



education

Department:
Education
North West Provincial Government
REPUBLIC OF SOUTH AFRICA

PROVINCIAL TASK

GRADE 12

**BUSINESS STUDIES
CONTROLLED TEST 1**

2025

Stanmorephysics.com

MARKS: 100

TIME: 1 hour 30 min

This question paper consists of 7 pages.

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

- This question paper consists of THREE sections and covers FOUR main topics.

SECTION A: COMPULSORY

SECTION B: Consists of THREE questions

Answer any TWO of the THREE questions in this section.

SECTION C: Consists of TWO questions

Answer ONE of the TWO questions in this section.

- Read the instructions for each question carefully and take note of what is required.

Note that ONLY the answers to the first TWO questions selected in SECTION B and the answers to the FIRST question selected in SECTION C will be marked.

- Number the answers correctly according to the numbering system used in this question paper. No marks will be awarded for answers that are numbered incorrectly.
- Except where other instructions are given, answers must be in full sentences.
- Use the mark allocation and nature of each question to determine the length and depth of an answer.
- Use the table below as a guide for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME (minutes)
A: Objective-type questions COMPULSORY	1	20	15
B: THREE direct/indirect-type questions CHOICE (Answer any TWO)	2	20	45
	3	20	
	4	20	
C: TWO essay-type questions CHOICE (Answer any ONE)	5	40	30
	6	40	
TOTAL		100	90 minutes

- Begin the answer to EACH question on a NEW page, for example QUESTION 1 – new page, QUESTION 2 – new page.
- You may use a non-programmable calculator.
- Write neatly and legibly.

SECTION A (COMPULSORY)**QUESTION 1**

- 1.1 Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A-D) next to the question numbers (1.1.1 to 1.1.5) in the ANSWER BOOK., E.g. 1.1.6.D

1.1.1 This Act prevents discrimination on the grounds of race, gender and disability in the workplace:

- A Skills Development Act (SDA), 1998 (No. 97 of 1998)
- B Employment Equity Act (EEA), 1998 (Act 55 of 1998)
- C Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997)
- D Labour Relations Act (LRA), 1995 (Act 66 of 1995)

1.1.2 The role of the interviewee during an interview is to ...

- A make the interviewer feel at ease.
- B explain the purpose of the interview to the panel.
- C prepare responses for possible questions.
- D ask clarity-seeking questions about the position.

1.1.3 The industrial analysis tool that analyses both internal and external environments.

- A PESTLE model.
- B SWOT analysis.
- C BEE scorecard.
- D Porters Five Forces.

1.1.4 Nell Traders applied ... as a King Code principle when they developed remedial programmes to protect the environment and reduce pollution.

- A. responsibility
- B. transparency
- C. accountability
- D. discipline

1.1.5 The CEO of Zodwa Enterprises follows the ... process when considering various alternatives before choosing the best one.

- A conventional thinking
- B collaboration
- C decision-making
- D problem solving

(5x2) (10)

- 1.2 Complete the following statements by using the word(s) in the list below. Write only the word(s) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

Brainstorming, placement; abuse of work time; Employment equity; Human Resources ; unauthorised use of workplace funds and resources; Creativity; Labour relations; National Skills Development; selection

- 1.2.1 The... Act promotes a healthy relationship between the employer and employees in the workplace.
- 1.2.2 The ... strategy aims at increasing employee participation in lifelong learning.
- 1.2.3 The employee's qualifications and skills are matched with the requirements of the job during the ... procedure.
- 1.2.4 CijacoTrading has employees who download music and movies using the business's assets, and that is referred to as ...
- 1.2.5 ... is the ability to think of original and new ideas to solve problems..

(5 x 2) (10)

TOTAL SECTION A: [20]

SECTION B

Answer ANY TWO questions in this section.

NOTE: Clearly indicate the QUESTION NUMBER of each question that you choose. The answer to EACH question must start on a NEW page, for example QUESTION 2 on a NEW page, QUESTION 3 on a NEW page.

QUESTION 2: LEGISLATIONS

- 2.1 Name any TWO types of leave as stipulated in the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (2)
- 2.2 Outline the role of SETAs in supporting the Skills Development Act. (4)
- 2.3 Read the scenario below and answer the questions that follow.

HOLOLO SUPPLIERS (HS)
Hololo Suppliers implemented the Broad-Based Black Economic Empowerment Act (BBBEE), 2003 (Act 53 of 2003). They promoted Cindy to a senior executive position to serve on their board of directors.

- 2.3.1 Name the pillar of the Broad-Based Black Economic Empowerment Act (BBBEE), 2003 (Act 53 of 2003) applied by HS in the scenario above. (2)
- 2.3.2 Explain the purpose of the Broad-Based Black Economic Empowerment Act (BBBEE), 2003 (Act 53 of 2003). (4)
- 2.4 Discuss the positive impact of Consumer Protection Act(CPA),2008(Act 68 of 2008) on businesses. (4)
- 2.5 Recommend ways in which business can comply with the Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997). (4)

[20]

QUESTION 3: HUMAN RESOURCES FUNCTION

- 3.1 State any TWO sources of internal recruitment. (2)
- 3.2 Outline the role of the interviewer before the interview. (4)
- 3.3 Read the scenario below and answer the questions that follow.

MUZI LOGISTICS (ML)
Muzi Logistics drafted an employment contract for Farouk, a newly appointed transport supervisor. Management explained the terms and conditions of the employment contract to him. Farouk was given an opportunity to read the contract before signing it. ML also highlighted the reasons why an employment contract could be terminated.

- 3.3.1 Quote TWO legal requirements of an employment contract from the scenario above. (2)

- 3.3.2 Explain the reasons for the termination of an employment contract. (4)
- 3.4 Discuss the impact of fringe benefits on businesses. (4)
- 3.5 Advise businesses on the benefits of induction. (4)

[20]

**QUESTION 4: MISCELLANEOUS TOPICS
LEGISLATIONS AND HUMAN RESOURCES FUNCTION**

- 4.1 Name any TWO examples of employee benefits. (2)
- 4.2 Define the meaning of *learnerships*. (2)
- 4.3 Read the scenario below and answer the question that follows.

