education

Department:
Education
PROVINCE OF KWAZULU-NATAL

NATIONAL SENIOR CERTIFICATE

GRADE 12

BUSINESS STUDIES

PAPER 2

PREPARATORY EXAMINATION

SEPTEMBER 2020

Marks: 150

Time: 2 hours

This question paper consists of 8 pages.

Copyright Reserved

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This question paper consists of THREE sections and covers TWO main topics

   SECTION A: COMPULSORY
   SECTION B: Consists of THREE questions.
   Answer any TWO of the three questions in this section.
   SECTION C: Answer any ONE of the two questions in this section

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

3. Note that ONLY the first TWO questions in SECTION B and first question answered in SECTION C will be marked

4. Number the answers correctly according to the numbering system used in this question paper.

5. No marks will be awarded for answers that are numbered incorrectly.

6. Except where other instructions are given, answers must be in full sentences.

7. Use the mark allocation and nature of each question to determine the length and the depth of an answer.

8. 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**	**30**	**20**
B: THREE direct/indirect type questions CHOICE: Answer any TWO	**2**	**40**	**35**
	3	**40**	**35**
	4	**40**	**35**
C: TWO essay-type questions CHOICE: Answer any ONE	**5**	**40**	**30**
	6	**40**	**30**
TOTAL		**150**	**120**

9. Begin, the answer to EACH question on a NEW page, e.g. QUESTION 1-new page, QUESTION 2 - new page.

10. You may use a non-programmable calculator.

11. Write neatly and legibly.

Copyright Reserved

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 Tate, the manager of Zwane Fruits and Vegie, applies the … leadership style when delegating tasks to followers without supervision.

A autocratic
B democratic
C laissez-faire/free-reign
D charismatic

1.1.2 This is one of the characteristics of successful team performance

A distracted by personal objectives
B there is a climate of respect and honesty.
C public interest is very obvious.
D every member for himself/herself.

1.1.3. An example of a non-verbal presentation is information in the form of a/an…

A written report.
B data projector.
C video conferencing.
D oral report.

1.1.4 Syabonga allows Jabu time to speak in an angry manner without attacking her. This is an example of dealing with a/an… personality.

A complaining
B quiet
C expert
D aggressive

1.1.5 Team dynamic theories help businesses to …

A allocate tasks to team members with similar personalities.
B allocate tasks according to the role of each team member.
C promote good relationships with teams.
D promote individual satisfaction.

(5x2) (10)

Copyright Reserved

1.2 Complete the following statements by using the words provided in the list below. Write only the words(s) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.

simple interest; problem-solving; health and safety representative; language; decision making; retirement annuities; age; employer; compound interest; life policy

1.2.1 The interest method that is used to calculate interest on the principal plus accumulated interest is called...

1.2.2 An investor can only withdraw money upon maturity from … when he/she reaches a certain age.

1.2.3 A business that appoints an interpreter for meetings is addressing … as a diversity issue.

1.2.4 The responsibility of the … is to provide all the necessary equipment for workers to perform their duties in a favourable work environment

1.2.5 Sam considered various alternatives before choosing the best solution to solve a business problem. This is known as …

(5 x 2) (10)

Choose a description from COLUMN B that matches a term in COLUMN A
Write only the letter (A–J) next to the question number (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 K.

COLUMN A	COLUMN B	
1.3.1 Economic right	A	only young people are considered for appointments
1.3.2 Interactive whiteboards	B	useful in brainstorming sessions as suggestions are summarized
1.3.3 Inclusivity	C	enables consumers to obtain loans from financial institutions
1.3.4 Capital gain	D	uses routine methods to solve business problems
1.3.5 Creative thinking	E	allows employees to have access to health care
	F	the return on property/fixed assets/investments
	G	useful to capture feedback and new ideas
	H	people from different backgrounds are employed
	I	uses non-routine methods to solve business problems
	J	allows employees to be paid equally for work of equal value

(5 x 2) (10)

TOTAL SECTION A: [30]

Copyright Reserved

SECTION B

Answer **ANY TWO** questions from 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, e.g. QUESTION 2 on a NEW page, QUESTION 3 on a NEW page.

QUESTION 2: BUSINESS VENTURES

2.1 List any FOUR examples of insurable risks. (4)

2.2 State the principles of insurance. (4)

2.3 Explain the term debentures (4)

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

> Tumi wants to invest R30 000 in a fixed deposit for two years. He approached two banks. Capunah Bank offered him 12% simple interest per annum and Florah Bank 12% compounded interest per annum

2.4.1 Calculate the interest amount Tumi will receive after two years if she invests with Capurah Bank (4)

2.4.2 Calculate the interest amount Tumi will receive after two years if she invests with Florah Bank (4)

2.4.3 Recommend the best investment option for Tumi. Motivate your answer (2)

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

> **TRAVEL SAFARIS (TS)**
> Workers from Travel Safaris view their leader, Previn, as a democratic leader because of his style of management within TS. He has an enthusiastic approach which releases confidence to him. Previn's attitude influence employees'.

2.5.1 Quote TWO roles of personal attitude in successful leadership displayed by Previn in the scenario above. (2)

2.5.2 Explain to Previn the impact of the democratic leadership style on TS as a business. (8)

2.6 Evaluate the impact of the RSA retail savings bonds/Government retail bonds on investors (8)

[40]

Copyright Reserved

QUESTION 3: BUSINESS ROLES

3.1 State FOUR steps in problem-solving. (4)

3.2 Name any TWO ethical business practices. (2)

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

MOON DEALERS (MD)

Moon Dealers is a sustainable and profitable business. The owners have decided to invest in communities by donating office equipment to nearby schools. They also issued bursaries to best performing learners in grade 12.

