educate employees on social issues and how to become involved in the community to address these social issues.

Types of socio-economic issues

- Inequality and poverty
- Inclusivity
- HIV/Aids
- Gambling
- Piracy
- Counterfeiting
- Bootlegging
- Strikes /political disturbance
- Crime

Activity 1

1.1 Elaborate the meaning of socio economic issues. (4)

1.2 Identify the socio economic issues represented in each statement below:

1.2.1 Sphesihle, one of sky Blue consulting always borrows money from his colleagues and use it for horse betting

1.2.2 The people of Madadeni Township do not have money to buy basic needs.

1.2.3Bongiwe broadcasted a performance by singing the Qwabes song without his permission as the songwriter. (6)

1.3 Explain the reason why the socio-economic issues pose a challenge to businesses. (6)

LESSON PLAN 2

TOPIC: SOCIO-ECONOMIC ISSUES			
Term	Two	Week	1-2
Duration	1 hour	Weighting	28.57%
Sub-topics	<ul style="list-style-type: none"> • HIV AIDS 		
RELATED CONCEPTS/ TERMS/VOCABULARY	Unemployment, HIV AIDS, Crime, Gambling		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Grade 9 Life Orientation • (Unemployment, HIV AIDS, Crime, Gambling) 			
RESOURCES			
<ul style="list-style-type: none"> • 2020 Examination guideline • Prescribe Textbook • ATP 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Fail to relate HIV/AIDS with the business operation they just explain it under general concepts. 			
METHODOLOGY			

<ul style="list-style-type: none">• Group work activity• Use Newspaper articles• Power point• Question and Answer• Direct instruction
ACTIVITIES
<ul style="list-style-type: none">• Baseline Activity• Scenario
ASSESSMENT
<ul style="list-style-type: none">• Classwork and Homework

HIV/Aids

Meaning of HIV/Aids

- Aids is a disease caused by a virus called HIV.
- When HIV gets into a person's body, it attacks the immune system / lowering the body's natural ability to fight infections.

Negative impact of HIV/Aids on businesses

- Loss of skilled staff due to HIV related illnesses.
- Profits will be lower as production decreases.
- High absenteeism from illness resulting to a decrease in productivity.
- Conflict can arise among staff if they discover that a worker is HIV positive.
- Businesses find it difficult to keep up production levels and to meet deadlines because of poor staff morale.

- Businesses face increased costs of finding/recruiting/training replacements.
- The pool of available skilled workers is getting smaller due to the high rate of HIV infection.
- The costs of finding replacement employees and recruiting are high.
- Business need to invest money in programmes to educate the workers regarding AIDS.
- Decrease in the number of consumers cause a drop in the demand for goods and services.
- Costs such as insurance/retirement funds/health/safety are higher as a result of HIV for the business.
- Businesses face increased costs of paying benefits like housing subsidies, medical care, funeral care and pension funds.
- Staff morale might be low as they are concerned about their health thus lowering

Activity 2

2.1 Read the following scenario and answer the questions that follow

ZIMELE SPICEY FACTORY(ZSS)

ZIMELE SPICY FACTORY own a factory that employs 200 people. ZSS employees are always absent at work due to high rate of HIV and AIDS.

2..1.1 Identify the socio economic issue from the scenario above

2.1.2 Describe the different ways that this will have an impact on his business. (10)

LESSON PLAN 3

TOPIC: SOCIO-ECONOMIC ISSUES			
Term	Two	Week	1-2
Duration	1 hour	Weighting	28.57%
Sub-topics	<ul style="list-style-type: none"> Poverty, inequality and unemployment 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> Unemployment, HIV AIDS, Crime, Gambling 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> Life orientation Grade 9 			
RESOURCES			
<ul style="list-style-type: none"> 2020 Examination guideline Prescribe Textbook ATP 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> Unable to relate with the business 			
METHODOLOGY			
<p>Group work activity</p> <ul style="list-style-type: none"> Use Newspaper articles Power point Question and Answer Direct instruction 			
ACTIVITIES			

<ul style="list-style-type: none">• Baseline Activity
ASSESSMENT
<ul style="list-style-type: none">• Classwork and Homework

POVERTY AND INEQUALITY

Meaning of poverty

- Poverty is the state in which people have little or no money to buy their basic needs.
- People in poverty usually have poor living conditions, hunger and increased susceptibility disease.

Impact of inequality and poverty on businesses

- People cannot participate fully in the economy.
- Businesses spend more money on social responsibility programmes to address inequality and poverty.
- Poverty shrink the market because people cannot afford to buy luxuries.
- Poverty lead to crime such as shoplifting and robberies on businesses.
- Increases violence as groups scramble for better status and social positions.
- Businesses spend money on improving security due to robberies and shoplifting.
- More money is spent on relieving poverty through their social responsibility programmes.
- Inequality results in lack of skills and job opportunities.

UNEMPOLYMENT

- Unemployment are those people within the economically active population (15-64 years), who are not working but are willing to work.

Causes of unemployment

- Large unskilled labour force
- A poor education system
- Insufficient growth in the economy of the country
- Overpopulation
- Poor boarder control

Possible solution to unemployment

- Raise standard of living of education in the country
- Encourage growth in the country by keeping interest rates, which allows people to borrow money to start.
- Train unemployed people in the skills that are needed in the country
- Encourage business to run training and apprentice programmes for people new to the job market.

ACTIVITY 3

3.1 Elaborate on the meaning of the following terms

2. Poverty (2)

3. Inequality (2)

3.2 Describe TWO impacts of each type of socio economic issue that is mentioned above. (8)

LESSON PLAN 4

TOPIC: SOCIO-ECONOMIC ISSUES			
Term	Two	Week	1-2
Duration	1 hour	Weighting	28.57%
Sub-topics	<ul style="list-style-type: none"> • Meaning of Inclusivity 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Unemployment, HIV AIDS, Crime, Gambling 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Grade 8 LO (Human Rights) 			
RESOURCES			
<ul style="list-style-type: none"> • 2020 Examination guideline • Prescribe Textbook • ATP 2021 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Contradict the concepts of Discrimination and inclusivity 			
METHODOLOGY			
Group work activity			
<ul style="list-style-type: none"> • Use Newspaper articles 			
Power point			
<ul style="list-style-type: none"> • Question and Answer 			
Direct instruction			
ACTIVITIES			

<ul style="list-style-type: none">• Worksheet
ASSESSMENT
<ul style="list-style-type: none">• Activity• Classwork and Homework

Inclusivity

Meaning of inclusivity

- Inclusivity means giving everyone opportunities without discriminating based on age, race, gender, sexual orientation, disabilities/HIV status etc.
- Inclusivity means valuing the differences between people and consciously encouraging diversity in the workplace.

Purpose of inclusivity in the workplace

- Inclusivity enables businesses to make the best use of all human resources.
- Promotes equal opportunity for every employee to obtain skills that will lead to promotion and career path.
- Promotes respect for each person and their contributions in the workplace.
- Promotes healthy/happy working environments, which in turn increase job satisfaction and productivity.
- Increase tolerance of each other's ideas and beliefs.
- Increase communication in the workplace so that business goals/objectives are achieved.
- Businesses are able to use a variety of talents and skills.
- Inclusivity increases education and training resulting to a decrease in poverty.
- Increases the number of middle-class people participating in the economy.

Activity 4

4.1 Elaborate on the meaning of Inclusivity

4.2 Explain the purpose of inclusivity in the workplace.

(10)

LESSON PLAN 5

TOPIC: SOCIO-ECONOMIC ISSUES			
Term	Two	Week	1-2
Duration	1 hour	Weighting	28.57%
Sub-topics	<ul style="list-style-type: none"> The meaning of Gambling 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> Unemployment, HIV AIDS, Crime, Gambling 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> Grade 9 (LO) 			
RESOURCES			
<ul style="list-style-type: none"> 2020 Examination guideline Prescribe Textbook ATP 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
METHODOLOGY			
<ul style="list-style-type: none"> Group work activity Question and Answer Direct instruction 			
ACTIVITIES			
<ul style="list-style-type: none"> Baseline Activity Scenario 			
ASSESSMENT			

- Activity
- Classwork and Homework

Gambling

Meaning of gambling

- Gambling means to bet on something of which the outcome is not sure.
- It can take on form of playing games in the hope that some money could be won.
- Although gambling is legal, it gives false hope.

Types of gambling

- Pyramid schemes
- Money laundering
- Card games
- Casino
- National lottery
- Scratch cards
- Slot machines
- Horse betting
- Fafi/Mochina
- Unofficial lottery type schemes
- Bingo halls
- Unlicensed casino's
- Internet gambling, as it is sometimes linked to organised crime· animal fighting.

- Unlicensed operations offering gambling to the public.

Impact of gambling on businesses

- Employees may not work overtime at short notice.
- High rate of employee absenteeism.
- Local businesses forced out of business.
- Gambling hides criminal activities and can lead to workplace violence.
- Compulsive gamblers cannot focus on work while preoccupied with gambling.
- Compulsive gambling puts a strain on relationships in the workplace.
- Addicted employees could also steal to get money for gambling.
- Reduces productivity as it encourages crime and corruption.
- When gamblers lose their money, they have less to spend on goods and services, which affects business negatively.
- Decrease in savings leads to a decrease in future production.
- Less buying power as people may lose their money on pyramid schemes, casino gambling etc.

Piracy

Meaning of piracy

- Piracy refers to the illegal copying of original music/films/books/patent rights/trade marks without the rightful owner's permission.
- It can involve physical copies/electronics copies that are downloaded illegally from the internet.
- Pirated goods are unauthorised copies of copyright material such as DVDs or CDs.

Impact of piracy on businesses

- Consumers no longer value the worth and quality of genuine products sold by businesses.
- The business image and reputation can be damaged by inferior counterfeit goods.

- The businesses producing the original goods have their profits reduced if piracy occurs.
- Piracy also deprives the original artist of his/ her or income.
- People who buy pirated copies contribute to the problem for businesses.

Solutions to piracy

Copyright

- The owner of intellectual property has the right to produce and copy the intellectual property.
- Includes literacy/musical works/artistic works etc.

Patent

- Exclusive right to make use of or sell the invention or a product made an invented process for a limited period of time.
- It is invention, someone who holds a patent has the sole right to produce and sell in invention.
- A discovery/scientific method/a literary etc.

Trade marks

- Registration of the use of a brand name/slogan/symbol or a combination to make a product or services recognisable and known.
- A unique mark that represents a business enterprise and which belongs to the business enterprise.
- Includes words/slogans/sign etc.


Activity 5

- 5.1 Name Any FIVE types of Gambling (5)
- 5.2 Discuss the Negative impact of the following socio economic issues
- 5.2.1 Gambling (6)
- 5.2.2 piracy (6)



LESSON PLAN 6

TOPIC: SOCIO-ECONOMIC ISSUES			
Term	Two	Week	1-2
Duration	1 hour	Weighting	28.57%
Sub-topics	<ul style="list-style-type: none"> • Strike, counterfeiting, political disturbance 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Unemployment, HIV AIDS, Crime, Gambling 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Grade 9(LO) 			
RESOURCES			
<ul style="list-style-type: none"> • 2020 Examination guideline • Prescribe Textbook • ATP 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Fail to apply political factors in the business situation • Fail to link the strikes impact in the businesses 			
METHODOLOGY			

Group work activity <ul style="list-style-type: none">• Use Newspaper articles Power point <ul style="list-style-type: none">• Question and Answer Direct instruction	
ACTIVITIES	
<ul style="list-style-type: none">• Baseline Activity• Scenario	
ASSESSMENT	
<ul style="list-style-type: none">• Activity(Classwork and Homework)	

Counterfeiting

Meaning of counterfeiting

- Counterfeits goods are copies/imitations of genuine goods such as clothing/shoes that are marked with a fake logo/trade mark.
- They are products that are imitated and packed to resemble the original, high priced goods.

Impact of counterfeiting on businesses

- Counterfeits often result in price increases of original goods
- Consumers are often tempted to buy counterfeits because of the considerable price differences
- Counterfeits reduce the sales and profits of businesses
- Businesses lose money that could have been used for expansion and the creation of job opportunities

- Counterfeits often result in price increases of original goods
- Consumers are often tempted to buy counterfeits because of the considerable price differences
- Counterfeits reduce the sales and profits of businesses

Bootlegging

Meaning of bootlegging

- It is the recording of live/broadcast performance without the permission of the performers/songwriters/ record company which are copied and sold.
- The example of bootlegging is selling of illegal copied DVDs of latest movies on street corners.
- Criminals go to great extremes to record movies with handheld devices during a live cinema screening
-

Impact of bootlegging on businesses

- Businesses lose out on profit.
- Businesses may experience decline in sales due to fake/imitated distribution of products.
- Businesses may be forced to implement price adjustment strategies to minimise the impact.
- Businesses expenses will increase if legal actions are taken

Strikes

Meaning of strikes

- A strike/labour dispute is a collective refusal of employees to work because of an issue in the workplace, aimed at forcing the employer to give in to demands.
- It is a collective action taken by a group of unhappy employees to accept their demands.
- Strikes may take form of a go slow, lock outs and sympathy strikes.
- It is a dispute between the employer and employees when they cannot agree on wage increases/changes in working conditions, even after negotiations.

Impact of strikes on businesses

- This could make the business to be unable to meet its contractual obligation and the business losing contracts.
- The cost of making up all the working hours is too high.
- Strikes can be violent because strikers intimidate those employees who do not want to go on a strike
- Scares off potential investors.
- May results in losses of production as employees stay absent from work during strikes.
- Strike actions may lead to production losses and decline in sales.
- Businesses may be forced to close down operations after strike actions.
- May lead unhealthy working relationships between the management and workers.
- May force businesses to retrench some of its skilled workers to recover from losses.

Political disturbance

Meaning of political disturbance

- It is a form of protest by a group of people showing their displeasure on lack of service delivery/proper housing/poor pay/poor work conditions/etc.
- Political disturbance reflects frustration on the part of communication who may not feel that they have an effective voice in formal political processes.
- It is when a group of people protest against a socio-economic problem and feel that the government is not doing enough to solve the issue.

Impact of political disturbance on businesses

- People in township/informal settlement areas may block roads preventing employed people from going to work due to service delivery protests.
- Scares off potential investors.
- Businesses may be forced to close especially those located in townships.

- May result in losses of production as employees stay absent from work during political disturbances.
- Many businesses suffer losses as a result of damage to property.
- Riots can result in increased unemployment if shopkeepers are forced to shut down.

Crime

Meaning of crime

- Any unlawful and harmful act related to loss of goods in a business due to burglaries/ robberies/theft/corruption/hijackings etc.
- Theft is the unlawful taking of someone else's property to make it your own.

Impact of crime on businesses

- Loss of staff and customers.
- Insurance/security costs become expensive.
- Loss of profits due to stolen goods from businesses.
- Business loses skilled people resulting to a decline in productivity.
- Increased medical expenses as workers are injured during the break ins
- Businesses spend money on installing effective security measures e.g. alarms, burglar proofing.
- Loss of goods in a business can happen as a result of burglaries, shoplifting, customer theft and employee theft.
- Cost of damage to property increases as businesses pay higher insurance premiums to protect themselves.
- High rate of absenteeism due to affected employees having to go for trauma counselling
- Loss of essential equipment causing temporary closure of the business
- Employees can become involved in fraud, bribery, corruption and kickbacks.
- If there is an ensuing court case it can create negative publicity for the business.