STEYN TRANSPORT (ST)

Steyn Transport is known for providing prompt deliveries to various clients. Rori, the receptionist, is paid for the number of hours spent at work. Mike, the driver, receives his salary based on the number of deliveries he makes.

Identify TWO salary determination methods used by ST. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.3.

SALARY DETERMINATION METHODS	MOTIVATIONS
1.	
2.	

(6)

CREATIVE THINKING AND PROBLEM SOLVING

- 4.4 State any TWO problem-solving steps. (2)
- 4.5 Identify the problem-solving technique applied by Sammy Electricians in EACH statement below:
 - 4.5.1 Sammy Electricians requested their employees to make suggestions randomly aloud in a large group. (2)
 - 4.5.2 A panel of experts was requested to complete a questionnaire to provide solutions to their business problems. (2)
- 4.6 Recommend ways in which businesses can create an environment that promotes creative thinking in the workplace. (4)

[20]

TOTAL: SECTION B: 40

SECTION C

Answer ANY ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of the chosen question. The answer to EACH question must start on a NEW page, e.g. QUESTION 5 on a NEW page OR QUESTION 6 on a NEW page.

QUESTION 5: BUSINESS ENVIRONMENTS (LEGISLATION)

The National Credit Act (NCA), 2005 (Act 34 of 2005) provides a framework to regulate the credit market. It protects the rights of consumers and provides guidelines on how businesses should comply with this Act. Businesses may face penalties for not complying with the National Credit Act.

Write an essay on the National Credit Act in which you include the following aspects:

- Outline the rights of consumers in terms of the National Credit Act.
- Explain the impact of the NCA on businesses.
- Discuss ways in which businesses could comply with the NCA.
- Advise businesses on the penalties they may face for non-compliance to the Act.

[40]**QUESTION 6: BUSINESS ROLES(ETHICS AND PROFESSIONALISM)**

Professional behaviour forms part of effective business practice that guides employees' conduct in the workplace. Many businesses agree that unethical business practices have a negative impact on their operations. Successful businesses develop strategies to deal with unethical business practices.

Write an essay on ethics and professionalism in which you include the following aspects:

- Elaborate on the meaning of *professional behaviour*.
- Explain how the THREE types of unethical business practices pose challenges to businesses.
- Discuss ways in which businesses could deal with these types of unethical business practices in the workplace.
- Suggest ways in which professional, responsible, ethical and effective business practice should be conducted.

[40]**TOTAL SECTION C: 40****TOTAL: 100**



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PROVINCIAL TASK

GRADE 12

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BUSINESS STUDIES TEST
MARCH 2025
MARKING GUIDELINES

Stanmorephysics.com

MARKS: 100

These marking guidelines consist of 24 pages.

NOTES TO MARKERS**PREAMBLE**

The notes to markers are provided for quality assurance purposes to ensure the following:

- (a) Fairness, consistency and reliability in the standard of marking
- (b) Facilitate the moderation of candidates' scripts at the different levels
- (c) Streamline the marking process considering the broad spectrum of markers across the country
- (d) Implement appropriate measures in the teaching, learning and assessment of the subject at schools/institutions of learning

1. For marking and moderation purposes, the following colours are recommended:
Marker: Red
Departmental head Green
External moderator Orange
2. Candidates' responses must be in full sentences for SECTIONS B and C. However, this would depend on the nature of the question.
3. Comprehensive marking guidelines have been provided but this is by no means exhaustive. Due consideration should be given to an answer that is correct, but:
 - Uses a different expression from that which appears in the marking guidelines
 - Comes from another source
 - Original
 - A different approach is used**NOTE:** There is only ONE correct answer in SECTION A.
4. Take note of other relevant answers provided by candidates and allocate marks accordingly. (In cases where the answer is unclear or indicates some understanding, part-marks should be awarded, for example, one mark instead of the maximum of two marks.)
5. The word 'Sub-max' is used to facilitate the allocation of marks within a question or sub-question.
6. The purpose of circling marks (guided by 'max' in the breakdown of marks) on the right-hand side is to ensure consistency and accuracy in the marking of scripts as well as for calculation purposes.
7. Subtotals to questions must be written in the right-hand margin. Circle the subtotals as indicated by the allocation of marks. This must be guided by 'max' in the marking guidelines. Only the total for each question should appear in the left-hand margin next to the appropriate question number.
8. In an indirect question, the theory as well as the response must be relevant and related to the question.
9. Incorrect numbering of answers to questions or sub questions in SECTIONS A and B will be severely penalised. Therefore, correct numbering is strongly recommended in all sections.

10. No additional credit must be given for repetition of facts. Indicate with an 'R'.
11. Note that no marks will be awarded for indicating Yes/No in evaluation type questions requiring substantiation or motivation. (Applicable to SECTIONS B and C)
12. The differentiation between 'evaluate' and 'critically evaluate' can be explained as follows:
- 12.1 When 'evaluate' is used, candidates are expected to respond in either a positive/negative manner or take a neutral (positive and negative) stance, e.g. **Positive:** *'COIDA eliminates time and costs spent√ on lengthy civil court proceedings.√'*
- 12.2 When 'critically evaluate' is used, candidates are expected to respond in either a positive/negative manner or take a neutral (positive and negative) stance. In this instance candidates are also expected to support their responses with more depth, e.g. *'COIDA eliminates time and costs spent√ on lengthy civil court proceedings√, because the employer will not be liable for compensation to the employee for injuries sustained during working hours as long as it can be proved that the business was not negligent.√'*
- NOTE:**
1. The above could apply to 'analyse' as well.
 2. Note the placing of the tick (√) in the allocation of marks.
13. The allocation of marks must be informed by the nature of the question, cognitive verb used, mark allocation in the marking guidelines and the context of each question.