3.3.1 Quote TWO ways from the scenario in which MD contributed to the well-being of their communities. (2)

3.3.2 Explain the impact of corporate social investment (CSI) on Moon Dealers. (4)

3.4 Elaborate on any TWO criteria for successful team performance. (6)

3.5 Read the scenario below and answer the question that follows.

Compu-Technology (CT)

Compu-Technology is an information technology business which specialises in software designs. Recently, CT has requested its employees to suggest new ideas in a large group without working individually. These ideas were used to inspire new thoughts. The management of CT evaluated the advantages and disadvantages of each idea.

3.5.1 Identify TWO problem-solving techniques used by Compu-Technology. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer this QUESTION 3.5.

PROBLEM SOLVING TECHNIQUE	MOTIVATION
1.	
2.	

(6)

3.6 Explain the correct procedure to deal with grievances in the workplace. (8)

3.7 Suggest ways in which businesses could create an environment that stimulates creative thinking in the workplace. (8)

[40]

Copyright Reserved

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURE

4.1 Name any FOUR types of graphs that can be used in presentations. (4)

4.2 Outline functions of the JSE. (8)

4.3 Describe the following factors that may affect investment decisions.

4.3.1 Return on investment. (4)

4.3.2 Liquidity. (4)

BUSINESS ROLES

4.4 Identify the stage of team development applicable to Ghetto Services in EACH statement below:

4.4.1 Team members confront each other's ideas and fight for a leadership position.

4.4.2 The team is aware of its aims and makes decisions without supervision.

4.4.3 Team members gather information about the task that must be performed. (6)

4.5 Explain ways in which businesses could contribute time and effort in improving the well-being of employees. (8)

4.6 Read the scenario below and answer the questions that follow

CANDY SWEETS ENTERPRISE (CSE)

Candy, the managing director of Candy Sweets Enterprises has been observing that Gaga, an employee, has been unethical and unprofessional in his behaviour in the workplace. He is using the company's credit card for personal use. He also takes extended lunch breaks.

4.6.1 Quote TWO examples from the scenario of unprofessional behaviour by Gaga at CSE. (2)

4.6.2 Advise CSE on how to deal with EACH of the unprofessional behaviour quoted in QUESTION 4.6.1 (4)

[40]

TOTAL SECTION B: [80]

SECTION C

Answer **ANY ONE** question from this section

NOTE: Clearly indicate the QUESTION NUMBER of the question chosen.

QUESTION 5: BUSINESS VENTURES (PRESENTATION AND DATA RESPONSE)

Vikesh and Linda are inexperienced when it comes to presentations and responding to questions thereafter. However, they have learned that preparations for presentation and the type of the visual aids to be used are very important.

Keeping the above scenario in mind, write an essay on presentation in which you include the following aspects:

- Outline factors that Vikesh and Linda should be considering when preparing for a presentation.
- Discuss the effectiveness of the following visual aids:
  - o PowerPoint slides
  - o Handouts
- Explain how Vikesh and Linda should respond to questions about the presentation in a non-aggressive and professional manner.
- Suggest areas for improvement in their next presentation.

[40]

QUESTION 6: BUSINESS ROLES (HUMAN RIGHTS, INCLUSIVITY AND ENVIRONMENTAL ISSUES)

All businesses are expected to embrace diversity in the workplace and management should be able to deal with these issues. The promotion of cultural rights in the workplace should be encouraged. Businesses should devise ways to protect the environment and promote human health.

Write an essay on human rights, inclusivity and environmental issues in which you address the following aspects:

- Elaborate on the meaning of diversity in the business.
- Explain how the business could deal with the following diversity issues in the workplace:
  - o Poverty
  - o Gender
  - o Inequality
- Advise businesses on how to promote cultural rights in the workplace
- Suggest ways in which businesses could protect the environment and promote human health in the workplace.

TOTAL SECTION C: [40]
GRAND TOTAL: [150]

Copyright Reserved

education

Department:
Education
PROVINCE OF KWAZULU-NATAL

NATIONAL SENIOR CERTIFICATE

GRADE 12

BUSINESS STUDIES

PAPER 2

PREPARATORY EXAMINATION

MARKING GUIDELINE

2020

Marks: 150

Time: 2 hours

MODERATED
02/10/2020

This marking guideline consists of 29 pages.

Copyright Reserved

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:

Teacher:	Red
Departmental Head:	Green
Cluster co-ordinator	Orange
District:	Pink
Provincial:	Brown
DBE Moderator:	Turquoise

2. Candidates' responses must be in full sentences for SECTIONS B and C. However, this would depend on the nature of the question.

3. A comprehensive marking guideline has 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 guideline
- Comes from another credible 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 and moderation 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.

Copyright Reserved

8. In an indirect question, the theory as well as the response must be relevant and related to the question.

9. Correct numbering of answers to questions or sub-questions is recommended in SECTIONS A and B. However, if the numbering is incorrect, follow the sequence of the candidate's responses. Candidates will be penalised if the latter is not clear.

10. No additional credit must be given for repetition of facts. Indicate with a 'R'.

11. The differentiation between 'evaluate' and 'critically evaluate' can be explained as follows:

    11.1 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.'*✓

    11.2 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.

12. The allocation of marks must be informed by the nature of the question, cognitive verb used, mark allocation in the marking guideline and the context of each question.