- Smaller businesses often cannot afford insurance and have to replace the stolen goods themselves at greater loss.
- Lower profits affect the decision to expand and employ more people/pay higher wages.
- Crime causes increase in health costs of employees due to injuries or stress.
- Discourages foreign investment and reduces tourism which impacts negatively on business.
- Crime brings about unfair competition from stolen goods resold at a lower price.

Activity 6

6.1 Elaborate on the meaning of strikes and political disturbances as socio-economic issues. (8)

6.2 Discuss the negative impact of strikes and political disturbances on businesses. (12)

LESSON PLAN:1

TOPIC : SOLE TRADER AND PARTNERSHIP			
Term	TWO	Week	6-7
Duration	1 HOURS	Weighting	28.57%
Sub-topics	<ul style="list-style-type: none"> • Factors to be considered when choosing form of ownership • Characteristics of a sole trader and partnership • Advantages of sole trader and partnership • Disadvantages of sole trader and partnership • Differences between sole trader and partnership 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Capacity • Continuity • Unlimited liability • Partnership agreement • Legal personality • Taxation 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
Grade 8: Entrepreneurship: Forms of ownership			
RESOURCES			

- Text books
- Articles
- Examination guidelines
- Exam guideline
- Newspaper

ERRORS/MISCONCEPTIONS/PROBLEM AREAS

- Fail to identify forms of ownership from given scenarios
- Fail explain the factors to considered when choosing form of ownership.

METHODOLOGY

- Individual Handout
- Question and answer

Educator :

- Issue the handouts with the characteristics of both sole trader and partnership.
- Elaborate on the differences between sole trader and the partnership

Learners :

- Spot similarities and differences from the handout.

ACTIVITIES

ASSESSMENT

Informal Activity

Class Activity

Case study

Factors to be considered when choosing a form of ownership

- The size and nature of the business
- The way in which the business is controlled and managed/ Management
- Who bears the risk/ Risk bearing
- How capital is going to be raised
- How profits and losses will be dealt with/ Sharing of Profit
- Who is responsible for any debts made by the business/ Liability
- Tax implications for profits earned by the business
- The life span of the business/ Continuity
- The vulnerability of the business in terms of lawsuits/ Legal person

SOLE TRADER/PROPRIETORSHIP

- A sole trader is a business that is owned and managed by one person.
- The business owner handles everything including the activities of the business, its processes and decisions.
- It is most suitable for service businesses such as doctor/hairdresser/electrician etc.

Characteristics of a sole proprietor

- Owner can sell the business to anyone at any time.
- There are no legal requirements regarding the name of the business
- It is easy to establish as there are no legal formalities in forming the business.
- Sole traders are not compelled by law to audit financial statements
- The owner has a personal interest in the management and the services that is rendered.
- The owner has unlimited liability/The owner is personally liable for the debt of the business.
- A sole trader has limited company for expansion and lacks continuity of existence.
- The business has no legal personality and therefore has no continuity/Continuity depends on the life and health of the owner.
- The owner provides capital from his/her saving/borrow money from the bank.

- The owner has a personal interest in the management and the services that is delivered.
- Profit is added to the rest of the owner's taxable income.
- There are no special requirements when the owners wants to close the business.

Advantages of a Sole trader/proprietorship

- Requires little capital to start.
- Quick and easy decisions can be made
- No legal process and requirements
- Can easily adapt to the needs of the client/customer
- The assets of the business belong to the owner personally
- A sole trader can close contracts and trade in his own name
- The owner takes all of the profits made by the business and is entitled to the ownership of assets.
- There is personal encouragement and personal contact between the owner and customers.
- Sole traders are generally closer to their customers and offer a more personalised approach and improved customer service.

Disadvantages of a Sole trader/proprietorship

- It is not always possible to pay high salaries
- Unlimited liability which means that the owner is personally liable for all the debts and losses suffered by the business.
- Growth of business can be restricted due to lack of capital.
- The owner is responsible for providing all the capital needed which may be difficult to raise a big amount.
- If the owner does not have enough knowledge/experience the business may fail.
- A sole trader lacks continuity especially in the event of death or illness.
- Difficult to attract highly skilled and knowledgeable employees.

- An agreement between two or more people who combine labour, capital and resources towards a common goal.
- Partners share the responsibility of the business and they share the financial and management decision of the business.

Characteristics of a partnership

- There are no legal requirements in starting a partnership except the drawing up of a partnership agreement.
- Partners combine capital and may also borrow capital from financial institutions.
- Profit is shared according to the partnership agreement.
- Partners share responsibilities and they are all involved in decision making
- Partners have unlimited liability and are jointly and severally liable for the debts of the business
- No legal requirements regarding the name of the business.
- No legal formalities to start, only a written partnership agreement is required.
- Partnership has no legal personality and therefore has no continuity.
- The partnership does not pay income tax, only the partners in their personal capacities.
- Auditing of financial statements is optional.
- Partners share responsibilities and they are all involved in decision making.
- Diversity/Specialisation/Different skills of the partners can be used.
- There is no specific suffix to be reflected in the name of the partnership.

Advantages of a partnership

- Can bring in extra partners at any time.
- All partners have a personal interest in the business.
- The workload and responsibility is shared between partners.
- Partners invest new capital into the business to finance expansion
- It is easy and inexpensive to establish even with a written agreement.
- Partners share any profits and are therefore motivated to work hard.
- Partners share responsibilities for decision making and managing the business.
- Attract prospective employees with the option or incentives of becoming a partner.
- Partnerships are not compelled by law to prepare audited financial statements.
- Each partner can focus on their own individual strengths when sharing the workload.

Disadvantages of a partnership

- Partners might not all contribute equally.
- There can be lack of capital and cash flow.
- Partners are jointly and severally liable for the actions of the other partners.
- Partnership lacks continuity, if one partner dies/retires, the remaining partners need to draw up a new agreement.
- Partnership is not a separate legal entity and therefore partners are liable for the debts in their own capacity.
- Different personalities and options of partners can lead to conflict it disagreements.

Differences between a sole trade and a partnership

Sole trader	Partnership
<ul style="list-style-type: none">• A sole trader is a business that is owned and managed by one person	<ul style="list-style-type: none">• An agreement between two or more people who combine labour, capital and resources towards a common goal.

<ul style="list-style-type: none"> • Quick and easy decisions can be made 	<ul style="list-style-type: none"> • Discussion between partners can slow down decision making, and they may disagree on important business decisions
<ul style="list-style-type: none"> • If the owner does not have enough knowledge/experience the business may fail 	<ul style="list-style-type: none"> • The partners able to put their knowledge and skills together to collectively make the best decisions

Activity 1

1.1 Read the scenario below and answer the questions that follow.

SIMPHIWE & MMABATHO CONSULTANTS (SMC)

Simphiwe and Mmabatho want to establish an Information Technology Consultants business and name it SMC. They are mindful of the fact that they will be jointly and severally liable for the debts of the business. They agreed that each of them will contribute capital, skills and knowledge to the establishment of the business. In return, they all share the profits and losses of the business

1.1.1 Identify the form of ownership that is applicable to S&M. (2)

1.1.2 Quote THREE characteristics of the form of ownership identified in QUESTION

1.3.1 from the scenario (3)

1.1.3 Discuss the advantages of the form of ownership identified in QUESTION 1.3.1 . (6)

1.3.4 Suppose Simphiwe wanted to start his own business without sharing a profit with anyone. Name the form of ownership that will be suitable for Simphiwe and justify your answer. (3)

LESSON PLAN: 3

TOPIC: PUBLIC COMPANY			
Term	Two	Week	5-7
Duration	1 HOUR	Weighting	29%
Sub-topics	<ul style="list-style-type: none"> • Characteristics of a public company • Advantages of a public company • Disadvantages of a public company 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Continuity • Limited liability • Legal person • Director, • Incorporators • Memorandum of incorporation • Taxation • Audit 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
Grade8 :Entrepreneurship: Forms of Ownership			
RESOURCES			
ATP, Examination Guidelines National Marking Guidelines (Exemplar Paper) Approved Text Books			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners confuse State owned company and Public Company • Limited Liability and unlimited Liability • Management and Ownership 			
METHODOLOGY			
<ul style="list-style-type: none"> • Debate • Narrative 			
Educator :			
<ul style="list-style-type: none"> • Conduct Baseline assessment: Divide learners into two groups. 			

- Ask learners to debate on the positives and the negatives of the public company.
- Identify gaps from the two debating sides and further explain Characteristics of the Public company, its advantages and disadvantages

Learners :

- Divide themselves into two groups and read characteristics, each group choose positive or negative side of the public company
- One learners present in favor of the public company and the other present against the public company
- Attentively listen to the educator and ask clarity seeking questions from the educator.

ASSESSMENT

Classwork/Homework(case study)

Public company

- A public company is a company that is registered to offer its stock/shares to the general public.
- This is mostly done through the Johannesburg Securities/Stock Exchange (JSE).
- The public company is designed for a large scale operation that require large capital investments.

Characteristics on a public company

- A minimum of one person is required to start a public company.
- The company name ends with letters Ltd.
- Shareholders have a limited liability.

- A prospectus is issued to the public to raise capital.
- Has legal personality and therefore has unlimited continuity
- A public company has a separate legal personality.
- Requires three or more directors and three or more shareholders.
- Profits are shared in the form of dividends in proportion to the share held
- A public company is required to hold an AGM (Annual General Meeting).
- Register with the Registrar of Companies by drawing up Memorandum of Incorporation.
- Raises capital by issuing shares to the public and borrowing capital by issuing a debenture.
- Auditing of financial statements is compulsory and audited statements are available to shareholders and the public
- The new Act forces personal liability on directors who knowingly participated in carrying out business in a reckless/fraudulent manner.

Advantages of a public company

- The business has its own legal identity and can own assets/property.
- Managed by at least one competent highly skilled director.
- Directors bring creative ideas which encourage innovation/high productivity
- Shareholders can sell/transfer their shares freely.
- Attracts small investors as shares can be transferred freely/ easily
- Strict regulatory requirements protect shareholders.
- Easy to raise funds for growth through the sale of shares.
- Additional shares can be raised by issuing more shares or debentures.
- No limitation on the number of shareholders, so growth/ expansion is not limited
- Shareholders have a limited liability for the debt of the company/Shareholders may only lose the amount which they invested.
- The management of the company can improve since directors are accountable to shareholders.
- The public has access to the information and this could motivate them to buy shares from a company

Disadvantages of a public company

- Difficult and expensive to establish as the company is subjected to many legal requirements
- Must disclose all financial information which can be used by its competitors
- Directors may not be motivated to work very hard because share-holders decide on the directors' remuneration
- Directors may not have a direct interest in the company, which can hamper growth and profit maximisation
- Directors' fees increase the company's expenses which reduces net profit.
- Some shareholders may not exercise their voting rights resulting in choosing the wrong person as a director
- A full report must be submitted to the major shareholders each year
- Large management structure can result in decision making taking time
- Large amount of funds are spent on financial audits.
- Financial affairs must be known to publicly, this information could be used to competitors' advantage.
- Management may be open to legal challenges if their reports do not comply with King Code III.
- Public companies are subject to more disclosure and transparency requirements.

Differences between the private company and public company

PRIVATE COMPANY	PUBLIC COMPANY
<ul style="list-style-type: none">• May no offer shares to the general public.	<ul style="list-style-type: none">• Trades its shares publicly on the Johannesburg Securities Exchange.
<ul style="list-style-type: none">• Shares are not freely transferable	<ul style="list-style-type: none">• Shares are freely transferable.
<ul style="list-style-type: none">• Minimum of one director.	<ul style="list-style-type: none">• Minimum of three directors.

<ul style="list-style-type: none"> Name must end with Proprietary Limited/(Pty) Ltd. 	<ul style="list-style-type: none"> Name must end with Limited/Ltd.
<ul style="list-style-type: none"> Annual financial statements need not be audited and published. 	<ul style="list-style-type: none"> Annual financial statements need to be audited and published.
<ul style="list-style-type: none"> Does not need to publish a prospectus as it cannot trade its shares publicly. 	<ul style="list-style-type: none"> Have to register and publish a prospectus with the Companies and Intellectual Property Commission/CIPC.
<ul style="list-style-type: none"> The company is not required to raise the minimum subscription/ issue minimum shares. 	<ul style="list-style-type: none"> Must raise a minimum subscription prior to commencement of the company.

Activity 2

2.1 Read the scenario below and answer the questions that follow

SIZWILE MANUFACTURER (PTY) LTD(SM (PTY) LTD)

Sizwile Manufacturer (PTY) Ltd specializes in the production of winter clothes for both males and females. The management of SM (PTY) Ltd wants to convert the company into a form of ownership that will enable them to sell shares to the public. This will enable them to raise sufficient capital for expansion.

2.1.1 Name the form of ownership that will enable Sizwile Manufacturer (PTY) Ltd to sell shares to the public. (2) 2.1.2 Discuss the advantages and disadvantages of the form of ownership mentioned in QUESTION 1.1.1 above.

(12)

LESSON PLAN: 3

TOPIC : CO-OPERATIVES			
Term	TWO	Week	6-7
Duration	1 HOUR	Weighting	29%
Sub-topics	<ul style="list-style-type: none"> • Types of co-operatives • Characteristics of co-operatives • Advantages of co-operatives • Disadvantages of co-operatives • Differences between the forms of ownership 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Autonomous • Directors • Legal entity 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
Grade 8: Entrepreneurship: Forms of ownership			
RESOURCES			
Text book, Articles, Exam guideline, Newspaper			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
METHODOLOGY			
<ul style="list-style-type: none"> • Questioning and Answering • Narrative • Group discussion 			
Teacher :			

- Group learners according to their business interests
- Elaborate the characteristics of co-operatives

Learners:

- Form groups according to their business interests

ACTIVITIES

ASSESSMENT

Informal Activity

Class Activity

Co-operatives

- A cooperative is a traditional way of a group of interested parties getting together and sharing resources/infrastructures and costs to achieve a better outcome.

Types of Co-operatives

- Housing co-operative.
- Worker co-operative.
- Social co-operative.
- Agricultural co-operative.
- Co-operative burial society.
- Financial services co-operative.
- Consumer co-operative.
- Transport co-operative

Characteristics of Co-operatives

- Minimum of five members is required to start a cooperative.
- The word 'Cooperative Limited' must appear at the end of its name.
- They are motivated by service rather than profit.

- They are managed by a minimum of three directors.
- Decisions are taken democratically
- Members own and run the business together and share equally in its profits
- Legal entity and can own land and open bank accounts.
- Must register with the Registrar of Cooperatives Societies
- The objective of a co-operative is to create mutual benefit for the members.

Advantages of Co-operatives

- Access to resources and funding.
- Decision making is by a group
- Members have limited liability
- The decisions are democratic and fair
- Co-operatives have continuity of existence Profits are shared equally amongst members
- Each member has an equal share in the business.
- A co-operative can appoint its own management
- Members are motivated because they are working for themselves
- Can gain extra capital by asking its members to buy shares.
- Resources of many people are pooled together to achieve common objectives.