Cognitive verbs, *such as:*

- 13.1 Advise, name, state, mention, outline, motivate, recommend, suggest, (*list not exhaustive*) do not usually require much depth in candidates' responses. Therefore, the mark allocation for each statement/answer appears at the end.
- 13.2 Describe, explain, discuss, elaborate, compare, distinguish, differentiate, justify, devise, analyse, evaluate, critically evaluate (*list not exhaustive*) require a greater depth of understanding, application and reasoning. Therefore, the marks must be allocated more objectively to ensure that assessing is conducted according to established norms so that uniformity, consistency and fairness are achieved.
14. Mark only the FIRST answer where candidates offer more than one answer for SECTION B and C questions that require one answer.

15. **SECTION B**

15.1 If, for example, FIVE facts are required, mark the candidate's FIRST FIVE responses and ignore the rest of the responses. Indicate by drawing a line across the unmarked portion or use the word 'Cancel'.

NOTE: This applies only to questions where the number of facts is specified.

15.2 If two facts are written in one sentence, award the candidate FULL credit. Point 14.1 above still applies.

15.3 If candidates are required to provide their own examples/views, brainstorm this at the marking centre to finalise alternative answers.

15.4 **Use of the cognitive verbs and allocation of marks:**

15.4.1 If the number of facts is specified, questions that require candidates to 'describe/discuss/explain' may be marked as follows:

Fact 2marks (or as indicated in the marking guidelines)
Explanation 1 mark

The 'fact' and 'explanation' are given separately in the marking guidelines to facilitate mark allocation.

15.4.2 If the number of facts required is not specified, the allocation of marks must be informed by the nature of the question and the maximum mark allocated in the marking guidelines.

15.5 **ONE mark may be awarded for answers that are easy to recall, requires one-word answers or is quoted directly from a scenario/case study. This applies to SECTIONS B and C (where applicable).**

16. **SECTION C**

16.1 The breakdown of the mark allocation for the essays is as follows:

Introduction	Maximum: 32
Content	
Conclusion	
Insight	8
TOTAL	40

16.2 Insight consists of the following components:

Layout/Structure	Is there an introduction, a body and a conclusion?	2
Analysis and interpretation	Is the candidate able to break down the question into headings/sub-headings/interpret it correctly to show understanding of what is being asked? Marks to be allocated using this guide: All headings addressed: 1 (One 'A') Interpretation (16 to 32 marks): 1 (One 'A')	2
Synthesis	Are there relevant decisions/facts/responses made based on the questions? Marks to be allocated using this guide: No relevant facts: 0 (Two '-S') Some relevant facts: 1 (One '-S') Only relevant facts: 2 (No '-S') Option 1: Only relevant facts: 2 marks (No '-S') Where a candidate answers 50% or more (two to four sub questions) of the questions with only relevant facts; no '-S' appears in the left margin. Award the maximum of TWO (2) marks for synthesis.  Option 2: Some relevant facts: 1 mark (One '-S') Where a candidate answers less than 50% (only one sub-question) of the question with only OR some relevant facts; one '-S' appears in the left margin. Award a maximum on (1) mark for synthesis. Option 3: Some relevant facts: 1 mark (One '-S') Where a candidate answers FOUR sub-questions, but one/two/three sub-questions with no-relevant facts; one '-S' appears in the left margins. Award a maximum of ONE (1) mark for synthesis. Option 4: No relevant facts: 0 mark (Two '-S') Where a candidate answers less than 50% (only one sub-question) of the questions with no relevant facts; two '-S' appears in the left margin. Award a ZERO-mark for synthesis.	2
Originality	Is there evidence of one or two examples, not older that two (2) years that are based on recent information, current trends and developments?	2
TOTAL FOR INSIGHT:		8
TOTAL MARKS FOR FACTS:		32
TOTAL MARKS FOR ESSAY (8 + 32):		40

- NOTE:**
- 1. No marks will be awarded for contents repeated from the introduction and conclusion.**
 - 2. The candidate forfeits marks for layout if the words INTRODUCTION and CONCLUSION are not stated.**
 - 3. No marks will be allocated for layout, if the headings INTRODUCTION and CONCLUSION are not supported by an explanation.**

- 16.3 Indicate insight in the left-hand margin with a symbol e.g. ('L, A, -S and/or O').
- 16.4 The breakdown of marks is indicated at the end of the suggested answer/marketing guidelines to each question.
- 16.5 Mark all relevant facts until the SUB MAX/MAX mark in a subsection has been attained. Write SUB MAX/MAX after maximum marks have been obtained.
- 16.6 At the end of each essay indicate the allocation of marks for facts and marks for insight as follows: (L – Layout, A – Analysis, S – Synthesis, O – Originality) as in the table below.

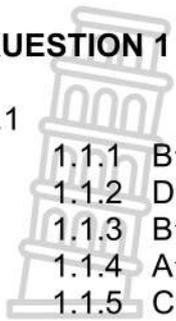
CONTENT	MARKS
Facts	32 (max.)
L	2
A	2
S	2
O	2
TOTAL	40

- 16.7 When awarding marks for facts, take note of the sub-maxima indicated, especially if candidates do not make use of the same subheadings. Remember, headings and subheadings are encouraged and contribute to insight (structuring/logical flow/sequencing) and indicate clarity of thought. (See MARK BREAKDOWN at the end of each question.)
- 16.8 If the candidate identifies/interprets the question INCORRECTLY, then he/she may still obtain marks for layout.
- 16.9 If a different approach is used by candidates, ensure that the answers are assessed according to the mark allocation/subheadings as indicated in the marking guidelines.
- 16.10 16.10.1 Award TWO marks for complete sentences. Award ONE mark for phrases, incomplete sentences and vague answers.
- 16.10.2 With effect from November 2015, the TWO marks will not necessarily appear at the end of each completed sentence. The ticks (√) will be separated and indicated next to each fact, e.g. 'Product development is a growth strategy√, where businesses aim to introduce new products into existing markets.'√
This will be informed by the nature and context of the question, as well as the cognitive verb used.
- 16.11 With effect from November 2017, the maximum of TWO (2) marks for facts shown as headings in the marking guidelines, will not necessarily apply to each question. This would also depend on the nature of the question.