    Cognitive verbs, such as:

    12.1 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.

    12.2 Define, describe, explain, discuss, elaborate, distinguish, differentiate, compare, tabulate, justify, 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.

13. Mark only the FIRST answer where candidates offer more than one answer for SECTION B and C questions that require one answer.

14. **SECTION B**

    14.1 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'.

Copyright Reserved

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

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

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

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

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

- Fact 2 marks (or as indicated in the marking guidelines)
- Explanation 1 mark (two marks will be allocated in Section C)

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

14.4.2 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 guideline.

14.5 **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 in particular (where applicable).**

Copyright Reserved

15. SECTION C

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

Introduction Content Conclusion	**Maximum: 32**
Insight	**8**
TOTAL	**40**

15.2 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/subheadings/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: Where a candidate answers 50% or more of the question with only relevant facts; no '-S' appears in the left margin. Award the maximum of TWO (2) marks for synthesis. Option 2: Where a candidate answers less than 50% of the question with only OR some relevant facts; one '-S' appears in the left margin. Award a maximum of ONE (1) mark for synthesis. Option 3: Where a candidate answers less than 50% of the question with no relevant facts; two '-S' appear in the left margin. Award a ZERO mark for synthesis.	**2**
Originality	Is there evidence of examples based on recent information, current trends and developments?	**2**
TOTAL FOR INSIGHT: **TOTAL MARKS FOR FACTS:** **TOTAL MARKS FOR ESSAY (8 + 32):**		**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 awarded for layout, if the headings INTRODUCTION and CONCLUSION are not supported by an explanation.

Copyright Reserved

15.3 Indicate insight in the left-hand margin with a symbol e.g. ('L, A, -S and/or O').

15.4 The breakdown of marks is indicated at the end of the suggested answer/marking guideline to each question.

15.5 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, but continue reading for originality "O".

15.6 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**

15.7 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.)

15.8 If the candidate identifies/interprets the question INCORRECTLY, then he/she may still obtain marks for layout.

15.9 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 guideline.

15.10

15.10.1 Award TWO marks for complete sentences. Award ONE mark for phrases, incomplete sentences and vague answers.

15.10.2 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.

15.11 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.

Copyright Reserved

SECTION A: (COMPULSORY)

QUESTION 1

1.1 MULTIPLE CHOICE:

1.1.1 C✓✓

1.1.2 B✓✓

1.1.3 A✓✓

1.1.4 D✓✓

1.1.5 B✓✓ **(5 x 2)** **(10)**

1.2 CONCEPTS:

1.2.1 compound interest✓✓

1.2.2 retirement annuities✓✓

1.2.3 language✓✓

1.2.4 employer✓✓

1.2.5 decision making / problem-solving✓✓

(5 x 2) **(10)**

1.3 MATCHING:

1.3.1 J✓✓

1.3.2 G✓✓

1.3.3 H✓✓

1.3.4 F✓✓

1.3.5 I✓✓

(5 x 2) **(10)**

TOTAL SECTION A: **[30]**

BREAKDOWN OF MARKS ALLOCATION

QUESTION 1	MARKS
1.1	10
1.2	10
1.3	10
TOTAL	30

Copyright Reserved

SECTION B

Mark only FIRST TWO answers.

QUESTION 2: BUSINESS VENTURES

2.1 Examples of insurable risks:

- Theft ✓
- Fidelity insurance ✓
- Burglary ✓
- Money in transit ✓
- Fire ✓
- Natural disaster/Storms/Wind/Rain/Hail ✓
- Damage to/Loss of assets/vehicles/ equipment/buildings/premises ✓
- Injuries on business premises ✓
- Any other relevant example related to insurable risks.

NOTE: Mark the first FOUR (4) only. (4 x 1) (4)

2.2 Principles of insurance:

- Indemnification/Indemnity ✓
- Security/Certainty ✓
- Utmost good faith ✓
- Insurable interest ✓

(4 x 1) (4)

2.3 Debentures

- It is issued to raise borrowed capital ✓from the public. ✓
- The lender/debenture holder agrees to lend money to the company ✓on certain conditions for a certain period. ✓
- Debenture holders are creditors, ✓as the company is liable to repay the amount of the debentures. ✓
- Most types of debentures can be traded ✓on the JSE. ✓
- Debenture holders receive annual interest payments ✓based on the terms/ amount of debentures held. ✓
- Any other relevant answer related to the explanation of debentures.

Max (4)

Copyright Reserved

2.4.1 Interest (I) = PxRxT ✓

= R30 000 x 12% x 2 years ✓

= R7200 ✓✓ (4)

NOTE: 1. Allocate full marks (4) if the answer is correct and no workings are shown.
2. If workings were shown correctly but the final answer is wrong award a maximum of TWO marks
3. If the answer is incorrect, award a maximum of ONE mark for understanding of concept and method.
4. If there no workings shown and the answer is incorrect, allocate a ZERO mark.

2.4.2 **Option 1**

Year 1: R30 000 x 12% = R3600 ✓

Year 2: R33 600 x 12% = R4032 ✓

Total interest = R7632 ✓✓

OR

Option 2:

$I = P \times (1 + r)^n$ ✓

= R30 000 x $(1+12/100)^2$ ✓

= R30 000 x $(1.12)^2$

=R37 632

Total interest = R37 632- R30 000

= R7632 ✓✓ (4)

NOTE: 1. Allocate full marks (4) if the answer is correct and no workings are shown.
2. If workings were shown correctly but the final answer is wrong award a maximum of TWO marks.
3. If the answer is incorrect, award a maximum of ONE mark for understanding of concept and method.
4. if there no workings shown and the answer is incorrect, allocate a ZERO mark.