Disadvantages of Co-operatives

- Difficult to grow a co-operative.
- Shares are not freely transferable
- Very few promotion positions for staff.
- Decisions are often difficult to reach and time consuming.
- It can be difficult to get a loan because their main objective is not always to make a profit.
- Success of cooperatives depends on the support of the members.
- All members have one vote regardless of the number of shares held

Activity

DUBS & FRIENDS CO-OPERATIVES LIMITED(DFC)

A group young man from Ndwedwe grow crops from their small gardens at home. They decided to start their business together called DUBS & FRIENDS CO-OPERATIVES LIMITED (DFC) as they have common interest in farming. DFC will grow and sell vegetables in the local market.

3.1 Identify the form of ownership from the scenario above. (2)

3.2 Outline any FIVE types of co-operatives.

LESSON PLAN: 4

TOPIC : STATE OWNED COMPANY (SOC)			
Term	TWO	Week	6-7
Duration	1 HOURS	Weighting	29%
Sub-topics	<ul style="list-style-type: none"> • Characteristics of a State-Owned Company, • Advantages of SOC • Disadvantages of SOC 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Legal personality • limited liabilities • shares 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
Grade 8: Entrepreneurship: Forms of Ownership			
RESOURCES			
<ul style="list-style-type: none"> • Text book • Articles 			

<ul style="list-style-type: none">• Newspaper
ERRORS/MISCONCEPTIONS/PROBLEM AREAS
Fail to identify forms of ownership from given scenario Fail to understand the concepts legal entity, limited liabilities and unlimited liabilities.
METHODOLOGY
<ul style="list-style-type: none">• Peer groups• Individual <p>Teacher:</p> <ul style="list-style-type: none">• Issue newspaper articles to the learners <p>Learners:</p> <ul style="list-style-type: none">• Identify state owned businesses from the newspapers
ACTIVITIES
<ul style="list-style-type: none">•
ASSESSMENT
<ul style="list-style-type: none">• Informal Activity• Class Activity

STATE-OWNED COMPANY

Definition

- A state owned company has the government as its major shareholder and falls under the department of Public Enterprise.
- These companies take on the role of commercial enterprise on behalf of the government.

Characteristics of a state-owned company

- The name ends with letters SOC.
- SOC is listed as a public company.
- It is owned by the government and operated for profit.
- One or more persons may incorporate and there is no limit on number of shareholders.
- Requires three or more directors and one or more shareholders.
- Register with the Registrar of Companies by drawing up Memorandum of Incorporation.
- State-owned companies support private businesses by providing infrastructure such as communication service /Post office and supply of electricity/Eskom.
- A state-owned company enjoys financial autonomy because they are to depend on the government for initial investment.
- The Act imposes personal liability on directors who are knowingly part of the carrying on of the business in a reckless or fraudulent manner.
- State-owned company is compelled to have its financial statement audited.
- A state-owned company is compelled to attend an annual general meeting (AGM).
- A state-owned company has a separate legal personality and have limited liability. Shareholders have limited liability

Advantages of a state-owned company

- Shareholders have limited liability.
- Profits may be used to finance other state departments.
- Offer essential services which may not be offered by the private sector
- Wasteful duplication of services is eliminated.
- Jobs are created for all skills levels.
- Generates income to finance social programmes.
- Prices are kept reasonable/Create sound competition with the private sector to make services affordable to more citizens.
- Planning can be coordinated through central control
- Provides a healthy competition to private sectors because of government contributions.
- Most of the government companies run on sound business lines as they have their surpluses to run their projects.
- State-owned company can be expanded by means of selling its shares to the public.
- A state-owned company has a separate legal personality.

Disadvantages of a state-owned company

- Inefficiency due to the size of the business.
- Financial statements must be audited.
- Losses must be met by the tax payer.
- Government can lose money through the business.
- Shares are not freely tradable making it difficult to raise capital.

- A lack of incentive for employees to perform if there is no absence of other motivator such as productivity bonuses.
- A lack of incentive for employees to perform if there is no share in the profit.
- May result to poor management as government is not always as efficient as the private sector.
- Often rely on government subsidies which may not cover all the company's expenses.
- SOC must follow strict regulations for operations to raise capital.
- A state-owned company is compelled to attend an annual general meeting (AGM).
- State-owned company is compelled to have its Financial statement audited

Activity 4

- 4.1 Elaborate on the meaning of a state owned company. (2)
- 4.2 Explain the characteristics of a state owned company. (8)
- 4.3 Discuss the disadvantages of a state owned company. (8)

LESSON PLAN: 5

TOPIC : PRIVATE AND PERSONAL LIABILITY COMPANY			
Term	TWO	Week	1-2
Duration	1 HOUR	Weighting	29%
Sub-topics	<ul style="list-style-type: none"> • Characteristics of private company and personal liability company • Advantages of a private company and personal liability company • disadvantages of a private company and personal liability company 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Ownership • Shareholders • directors • limited liability 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
Grade 9: Forms of ownership			
RESOURCES			
<ul style="list-style-type: none"> • ATP • Examination Guidelines • Approved Text Books 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners confuse Limited Liability and unlimited Liability. • Learners fail to understand the difference between private company and personal liability company. 			
METHODOLOGY			
<ul style="list-style-type: none"> • Group Discussion • Debate • Presentation • Teacher : 			

- Divide learners into groups
- Identify content gaps and elaborate further.

Learners:

- Discuss the advantages and disadvantages of private company
- Present Advantages and disadvantages of a personal liability company

ASSESSMENT

Classwork/homework (answer questions using scenario), question and answer

Activity 5

Read the scenario below and answer the questions that follow

SIZWILE MANUFACTURER (PTY) Ltd/SM (PTY) Ltd

Sizwile Manufacturer (PTY) Ltd specialises in the production of winter clothes for both males and females. The management of SM (PTY) Ltd wants to convert the company into a form of ownership that will enable them to sell shares to the public. This will enable them to raise sufficient capital for expansion.

- 5.1 Identify the form of ownership represented by Sizwile Manufacturer (PTY) Ltd. Motivate your answer by quoting from the scenario. (3)
- 5.2 Discuss the advantages and disadvantages of the form of ownership mentioned in QUESTION 1.1, above (8)

5.3 Explain the meaning of *limited* and *unlimited liability*. (4)

5.4 Read the scenario below and answer the questions that follow.

VUSI & SIBS INC (VS INC)

Vusi and Sibs completed their Bachelor of Science Engineering degrees. They want to register a company that will make directors to be liable for the debts of the business.

5.4.1 Name the form of ownership that will hold directors to be liable for the debts of the business. (2)

5.4.2 Discuss the characteristics of the form of ownership mentioned in QUESTION 5.4.1 above. (8)

Private company Definition

A private company has have between one or more shareholders. It can be a small or large company and has one or more directors.

Characteristics of a private company

- It needs a minimum of one shareholder and there is no limit on the number of shareholders
- Requires one or more directors and one or more shareholders.
- Raises capital by issuing shares to its shareholders.
- The company name ends with letters (PTY) Ltd.
- Investors put capital in to earn profit from shares.
- The company has a legal personality as well as unlimited continuity
- A private company is not allowed to sell shares to the public.
- Shareholders have limited liability and a separate legal entity.
- Profits are shared in the form of dividends in proportion to the number of shares held.

- Register with the registrar of companies by drawing up Memorandum of Incorporation.
- Shareholders have a limited liability and will not lose their initial capital invested if the business goes bankrupt.
- The Act imposes personal liability on directors who are knowingly part of the carrying on of the business in a reckless or fraudulent manner.
- Private company must prepare annual financial statements but is not required to lodge its annual financial statements with the Commission.
- Annual financial statements need not be either audited or independently reviewed, unless prescribed by regulation

Advantages of a private company

- A company has continuity of existence.
- Managed at least by one competent highly skilled director.
- Information in a private company is only available to shareholders.
- Not required to file annual financial statements with the commission.
- The company has unlimited number of shareholders and its life span is perpetual.
- Shareholders can vote for/ appoint the most capable directors to manage their company.
- Own legal identity and shareholders have no direct legal implications/ limited liability
- Large amount of capital can be raised since there is no limit on the number of shareholders.
- Even though shares are not freely transferable, large private companies can raise considerable amount of capital
- It is possible to sell a private company as it is a legal entity in its own right.
- The management of the company can improve since directors are accountable to shareholders.
- The company can access long term capital and therefore has good long term growth opportunities.

- The company is a separate legal person it can buy property in its own name. Liabilities of the shareholders are limited.

Disadvantages of a private company

- Difficult and expensive to establish a private company compared to Close Corporations and Sole Proprietorship
- Large management structures can result in decision-making taking time.
- The private company is not allowed to sell shares to the public.
- Directors may sometimes act in their own interest, not in the company's best interest.
- Annual financial statements must be reviewed by a qualified person, which is an extra expense to the company.
- Difficult and expensive to establish as the company is subjected to many legal requirements.
- Pays tax on the profits of the business and on declared dividends/Subject to double taxation.
- Financial statements must be reviewed by a qualified person, which is an extra expense to the company.
- Directors will be held personally responsible for debts if it can be proven that that they committed fraud.
- Some shareholders may not exercise their voting rights resulting in choosing the wrong person as a director.
- A meeting may not begin, or a matter may not be debated unless at least three shareholders are present.

Personal liability Company Definition

A personal liability company is very similar to a private company except that the present and past directors are personally responsible for any debts of the business. The name of the personal liability company ends in INC and the name of the private company ends in (PTY) Ltd.

Characteristics of a personal liability company

- The company name must end with letters INC
- Directors have unlimited liability and they are jointly liable for the debts of the business even if they are long out of office.
- The memorandum of Incorporation should state that it is a personal liability company.
- They must at least have one director on their board of directors.

Advantages and disadvantages

- NOTE: The advantages of a personal liability company are the same as the private company.

The disadvantages are also the same as the private company except that the directors of the personal liability company have unlimited liability.

LESSON PLAN 1

TOPIC : PRESENTATION OF BUSINESS INFORMATION			
Term	THREE	Week	SIX
Duration	1 HOUR	Weighting	10%
Sub-topics	<ul style="list-style-type: none"> • Business report: importance of business report and advantages of using graphs/diagrams/symbols and pictures. 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Business report. • Graphs, diagrams symbol and pictures. 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Grade 09:Tables,graphs (demand and supply graph) as non-verbal 			
RESOURCES			
<ul style="list-style-type: none"> • Approved textbook • Examination Guideline 2020 • ATP 2021 • Newspapers • Magazines • Examination guidelines 			

ERRORS/MISCONCEPTIONS/PROBLEM AREAS
<ul style="list-style-type: none">• Learners fail to elaborate business report and using tables in analyzing information.
METHODOLOGY
Simulation: Teacher will distribute business report from newspaper and read with them.
Question and answer: Teacher will Conduct baseline assessment by asking questions based on business report given.
Narrative: Explain the importance of business reports and guidelines on writing an effective business report.
ACTIVITIES
<ul style="list-style-type: none">• Minimum 3 activities per week
ASSESSMENT
<ul style="list-style-type: none">• Baseline assessment, Homework and classwork

NOTES ON BUSINESS REPORT

Business report:

A written document communicates information to assist business decision making.

The importance of business reports

- Enable senior management with information on how each department is doing.
- Provide information that leads to decision making.
- Enable management to keep track of every activity done in each department.

Guidelines on writing an effective business report

- Prepare an overview of what you want your audience to know.
- Write concisely/briefly and important points only
- Use regular, simple grammar and clear short sentences
- Use visual summaries in the form of tables, graphs, drawings etc.
- Edit your report by correcting spelling mistakes and grammatical errors
- Get a second opinion, give the report to someone to proof read and edit it further

The importance/ advantages of using graphs/diagrams/symbols and pictures

- Data is summarized and presented visually

- Capture the audience attention and keep them interested
- Help audience to understand easier the presented information
- Information is easily communicated to the audience.

Activity 1

1.1 Business report of Mseleni Guest lodge situated in Mbazwana.

The following table shows information about a number of guests who booked in the Lodge from March to July 2020.

Guests	March	April	May	June	July
Families	100	70	75	60	42
Males on holiday alone	95	30	60	50	30
Females on holiday alone	65	40	50	45	10
Tour groups	130	120	110	40	60
Totals	390	260	295	195	142
Percentage	30%	20%	23%	15%	12%

- 1.1.1. Identify the type of business report used by Mseleni Guest house. (2)
- 1.1.2. Outline guidelines on writing an effective business report. (8)
- 1.1.3. Discuss the importance of business report (6)

LESSON PLAN 2

TOPIC : PRESENTATION OF BUSINESS INFORMATION			
Term	THREE	Week	SIX
Duration	1 HOUR	Weighting	10%
Sub-topics	<ul style="list-style-type: none"> • Presentation and validation of business-related information in verbal and non-verbal format. 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Verbal Presentation • Non-verbal Presentation 		

PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE
<ul style="list-style-type: none"> • Grade 09 Tables, graphs (demand and supply graph) as non-verbal
RESOURCES
<ul style="list-style-type: none"> • Approved textbook • Examination Guideline 2020 • ATP 2021 • Newspapers • Magazines • Examination guidelines
ERRORS/MISCONCEPTIONS/PROBLEM AREAS
<ul style="list-style-type: none"> • Learners fail to identify verbal and non-verbal presentation from given scenarios and or statements.
METHODOLOGY
<p>Question and answer: Recap previous lesson by asking question to link previous lesson with current lesson.</p> <p>Narrative: Explain the verbal and non-verbal presentation.</p>
ACTIVITIES
<ul style="list-style-type: none"> • Minimum 3 activities per week
ASSESSMENT
<ul style="list-style-type: none"> • Baseline assessment, Homework & Classwork

NOTES

What is presentation?

The act of communicating information/data to audience/stakeholders in an organization.

Verbal Presentation: The presentation is delivered through word of mouth or in words.

Non-verbal Presentation: Presentation is delivered through writing or supporting material.

VERBAL AND NON-VERBAL PRESENTATION

Verbal Presentation

- The presenter speaks in front of the audience
- The audience sit and listen to the presenter

Non-Verbal Presentation

- The audience receive the message without the presenter saying it orally
- Facial expression is an example of non-verbal presentation, visual aids, hand signals

ACTIVITY 2

2.1. Name six examples of non-verbal presentation. (6)

2.2. Identify the following statement whether is a verbal presentation or non-verbal presentation

2.2.1 Ayisha presented the sales figures for month of October using graphs to the various stakeholders. (2)

2.2.2 Mrs. Qwabe did the presentation by speaking to the audience. (2)

2.2.3 Mr. Dube did the presentation by using digital projector while presenting. (2)

LESSON PLAN 3

TOPIC : PRESENTATION OF BUSINESS INFORMATION			
Term	THREE	Week	SIX
Duration	1 HOUR	Weighting	10%
Sub-topics	<ul style="list-style-type: none"> Factors that must be considered when preparing for a verbal presentation and points to remember when making verbal presentation. 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> Verbal Presentation Non-verbal Presentation 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> Grade 09 Tables, graphs (demand and supply graph) as non-verbal 			
RESOURCES			
<ul style="list-style-type: none"> Approved textbook Examination Guideline 2020 ATP 2021 Newspapers Magazines Examination guidelines 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> Learners fail to describe factors that must be considered when preparing for a verbal presentation 			
METHODOLOGY			
<p>Question and answer: Recap previous lesson by asking question to link previous lesson with current lesson</p> <p>Narrative: explain factors that must be considered when preparing and making Presentation</p>			

ACTIVITIES
<ul style="list-style-type: none">• Minimum 3 activities per week
ASSESSMENT
<ul style="list-style-type: none">• Baseline assessment, Homework & classwork

NOTES

Factors that must be considered when preparing for a verbal presentation

- Know the purpose of the presentation and list the objectives
- Consider your audience e.g. who they are/what do they already know/ what you want them to know
- Prepare the structure of your presentation e.g. introduction/body/conclusion.
- Be fully conversant with the content of your presentation
- Information to be presented should be relevant and accurate
- Have pre-knowledge of your audience to determine the appropriate visual aids
- Use visual aids to push your point enhance the audience understanding.
- Practice your presentation/rehearse to ensure a confident presentation and effective use of time
- Visit the venue and prepare the use of your equipment/availability of a generator in case of load shedding or electricity.
- Prepare your support material to enhance your presentation
- Prepare for the feedback session by anticipating possible questions/comments

Points to remember when making verbal Presentation

- Be audible so that the audience can hear easily

- Voice control: do not be monotonous by changing the pitch of your voice
- Body language; use your hands and move around to give your presentation extra impact
- Sequence the information by ensuring that facts follow a logical sequence and make sure that all facts are accurate
- Make sure that information is credible and support it with facts and figures
- Make the presentation interesting for the whole audience
- Use humor sparingly to keep the audience interested
- Establish eye contact with your audience
- Posture, avoid turning your back from the audience while presenting

ACTIVITY 3

3.1. Read the scenario below and answer the questions that follow.

MBAZWANA HAIR PRODUCT MANUFACTURERS LTD (MHPM LTD)

Vuyo, the financial manager of Mbazwana Hair Product Manufacturers, was invited by the shareholders to present the financial status of the business. When preparing, he considered the following factors: time frame, feedback session and the objectives of the presentation.