SECTION A

QUESTION 1

1.1



- 1.1.1 B√√
- 1.1.2 D√√
- 1.1.3 B√√
- 1.1.4 A√√
- 1.1.5 C√√

(5 x 2) (10)

1.2

- 1.2.1 Labour relations √√
- 1.2.2 Human Resource√√
- 1.2.3 placement √√
- 1.2.4 unauthorised use of workplace funds and resources √√
- 1.2.5 Creativity √√



(5 x 2) (10)

TOTAL SECTION A: 20

BREAKDOWN OF MARKS

QUESTION 1	MARKS
1.1	10
1.2	10
TOTAL	20

SECTION B

Mark the **FIRST TWO** answers only.

QUESTION 2: LEGISLATIONS**2.1 Types of leave as stipulated in the Basic Conditions of Employment Act/BCEA**

- Annual ✓
- Sick ✓
- Maternity ✓
- Parental/Adoption/Commissioning parental ✓
- Family responsibility/Paternity ✓

NOTE: Mark the first TWO (2) only.

(2 x 1) (2)

2.2 Role of SETAs in supporting the Skills Development Act/SDA

- Report to the Director General. ✓✓
- Promote and establish learnerships. ✓✓
- Collect levies and pay out grants as required. ✓✓
- Provide accreditation for skills development facilitators. ✓✓
- Register learnership agreements/learning programmes. ✓✓
- Approve workplace skills plans and annual training reports. ✓✓
- Monitor/Evaluate the actual training by service providers. ✓✓
- Allocate grants to employers/education/training providers. ✓✓
- Oversee training in different sectors of the South African economy. ✓✓
- Develop sector skills plans in line with the National Skills Development Strategy. ✓✓
- Draw up skills development plans for their specific economic sectors. ✓✓
- Provide training material/programmes for skills development facilitators. ✓✓
- Pay out grants to businesses that are complying with the requirements of the Skills Development Act. ✓✓
- Identify suitable workplaces for practical work experience. ✓✓
- Any other relevant answer related to the role of SETAs in supporting the SDA.

Max (4)

2.3 Broad-Based Black Economic Empowerment/BBBEE Act**2.3.1 BBBEE pillar from scenario**

Management control ✓✓

(2)

2.3.2 Purpose of the Broad-Based Black Economic Empowerment/BBBEE Act

- BBBEE Act enables wealth to be spread more broadly ✓ across all population groups. ✓
- Outlines areas that would give the government a platform ✓ for bringing equitable spread of wealth. ✓
- Allows for the development ✓ of Codes of Good Practice. ✓
- Empowers the Minister to issue Codes of Good Practice ✓ and publish transformation charters. ✓
- Establishes the Black Economic Empowerment Advisory Council ✓, which addresses matters related to black empowerment. ✓

- Creates capacity within the broader economic landscape at all levels ✓ through the implementation of the BBBEE pillars. ✓
- BBBEE Act aims at targeting inequality ✓ in the South African economy. ✓
- Increases the number of black people ✓ that manage/control South African businesses. ✓
- Any other relevant answer related to the purpose of the BBBEE Act.

Max (4)

2.4 Positive impact of CPA on businesses

Positives/Advantages

- Businesses may be safeguarded ✓ from dishonest competitors. ✓
- Businesses may be protected ✓ if they are regarded as consumers. ✓
- Prevents larger businesses ✓ from undermining smaller ones. ✓
- May gain consumer loyalty, ✓ if they comply with CPA. ✓
- Enables businesses to resolve disputes fairly ✓ through the National Consumer Commission/Consumer Court/Industrial ombudsmen ✓
- Businesses may build a good image ✓ if they ensure that they do not violate consumer rights. ✓
- Any other relevant answer related to the positive impact of CPA on businesses.

Max (4)

2.5 Ways to comply with COIDA

- Businesses should provide a healthy/safe working environment. ✓✓
- Register with the Compensation Commissioner and provide the particulars of the business. ✓✓
- Must keep records of employees' income and details of work for four years. ✓✓
- Obligated to report all incidents causing death/injury/illness of employees. ✓✓
- Businesses should submit returns of earnings by no later than 1 March annually. ✓✓
- Levies must be paid to the Compensation Fund. ✓✓
- Ensure that the premises/equipment/machinery is in good working condition. ✓✓
- Should allow regular assessment of the workplace by inspectors in order to determine the level of risk their employees are exposed to. ✓✓
- Employers may not make deductions for COIDA from employees' remuneration packages. ✓✓
- Businesses must ensure that claims are lodged within twelve months of the date of the accident. ✓✓
- Any other relevant answer related to the ways business can comply with COIDA.

Max (4)
[20]

**BREAKDOWN OF MARKS**

QUESTION 2	MARKS
2.1	2
2.2	4
2.3.1	2
2.3.2	4
2.4	4
2.5	4
TOTAL	20

QUESTION 3: BUSINESS OPERATIONS**3.1 Sources of internal recruitment**

- Internal e-mails/Intranet/Web sites to staff. ✓
- Word of mouth/Staff meetings. ✓
- Business newsletter/Circulars to staff. ✓
- Internal/management referrals. ✓
- Notice board of the business. ✓
- Internal bulletins. ✓
- Recommendation of current employees. ✓
- Head hunting within the business/organisational database. ✓
- Any other relevant answer related to sources of internal recruitment.

NOTE: Mark the first TWO (2) only.