2.4.3 **Recommendation on the best investment option based on the calculations**

Compound interest is the best option based on the calculations above/ Florah Bank.✓

Motivation
Compound interest yielded a higher interest of R7 632 than the simple interest of R7200. ✓

(2)

2.5 **Leadership**

2.5.1 Roles of personal attitude in successful leadership from the scenario
- He has an enthusiastic approach which releases confidence to him.✓
- Previn's attitude influence employees'.✓

NOTE: 1. Mark the first TWO (2) only.
2. Only award marks for responses that are quoted from the scenario. **(2 x 1) (2)**

2.5.2 **Impact of democratic leadership style**

Positives/Advantages:
- Employees participate in the decision making process✓, so they feel empowered/positive.✓
- Staff gives a variety of ideas/inputs/feedback/viewpoints that can lead✓ to innovation/improved production methods/increased sales. ✓
- Clear/Two-way communication ensures group commitment✓to final decision(s) ✓
- Authority is delegated which can motivate/inspire workers✓to be more productive. ✓
- Complex decisions can be made with inputs✓from specialists/skilled workers. ✓
- Any other relevant answer related to the positive impact/advantages of the democratic leadership style on TS as a business.

AND/OR

Negatives/Disadvantages:
- Incorrect decisions may be made✓if staff is inexperienced/not fully informed.✓
- Decision making may be time consuming✓because stakeholders have to be consulted. ✓
- Employees may feel discouraged✓if their opinions/inputs are not considered.✓
- The leader can rely too much on the input of the followers✓and fail to make a final decision. ✓
- Not effective in times of crisis√ when quick decisions need to be made. ✓
- Some employees only pretend to participate in decision making✓and their feedback may not always be accurate. ✓
- Any other relevant answer related to the negative impact/disadvantages of the democratic leadership style on TS as a business. **Max (8)**

Copyright Reserved

2.6 Impact of the RSA retail savings bonds/Government retail bonds on investors

Positives/ Advantages

- Guaranteed returns, ✓as interest rate is fixed for the whole investment period.✓
- Interest rates are market related✓ and attract more investors. ✓
- Interest can be received✓ twice a year. ✓
- Interest is usually higher✓than on fixed deposits.✓
- Retail bonds are listed✓ on the capital bond markets/on the JSE.✓
- Low risk/Safe investment, as it is invested with the South African Government✓ which cannot be liquidated ✓
- No charges/costs/commissions payable✓on this type of investment.✓
- Investment may be easily accessible, ✓as cash may be withdrawn after the first twelve months. ✓
- It is an affordable type of investment✓for all levels of income earners including pensioners. ✓
- Retail bonds are easily/conveniently obtained electronically✓/from any Post Office/directly from National Treasury. ✓
- Investors younger than 18 years✓/Minors may invest with the help of a legal guardian, which encourages saving from a young age. ✓
- Any other relevant answer related to the positive impact of RSA retail savings bonds / Government retail bonds

AND/OR

Negatives/ Disadvantages

- Retail bonds cannot be ceded to banks✓as security for obtaining loans. ✓
- A minimum of R1 000 must be invested, ✓which may be difficult for some small investors to accumulate. ✓
- Retail bonds are not freely transferable✓amongst investors. ✓
- Investors need to have valid SA identification✓/should be older than 18 years which may discourage foreigners/young people to invest. ✓
- Penalties are charged for early withdrawals, ✓if the savings is less than 12 months old. ✓√
- Any other relevant answer related to the negative impact of RSA retail savings bonds / Governement retail bonds

Max (8)

BREAKDOWN OF MARKS

QUESTION 2	MARKS
2.1	4
2.2	4
2.3	4
2.4.1	4
2.4.2	4
2.4.3	2
2.5.1	2

Copyright Reserved

2.5.2	**8**
2.6	**8**
TOTAL	**40**

QUESTION 3: BUSINESS ROLES

3.1 **Steps in problem-solving:**

- 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. ✓
- Any other relevant answer related to the steps in problem-solving.

NOTE:
1. **Mark the first FOUR (4) only.**
2. **Steps may be in any order.**
3. **Award marks when different approaches in problem-solving are used.**

(4 x 1) (4)

3.2 **Ethical business practices**

- Using fair advertising ✓
- Clients and employees' information are not disclosed/used for the benefit of the business. ✓
- Business deals are conducted openly. ✓
- Paying fair wages ✓
- Operating within the law ✓
- Ensuring that the environment is not polluted. ✓
- Not engaging in illegal business practices ✓
- Not using child labour ✓
- Adopting codes of good ethical practice. ✓
- Establishing corporative social responsibility initiatives. ✓
- Encouraging employees to adopt ethical behaviour. ✓
- Treating all employees equally ✓
- Shareholders and employees personal interest and business interest do not conflict with one another. ✓
- Any other relevant answer related to the ethical business practices

NOTE: Mark the first TWO (2) only. **(2 x 1) (2)**

3.3 CORPORATE SOCIAL INVESTMENT

3.3.1 Examples of well-being from the scenario:

- The owners have decided to invest in communities by donating office equipment to nearby schools. ✓
- They also issued bursaries to best performing learners in grade 12. ✓

(2 x 1) (2)

NOTE: 1. Mark the first TWO (2) only.
2. Only award marks for responses that are quoted from the scenario.