3.1.1 Quote THREE factors from the scenario that Vuyo had to consider when preparing for the presentation. (3)

3.1.2 Discuss other factors, not quoted in QUESTION 3.1.1 that you will have to consider when preparing a verbal presentation (6)

LESSON PLAN 4

TOPIC : PRESENTATION OF BUSINESS INFORMATION			
Term	THREE	Week	SIX
Duration	1 HOUR	Weighting	10%
Sub-topics	<ul style="list-style-type: none"> • Design and layout of a presentation using different visual aid (data projector, handout) 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Visual Aid • Audio Visual Aid • Digital Projector 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Verbal and non-verbal presentation 			

RESOURCES
<ul style="list-style-type: none">• Approved textbook• Examination Guideline 2020• ATP 2021• Newspapers• Magazines• Examination guidelines
ERRORS/MISCONCEPTIONS/PROBLEM AREAS
<ul style="list-style-type: none">• Learners fail to identify visual aids from given scenarios and or statements
METHODOLOGY
<p>Role-play: teacher will bring various visual aids in the classroom to show learners.</p> <p>Group Discussion: Teacher will divide learners in a group of five and ask them to identify visual aid from given scenario.</p> <p>Narrative: teacher will explain the purpose of visual-aids to learners (audio-visual aid)</p>
ACTIVITIES
<ul style="list-style-type: none">• Minimum 3 activities per week
ASSESSMENT
<ul style="list-style-type: none">• Baseline assessment, Homework & Classwork

NOTES ON VISUAL AIDS

What is a **visual aid**?

Refers to charts/pictures/images that help to clarify a point/enhance a presentation.

Audio Visual Aid: It is material or tool directed to both sense of hearing and sight

- Data projector
- Handouts
- Interactive Whiteboard/ Smart board
- Video conferencing equipment
- Flyers / Brochures
- Posters/Signs/ Banners/ Flags

Overhead projector e.g., projector

Data Projector: Is a device that projects images from a computer onto a screen.

Types of visual aids

- Charts/ Flip Charts/ White boards
- Graphs.
- Diagrams.

Audio visual Aids

Visual aid	Explanations
Data projector	<ul style="list-style-type: none">• Projects images from a computer to a screen• Can be used to create a mood through showing images and videos• Audio-visual aid used during the presentation.• Uses slides to show summaries, graphs, videos, diagrams etc.• Slides summarises information to increase understanding

Handouts	<ul style="list-style-type: none">• They are the summary of the most important points• Can be used for both small or large groups• Give summary of talk and follow up activities• They are given to the audience when they leave after the presentation• They should have the name of the business, name of the presenter and contact details.• Provide details that cannot be included in the presentation such as financial statement• They provide structure and focus for the presentation• Can also include details that could not be provided during the presentation
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ACTIVITY 4

4.1 Indicate the type of visual aids described below.

4.1.1 A pad of paper sheets attached to an easel.

4.1.2 A large display that connects to a computer or projector and shows what is on the computer screen to a large audience.

4.1.3 A device that takes a video signal and projects images on a screen and can show video footage or still images.

4.1.4 A display device used to project images to the audience above the speaker's head.

4.1.5 A number of pieces of equipment that allow participants to talk to each other and share visuals over long distances. (10)

LESSON PLAN 5

TOPIC : PRESENTATION OF BUSINESS INFORMATION

Term	THREE	Week	SIX
Duration	1 HOUR	Weighting	10%
Sub-topics	<ul style="list-style-type: none"> • Design and layout of a presentation using different visual aid (white board, flyer/ brochure) 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Visual Aid • Audio Visual Aid • White board • Flyer/ brochure 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
Verbal and non-verbal presentation			
RESOURCES			
<ul style="list-style-type: none"> • Approved textbook • Examination Guideline 2020 • ATP 2021 • Newspapers • Magazines • Examination guideliness 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners fail to identify visual aids from given scenarios and or statements 			
METHODOLOGY			
<p>. Question and answer: Recap previous lesson by asking question to link previous lesson with current lesson</p> <p>Group Discussion: Teacher will divide learners in a group of five and ask them to Identify visual aid from given scenario.</p>			

Narrative: teacher will explain white board/ smart board, brochures.
ACTIVITIES
<ul style="list-style-type: none"> • Minimum 3 activities per week
ASSESSMENT
<ul style="list-style-type: none"> • Baseline assessment, Homework & Classwork

NOTES ON VIDUAL AID (WHITE BOARD AND VIDEO CONFERENCING)

What is **white board**?

It's a devise that has a data projector attached to it. It also has special pens that a presenter can write on it.

Video Conferencing Equipment: A conversation between two or more people or groups of people at different places using a computer network to transmit their voices or images.

Different places

Explanation of Audio visual Aids

Interactive whiteboard	<ul style="list-style-type: none"> • Can be used for small or large groups • Can be used in brainstorming sessions to capture feedback and ideas • Can be linked to other whiteboards in other venues. • Use coded pens to write new information and feedback
Video conferencing equipment	<ul style="list-style-type: none"> • Can be used for groups in different venues • Provides face-to-face contact of participants. • It uses audio and video to connect people in different places as if they are in the same room

ACTIVITY 5

5.1 define the term visual aid (2)

5.2 Explain white board as audio-visual aid (4)

LESSON PLAN 6

TOPIC : PRESENTATION OF BUSINESS INFORMATION			
Term	THREE	Week	SIX
Duration	1 HOUR	Weighting	10%
Sub-topics	<ul style="list-style-type: none"> • Design and layout of a presentation using different visual aid (charts/flip charts, posters, graphs and diagrams) 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Visual Aid • Audio Visual Aid • Charts/ flip charts • Graphs • Diagrams 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • Verbal and non-verbal presentation 			
RESOURCES			
<ul style="list-style-type: none"> • Approved textbook • Examination Guideline 2020 • ATP 2021 • Newspapers • Examination guidelines 			

ERRORS/MISCONCEPTIONS/PROBLEM AREAS
<ul style="list-style-type: none">• Learners fail to identify visual aids from given scenarios and or statements
METHODOLOGY
<p>. Question and answer: Recap previous lesson by asking question to link previous lesson with current lesson</p> <p>Group Discussion: Teacher will divide learners in a group of five and ask them to identify visual aid from given scenario.</p> <p>Narrative: teacher will explain flip chart/ types of graphs, diagrams.</p>
ACTIVITIES
Minimum 3 activities per week
ASSESSMENT
Baseline assessment, Homework & Classwork

NOTES

What is flip chart?

A large pad of paper, bound so that each page can be turned over at the top to reveal the next page, used on a stand.

Graphs: Two-dimensional drawing showing a relationship between two set of variables by means of a line/curve/bars.

Diagrams: A drawing showing the appearance/structure/workings of data in a schematic representation.

Explanation of Audio Visual Aids

Posters/signs/banners/Flags	<ul style="list-style-type: none"> • Are used to communicate with potential customers • Can be used as a marketing strategy • They summarise information and discussions to stakeholders • It can be decorated to attract attention to the information on it.
Overhead projector(OHP)	<ul style="list-style-type: none"> • Used for a large group • Uses transparencies • Needs a special screen mounted at an angle to a wall • Display charts, show summaries, graphs, relationships, diagrams and process steps • It can sometimes be difficult to focus
Charts/Flip Charts	<ul style="list-style-type: none"> • used for a small group • Used to summarise discussions • record ideas and feedback given by the group • a flip chart is a board with a paper attached at the top and can be flipped over to present information sequentially • it does not need electricity and therefore cheaper visual aid.
Graphs	<ul style="list-style-type: none"> • Graphs summarise information and communicate trends and patterns <p>Types of graphs</p> <ul style="list-style-type: none"> • Line graphs- used to show changes over time. • Bar Graphs-Show a change of something over time and show comparisons between different groups • Pie Charts-show how something is divided into different parts
Tables	<ul style="list-style-type: none"> • Tables present detailed information • They are used to show statistical information clearly.

Diagrams	<ul style="list-style-type: none"> • They make it easier for the reader to follow by showing relationships within an organization.
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LESSON PLAN 7

TOPIC : PRESENTATION OF BUSINESS INFORMATION			
Term	THREE	Week	SIX
Duration	1 HOUR	Weighting	10%
Sub-topics	<ul style="list-style-type: none"> • How to use power point slides to present business information 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Audio Visual Aid • Multimedia 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
Visual aids			
RESOURCES			
<ul style="list-style-type: none"> • Approved textbook • Examination Guideline 2020 • ATP 2021 • Newspapers • Magazines • Examination guidelines 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners fail to explain How to use power point slides to present business information 			

METHODOLOGY
Role play : teacher will demonstrate to learners how to use power point slides to present business information. Narrative : teacher will explain to learners how to use power point slides to present business information.
ACTIVITIES
<ul style="list-style-type: none">• Minimum 3 activities per week
ASSESSMENT
<ul style="list-style-type: none">• Baseline assessment, Homework & Classwork

NOTES

How to use power point slides to present business information

- Use slides to highlight and emphasize key points
- Operate the presentation manually
- Keep slides simple and uncluttered
- Make your slides easy to follow
- Avoid using capital letters to avoid your message shouting at your audience
- Use fonts that are easy to read and simple, at least two different fonts, one for heading and another for content
- Use contrasting colours for text and background
- Limit the number of slides to avoid a long presentation

Activity 7

7.1 Explain how to use power point slides to present business information (8)

LESSON PLAN 8

TOPIC : PRESENTATION OF BUSINESS INFORMATION

Term	THREE	Week	SIX
Duration	1 HOUR	Weighting	10%
Sub-topics	Factors that must be considered when designing a presentation(multimedia)		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Audio Visual Aid • Multimedia 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
Visual aid			
RESOURCES			
<ul style="list-style-type: none"> • Approved textbook • Examination Guideline 2020 • ATP 2021 • Newspapers • Magazines • Examination guideliness 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners fail to explain factors that must be considered when designing a presentation 			
METHODOLOGY			
Narrative: teacher will explain the factors that must be considered when designing a presentation.			
ACTIVITIES			
<ul style="list-style-type: none"> • Minimum 3 activities per week 			

ASSESSMENT
<ul style="list-style-type: none">• Baseline assessment, Homework & Classwork

NOTES

Factors to consider when designing a presentation

- Use large, clear fonts that are easy to read
- Don't have too much writing on them
- Be colourful and grab attention
- Be meaningful and appropriate
- Select a suitable background
- Keep it simple
- Avoid long sentences
- Use black text on a light screen background
- Avoid fancy decorations
- Make sure that people at the back of the room can read the text

ACTIVITY 8

8.1 Explain factors that must be considered when designing a presentation. (8)

LESSON PLAN: 1

TOPIC : CREATIVE THINKING			
Term	Three	Week	1-2
Duration	1 hour	Weighting	25%
Sub-topics	<ul style="list-style-type: none"> • Meaning of creative thinking. • The advantages/benefits of creative thinking in the workplace. • How businesses can use creative thinking to generate entrepreneurial opportunities. • How businesses can use creative thinking to solve business problems. 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Creative thinking, • Routine thinking, • Innovative • Original ideas 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
RESOURCES			
<ul style="list-style-type: none"> • ATP, • Examination Guidelines • National Marking Guidelines (Exemplar Paper) • Approved Text Books 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
Provide vague/incomplete and one word answers on the advantages of creative thinking in the workplace.			

METHODOLOGY
<ul style="list-style-type: none">• Conduct Baseline assessment: Handover blank papers to the learners and ask them to make anything they can make with the paper• Ask learners to show the class what they made out of the paper given to them.• Explain what is meant by creativity and from papers given and relate creativity to creative thinking.• Advantages/benefits of creative thinking in the workplace.• How businesses can use creative thinking to generate entrepreneurial opportunities.• How businesses can use creative thinking to solve business problem.
ASSESSMENT
Classwork/homework (case study),question and answer

GUIDELINES TO THE TEACHER ON HOW TO TEACH CREATIVE THINKING

- Businesses are faced by dynamic and complex challenges which affect their daily operations.
- Businesses therefore need to find ways to break out from routine thinking in order to overcome challenges and make informed decisions.
- The unprecedented Covid -19 pandemic has posed a challenge for businesses in different business environments.
- This forced them to come up with new/innovative ideas to survive.
- Consequently, most businesses decided to use online trading.
- Solving business problems requires businesses to apply creative and critical thinking skills.

Meaning of creative thinking

- Creative thinking refers to thinking differently and looking at something in a new way.
- Creative thinking is about approaching a thought/idea/problem/situation in a new and interesting way.
- It is a process of putting facts/concepts/principles together in new and original ways.
- Businesses need to solve their problems efficiently to find creative solutions to problems.

Benefits/Advantages of creative thinking in the workplace

- Complex business problems may be solved.
- Creativity may lead to new inventions which improves the general standard of living.
- Better/Unique/Unconventional ideas/solutions are generated.

- May give businesses a competitive advantage if unusual/unique solutions/ ideas/strategies are implemented.
- Managers/employees have more confidence as they can live up to their full potential.
- Managers will be better leaders as they will be able to handle/manage change(s) positively and creatively.
- Managers/Employees can develop a completely new outlook, which may be applied to any task(s) they may do.
- Leads to more positive attitudes as managers/employees feel that they have contributed towards problem solving/
- Improves motivation amongst staff members
- Managers/Employees have a feeling of great accomplishment and they will not resist/obstruct once they solved a Problem/contributed towards the success of the business.
- Management/Employees can keep up with fast changing technology.
- Stimulates brain function of employees/managers, as they are continuously pushed out of their comfort zone/improving the total well-being of employees.

How businesses can use creative thinking to generate entrepreneurial opportunities.