(2 x 1) (2)

3.2 Role of the interviewer before the interview

- Book and prepare the venue for the interview. ✓✓
- Inform all shortlisted candidates about the date and place of the interview. ✓✓
- Set the interview date and ensure that all interviews take place on the same date, if possible. ✓✓
- Notify all panel members conducting the interview about the date and place of the interview. ✓✓
- The interviewer should develop a core set of questions based on the skills/knowledge/ability required. ✓✓
- Check/read the application/verify the CV of every candidate for anything that may need to be explained. ✓✓
- Plan the programme for the interview and determine the time that should be allocated to each candidate. ✓✓
- Any other relevant answer related to the role of the interviewer before the interview.

Max (4)

3.3 Employment contract**3.3.1 Legal requirements of an employment contract from the scenario**

- Management explained the terms and conditions of the employment contract to him. ✓
- Farouk was given an opportunity to read the contract before signing it. ✓

NOTE: 1. Mark the first TWO (2) ONLY

2. Only award marks for responses that are quoted from the scenario.

(2 x 1) (2)

3.3.2 Reasons for the termination of an employment contract

- The employer may dismiss an employee for a valid reason(s) ✓ such as unsatisfactory job performance/misconduct. ✓
- Employer may no longer have work ✓ for redundant employees/cannot fulfil the contract/is restructuring. ✓
- The employer may retrench some employees ✓ due to insolvency/may not be able to pay the employees. ✓
- Employees may decide to leave/resign voluntarily ✓ for better job opportunities. ✓
- An employee may have reached the pre-determined ✓ age for retirement. ✓
- Incapacity of an employee to work ✓ due to illness/injuries. ✓
- By a mutual agreement ✓ between the employer and employee. ✓
- The duration of the employment contract ✓ expires/comes to an end. ✓
- Any other relevant answer related to the reasons for the termination of an employment contract.

Max (4)

3.4 Impact of fringe benefits on businesses

Positives/Advantages

- Improves productivity ✓ resulting in higher profitability ✓
- Attractive fringe benefit packages ✓ may result in higher employee retention/reduces employee turnover. ✓
- Attracts qualified/skilled/experienced employees ✓ who may positively contribute towards the business goals/objectives ✓
- It increases employee satisfaction/loyalty ✓ as they may be willing to go the extra mile. ✓
- Businesses save money ✓ as benefits are tax deductible. ✓
- Fringe benefits can be used as leverage ✓ for salary negotiations. ✓
- Any other relevant answer related to the positive/ advantages of fringe benefits on businesses.

AND/OR

Negatives/Disadvantages

- Businesses, which cannot offer fringe benefits, ✓ fail to attract skilled workers. ✓
- It can create conflict/lead to corruption ✓ if allocated unfairly. ✓
- Fringe benefits are additional costs ✓ that may result in cash flow problems. ✓
- Errors/Mistakes in benefit plans ✓ may lead to costly lawsuits/regulatory fines. ✓
- Decreases business profits, ✓ as incentive/package/remuneration costs are higher. ✓
- Businesses which offer employees different benefit plans ✓ may create resentment to those who receive less benefit resulting in lower productivity. ✓
- Administrative costs increase ✓ as benefits need to be correctly recorded for tax purposes ✓
- Workers only stay with the business for fringe benefits, ✓ and may not be committed/loyal to the tasks/business. ✓
- Businesses have to pay advisors/attorneys ✓ to help them create benefit plans that comply with law. ✓
- Any other relevant answer related to the negatives/disadvantages of fringe benefits on businesses.

Max (4)

3.5 Benefits of induction



- Allows new employees to settle in quickly and work effectively.√√
- Ensures that new employees understand rules and restrictions in the business.√√
- New employees may establish relationships with fellow employees at different levels.√√
- Make new employees feel at ease in the workplace, which reduces anxiety/insecurity/fear.√√
- The results obtained during the induction process provide a base for focussed training.√√
 - Increases quality of performance/productivity which promotes the effective use of working methods/resources. √√
 - Minimises/Decreases the need for on-going training and development.√√
 - Employees will be familiar with organisational structures, such as who are their supervisors/low level managers.√√
 - Opportunities are created for new employees to experience/explore different departments.√√
 - New employees will understand their role/responsibilities concerning safety regulations and rules.√√
 - New employees will know the layout of the building/factory/offices which saves production time.√√
 - Learn more about the business so that new employees understand their roles/responsibilities to be more efficient.√√
 - Company policies are communicated regarding conduct and procedures/safety and security/employment contract/conditions of employment/working hours/leave. √√
 - Realistic expectations for new employees as well as the business are created.√√
 - New employees may feel part of the team resulting in positive morale and motivation.√√
 - Employees may have a better understanding of business policies regarding ethical/professional conduct/procedures/CSR.√√
 - Reduces the staff turnover as new employees have been inducted properly.√√
 - Any other relevant answer related to the benefits of induction for businesses.

Max (4)

BREAKDOWN OF MARKS

QUESTION 3	MARKS
3.1	2
3.2	4
3.3.1	2
3.3.2	4
3.4	4
3.5	4
TOTAL	20

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS AND OPERATIONS

4.1 Employee benefits

- Pension ✓
- Medical aid ✓
- Provident fund ✓
- Allowances ✓

NOTE: Mark the first TWO (2) only

(2 x 1)

(2)

4.2 Meaning of learnerships

- Theoretical/Practical training opportunities ✓ that can lead to a recognised occupational qualification. ✓
- Structured learning programme completed during work hours ✓ for a specified period of time. ✓
- Agreement between a learner/trainee, employer ✓ and a training provider. ✓
- May include employment for a specified period ✓ after learnership is completed. ✓
- Includes a training course with learning material ✓ as well as practical work experience. ✓
- Any other relevant answer related to the meaning of learnerships

Max (2)

4.3 Salary determination methods from the scenario

SALARY DETERMINATION METHODS	MOTIVATIONS
1. Time-related ✓✓	Rori, the receptionist, is paid for the number of hours spent at work. ✓
2. Piecemeal ✓✓	Mike, the driver, receives his salary based on the number of deliveries he has made. ✓
Sub-max (4)	Sub-max (2)

- NOTE:**
1. **Mark the first TWO (2) only.**
 2. **Award marks for the salary determination methods even if the quotes are incomplete.**
 3. **Do not award marks for motivations if the salary determination methods were incorrectly identified.**

Max (6)

BUSINESS ROLES**4.4 Problem-solving steps**

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

NOTE: 1. Mark the first TWO (2) only. -
2. Accept steps in any order.