3.3.2 Impact of CSI on Moon Dealers / businesses

Positives/Advantages

- MD may attract experienced employees/increase the pool of skilled labour✓ which could increase productivity. ✓
- Positive/Improved image✓ as the business looks after employees/conducts itself in a responsible way. ✓
- May have a competitive advantage✓, resulting in good publicity/an improved reputation✓
- Promotes customer loyalty✓ resulting in more sales. ✓
- CSI projects may be used as a marketing strategy✓ to promote their products. ✓
- MD enjoys the goodwill/support✓ of communities. ✓
- CSI projects promote teamwork✓ within businesses. ✓
- CSI helps to attract investors✓ because of increased profits/income. ✓
- Gives MD tax advantages✓ such as tax reduction/-rebates. ✓
- The government is less likely to enforce issues through legislation✓ to businesses that voluntarily participate in CSI projects. ✓
- Employees feel as if they are making a difference✓ in working for the business.✓
- It helps to retain staff/lower staff turnover✓ as employees' health and safety are considered. ✓
- Improves the health of its employees✓ through focused CSI projects.✓
- MD can become more community-based✓ by working closely with the community to roll out skills development projects.✓
- Any other relevant answer related to the positive impact/advantages of CSI on MD as a business.

AND/OR

Negatives/Disadvantages

- MD may not be supported/Customers may not buy their products/services✓ resulting in a decrease in sales. ✓
- Small and medium enterprises find it difficult✓ to implement CSI programmes. ✓
- Detailed reports must be drawn up✓, which can be time consuming. ✓
- Social spending reduces business/economic efficiency✓ which makes it less competitive. ✓
- Social involvement is funded from business profits✓ which could have been used to the benefit of customers/reduce prices.✓
- CSI activities distract business focus✓ from its core business functions.✓
- MD finds it difficult√ to adhere to legislation governing CSI.✓
- It can increase financial risk✓, as programmes cost money and may impact negatively on profits. ✓
- It is difficult to accurately measure✓ the effectiveness of social investment.✓
- It is not easy to determine the exact needs of the communities✓, which may result in fruitless expenditure on CSI.✓
- Most managers are not trained/lack experience✓ to handle social programmes.✓
- Employees may spend more time working on CSI projects✓ instead of focusing on their core duties. ✓
- Providing goods/services that meet the needs of consumers is✓, according to some stakeholders, already socially responsible.✓
- Shareholders/Stakeholders may receive less dividends✓, as some profits are spent on CSI.✓
- Some shareholders/stakeholders might withdraw their support from the business✓ as they feel that social issues should be the government's responsibility.✓
- Any other relevant answer related to the negative impact/disadvantages of CSI on MD as a business.

Max (4)

3.4 **Criteria for successful team performance**

Interpersonal attitudes and behaviour✓✓

- Members have a positive attitude of support and motivation towards each other. ✓
- Good/Sound interpersonal relationships will ensure job satisfaction/increase productivity of the team.✓
- Members are committed / passionate towards achieving a common goal/ objectives.✓
- Team leader acknowledges/gives credit to members for positive contributions.✓
- Any other relevant answer related to interpersonal attitudes and behaviour as criteria for successful team performance.

Criteria (2)
Description (1)
Sub max (3)

Shared values/Mutual trust and support✓✓

- Shows loyalty/respect/trust towards team members despite differences. ✓
- Shows respect for the knowledge/skills of other members. ✓
- Perform team tasks with integrity/pursuing responsibility/meeting team deadlines with necessary commitment to team goals. ✓
- Any other relevant answer related to shared values/mutual trust and support as criteria for successful team performance.

Criteria (2)
Description (1)
Sub max (3)

Communication✓✓

- A clear set of processes/procedures for team work ensures that every team member understands his/her role.✓
- Efficient/Good communication between team members may result in quick decisions.✓
- Quality feedback improves the morale of the team. ✓
- Open/Honest discussions lead to effective solutions of problems. ✓
- Continuous review of team progress ensures that team members can rectify mistakes/act pro-actively to ensure that goals/targets are reached.✓
- Any other relevant answer related to communication as criteria for successful team performance.

Criteria (2)
Description (1)
Sub max (3)

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/business objectives.✓
- Agree on methods/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/expertise ensures that teams achieve their objectives.✓
- Any other relevant answer related to co-operation/collaboration as criteria for successful team performance.

Criteria (2)
Description (1)
Sub max (3)
Max (6)

NOTE: 1. Mark the first TWO (2) only.
2. Award TWO marks for the criteria if is integrated in the description.

3.5 **Problem solving techniques from the scenario**

PROBLEM SOLVING TECHNIQUE	MOTIVATION
1. Brainstorming✓✓	Employees were requested to suggest new ideas in a large group without working individually.✓
2. Force-field analysis✓✓	The management of CT evaluated the advantages and disadvantages of each idea.✓
Sub max (4)	Sub max (2)

Max (6)

NOTE: 1. Award marks for the problem solving technique even if the motivation is incomplete

2. Do not award marks for the motivation if the problem solving techniques were incorrectly identified.

3.6 **Correct procedure to deal with grievances in the workplace**

- An aggrieved employee must verbally report the incident/grievance✓ to his/ her supervisor/manager. ✓
- Supervisor/ Manager need to resolve the issue✓ within 3 to 5 working days. ✓
- Should the employee and supervisor not be able to resolve the grievance✓, the employee may take it to the next level of management. ✓
- The employee may move to a more formal process✓ where the grievance must be lodged in writing/completes a business grievance form. ✓
- He/she must receive a written reply✓ in response to the written grievance. ✓
- A grievance hearing/meeting must be held with all relevant parties present.✓
- Minutes of the meeting must be recorded✓ and any resolution passed must be recorded on the formal grievance form. ✓
- Should the employee not be satisfied, then he/she could refer the matter✓ to the highest level of management. ✓
- Minutes of this meeting should be filed/recorded✓ and the outcome/ decision must be recorded on the formal grievance form. ✓
- Should the employee still not be satisfied; he/she may refer the matter✓to the CCMA. ✓
- If the employee is still not satisfied, he/she may refer the matter✓ to Labour Appeals Court who will make a final decision on the matter.✓
- Any other relevant answer related to the correct procedure to deal with grievances in the workplace.