- Thinking about something new or original.
- Creative thinking can help entrepreneurs to come up with better ideas than their competitors.
- Existing products can be improved through creative thinking.
- Helps to develop innovative marketing strategies.
- Problems can be solved through creative thinking.

Ways to create an environment that creates creative thinking.

- Businesses should emphasize the importance of creative thinking by ensuring all staff members are aware that their ideas will be heard.
- Encourage staff to come up with new ideas.
- Propose containers at different places in the workplace where employees can submit ideas/suggestions.
- Keep communication channels open for new ideas.
- Training sessions for staff to develop innovative techniques/ creative skills.

- Encourage employees to find alternative ways to do tasks.
- Respond positively and enthusiastically to all ideas so that no one who comes up with an idea feels inferior.
- Reward creativity by using incentive schemes.
- Create a work environment that can promote creativity.
- Make time for creative thinking technique sessions.

Activity 1

1.1 Read the scenario below and answer the questions that follow.



American search engine company, Google, founded in 1998 by Sergey Brin and Larry Page. Google believes in hiring people who are naturally curious who like to learn. They allow employees to define their own work as much as possible. They create an environment which enables employees to feel psychologically safe to take risks and try new ideas. Allowing for employees to find partners and work together to solve problems, innovate and create.

Source adapted from: www.britanica.com

- 1.1.1 Define creative thinking. (2)
- 1.1.2 Explain the advantages/benefits of creative thinking in the workplace for businesses like Google. (10)
- 1.1.3 Discuss how Google can use creative thinking to generate entrepreneurial opportunities. (6)
- 1.1.4 Suggest how can Google create an environment that stimulates creative thinking. (8)

LESSON PLAN NO: 2

TOPIC : PROBLEM SOLVING			
Term	THREE	Week	1-2
Duration	1 hour	Weighting	25%
Sub-topics	<ul style="list-style-type: none"> • Problem solving. • Differences between decision making and problem solving. • Problem solving cycle. 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Problem • Decision-making • Problem-solving 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
RESOURCES			
<ul style="list-style-type: none"> • ATP, • Examination Guidelines • National Marking Guidelines (Exemplar Paper) • Approved Text Books 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners fail to differentiate between decision making and problem solving • Mix up problem solving steps 			

METHODOLOGY			
<ul style="list-style-type: none"> • Teacher: Issue a worksheet to the learners with different statements • Learners: Identify problem/decisions from the given statements. 			
	<u>Statements</u>	<u>Problem/Decision</u>	<u>Solution</u>
	<ul style="list-style-type: none"> • Decrease in number of customers 		
	<ul style="list-style-type: none"> • Changing of opening and closing time 		
	<ul style="list-style-type: none"> • Workers regularly come late to work 		
	<ul style="list-style-type: none"> • Making discounts for customers 		
<ul style="list-style-type: none"> • Learners explain difference they have identified between a problem and a decision. • Ask learners to choose one problem from worksheet and write down how they can solve it. • Based on their responses, explain the problem solving cycle to the learners 			
ASSESSMENT			
Classwork/homework (case study),question and answer			

PROBLEM SOLVING

Meaning of problem solving

- It is the process of analysing a situation to identify strategies that can be used to change the situation. Problem solving requires creative thinking.
- Problem solving is a mental process that involves problem finding, which is the ability to identify the problem.
- It also involves problem shaping, which is the ability to break-down the problem in such a way that a clear solution can be found.

Meaning of decision making

- Decision making is a choice made by using one's judgement.
- It is also aimed at finding a solution to a problem by choosing a best solution or course of action.

-

Differences between problem solving and decision making

DECISION MAKING	PROBLEM SOLVING
<ul style="list-style-type: none">• It is often done by one person/a member of senior management who makes it authoritarian.	<ul style="list-style-type: none">• Problems can be solved by a group/ team or an individual team member.
<ul style="list-style-type: none">• Various alternatives are considered before deciding on the best one.	<ul style="list-style-type: none">• Alternative solutions are generated/ identified and critically evaluated.
<ul style="list-style-type: none">• It is part of the problem solving cycle as decisions need to be taken in each step.	<ul style="list-style-type: none">• Process of analysing a situation to identify strategies to bring about change.

Problem solving steps

- Identify the problem.
- Define the problem.
- Identify possible solutions to the problem.
- Select the most appropriate alternative.
- Develop an action plan.
- Implement the suggested solution/action plan.
- Monitor the implementation of the solution/action plan.
- Evaluate the implemented solution.
- Formulate strategy
- Implement strategy
- Evaluate strategy

NOTE: Steps can be in any order

Application/Discussion of problem solving steps

Identify the problem

- Acknowledge that there is a problem
- Identify the exact problem
- Break down the problem into smaller parts that are easier solve separately

Define the problem

- Name the problem by stating exactly what the problem is.
- Find different ways of defining the problem.
- Define the possible causes of the problem
- The nature of the problem must be precise.
- Gather as much information as possible to establish the cause of the problem.

Identify alternative solutions

- Identify all different possible solutions
- Use creative thinking strategies to generate a wide range of solutions
- Focus on generating as many ways as possible through using creative thinking.
- Collect as many ideas as possible and find the best idea/decide on one strategy to follow.

Evaluate alternative solutions

- Use critical evaluation and analytical skills to evaluate each solution.
- Consider the advantages and disadvantages of each alternative solution.

Choose the best solution

- Set criteria for the best solution, in terms of aspects such as time/cost/risk involved
- Identify which solution will be used
- The best solution should match the size and the resources of the business.
- If the solution is not appropriate, the business should go back to defining the problem.

Formulate/Develop an action plan/strategy

- Arrange the necessary resources and delegate tasks.
- Establish a time line for implementation and set deadlines

Implement the action plan

- Carry out the planned actions/solution.
- Communicate delegated tasks/deadlines to employees.

Evaluate the solution/action plan

- Assess whether the problem has been solved partially or entirely
- Monitor/test the solution/action plan/strategy continuously.

If problems emerge, they must recognise and re-formulate the problem for improved solutions in the future

Activities 2

2.1 Read the statement below and state whether the following statement is decision making or problem solving.

2.1.1 Alternative solutions are generated and critically evaluated.

2.1.2 Various alternatives are considered before choosing the best one.

2.1.3 The process is often done by a senior management who makes it authoritarian.

2.1.4 Process of analysing a situation to identify strategies to bring about change.

2.1.5 It is part of the problem-solving cycle as decisions need to be made in each step.

2.1.6 Problems can be solved by a group or an individual team member.

(12)

LESSON PLAN: 3

TOPIC : CREATIVE THINKING AND PROBLEM SOLVING			
Term	Three	Week	1-2
Duration	1 hour	Weightin g	25%
Sub-topics	<ul style="list-style-type: none"> • Force Field Analysis (application and impact) • Brainstorming • Nominal Group Technique 		
RELATED CONCEPTS/ TERMS/VOCABULA RY	<ul style="list-style-type: none"> • Pros and Cons • Problem Solving • Facilitator • Restraining forces and driving forces 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
RESOURCES			
ATP, Examination Guidelines National Marking Guidelines (Exemplar Paper) Approved Text Books			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners fail to identify the correct problem-solving technique from scenario • Leaners find it difficult to apply problem-solving techniques to solve complex business problems. • Learners confuse brainstorming and nominal group technique 			
METHODOLOGY			
<ul style="list-style-type: none"> • Conduct baseline assessment using worksheet • Peer group, individual activity • Question and answer 			

Teacher:

- Pair learners into two and give them a scenario where they have to apply force field analysis and a worksheet to complete the analysis
- ask learners to take out worksheet from the previous lesson
- Write a problem on the board and ask learners to brainstorm different ideas
- Explain the Nominal Group Technique, its advantages and disadvantages

Learners:

- use worksheet to identify proposed solution
- Pick one solution from previous lesson worksheet.
- Identify the pros and cons for that proposed solution
- Draw a table where they evaluate the differences between brainstorming and nominal group technique

ASSESSMENT

Classwork/homework (case study), question and answer

Application of the problem solving techniques

Application of Force-Field Analysis

- Describe the current situation/problem and the desired situation.
- List all driving/pros and restraining/cons forces that will support and resist change.
- Allocate a score to each force using a numerical scale, where 1 is weak and 5 is strong.
- Weigh up the positives and negatives then decide if the project is viable.
- Choose the force with the highest score as the solution.
- If the project is viable, find ways to increase the forces for change.
- Identify priorities and develop an action plan.

Impact of the Force-Field Analysis

Positives/Advantages

- Employees feel included and understood.
- Employees develop and grow with the business.
- It provides a visual summary of all the various factors supporting and opposing a particular idea
- Informed decisions can be made as forces for and against are critically evaluated.

- Enables businesses to strengthen the driving forces and weaken the restraining forces.
- Businesses are able to have an idea of the timeline required and the requirements of additional resources.

Negatives/Disadvantages

- Requires the participation of all business units.
- It is time consuming since the business must stabilise before more changes can be made.
- The analysis developed is entirely dependent upon the skill level and knowledge of the group working on the analysis.

Application of brainstorming

- State/Define the business problem clearly, so that all participants/ stakeholders understand the problem.
- Members state possible causes of the business problems.
- Set a time limit for each brainstorming session.
- Record/Write ideas down, where all participants can see it. /Ideas may also be shared online during an E-brainstorming session.
- Use each suggestion, to inspire new thoughts/ideas.
- Do not judge/criticise/discuss the ideas, so that many ideas could be generated as quickly as possible.
- All members of the group randomly make suggestions.
- The group rates ideas according to its usefulness/success/difficulty/cost to implement.
- The group evaluates all ideas, and combines similar ones/draw up a refined list.
- Discuss a plan of action on how to implement the best ideas.

The impact of brainstorming

Positives/Advantages

- People get ideas from others and build on them.
- Stimulates creative thinking in the workplace.
- Better solutions are developed through collective contributions.
- Combinations of ideas/improvements can be chosen after all the ideas have been written down.
- Employees are motivated as they are allowed to contribute to problem solving.

Negatives/Disadvantages

- Some team members may dominate discussion.
- Discussion may result in conflict due to differences in opinion.
- Fear of criticism may prevent full participation in brainstorming sessions.
- It may lead to 'group think'/some individuals may not give their opinions.
- Brainstorming is time consuming as all stakeholders/employees may generate too many ideas which can delay decision making.

Application of nominal-group technique

- Encourage group to clearly define the problem/to improve the quality of their products due to various complaints so that all the small groups can work on the same problem.
- The business must divide the employees into smaller groups.
- Request each employee to silently brainstorm /generate many ideas on his/her own, on how the quality of the product can be improved and to write it down.
- Each employee in the small group has the opportunity to give one of his/her idea/solution with a short explanation.
- Appoint one employee to write the ideas/solutions on a large sheet of paper/ capture solutions electronically on computer for all to see.
- Allow each employee to give a second solution until all possible solutions have been recorded.
- Encourage employees to ask clarity seeking questions.
- Discourage criticism of ideas/solutions as this may prevent others from giving their solutions.
- The business must eliminate ideas that are duplicated/ similar.
- Each employee must read through all the suggestions and anonymously rate them giving the highest points for the best solution.
- Collect the ratings and calculate total points.
- Small groups must present one solution to the large group that was deemed best according to the scores/votes in their small groups.

The impact of the Nominal group technique

Positives/Advantages

- It provides time to think about the question in silence before responding.
- Voting on the ideas is anonymous and may be more reliable/honest.

- Strong technique for preventing conformity to group pressure.
- Each team member/director has a chance to participate without interference from other team members.
- Everyone in the group is given an opportunity to contribute to the discussion, while avoiding the likelihood of one person dominating the group process.
- Enables the group to generate and clarify a large amount of ideas quickly, and democratically prioritise them.
- It encourages participants to confront issues through constructive problem solving

Negatives/Disadvantages

- Small groups limit participation and are pre-selected.
- It is time consuming, as each member must make a presentation.
- Suggestions may not be as creative as when a group throws ideas around.
- Good ideas can be voted out because its potential cannot be developed further.
- It minimises discussion, and thus does not allow the full development of ideas.
- Ideas/Inputs made by members may not converge and cannot lead to the same Solution (s).
- It is hard to implement it effectively with large groups unless very carefully planned beforehand.
- Requires extended advance preparation, which means that it cannot be a spontaneous technique.

Activity 3

ABC ELECTRONICS

ABC Electronics is thinking about changing their current machinery and upgrade factory with new manufacturing machinery. The new machinery will improve speed of production and customers want new products. The new machinery will improve the quality of products. Although the new machinery is very expensive, it will decrease maintenance costs. The staff are frightened of new technology and will require training.

Apply the force-field analysis by completing the worksheet

DRIVING FORCES	SCORE 1 - 5	UPGRADE OF NEW MACHINERY	RESTRAINING FORCES	SCORE 1- 5

(10)

ACTIVITY 4

4.1 Read the scenario below and answer the questions that follow.

SMOOTH FURNITURE LTD (SF)

Smooth Furniture Ltd wanted to change the design of some of their furniture. Employees were requested to suggest new ideas in a large group without working individually. These ideas were used to inspire new thoughts. The management of SF evaluated the advantages and disadvantages of each idea.

4.1.1 Identify TWO problem-solving techniques used by Smooth Furniture Ltd. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a guide to answer this question.

PROBLEM SOLVING TECHNIQUE	MOTIVATION

4.2 Justify the effectiveness of ONE of the problem solving techniques identified in QUESTION 4.1 in solving complex business problems. (8)

LESSON PLAN 4

TOPIC : CREATIVE THINKING			
Term	Two	Week	1-2
Duration	1 hour	Weighting	25%
Sub-topics	<ul style="list-style-type: none"> • Empty Chair Technique • Forced Combinations • SCAMPER 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Substitute • Combine • Adapt • Modify/Magnify • Eliminate 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
RESOURCES			

<ul style="list-style-type: none"> • ATP • Examination Guidelines • National Marking Guidelines (Exemplar Paper) • Approved Text Books
ERRORS/MISCONCEPTIONS/PROBLEM AREAS
<ul style="list-style-type: none"> • Learners confuse advantages and disadvantages chair technique and forced field analysis with the application.
METHODOLOGY
<ul style="list-style-type: none"> • Demonstration • Question and answer <p>Teacher:</p> <ul style="list-style-type: none"> • Takes two chairs and place one learner in one of the chairs. • Consolidates the demonstration by providing the feedback. <p>Learner:</p> <ul style="list-style-type: none"> • Explains the problem to an empty chair • Sits on an empty chair and respond to the problem
ASSESSMENT
<ul style="list-style-type: none"> • Classwork/homework (case study),question and answer

Forced combination

- Give a paper with an object, slogan, words or picture printed on it for the persons to consider.
- Each person gets another word, slogan or picture
- There can therefore be a great variety, according to the problem to be dealt with.
- Write down the problem to deal with so that everyone can see it.
- Everyone should then use the picture, object, word or slogan on the paper as a symbolism or starting point to give possible solutions to the problem.
- Write down all the possible solutions and choose the best possible solution.

Advantages of Forced Combinations

- Allows people to think outside the box
- Creative and valuable business ideas can be developed

SCAMPER

- Especially as creative thinking technique in the development process of new and improved products.
- SCAMPER is the acronym for the following:
- Substitute: Replace existing raw material with others that can guarantee greater success than current ones.
- Combine: Combine different functions into one product
- Adapt: Adapt an existing product to increase sales
- Modify: edit for example, the shape of a car
- Put to another one: design a product that can be used for more than one purpose
- Eliminate: Take away certain aspects of existing product
- Reverse: design a product that is multi-purpose

Advantages of SCAMPER

- Encourages people to come up with new and innovative solutions
- The processes of re-arranging and combining different components of a business procedure allow participants to examine each step.
- Forces people to think differently.
- Frees the participant's minds to look in unexpected places for the answers to their business needs.