(2X1) (2)**4.5 Problem-solving techniques from the statements**

- 4.5.1 Brainstorming ✓✓
4.5.2 Delphi technique ✓✓

(4)**4.6 Ways in which businesses can create an environment that promotes creative thinking in the workplace**

- Encourage alternative ways ✓ of working/doing things. ✓
- Emphasise the importance of creative thinking ✓ to ensure that all staff know that management wants to hear their ideas. ✓
- Make time for brainstorming sessions ✓ to generate new ideas such as regular workshops generate more ideas/build on one another's ideas. ✓
- Place suggestion boxes around the workplace ✓ and keep communication channels open for new ideas. ✓
- Train staff in innovative techniques ✓ such as creative problem-solving skills/ mind-mapping/lateral thinking. ✓
- Encourage job swaps ✓ within the organisation ✓/Study how other businesses ✓ are doing things. ✓
- Respond enthusiastically to all ideas ✓ and never let anyone feel less important. ✓ Reward creativity by offering employees ✓ with reward schemes. ✓/ Introduce incentives for staff members ✓ who come up with creative ideas. ✓
- Provide a working environment conducive to creativity, ✓ free from distractions. ✓
- Any other relevant answer related to ways in which businesses can create an environment that promotes creative thinking in the workplace.

**Max (4)
[20]**

**BREAKDOWN OF MARKS**

QUESTION 4	MARKS
4.1	2
4.2	2
4.3.	6
4.4	2
4.5.1	2
4.5.2	2
4.6	4
TOTAL	20

TOTAL SECTION B: 40

SECTION C**Mark the FIRST question only****QUESTION 5: BUSINESS ENVIRONMENTS (LEGISLATION)****5.1 Introduction**

- The National Credit Act regulates the terms and conditions for all goods and services that are sold/delivered on credit. ✓
- The Act enables businesses and consumers to enter into transparent credit agreements. ✓
- Businesses must receive assistance from legal experts to ensure compliance with the NCA. ✓
- Penalties/Consequences for non-compliance compel businesses to put systems in place that will improve their compliance status. ✓
- Any other relevant introduction related to the rights of consumers in terms of the NCA/impact of the NCA/ways to comply with NCA/penalties for non-compliance to the NCA.

Any (2 X 1) (2)**5.2 Rights of consumers in terms of the National Credit Act/NCA**

Consumers have a right to:

- Apply for credit and to be free from discrimination. ✓✓
- Obtain reasons for credit being refused. ✓✓
- Receive pre-agreement documentation/credit quote that is valid for 7 days before concluding any credit transaction. ✓✓
- Fair and responsible marketing. ✓✓
- Surrender/Return goods to the credit provider in order to settle the outstanding amount/debt. ✓✓
- Apply for debt review/counselling if the consumers cannot afford to repay their debts. ✓✓
- Receive information in plain and understandable language. ✓✓
- Receive documents/statements as required by the Act. ✓✓
- Access and challenge credit records and information. ✓✓
- Receive protection of their personal information. ✓✓
- Receive protection from being held accountable for the use of their credit facility after they reported the loss/theft. ✓✓
- Refuse a credit limit increase. ✓✓
- Any other relevant answer related to the rights of consumers in terms of the NCA

Max (10)**5.3 Impact of the National Credit Act/NCA on businesses
Positives/Advantages**

- The whole credit process is transparent✓ as both businesses and customers know their responsibilities. ✓
- Lower bad debts✓ resulting in better cash flow. ✓
- Protects businesses✓ against non-paying consumers. ✓
- Increases cash sales✓ as credit can only be granted to qualifying customers/
- more customers are buying in cash. ✓

- Stamps out reckless lending✓ and prevents businesses from bankruptcy.✓
- Credit bureau information is made available to businesses✓ so that they can check the credit worthiness of consumers before granting credit. ✓
- Businesses do thorough credit checks✓ and receive up-to-date documentation from the consumer as proof that they can afford the repayment. ✓
- Leads to more customers through credit sales✓ as they are now protected from abuse. ✓
- Any other relevant answer related to the positive impact/advantages of the NCA on businesses.

AND/OR**Negatives/Disadvantages**

- Businesses can no longer✓ carry out credit marketing. ✓
- Businesses struggle to get credit✓ such as bank loans/overdrafts. ✓
- Businesses that do not comply with the NCA✓ may face legal action. ✓
- Debt collection procedures are more complex✓ and expensive. ✓
- Fewer customers buy on credit✓ as it is more difficult to obtain credit. ✓
- Increases the administration burden✓ on credit providers. ✓
- Leads to loss of sales✓ as many consumers may no longer qualify to buy on credit. ✓
- The paperwork and administrative process✓ required by the Act are costly and time consuming. ✓
- Businesses need to appoint additional staff✓ to deal with the extra administration. ✓
- Should the credit agreement be declared reckless✓ businesses can forfeit the outstanding debt and the goods. ✓
- Businesses that are official credit providers, ✓ must submit a compliance report every year.
- Businesses must make sure that all attempts have been made to recover the debt✓ before blacklisting the customer. ✓
- Credit providers cannot collect from consumers✓ who are under debt review. ✓
- More working capital is needed✓ as businesses cannot sell many goods on credit/due to stricter credit application processes. ✓
- Any other relevant answer related to the negative impact/disadvantages of the NCA on businesses.