Max (8)

NOTE: Accept the procedure in any order.

Copyright Reserved

3.7 **Ways to create an environment that stimulates creative thinking in the workplace**

- Businesses must emphasise the importance of creative thinking to ensure that all staff know that their ideas will be heard.✓✓
- Encourage staff to come up with new ideas/opinions/solutions. ✓✓
- Make time for brainstorming sessions to generate new ideas, e.g. regular workshops/follow up sessions to build on one another's ideas.✓✓
- Place suggestion boxes around the workplace and keep communication channels open for new ideas.✓✓
- Businesses should train staff in innovative techniques/creative problem solving skills/mind-mapping/lateral thinking.✓✓
- Encourage job swops within the organisation/studying how other businesses are doing things.✓✓
- Encourage alternative ways of working/doing things/Encourage a spirit of play and experimentation.✓✓
- Respond enthusiastically to all ideas and never let anyone feel less important.✓✓
- Reward creativity with reward schemes for teams/individuals that 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 could create an environment that stimulates creative thinking in the workplace.

NOTE: The emphasis is on 'ways businesses could create an environment that stimulates creative thinking' not advantages.

Max (8)

[40]

BREAKDOWN OF MARKS

QUESTION 3	MARKS
3.1	4
3.2	2
3.3.1	2
3.3.2	4
3.4	6
3.5	6
3.6	8
3.7	8
TOTAL	40

Copyright Reserved

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURE

4.1 Types of graphs:

- Line graph ✓
- Pie graph ✓
- Bar charts ✓
- Histogram ✓
- Scatter graphs ✓
- Any other relevant answer related to the types of graphs

(4 x 1) (4)

NOTE: Mark the first FOUR (4) only.

4.2 Functions of the JSE:

- Gives opportunities to financial institutions such as insurance companies to invest their funds in shares. ✓✓
- Serves as a barometer/indicator of economic conditions in South Africa.✓✓
- Keeps investors informed on share prices by publishing the share prices daily.✓✓
- Acts as a link between investors and public companies.✓✓
- Shares are valued and assessed by experts. ✓✓
- Small investors are invited to take part in the economy of the country through the buying/selling of shares. ✓✓
- Venture capital market is made available on the open market. ✓✓
- Orderly market for securities serves as a disciplined market for securities.✓✓
- Encourages new investments. ✓✓
- Mobilises the funds of insurance companies and other institutions.✓✓
- Raises primary capital. ✓✓
- Regulates the market for dealing with shares. ✓✓
- Plans, researches and advises on investment possibilities. ✓✓
- Ensures that the market operates in a transparent manner. ✓✓
- Provides protection for investors. ✓✓
- Encourages short-term investment. ✓✓
- Facilitates electronic trading of shares/STRATE. ✓✓
- Any other relevant answer related to the functions of JSE

Max (8)

4.3

4.3.1 **Return on investment:**

- Refers to income from the investment, ✓ namely interest/dividends/increased capital growth on the original amount invested. ✓
- High risk investments yield✓ higher returns. ✓
- Generally, there will be a direct link✓ between risk and return. ✓
- The return should be expressed as net after-tax gains ✓on the investment.✓
- Returns can be in the form of capital gains✓ where the asset appreciates in value over time. ✓
- Any other relevant answer related to return on investment

Max (4)

4.3.2 **Liquidity**

- An amount could be invested in a type of investment that can easily✓ be converted to cash. ✓
- It is used to describe the ease and speed ✓with which investors can convert an investment into cash. ✓
- Example: an investment in a savings account/unit trust will be easier to convert into cash√ than an investment in a fixed deposit which is usually deposited for a fixed period of time. ✓
- Any other relevant answer related to the liquidity

Max (4)

BUSINESS ROLES

4.4 **Stages of team development:**

4.4.1 Storming✓✓

4.4.2 Performing stage/Working as a team towards a goal✓✓

4.4.3 Forming✓✓ (6)

4.5 **Ways in which businesses could contribute time and effort in improving the well-being of employees:**