Disadvantages of SCAMPER

- Success depends on groups being unconventional
- It is time consuming and not suitable for all groups

Empty chair technique

- Only now only one person is involved.
- Person speaks to an imaginary person on the empty chair.
- Psychologists claim people find it easier to list their grievances when no one hears them.
- What is being said is recorded by the speaker for later succession.

Advantages of Empty Chair Technique

- Managers are able to get things out in the open and practise dialogues before confronting employees
- Justify Solutions
- Helps in understanding another person's point of view

Disadvantages/Negatives of Empty Chair Technique

- Limits creativity as person makes decisions alone
- One person's view is applied and this may not always be the best view

Activity 5

Read the following statements and identify problem solving technique represented by each statement below.

- 5.1 Linda explains the problem to an imaginary person and the speaker records what he said for the later succession. (2)
- 5.2 Toyota intends to change the shape of the of its Toyota tazz to increase sales. (2)
- 5.3 Cocacola reduced the acid in one of its beverages. (2)

LESSON PLAN 5

TOPIC : CREATIVE THINKING			
Term	Three	Week	1-2
Duration	1 hour	Weighting	25
Sub-topics	<ul style="list-style-type: none"> • Business opportunity • Mind mapping • Ways in which creative business opportunity can realistically be implemented 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Opportunity • Business opportunity • Mind mapping 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
RESOURCES			
<ul style="list-style-type: none"> • ATP • Examination Guidelines • National Marking Guidelines (Exemplar Paper) • Approved Text Books 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners fail to differentiate between identifying innovative and entrepreneurial business opportunities and ways in which creative business opportunities can realistically be implemented. 			

METHODOLOGY
Teacher: <ul style="list-style-type: none">• Write the problem at the center and draw lines as branches• Facilitate during learner discussion.
Learners: <ul style="list-style-type: none">• Each learners write solution to the problem on each branch• Discuss solutions suggested by learners• Select the best solution
ASSESSMENT
<ul style="list-style-type: none">• Classwork/homework (case study),question and answer

Business Opportunity

- Business opportunity is a packaged business investment that allows the buyer to begin a business.
- It also involves a sale or lease of any product.

How to apply mind mapping

- Start from the centre of the page.
- Main Points flow out from central theme.
- Restrict words to few key phrases.
- Each new idea should have a unique colour or symbol
- Subordinate ideas branch out from main ideas
- Same colour as main branch
- Use images wherever practical
- Mental triggers
- Link and associate ideas
- Draw arrow.

Advantages of mind mapping

- To clear the mind of paradigms, thus providing space for new creative thought.
- To capture and develop of insight when of insight when they occur they occur
- To explore all the creative possibilities of a given subject subject

- To encourage more consistent creative thinking
- To create new conceptual frameworks within which previous ideas can be reorganized.

Disadvantages of Mind mapping

- Easy to over complicate
- Can be messy on paper
- Difficult to elaborate tasks
- Can be time consuming to build a proper mind map.

Ways in which a creative business opportunity can realistically be met

- Share your business idea
- Find a mentor
- Make a business plan
- Understand your market needs and adapt to change
- Learn the technicality
- Networking and trade shows
- Pick a good team to initiate growth
- Create a website suitable for your business
- Use free resources online to reach out to customers

Activity 6

KHALAS LTD (K. LTD)

Khalas Ltd is losing customers, Mr Vilakazi the manager asked the employees to identify the possible causes of the problem and come up with possible solutions. The manager of K. LTD recommended that his employees write the problem at the center and generate as many solutions as possible to the problem.

6.1 Identify the problem solving technique recommended by the manager of Khalas Ltd. (2)

6.2 Explain how Khalas Ltd can apply the problem solving technique identified in QUESTION 1.1 (4)

LESSON PLAN 1

TOPIC : Relationship and Team performance			
Term	4	Week	3-4
Duration	1 hour	Weighting	50%
Sub-topics	<ul style="list-style-type: none"> • Business objectives and benefits of team work 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Business objectives ,Interpersonal relationships, Personal beliefs ,Team assessment, Diversity, Prejudice, Discrimination , Collaboration, Hierarchy, Values 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
<ul style="list-style-type: none"> • EMS GRADE 9(Business plan) 			
RESOURCES			
<ul style="list-style-type: none"> • Exam guidelines • Prescribe Textbook • ATP 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
METHODOLOGY			
<p>Teacher will explain</p> <ul style="list-style-type: none"> • Business Objectives and the types <p>Group work</p> <ul style="list-style-type: none"> • Benefits of team work 			
ASSESSMENT			
<ul style="list-style-type: none"> • Baseline Activity • Scenario 			
ACTIVITIES			
<ul style="list-style-type: none"> • Activity(Homework and Classwork) • Group work 			

The meaning of business objectives

- Business objectives refer to the reason why the enterprise exists.
- The main objective of any business is to make a profit

Benefits of teamwork

- The members of the team learn from each other and grow.
- The team achieve more than the individual.
- Good teamwork helps business to achieve their objectives.
- Business's is more productive.
- The performance of all team members improves because they support each other's skills.
- Teamwork encourages workers to increase their range of skills.
- Gives employees more control over their jobs.

Activity 1

1. Outline the meaning of the following term
1.1 Business objectives (4)
2. Discuss the Benefits of teamwork (6)

LESSON PLAN 2

TOPIC : Relationship and Team performance			
Term	4	Week	3-4
Duration	1 hour	Weighting	50%
Sub-topics	<ul style="list-style-type: none"> • Ways businesses create enabling environment. 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Business objectives ,interpersonal relationships, personal beliefs ,team assessment, diversity, prejudice, discrimination , collaboration, hierarchy, values 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
RESOURCES			
<ul style="list-style-type: none"> • Exam guidelines • Prescribe Textbook • ATP 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> • Learners confused prejudice and discrimination 			
METHODOLOGY			
Teacher explain:			
<ul style="list-style-type: none"> • Business Objectives • Benefits of team work 			
ASSESSMENT			
<ul style="list-style-type: none"> • Baseline Activity • Scenario 			
ACTIVITIES			
<ul style="list-style-type: none"> • Activity (Homework and Classwork) • Group work 			

Ways in which businesses can create an environment that enables teams to work effectively

- The business should listen to employees when they share ideas.

- Make important decisions through a process of teamwork.
- Rewards and mistakes must be viewed as opportunities to learn and grow.
- Keep the communication channels open, facilitate participation and make suggestions for discussion.
- Acknowledge the strengths of employees rather than being threatened by them.
- Encourage cooperation and make employees accountable for their work.
- Observe and understand the emotions of others in the group.
- Ensure that employees are working towards the same goal
- Give employees the same respect regardless of their positions

The meaning of interpersonal relationships in the workplace

- A business objective may be achieved by employees in the workplace.
- Working relationships/employees' circumstances/values/beliefs can impact on a business's performance.
- The degree of power and authority that managers possess depend on the level of management
- Each individual plays a role in achieving business objectives.
- The quality of inter-personal relationship in the workplace has a direct influence on employees' levels of motivation and satisfaction.
- The following factors may impact on the quality of interpersonal relationships in the workplace:
 - The style of management and the type of management structure in the business
 - The personal beliefs and attitudes of employees
 - The patterns of communication in the workplace

Activity 2

2.1 Match the term in column A with the description that matches the meaning in

column B.

COLUMN A	COLUMN B
2.1.1 Prejudice	A. treating people from different groups unfairly.
2.1.2 Collaboration	B. principles or standards of behaviour a person's judgement of what is important in life
2.1.3 Values	C. treating people fairly and equally regardless of their

	differences.
2.1.4 Diversity	D. ranking of people by position and levels of authority in the business.
2.1.5 Equity	E. Working together with other people
	F. Set of moral values of an individual or group
	G. A group of people that work together towards a shared common goal
	H. the aims and goals of the business
	I. To judge people based on characteristics such as gender ,culture ,religion and color
	J. Very different from one another in terms of culture, background, religion.

(10)

2.2 Outline any FOUR criteria for a successful team.

(4)

LESSON PLAN 3

TOPIC : Relationship and Team performance			
Term	4	Week	3-4
Duration	1 hour	Weighting	50%
Sub-topics	<ul style="list-style-type: none"> • Business objectives and benefits of team work 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> • Business objectives ,Interpersonal relationships, Personal beliefs ,Team assessment, Diversity, Prejudice, Discrimination , Collaboration, Hierarchy, Values 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
RESOURCES			
<ul style="list-style-type: none"> • Exam guidelines • Prescribe Textbook • ATP 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
METHODOLOGY			
<p>Teacher will explain</p> <ul style="list-style-type: none"> • Business Objectives and the types • Benefits of team work 			
ASSESSMENT			
<ul style="list-style-type: none"> • Baseline Activity • Scenario 			
ACTIVITIES			
<ul style="list-style-type: none"> • Activity (Homework and Classwork) • Group work 			

Factors that can influence team relationships and ways in which businesses can address these factors

Factors	Explanation of each factor	Ways in which businesses can address factors that influence team relationships.
Prejudice	<ul style="list-style-type: none"> • Prejudice is when disliking a person without any concrete reason. • Prejudices are based on gender/religion etc. • It is very difficult to work with a person who has strong opinions that are not based on facts. • Prejudice affects relationships between employees/team members and make the working environment tense and unpleasant. • The personal attitudes and prejudices of managers and other staff can result in discrimination and can wear down good communication and teamwork in the workplace. 	<ul style="list-style-type: none"> • Educate all your workers about discrimination. • Encourage workers to respect each other's differences. • Respond to any evidence or complaints of inappropriate behaviour. • Deal with any complaints of discrimination promptly and confidentially
Discrimination	<ul style="list-style-type: none"> • Discrimination involves excluding or restricting members of one group from opportunities that are available to other groups. • Discrimination is based on religion, age, ethnicity, gender, disability, skin colour, or race. • Discrimination in the workplace can lead to industrial action. 	<ul style="list-style-type: none"> • Identify signs of discrimination • Avoid favouritism and nepotism • Keep your personal beliefs personal. • Be careful of what you say and to whom you say it. • Develop policy against discrimination and the consequences thereof
Equity	<ul style="list-style-type: none"> • Equity in a workplace means everyone receives fair treatment. • Equity means all people have equal access to opportunities. 	<ul style="list-style-type: none"> • Develop a fair/respectful /supportive/ inclusive workplace. • Make judgements based on merit and fairness.

	<ul style="list-style-type: none"> • Unfair treatment of employees hampers the achievement of objectives in the business. 	<ul style="list-style-type: none"> • Recognise every person's contributions
Diversity	<ul style="list-style-type: none"> • A diverse workforce includes people with different characteristics. • Diversity in the workplace means employees are different in terms of gender/age/religion/race/ ethnicity, cultural background/sexual orientation, religion, languages/education, abilities, etc. 	<ul style="list-style-type: none"> • Create inclusive policies and practices. • Provide diversity training on how to employees can deal with diversity issues • Facilitate effective communication and encourage employee interaction in the workplace • Focus on employees' strengths and similarities

ACTIVITY 3

3.1. Read the scenario below and answer the questions that follows

MUKELWA TRADING (MT)

Mukelwa, the manager at Mukelwa Trading works on creating effective team by creating an environment that influences team relationships. He makes an emphasis on educating all employees about discrimination. He also makes sure that he hires a diverse workforce

3.1.1 Identify TWO factors that can influence team relationships from the scenario above. Motivate your answer by quoting from the scenario

(6)

Use the following table as a guide to answer the question

Factors	Motivation
1.	
2.	

3.1.2 Recommend ways in which the business can address factors that influence team relationships identified above.

(4)

LESSON PLAN 4

TOPIC : Relationship and Team performance			
Term	4	Week	3-4
Duration	1 hour	Weighting	50%
Sub-topics	<ul style="list-style-type: none"> Criteria for successful team performance 		
RELATED CONCEPTS/ TERMS/VOCABULARY	<ul style="list-style-type: none"> Business objectives ,Interpersonal relationships, Personal beliefs ,Team assessment, Diversity, Prejudice, Discrimination , Collaboration, Hierarchy, Values 		
PRIOR-KNOWLEDGE/ BACKGROUND KNOWLEDGE			
RESOURCES			
<ul style="list-style-type: none"> Exam guidelines Prescribe Textbook ATP 			
ERRORS/MISCONCEPTIONS/PROBLEM AREAS			
<ul style="list-style-type: none"> 			
METHODOLOGY			
<p>Teacher will explain</p> <ul style="list-style-type: none"> Business Objectives and the types Benefits of team work 			
ASSESSMENT			
<ul style="list-style-type: none"> Baseline Activity Scenario 			
ACTIVITIES			
<ul style="list-style-type: none"> Activity (Homework and Classwork) Group work activities 			

Criteria for successful team performance

Clear objectives and agreed goals

- Each member of the team must understand the purpose of the team and what they are meant to achieve.
- The goals and objectives must be clear and measurable
- Team members must be aware of the timeframe in which the objectives must be achieved.

Interpersonal attitudes and behaviour

- Members have a positive attitude of support and motivation towards each other.
- Sound interpersonal relationships will ensure job satisfaction and increase productivity of the team.
- Members are committed and passionate towards achieving a common goal.
- Team leader gives credit to members for positive contributions.

Mutual trust and respect

- Team members must respect other team members' skills and experience
- Mutual respect encourages each person to voice their opinions/ideas without fear of being ridiculed.
- Team members must trust each other and believe that each member of the team will do their work to the best of their ability.
- A team must be able to solve conflicts and disagreements by communicating and respecting each person's point of view.

Communication

- Communication must be open and honest
- Each team member must feel free to speak and ask questions
All information must be shared
- Good communication between team members may result in quick decisions.
- Quality feedback improves the morale of the team.

Co-operation / Collaboration

- Clearly defined realistic goals are set, so that all members know exactly what is to be accomplished.
- Willingness to co-operate as a unit to achieve team objectives.
- Co-operate with management to achieve team objectives.
- Agree on ways to get the job done effectively without wasting time on conflict resolution.
- All members take part in decision making.
- A balanced composition of skills, knowledge, experience and expertise ensures that teams achieve their objectives.

Review of the team process

- Team members must stop regularly and examine how well they are doing.
- They must review difficulties and obstacles so that they can find solutions.

Opportunity for individual development

- It is important that each team member is able to share and learn new skills
- Each team should have an opportunity to lead a meeting

Assessing yourself against the criteria for successful team performance

- A team should be to use the criteria for a successful team as the base for their assessment.
- Each team member should ask him/her the following questions?
 - Is the team achieving the goals/objectives?
 - Are team members able to resolve conflict and put the job first
 - Are they sharing information in order to get the job done in the best possible way?
 - Does each member recognise the value of other members?
 - Is the team leader happy with the results of the team effort?
 - Does each team member know their role in the team?