Max (14)

5.4 Ways in which businesses could comply with the NCA

- Offer applicants√ pre-agreement statements. √
- Disclose all costs√ of the loan√/No hidden costs√ should be charged/added. √
- Obtain credit records/checks of clients√ before granting loans. √
- Businesses should be registered√ with the National Credit Regulator.√
- Submit an annual compliance report√ to the National Credit Regulator.√
- Conduct affordability assessment√ to ensure that consumers have the ability to meet their obligations. √
- Conduct credit checks with a registered credit bureau√ and consult the National Credit Register. √
- Businesses must have procedures in place√ to comply with the provision of the Financial Intelligence Centre Act (FICA). √
- Verify the identity of clients, report suspicious transactions/train staff√ on their obligations in terms of FICA. √
- Any other relevant answer related to ways in which businesses could comply with the NCA.

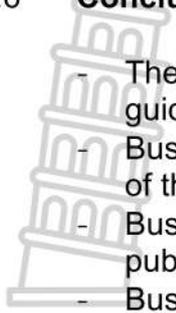
Max (14)

5.5 Penalties for non-compliance to the NCA

- Businesses may not demand payment/sue/attach the clients/consumers salaries/assets. √√
- They may not charge any fee/interest/other charges under that specific credit agreement. √√
- The court may order consumers not to repay their debts if the business is found guilty of reckless credit granting. √√
- The National Consumer Tribunal may impose a fine on businesses for non-compliance. √√
- Businesses will bear all costs of removing the negative information of clients/ consumers who were blacklisted as a result of reckless credit lending. √√
- The business licence may be revoked/deregistered as a credit provider for reckless credit granting and gross violations of the NCA. √√
- Any other relevant answer related to the penalties that businesses may face for non-compliance to the NCA.

Max (8)

5.6 **Conclusion**



- The NCA ensures that consumers are not exploited by providing guidelines on how they can exercise their rights in the credit market. ✓✓
- Businesses benefit through the debt restructuring as they receive part of the outstanding debt. ✓✓
- Businesses that comply with the NCA are more likely to receive good publicity and attract more customers. ✓✓
- Businesses should adhere to the regulations of the NCA to avoid penalties that could lead to financial obligations/constraints. ✓✓
- Any other relevant conclusion related to the rights of consumers in terms of the NCA/impact of the NCA/ways to comply with NCA/penalties for non-compliance to the NCA.

Any (1 X 2) (2)
[40]

QUESTION 5: BREAKDOWN OF MARK ALLOCATION

DETAILS	MAXIMUM	TOTAL
Introduction	2	Max 32
Rights of consumers in terms of the NCA	10	
Impact of the NCA on businesses	14	
Ways in which businesses could comply with the NCA	14	
Penalties for non-compliance to the NCA	8	
Conclusion	2	
Insight		8
Layout	2	
Analysis	2	
Synthesis	2	
Originality	2	
TOTAL MARKS		40

LASO – For each component:
 Allocate 2 marks if all requirements are met.
 Allocate 1 mark if only some of the requirements are met.
 Allocate 0 marks where requirements are not met at all.

QUESTION 6: BUSINESS ROLES (ETHICS AND PROFESSIONALISM)**6.1 Introduction**

- Employees are expected to project a professional image by applying the principles of professionalism. ✓
- Unethical business practices can result in a negative business image and hamper business growth. ✓
- Businesses need to develop suitable and progressive ways to deal with challenges posed by each type of unethical business practice. ✓
- Professional, responsible, ethical and effective business practice ensures good corporate governance and attract investors. ✓
- Any other relevant introduction related to the meaning of professional behaviour/challenges posed by unethical business practices/dealing with unethical business practices/ways in which professional, responsible, ethical and effective business practice should be conducted.

Any (2 X 1) (2)**6.2 Meaning of professional behaviour**

- Professional behaviour is a certain standard of behaviour/specific level of competence ✓ that adheres to an ethical code of conduct. ✓
- Includes guidelines on employee's ✓ appearance/communication/responsibility. ✓
- Ability/Skills expected of a person ✓ who is employed to the job ✓/Suitable for a job/profession ✓ done for payment. ✓
- Focuses on upholding the reputation ✓ of a business/profession. ✓
- Refer to what is right/wrong ✓ and acceptable behaviour in the business. ✓
- Applying the code of conduct ✓ of that profession/business. ✓
- Any other relevant answer related to the meaning of professional behaviour.

Max (6)**6.3 Types of unethical business practices posing challenges to business:****6.3.1 Unfair advertising ✓✓**

- Unfair advertisements could be harmful ✓ to consumers. ✓
- Deceptive advertising can violate the trust of consumers ✓ and destroy business relationships. ✓
- The use of false or misleading statements in advertising can lead to the misrepresentation of the concerned product ✓, which may negatively affect consumers. ✓
- Businesses can make unwise advertising choices ✓ when they are under pressure to increase their profits. ✓
- Some advertisements may be regarded as discriminatory ✓ because they exclude/target some sections of the population. ✓
- Any other relevant answer related to how unfair advertising as an unethical business practice pose challenges to businesses.

Unethical business practice (2)
 Explanation (2)
 Submax (4)

6.3.2 Pricing of goods in rural areas ✓✓

- Some businesses in the rural areas exploit their customers ✓ by adding much more than necessary to their prices. ✓
- Businesses may experience decline in sales ✓ due to high cost added into the price of the final product. ✓
- Businesses may form monopolies in rural areas ✓ and increase their prices unilaterally. ✓
- It may be common practice to pay higher prices ✓ for goods of inferior quality in rural areas. ✓
- Any other relevant answer related to how pricing of goods in rural areas as an unethical business practice pose challenges to businesses.

Unethical business practice (2)
 Explanation (2)
 Submax (4)

6.3.3 Taxation/Tax evasion ✓✓

- Businesses may pay heavy fines ✓ for evading tax. ✓
- Tax evasion may negatively impact ✓ on the business image. ✓
- The accountant may charge high fees ✓ for falsifying financial statements. ✓
- Businesses may lose key stakeholders ✓ if the act of tax evasion is reported. ✓
- Some businesses submit fraudulent/incorrect returns ✓ to SARS resulting in penalties. ✓
- Businesses may not be familiar with the latest changes ✓ in tax legislation. ✓
- Any other relevant answer related to how taxation/tax evasion as an unethical business practice pose challenges to businesses.