- Pay fair wages/salaries to the workers✓ based on the nature of their work/ the prevailing economic conditions in the market.✓
- Pay fair bonuses, based on business earnings✓, as acknowledgement for hard work and commitment.✓
- Offer financial assistance in the case of any hardship✓ caused by unexpected medical costs. ✓
- Working conditions should include safety/medical/canteen facilities/ benefits✓ like housing/leave/retirement✓, etc.
- Offer annual physical/medical assessments✓ to workers.✓
- Make trauma debriefing/counselling/assistance available to any employee✓ who requires these services. ✓
- Offer support programmes for employees✓ infected and affected by HIV/Aids.✓
- Start a nutritional programme✓ so that employees can enjoy one meal per day to keep them in a healthy condition.✓
- Encourage employees to stay fit and healthy by getting them involved in health activities✓ to minimise stress/substance abuse/obesity.✓
- Provide recreational facilities for employees.✓
- Provide for employees' participation in decision making✓ that affects them.✓
- Allow flexible working hours to enhance productivity. ✓
- Make childcare facilities available✓ on the premises for working mothers in the business.✓
- Give time to staff to get involved in projects they choose✓/Allow staff to use some of the working hours to participate in the projects of their choice. ✓
- Provide transport for employees who work unusually long hours. ✓
- Establish coaching and mentoring programmes✓ for junior employees. ✓
- Conduct team-building sessions to improve employees' morale. ✓
- Encourage employees to attend capacity-building✓ workshops/training programmes/staff- development programmes/team-development programmes. ✓
- Any other relevant answer related to ways in which businesses could contribute time and effort in improving to the well-being of employees.

Max (8)

4.6.1 **Unprofessional business practices:**

- He is using the company's credit card for personal use.✓
- He also takes extended lunch breaks.✓ **(2 x 1) (2)**

NOTE: 1. Mark the first TWO examples only.
2. Do not allocate marks for responses that are not quoted from the scenario.

4.6.2 **Strategies to deal with unprofessional behaviour identified In QUESTION 4.6.1**

Unauthorised use of workplace funds and resources

- Conduct regular audits. ✓✓
- Identify risk areas/ vulnerable areas✓✓
- Limit the number of employees having access to business funds/assets. ✓✓
- Implement/Introduce fraud prevention strategies. ✓✓
- Educate employees about the impact of fraud. ✓✓
- Fraud prevention should be a collective responsibility of business and workers. ✓✓
- Clear policies should be in place so that employees are aware of what is considered to be fraud. ✓✓
- Set up systems in the organisation for the reporting of fraud and corruption. ✓✓
- Any other relevant answer related to strategies to deal with unauthorised of workplace funds and resources **Sub-max (2)**

Abuse of work time

- Speak directly to those employees who abuse work time. ✓✓
- Code of conduct/ethics should contain clear rules about abuse of work time. ✓✓
- Conduct training on the contents of the code of conduct/ethics. ✓✓
- Code of conduct/ethics should be signed by all employees so that they are aware of its contents. ✓✓
- Monitor employees to ensure that tasks are completed. ✓✓
- Structure working hours in such a way that employees have free/flexible time for personal matters. ✓✓
- Create a culture of responsibility/strengthen team spirit in order for all employees to feel responsible for what has to be achieved✓✓
- Any other relevant answer related to the strategies to deal with abuse of work time

Sub-max (2)
Max (4)
[40]

BREAKDOWN OF MARKS

QUESTION 4	MARKS
4.1	4
4.2	8
4.3.1	4
4.3.2	4
4.4	6
4.5	8
4.6.1	2
4.6.2	4
TOTAL	40

TOTAL SECTION B: [80]

SECTION C

Mark the FIRST answer only.

QUESTION 5: BUSINESS VENTURES (PRESENTATION AND DATA RESPONSE)

5.1 Introduction

- Presentation of data and information forms a critical part of the work of managers and supervisors in any business. ✓
- Presenters can learn good presentation skills to enable them to present more confidentiality. ✓
- Good presenters prepare well for presentations and include relevant visual aids to be used during actual presentation such as PowerPoint slide, Overhead Projector, handouts and etc. ✓
- For next presentation, areas of improvement must be identified for future in order to update/keep information relevant. ✓
- Any other relevant introduction related to the preparation of presentation/ effectiveness of Power-point and Handouts / responding to questions in a non-aggressive and professional manner / areas for improvement for future presentation.

Any (2 x 1) (2)

5.2 Factors that should be considered when preparing for a presentation.

- List the objectives and main points of the presentation. ✓✓
- Capture main aims in the opening statement of the presentation. ✓✓
- Information presented should be relevant and accurate. ✓✓
- Be fully conversant with the content of the presentation. ✓✓
- Prepare a rough draft of the presentation with a logical structure that includes an introduction, body and conclusion. ✓✓
- In conclusion, summarise the key facts and how it relates to the objectives/ shows that all aspects have been addressed. ✓✓
- Any other relevant answer related to the factors that should be considered when preparing for a presentation

Max (12)

5.3 The effectiveness of the following visual aids:

- **PowerPoint slides**

Advantages:

- Easy to combine✓ with sound/video clips ✓
- Video clips provide variety✓ and capture the attention of the audience. ✓
- Graphic programmes have the capacity to convey ideas and support what the presenter says✓
- Simple, less cluttered slides✓ may capture the interest of the audience✓
- Slides can enhance facts✓ and summarise information✓
- Any other relevant answer related to the positive effect of power point presentation as a visual aid

Copyright Reserved

AND /OR

Disadvantages:

- Unable to show slides✓ without electricity/data projector. ✓
- Less effective✓ to people with visual impairments. ✓
- Simply reading off slides✓ makes a presentation boring / meaningless✓
- Any other relevant answer related to the negative effect of a PowerPoint presentation as a visual aid

Sub max (6)

Handouts
Advantages:

- Meaningful hand-outs may be handed out at the start of the presentation✓ to attract attention. ✓
- Copies of hand-outs can be distributed at the end of the presentation✓ as a reminder of the key facts. ✓
- Extra information e.g. contact details, price lists may be handed out✓ to promote the services of the business✓
- It is easy to update handouts✓ with recent information or developments✓
- Any other relevant answer related to the positive effect of handouts as a visual aid