Activity 4

4.1 Describe **FOUR** criteria for successful team performance. (12)

MARKET ENVIRONMENT MEMORANDUM

ACTIVITY 1

1.1.3 Meaning of the term “MARKET ENVIRONMENT”

- It is the environment immediately outside the business. ✓
- Market environment surrounds the micro-environment. ✓ (2)

1.1.2 The COMPONENTS of the market environment

- Consumers (Market) ✓✓
- Suppliers ✓✓
- Intermediaries ✓✓
- Competitors ✓✓ (8)

ACTIVITY 2

1.1.1

COMPONENT	MOTIVATIONS
<ul style="list-style-type: none"> • Suppliers ✓✓ 	<ul style="list-style-type: none"> • They buy their raw material from Creighton Maize Farm which is out of stock sometimes. ✓
<ul style="list-style-type: none"> • Trade unions ✓✓ 	<ul style="list-style-type: none"> • SME refused their employees to join trade unions of their choice. ✓
<ul style="list-style-type: none"> • Competitors ✓✓ <p>(6)</p>	<ul style="list-style-type: none"> • There is a decline in sales since there is a new company that has been established which offers similar products as SME. ✓ • (3)

(9)

ACTIVITY 3

1.1.1 Identify opportunities and threats on AAF business.

Opportunity

The tourism department has invited AAF to open a traditional food stall at the cultural market on weekends. ✓✓

Threats

Covid19 had a negative impact on AAF business, as a results their suppliers have increased their prices due inflation. ✓✓

1.1.2 Explain the reason why NGO's and CBO's form part of the market.

The reasons why NGO's and CBO'S form part of the market.

- NGO's and CBO's are part of the market, because they are also busy with trading and the public donate money which is used to benefit the country. ✓✓
- These organisations can also sell products/ organize fundraisings to use the small amount of profit for the community. ✓✓

Activity 1

1.1. Explain the meaning of macro environment (2)

- The macro environment refers to the challenges and influences from outside the business ✓
- This is also known as the external environment ✓

1.2 Discuss any 4 elements of macro environment (12)

Legal and Political environment ✓✓

- Refers to rules that businesses must obey and all legal aspects that businesses must consider. ✓

Global/international environment ✓✓

- Refers to all happening in the rest of the world that influence local businesses enterprises. ✓

Physical/ natural forces ✓✓

- Physical forces are forces that present in the natural environment. ✓

Technological environment ✓✓

- Technological innovations, including ICT-innovations of the past couple of years have changed the way in which business is conducted in future. ✓

Natural/institutional environment ✓✓

- This environment refers to the official and non-official procedures to do business
Examples; ✓

- getting to know customs and traditions of people in the area of trade ✓
- belonging to a chamber of commerce. ✓

Economic environment ✓✓

- Refers to all the external economic factors that influence buying habits of consumers and business therefore affect the performance of the business. ✓

Social/cultural and demographic ✓✓

- The social environment involves people.
- People are important to business enterprises because they are consumers and also because they employees.

Activity 2

2.1.1 Identify the macro environment elements and motivate your answer by quoting from the above scenario (9)

2.1.2 Recommend ONE way in which ZPC can deal with EACH challenge, as identified in QUESTION 2.1.1 (6)

Use the table below as a GUIDE to present your answer.

Answer to activity 2		
MOTIVATION 2.1.1	MACRO ELEMENTS 2.1.1	RECOMMENDATIONS 2.1.3
The profitability of the business has decreased/due to high interest rates. ✓	Economic ✓✓	Pay off unnecessary debt. ✓✓ Reduce unnecessary spending. ✓✓
Computerized machinery used needs constant up-dating. ✓	Technological ✓✓	Enter into a contract for up-dating the machinery. ✓✓ Work out an up-dating programme. ✓✓ Only run necessary up-dates. ✓✓
ZPC uses harmful chemicals when preparing their cloths for production. ✓	Environmental ✓✓	Research availability and make use of less harmful chemicals. ✓✓ Make changes to the process that would not require the use of these harmful chemicals. ✓✓
Sub max (3)	Sub max (6)	Sub max (6)

3.1. Briefly explain the interrelationship between micro, market and macro (10)

- The micro-environment influences the market environment ✓ through its strategies. ✓
- In return the micro-environment is influenced by the market environment ✓, for example competitors cutting prices or change in consumer behavior. ✓
- The macro environment influences the business indirectly through the market environment ✓ such as effect of tax or recession on consumer spending. ✓
- The macro environment effects the business indirectly through interest rates ✓ on loans or legislation (New Consumer Act, New Companies Act) ✓
- The business has has no control ✓ over the macro environment ✓

SUGGESTED MARKING GUIDELINES

SOCIO ECONOMIC ISSUES

Activity 1

1.1 The meaning of socio-economic issues.

- Socio-economic challenges are issues that affect people√ and the economy in a negative way. √
- They are problems that come from social/people√ and economic/money circumstances. √
- Any other answer related to the meaning of socio-economic issues

Max (4)

1.2 The reason why the socio-economic issues pose a challenge to businesses.

- Socio-economic issues affect consumer spending√ due to poverty and unemployment. √
- These issues place extra burdens and expenditure on businesses√ as they have to develop policies/support systems/ informative programs to address them√
- Businesses are expected to create as many job opportunities as possible√ to assist government address these issues which places a financial burden on them. √
- They must also educate employees on social issues√ and how to become involved in the community to address these social issues√

1.3. The socio-economic issue represented in statements:

1.3.1. Gambling√√

1.3.2. Poverty√√

1.3.3 Bootlegging√√

(6)

Activity 2

2.1 The negative impact of HIV and AIDS on Sipho's businesses.

- Loss of skilled staff due to HIV related illnesses. ✓
- Profits will be lower as production decreases. ✓
- High absenteeism from illness resulting to a decrease in productivity. ✓
- Conflict can arise among staff if they discover that a worker is HIV positive. ✓
- Businesses find it difficult to keep up production levels and to meet deadlines because of poor staff morale. ✓
- Businesses face increased costs of finding/recruiting/training replacements. ✓
- The pool of available skilled workers is getting smaller due to the high rate of HIV infection. ✓
- The costs of finding replacement employees and recruiting are high. ✓
- Business need to invest money in programmes to educate the workers regarding AIDS. ✓
- Decrease in the number of consumers cause a drop in the demand for goods and services. ✓
- Costs such as insurance/retirement funds/health/safety are higher as a result of HIV for the business. ✓
- Businesses face increased costs of paying benefits like housing subsidies, medical care, funeral care and pension funds. ✓
- Staff morale might be low as they are concerned about their health thus lowering productivity. ✓
- Any other relevant answer related to negative impact of HIV/Aids to businesses.

(10)

2.2 Solutions of HIV and AIDS ON THE BUSINESS

- Educate your staff about HIV and AIDS and dispel all the many myths about the disease
- Encourage your staff to get tested
- Arrange for testing on the business premises
- Arrange for counselling and treatment for those found to be HIV positive
- Educate staff about the laws regarding HIV and AIDS and the fact that it is illegal to discriminate against someone because they are HIV positive

(10)

Activity 3

3.1.1 Meaning of inequality

- Inequality is the degree to which people do not have the same opportunities and are treated differently because of their social status.
- It means that people are not equal e.g. some have lots of money/access to education, while others are desperately poor.

3.1.2 Meaning of poverty

- Poverty is the state in which people have little or no money to buy their basic needs.
- People in poverty usually have poor living conditions, hunger and increased susceptibility disease.

2.3 Negative Impact of inequality and poverty on businesses

- People cannot participate fully in the economy.
- Businesses spend more money on social responsibility programmes to address inequality and poverty.
- Poverty shrink the market because people cannot afford to buy luxuries.
- Poverty lead to crime such as shoplifting and robberies on businesses.
- Increases violence as groups scramble for better status and social positions.

- Businesses spend money on improving security due to robberies and shoplifting.
- More money is spent on relieving poverty through their social responsibility programmes.
- Inequality results in lack of skills and job opportunities.

Activity 4

4.1 Purpose of inclusivity in the workplace

- Inclusivity enables businesses to make the best use of all human resources.
- Promotes equal opportunity for every employee to obtain skills that will lead to promotion and career path.
- Promotes respect for each person and their contributions in the workplace.
- Promotes healthy/happy working environments, which in turn increase job satisfaction and productivity.
- Increase tolerance of each other's ideas and beliefs.

4.2

INITIATIVE	SOCIO-ECONOMIC ISSUE
(a) Business can organise counselling	(a) HIV/AIDS
(b) Offer learnership programme for unemployed graduates	(b) Unemployment
(c) Participate in community policing forums	(c) Crime
(d) Conduct awareness programmes on dangers of gambling	(d) Gambling

Activity 5

5.1

- Pyramid schemes✓
- Money laundering✓
- Card games✓
- Casino✓
- National lottery ✓
- Scratch cards✓
- Slot machines✓

5.2 Negative impact of gambling

- Employees may not work ✓ overtime at short notice. ✓
- High rate of employee ✓ absenteeism. ✓
- Local businesses ✓ forced out of business.
- Gambling hides criminal activities✓ and can lead to workplace violence. ✓
- Compulsive gamblers cannot focus on work ✓ while preoccupied with gambling. ✓
- Compulsive gambling puts a strain on relationships ✓ in the workplace. ✓
- Addicted employees could also steal ✓ to get money for gambling. ✓

Negative impact of piracy

- Consumers no longer value the worth and quality of genuine products sold by businesses
- The business image and reputation can be damaged by inferior counterfeit goods.
- The businesses producing the original goods have their profits reduced if piracy occurs.
- Piracy also deprives the original artist of his/ her or income.
- People who buy pirated copies contribute to the problem for businesses

Activity 6

Meaning of strikes

- A strike/labour dispute is a collective refusal of employees to work ✓ because of an issue in the workplace, aimed at forcing the employer to give in to demands. ✓
- It is a collective action taken by a group of unhappy employees ✓ to accept their demands. ✓
- Strikes may take different forms ✓ such as go slow, lock outs and sympathy strikes. ✓
- It is a dispute between the employer and employees ✓ when they cannot agree on wage increases/changes in working conditions, even after negotiations. ✓
- Any relevant answer related to the meaning of strikes

Sub Max (4)

Meaning of political disturbance

- It is a form of protest by a group of people showing their displeasure ✓ on lack of service delivery/proper housing/poor pay/poor work conditions/etc. ✓
- Political disturbance reflects frustration on the part of communication ✓ who may not feel that they have an effective voice in formal political processes. ✓
- It is when a group of people protest against a socio-economic problem ✓ and feel that the government is not doing enough to solve the issue ✓
- Any other relevant answer related to the meaning of political disturbance

Sub Max (4)

Max (8)

2. The negative impact of strikes and political disturbances on businesses

Negative impact of strikes on businesses

- This could make the business to be unable to meet its contractual obligation√ and the business losing contracts. √
- The cost of making up all the working hours√ is too high. √
- Strikes can be violent√ because strikers intimidate those employees who do not want to go on a strike√
- Scares off √potential investors. √
- May results in losses of production√ as employees stay absent from work during strikes. √
- Strike actions may lead to production losses√ and decline in sales.
- Businesses may be forced to close down operations after strike actions. √
- May lead unhealthy working relationships√ between the management and workers. √
- May force businesses to retrench some of its skilled workers√ to recover from losses. √

Negative impact of political disturbance on businesses

- People in township/informal settlement areas√ may block roads preventing employed people from going to work due to service delivery protests. √
- Scares off √potential investors√.
- Businesses may be forced to close√ especially those located in townships. √
- May results in losses of production√ as employees stay absent from work during political disturbances. √
- Many businesses suffer losses√ as a result of damage to property. √
- Riots can result in increased unemployment√ if shopkeepers are forced to shut down. √

√SOLUTIONS TO BUSINESS FUNCTIONS

ANSWERS FOR ACTIVITY 1

1. BUSINESS FUCTIONS

BUSINESS FUNCTIONS	MOTIVATION
1. General management ✓	Ensures that all employees do their work✓
2. Purchasing Fuction✓	Zinhle uses Bakkie to order stock in town✓
3. Human Resources Function✓	Zinhle hires Themba as Cashier✓
4. Marketing function✓	Themba sells goods. ✓
5. Financial fuction ✓	Record cash ✓
6. Public Relations✓	Deals with customer's complain✓
7. Administration function✓	Safe keeping of documents✓
8. Production✓	Prepares fresh food✓

2. LEVEL OF MANAGEMENT

Top level management : long term Strategic decisions

ANSWERS TO ACTIVITY 2

Levels of management and the type of decision taken by each.

Level of management	Type of decision	Examples	Roles
Top management✓	Make long- term strategic decisions. (Policy), which will have long-term outcomes/ Consequences. ✓	CEOs, directors, Owner of sole trader, partners in partnership✓	-Plan the future of the business. -Manage change in the business environment. -Plan the activities of the business. ✓✓
Middle management✓	Make medium-term tactical decisions. (Procedure) ✓	Departmental managers. e.g. marketing manager. financial manager etc. ✓	-Controls the people and processes in the business. -It is the link between top management and lower level management. ✓✓
Lower level ✓	Make short-term operation decisions. ✓	Foreman, supervisor, team leaders. ✓	-Make routine activities. Plan the daily activities

(3)	(3)	(3)	--Set individual objectives for workers working under him/her. -Offer feedback and suggestions to middle management. √√ (6)
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ANSWERS TO ACTIVITY 3

- 3.1 Top level management ✓✓ (2)
- 3.2 Middle level management: ✓✓ tactical decisions ✓✓ (4)
- Lower level management: ✓✓ operational decisions ✓✓ (4)

Answers to Activity 4

- 4.1 Line organisational structure √ (1)
- 4.2 Project organisational structure √ (1)
- 4.3 Line and staff organisational √ (1)
- 4.4 Matrix organisational structure (1)
- 4.5 Functional organisational structure (1)

ANSWERS to activity 5

- 4.5.1 data : refers to raw or unprocessed facts found in statistics or graphs and tables
- 4.5.2 information: refers to processed and analysed data that gives specific knowledge
- 4.5.3 social responsibility : refers to a business initiative to uplift the community social welfare
- 4.5.4 exhibition: its when the business introduced to the community or public and meet the existing customers.
- 4.5.5 Networking: is the action or process of interacting with others to exchange information and develop professional or social contact

Answers to Activity 6

- 6.1 Social Responsibility : “ PWCS supply 50 sanitizers in support of covid 19 pandemic. (2)
- 6.2 Activities of public relations
 - Business get publicity for promotional events through media
 - News conferences can be called to release information to the public
 - Employees may volunteer to spend time with people in need
 - Broachers can be used to distribute information
 - Networking max(03)

Answers to activity 7

Capital budget	Cash budget
<ul style="list-style-type: none"> Estimates the fixed capital Drawn up after every 5 to 10 years Plans the purchasing, upgrading and changing of fixed capital 	<ul style="list-style-type: none"> Estimates working capital Drawn up every end of the financial year Assess whether the business will be able to purchase all the needs of its operation

1.1 Sources of financing

1.1.1 Venture capital✓: funding is given by individuals or organizations to start a business✓ (2)

1.1.2 Bank loans: when an entrepreneur borrows money from the bank✓ it will have an interest rate attached, the money will be paid back over a certain period✓ (2)

1.1.3 Overdraft: is the most popular financing option for the short-term✓, the owner will apply to the bank for an overdraft on a bank account which will be paid back over a period of time✓ (2)