Unethical business practice (2)
 Explanation (2)
 Submax (4)

Max (12)

NOTE: Mark the first THREE (3) only.

6.4. Ways in which businesses could deal with types of unethical business practices

6.4.1 Unfair advertising

- Businesses must know and understand the Code of Advertising as determined by the Advertising Standard Authority (ASA) ✓ and apply its regulations. ✓
- Business must report ✓ unfair advertisements by competitors to ASA. ✓
- Businesses should be encouraged to keep their advertising fair ✓ and in line with the constitution. ✓

- Advertisements should be honest/legal✓ and not abuse consumer's trust/lack of knowledge.✓
- Advertisements should not contain anything that is discriminatory✓/likely to cause offence/support act of violence.✓
- Any other relevant answer related to ways in which businesses could deal with unfair advertising as a type of unethical business practice in the workplace.

Submax (6)

6.4.2 Pricing of goods in rural areas

- Work together with suppliers to share delivery costs✓ to remote rural areas.✓
- Businesses can buy in bulk to get a discount✓ to avoid charging high prices.✓
- Charge fair/market related prices✓ for goods and services.✓
- Avoid unethical business practices✓ to attract customer loyalty.✓
- A business may lobby with other businesses in the area✓ to convince government to improve infrastructure in the rural area.✓
- Investigate cost-effective ways✓ of transporting products✓/Hire a large truck to combine deliveries✓ to shop-owners in the same area.✓
- Any other relevant answer related to ways in which businesses could deal with pricing of goods in rural areas as a type of an unethical business practice in the workplace.

Submax (6)

6.4.3 Taxation/tax evasion

-
- Value Added Tax/VAT needs to be charged✓ on VAT-able items.✓
- Submit the correct tax returns✓ to SARS on time.✓
- All products should be correctly invoiced✓ and recorded.✓
- Disclose all sources of income✓ for tax payment purposes.✓
- Keep abreast with the latest SARS regulations✓ and tax laws.✓
- Businesses that have evaded tax should apply for amnesty✓ and declare their income.✓
- Effective systems to determine the appropriate amount of tax to be paid✓ should be in place.✓
- Businesses should keep accurate records✓ of income statements/financial transactions.✓
- The employees' payroll needs to reflect accurate deductions✓ according to the progressive tax system.✓
- Make sure that all financial records are checked✓ and audited. ✓
- Any other relevant answer related to ways in which businesses could deal with taxation/tax evasion as a type of an unethical business practice in the workplace.

Submax (6)

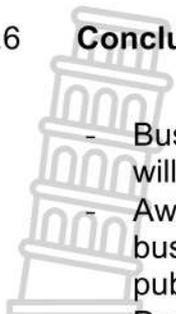
Max (16)

6.5 Ways in which professional, responsible, ethical and effective business practice should be conducted

- Mission statement should include the values of equality/respect. √√
- Businesses should develop equity programmes/promote strategies to ensure that all employees are treated equally regardless of status/rank/power.
- Treat workers with respect/dignity by recognising work well done/the value of human capital. √√
- Plan properly and put preventative measures in place. √√
- Pay fair wages/salaries which are in line with the minimum requirements of the BCEA/Remunerate employees for working overtime/during public holidays. √√
- Engage in environmental awareness programmes/Refrain from polluting the environment, e.g. by legally disposing of toxic waste. √√
- Refrain from starting a venture using other businesses' ideas that are protected by law. √√
- Business decisions and actions must be clear/transparent to all stakeholders. √√
- Businesses should be accountable /responsible for their decisions and actions/ patent rights. √√
- Hire honest/trustworthy accountants/financial officers with good credentials. √√
- Regular/Timeous payment of taxes. √√
- All workers should have access to equal opportunities/positions/resources.
- Ensure that employees work in a work environment that is conducive to safety/fairness/free from embarrassment. √√
- Employers and employees need to comply with legislation with regard to equal opportunities/human right in the workplace. √√
- Training/Information/Business policies should include issues such as diversity/discrimination/harassment. √√
- Employers should respond swiftly and fairly to reported incidents of discrimination in the workplace. √√
- Orders/Tasks should be given respectfully and allow the recipient/employee to have a say in the way the task should be performed. √√
- Draw up a code of ethics/conduct. √√
- On-going development and training for all employees. √√
- Performance management systems/Appraisals should be in place. √√
- Adequate internal controls/monitoring/evaluation. √√
- Any other relevant answer related to ways in which professional, responsible, ethical and effective business practice should be conducted.

Max (12)

6.6 **Conclusion**



- Businesses should develop a simple and clear code of conduct that will easily be implemented in the workplace.√√
- Awareness of the types of unethical business practices may enable businesses to take precautionary measures and prevent negative publicity.√√
- Dealing with each type of unethical business practice may increase market share resulting in business sustainability and profitability.√√
- Businesses must continuously conduct research on how they should act professionally, responsibly, ethically and effectively. √√
- Any other relevant conclusion related to the meaning of professional behaviour/challenges posed by unethical business practices/dealing with unethical business practices/ways in which professional, responsible, ethical and effective business practice should be conducted.

Any (1 x 2) (2)
[40]

QUESTION 6: BREAKDOWN OF MARK ALLOCATION

DETAILS	MAXIMUM	TOTAL
Introduction	2	Max 32
Meaning of professional behaviour	6	
Types of unethical business practices that pose challenges to businesses	12	
Ways in which businesses could deal with types of unethical business practices	16	
Ways in which professional, responsible, ethical and effective business practice should be conducted	12	
Conclusion	2	
Insight		8
Layout	2	
Analysis	2	
Synthesis	2	
Originality	2	
TOTAL MARKS		40

LASO – For each component:

Allocate 2 marks if all requirements are met.

Allocate 1 mark if only some of the requirements are met.

Allocate 0 marks where requirements are not met at all.

TOTAL SECTION C: 40

GRAND TOTAL: 100