Marking Guidelines for forms of ownership

1.1 Factors to be considered when choosing a form of ownership

- The size and nature of the business✓
- The way in which the business is controlled and managed/ Management ✓
- Who bears the risk/ Risk bearing✓
- How capital is going to be raised ✓
- How profits and losses will be dealt with/ Sharing of Profit✓
- Who is responsible for any debts made by the business/ Liability
- Tax implications for profits earned by the business ✓
- The life span of the business/ Continuity ✓
- The vulnerability of the business in terms of lawsuits/ Legal person ✓

1.2 Forms of Ownership

- Sole Trader✓
- Partnership✓



- Close Corporation✓
- Public Company✓
- Private Company✓
- Personal Liability company✓
- State owned company ✓

Activity 2

2.1.1 Partnership✓✓

2.1.2 Characteristics of a partnership

- “They are mindful of the fact that they will be jointly and severally liable for the debts of the business.” ✓
- “They agreed that each of them will contribute capital, skills and knowledge to the establishment of the business.” ✓
- “In return, they all share the profits and losses of the business.” ✓

2.1.3 Advantages of a partnership

- Can bring in extra partners at any time. ✓✓
- All partners have a personal interest in the business. ✓✓
- The workload and responsibility is shared between partners. ✓✓ (6)

2.1.4 Sole Trader✓✓ The owner takes all of the profits made by the business and is entitled to the ownership of assets✓

Activity 3

3.1.1 Public company ✓✓

3.1.2 Advantages of a public company

- The business has its own legal identity and can own assets/property. ✓✓
- Managed by at least one competent highly skilled director. ✓✓
- Directors bring creative ideas which encourage innovation/high productivity✓✓

Disadvantages of a public company

- Difficult and expensive to establish as the company is subjected to many legal requirements ✓✓
- Must disclose all financial information which can be used by its competitors ✓✓
- Directors may not be motivated to work very hard because share-holders decide on the directors' remuneration ✓✓

Activity 4

4.1 Co-operatives ✓✓

4.2 Types of Co-operatives

- Housing co-operative ✓
- Worker co-operative ✓
- Social co-operative ✓
- Agricultural co-operative ✓
- Co-operative burial society. ✓

Activity 5

5.1 State owned Company

- State owned company has the government as its major shareholder and falls under the department of Public Enterprise. ✓✓
- These companies take on the role of commercial enterprise on behalf of the government. ✓✓

5.2 Characteristics of a state-owned company

- The name ends with letters SOC. ✓✓
- SOC is listed as a public company. ✓✓
- It is owned by the government and operated for profit. ✓✓
- One or more persons may incorporate and there is no limit on number of shareholders. ✓✓

5.3 Advantages of a state-owned company

- Shareholders have limited liability. ✓✓
- Profits may be used to finance other state departments. ✓✓
- Offer essential services which may not be offered by the private sector ✓✓

Activity 6

6.1.1 Personal Liability company√√

6.1.2 Characteristics of a personal liability company

- The company name must end with letters INC √√
- Directors have unlimited liability and they are jointly liable for the debts of the business even if they are long out of office. √√
- The memorandum of Incorporation should state that it is a personal liability company. √√

6.2.1 Non-profit company√√

6.2.2 Advantages of a non-profit company

- Profits are used solely for the primary objective of the organisation. √√
- They provide social services to various communities. √√
- Donors receive tax deductions√√

Disadvantages of a non-profit company

- Need professional assistance to set up this organisation √√
- Does not generate enough capital to cover their expenses. √√
- Donations may not always be enough to finance the company's expenses√√



PRESENTATION

ACTIVITY 1 MARKING GUIDELINE

1.1.1. Tables ✓✓

1.1.2. Importance of business report

- Enable senior management with information✓ on how each department is doing✓.
- Provide information✓ that leads to decision making✓.
- Enable management to keep track✓ of every activity done in each department✓.

1.1.3. Guidelines on writing an effective business report

- Prepare an overview of what you want your audience to know. ✓✓
- Write concisely/briefly and important points only. ✓✓
- Use regular, simple grammar and clear short sentences. ✓✓
- Use visual summaries in the form of tables, graphs, drawings etc. ✓✓
- Edit your report by correcting spelling mistakes and grammatical errors. ✓✓

ACTIVITY 2 MARKING GUIDELINE

2.1. Examples of non-verbal presentation

- Data projector ✓
- Handouts✓
- Interactive Whiteboard/ Smart board✓
- Video conferencing equipment✓
- Flyers / Brochures✓
- Posters/Signs/ Banners/ Flags✓
- Overhead projector✓
- Charts/ Flip Charts/ White boards✓
- Graphs. ✓
- Diagrams✓

2.2.

2.2.1. Non-Verbal presentation ✓✓

2.2.2. Verbal presentation ✓✓

2.2.3. Verbal presentation ✓✓

ACTIVITY 3 MARKING GUIDELINES

3.1 Factors to be considered when preparing verbal presentation quoted from scenario.

3.1.1. When preparing, he considered the following factors: time frame, ✓ feedback session ✓ and the objectives of the presentation. ✓

NOTE: Mark the first THREE only

3.1.2. Other factors to be considered when preparing verbal presentation

- Determine beforehand ✓ who the audience would be. ✓
- Create visual aids ✓ to get the points across ✓
- Practise in front of someone ✓ who will give you an honest opinion of the presentation. ✓
- Your presentation must have an introduction, ✓ a body and a conclusion. ✓
- Visit the venue ✓ and ensure visual aids are appropriate for the room. ✓
- Consider external factors, ✓ e.g. noisy surroundings that may influence the presentation. ✓
- Any other relevant answer related to the steps for preparing verbal presentation. **Max.(8)**

ACTIVITY 4

4.1 Types of visual aids

4.1.1. Flip chart ✓✓

4.1.2. Interactive white board ✓✓

4.1.3. Data projector ✓✓

4.1.4. overhead-projector ✓✓

4.1.5. video-conferencing ✓✓

ACTIVITY 5

5.1 visual aid: Refers to charts/pictures/images that help to clarify a point/enhance a presentation. ✓✓

5.2. White board as audio-visual aid

- Can be used for small or large groups. ✓
- Can be used in brainstorming sessions to capture feedback and ideas. ✓
- Can be linked to other whiteboards in other venues. ✓
- Use coded pens to write new information and feedback. ✓

ACTIVITY 7

7.1 How Use slides to highlight and emphasize key points

- Operate the presentation manually. ✓
- Keep slides simple and uncluttered. ✓
- Make your slides easy to follow. ✓
- Avoid using capital letters ✓ to avoid your message shouting at your audience. ✓
- Use fonts that are easy to read ✓ and simple, at least two different fonts ✓, one for heading and another for content. ✓
- Use contrasting colours for text and background. ✓
- Limit the number of slides to avoid a long presentation. ✓

ACTIVITY 8

8.1 factors that must be considered when designing a presentation. (8)

- Use large, clear fonts that are easy to read. ✓
- Don't have too much writing on them. ✓
- Be colourful and grab attention. ✓
- Be meaningful and appropriate. ✓
- Select a suitable background. ✓
- Keep it simple. ✓
- Avoid long sentences ✓
- Use black text on a light screen background. ✓
- Avoid fancy decorations. ✓
- Make sure that people at the back of the room can read the text. ✓

SOLUTIONS ON CONSUMER PROTECTION ACT

ACTIVITY 1

1.1.1 a) To promote responsible consume behaviour✓

b) Strengthens a culture of consumer rights and responsibility✓

1.1.2 Purpose of the Consumer Protection Act

- Establishes national standards to protect consumers.✓✓
- Establishes a National Consumer Commission (NCC) ✓✓.
- Ensures that consumers have access to information they need to make informed choices. ✓✓
- Provides guidelines for better consumer information and to prohibit unfair business practices. ✓✓
- Empowers consumers to take legal action if their rights are not upheld. ✓✓
- Promotes consumer safety by protecting them from hazardous Products/ services. ✓✓
- Promotes fair/accessible and sustainable places for people to sell their products. ✓✓
- Promotes consistent laws relating to consumer transaction and agreement. ✓✓
- Promotes the rights and full participation of historically disadvantaged individuals as consumers. ✓✓
- Protects consumers against contracts that include unfair terms which limit the liability of suppliers. ✓✓

ACTIVITY TWO

2.1.1 Right to fair value / good quality and safety✓✓

2.1.2 Right to privacy and confidentiality✓✓

2.1.3 Right to fair and honest dealings✓✓

2.1.4 Right to accountability from suppliers✓✓

Possible responses

- Fair but competitive credit market✓ Promotes
- It also promotes the social and financial interest of consumers. ✓

1.2 1. NATURE OF NATIONAL CREDIT ACT

- The NCA was introduced to provide both credit providers and credit applicants with clear guidelines√ regarding their rights and responsibilities. √
- This Act applies to all businesses√ that sell on credit. √
- It prevents businesses√ to take advantages on their consumers√

1.2 Differences cash and credit purchasing

CASH PAYMENT	CREDIT PAYMENT
<ul style="list-style-type: none"> • Cash payment refers to all payments made by cash/ cheque√ for business purchases√ 	<ul style="list-style-type: none"> • Credit payment refers to all payments made by means of credit cards√/on future date for business purchases. √
<ul style="list-style-type: none"> • Cash payment enable businesses to budget for stock purchases√ and avoid unnecessary delays√ 	<ul style="list-style-type: none"> • Credit payment allows businesses to buy stock√ and pay on a future date. √ .
<ul style="list-style-type: none"> • Cash payers can qualify√ for cash discounts. √ 	<ul style="list-style-type: none"> • The credit payer can pay more for goods√ due to interest added on credit purchases. √
Sub max 2	Sub max 2

Sub max 4

ACTIVITY 2

1.1.1 Purpose for NCA

- Promotes a fair but competitive credit market√
- It also promotes the social and financial interest of consumers. √

max 2

1.1.2 NATURE OF NATIONAL CREDIT ACT

- The NCA was introduced to provide both credit providers and credit applicants with clear guidelines√ regarding their rights and responsibilities. √

- This Act applies to all businesses[√] that sell on credit. [√]

max 6

ACTIVITY 2

1.1.1 National Credit Act^{√√}, They obtain credit checks before granting loans to their client [√]

1.1.1 disclose all costs of a loan. [√] **max 4**

1.1.2 RESPONSIBILITIES FOR CREDIT PROVIDERS

- Businesses/credit providers should register with the National Credit Regulator. ^{√√}
- Submit an annual compliance report to the National Credit Regulator. ^{√√}
- Obtain credit records/checks of clients before granting loans. ^{√√}
- Conduct credit affordability assessment to ensure that clients are able to meet their obligations on time. ^{√√}
- offer applicants pre agreements statements. ^{√√}
- disclose all costs of a loan/no hidden costs should be charged or added.
disclose all costs of a loan. ^{√√}

any three (2x3) =6

Marking guidelines for creative thinking and problem solving.

Activity 1

1.1.1 Meaning of creative thinking

- Creative thinking refers to thinking differently and looking at something in a new way. ^{√√}
- Creative thinking is about approaching a thought/idea/problem/situation in a new and interesting way. ^{√√}
- It is a process of putting facts/concepts/principles together in new and original ways. ^{√√}

1.1.2 Benefits/Advantages of creative thinking in the workplace

- Complex business problems may be solved. ^{√√}

- Creativity may lead to new inventions which improves the general standard of living. √√
- Better/Unique/Unconventional ideas/solutions are generated. √√
- May give businesses a competitive advantage if unusual/unique solutions/ideas/strategies are implemented. √√
- Managers/employees have more confidence as they can live up to their full potential. √√

1.1.3 How businesses can use creative thinking to generate entrepreneurial opportunities.

- Thinking about something new or original. √√
- Creative thinking can help entrepreneurs to come up with better ideas than their competitors. √√
- Existing products can be improved through creative thinking. √√

1.1.4 Ways to create an environment that creates creative thinking.

- Businesses should emphasize the importance of creative thinking by ensuring all staff members are aware that their ideas will be heard. √√
- Encourage staff to come up with new ideas. √√
- Propose containers at different places in the workplace where employees can submit ideas/suggestions. √√
- Keep communication channels open for new ideas√√

Activity 2

2.1.1 Problem Solving√√

2.1.2 Decision Making√√

2.1.3 Decision Making√√

2.1.4 Problem Solving√√

2.1.5 Decision Making√√

2.1.6 Problem Solving√√

Activity 3

DRIVING FORCES	SCORE 1 - 5		RESTRAINING FORCES	SCORE 2- 5
----------------	----------------	--	-----------------------	---------------

New machinery will improve speed of production✓		UPGRADE OF NEW MACHINERY	The new machinery is very expensive✓	
customers want new products✓			The staff are frightened of new technology✓	
New machinery will improve the quality of products✓			Staff will require training✓	
it will decrease maintenance costs✓				
	✓			✓

Activity 4

4.1.1

Problem Solving technique	Motivation
<ul style="list-style-type: none"> Brainstorming✓✓ 	<ul style="list-style-type: none"> Employees were requested to suggest new ideas in a large group without working individually✓
<ul style="list-style-type: none"> Forced Field analysis✓✓ 	<ul style="list-style-type: none"> The management of SF LTD evaluated the advantages and disadvantages of each idea. ✓

4.1.2 Advantages of Forced field analysis

- Employees feel included and understood. ✓✓
- Employees develop and grow with the business. ✓✓
- It provides a visual summary of all the various factors supporting and opposing a particular idea✓✓

Advantages of brainstorming

- People get ideas from others and build on them. ✓✓
- Stimulates creative thinking in the workplace. ✓✓
- Better solutions are developed through collective contributions. ✓✓
- Combinations of ideas/improvements can be chosen after all the ideas have been written down. ✓✓

Activity 5

5.1 Mind mapping√√

5.2 How to apply mind mapping

- Start from the centre of the page. √√
- Main Points flow out from central theme. √√
- Restrict words to few key phrases. √√
- Each new idea should have a unique colour or symbol √√

Activity 6

6.1.1 Empty chair technique√√

6.1.2 SCAMPER√√

6.1.3 SCAMPER√√

TEAM PERFORMANCE

SUGGESTED MARKING GUIDELINES

Activity 1

1.1. Business objectives

- refer to the reason why the enterprise exists
- The main objective of any business is to make profit.

2. Benefits of team work

- The members of the team learn from each other and grow
- The team achieve more than the individual
- Good teamwork helps businesses to achieve their objectives
- Business is more productive

Activity 2

2.1.1 I

2.1.2 E

2.1.3 B

2.1.4 J

2.1.5 A

Activity 3

Factors	Motivation
----------------	-------------------

1. Discrimination	He makes an emphasis on educating all employees about discrimination
2. Diversity	He also makes sure that he hires a diverse workforce

Discrimination

- Identify signs of discrimination
- Avoid favoritism and nepotism
- Keep your personal beliefs personal.
- Be careful of what you say and to whom you say it.
- Develop policy against discrimination and the consequences thereof

Diversity

- Create inclusive policies and practices.
- Provide diversity training on how to employees can deal with diversity issues
- Facilitate effective communication and encourage employee interaction in the workplace
- Focus on employees' strengths and similarities

Activity 4

Clear objectives and agreed goals

- The goals and objectives must be clear and measurable
- Each member of the team must understand the purpose of the team and what they are meant to achieve

Interpersonal attitude and behaviour

- Team leader gives credit to members for positive contribution
- Members have a positive attitude of support and motivation toward each other

Communication

- Communication must be open and honest

- All information must be shared