AND/ OR

Disadvantages:

- Handing out material at the start of the presentation✓ may distract the audience. ✓
- Some details might be lost/omitted✓ as it only summarises key information. ✓
- Printed material is expensive✓ and it is easy to lose hard copies✓
- Increase the risk of unauthorised duplication✓ / use of confidential information✓
- Any other relevant answer related to the negative effect of handouts as a visual aid

Sub-max (6)
Max (12)

5.4 Responding to questions about the presentation in a non-aggressive and professional manner

- The presenter should stand✓ throughout the feedback session✓
- Be polite / courteous ✓ when responding to questions✓
- Ensure that each question/ comment is clearly understood√ before responding/ rephrase questions if uncertain✓
- The presenter should first listen✓ and then respond✓
- Feedback should be done soon after the question has been asked√ or after the session has ended✓
- Be direct/ honest/ sincere✓ when responding to questions✓
- Use simple language✓ to support the examples used in the presentation✓
- Keep answers short✓ and simple✓
- Always address the question ✓ and not the person✓

Copyright Reserved

- Any other relevant answer related to responding to questions in a non-aggressive and professional manner

Max (12)

5.5 Areas for improvement of the next or a future presentation.

- Revise objectives that were not achieved. ✓✓
- Use humour√ appropriately. ✓✓
- Always be prepared to update/keep information relevant. ✓✓
- Reflect on any problem/criticism and avoid it in future presentations✓✓
- Any information received as feedback from a presentation should be analysed and where relevant, used to update/amend the presentation. ✓✓
- Reflect on the time/length of the presentation to add/remove content. ✓✓
- Increase/Decrease the use of visual aids or replace/remove aids that did not work well. ✓✓
- Reflect on the logical flow of the format/slides/application of visual aids. ✓✓
- Any other relevant answer related to the areas for improvement of the next or a future presentation

Max (10)

5.6 Conclusion

- Communicating business related information to other stakeholders provides them with the information to make strategic, tactical and operational decisions. ✓✓
- It should be very clear as to what exactly the presenter wants to pronounce in his or her presentation. ✓✓
- Presenters must be professional when handling feedback from audience by showing confidence and good listening skills. ✓✓
- Any other relevant conclusion related to the to the preparation of presentation/ / effectiveness of PowerPoint and handouts presentation as a visual aid / responding to questions in a non-aggressive and professional manner / areas of improvement for the next presentation

Any (1 x 2) (2)

Copyright Reserved

QUESTION 5: BREAKDOWN OF MARK ALLOCATION

DETAILS	MAXIMUM	TOTAL
Introduction	2	Max 32
Factors that should be considered when preparing for a presentation.	12	
The effectiveness of the following visual aids: PowerPoint slides Handouts	12	
Responding to questions in a non-aggressive and professional manner	12	
Areas for improvement	10	
Conclusion	2	
INSIGHT		8
Layout	2	
Analysis/Interpretation	2	
Synthesis	2	
Originality/Examples	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.

Copyright Reserved

QUESTION 6: BUSINESS ROLES (HUMAN RIGHTS, INCLUSIVITY AND ENVIRONMENTAL ISSUES)

6.1 Introduction

- Business owners should cater for inclusivity in all their management levels on the basis of gender/age/race/ language/disability✓✓
- Diversity issues like poverty, gender and inequality must be integrated into business culture of doing things as well as systems and processes of conducting business. ✓✓
- Besides the existence of different pieces of legislation, business on their own must come up with ways to protect the environment and promote human health in the workplace✓✓
- To benefit from creativity and innovation from diverse workforce, business management must promote cultural rights in the workplace. ✓✓
- Any other relevant answer related to meaning of diversity/ dealing with the Poverty/ gender/ inequality as diversity issues/ promotion of cultural rights in the workplace / ways to protect the environment and promote human health in the workplace

Any (2 x 1) (2)

6.2 The meaning of diversity in the business.

- Diversity refers to the variety of people employed✓ based on age/race/gender/ ethnic groups/disabilities/material wealth/personalities/how employees see themselves and others. ✓
- Businesses employ people✓ from different cultural backgrounds. ✓
- Businesses should have systems✓ in place to support diversity issues. ✓
- No discrimination✓ on grounds of gender in the workplace. ✓
- Promotes equal opportunity✓ and fair treatment in the workplace. ✓
- Any other relevant answer related to the meaning of diversity in businesses

Max (8)

6.3 Dealing with the following diversity issues in the workplace:

Poverty:

- Businesses should employ people from different√ socio-economic backgrounds/ status. ✓
- Give previously disadvantaged individuals a chance✓ to be educated by incorporating✓
- Introduce Adult Basic Education and Training (ABET) ✓ into training programmes of the business. ✓
- Train all employees✓ so that they can be able to deal with retrenchment.✓
- Reward employees for services well-rendered. ✓
- Ensure that the prices of products are affordable✓ for the identified consumer market. ✓
- Sponsor learnerships for unemployed people✓/use grants received from SETAs to train more unemployed people from local communities.✓
- Train some unemployed people✓ from local communities as part of a business's CSI projects. ✓
- Offer subsidised meals✓/canteen facilities on the premises. ✓
- Supply free uniforms✓ to employees for safety purposes. ✓
- Any other relevant answer related to dealing with poverty in the workplace

Sub- max (6)

Copyright Reserved

Gender:

- Males and females should be offered✓ equal employment opportunities. ✓
- Business directors should promote both men and women✓ in managerial positions. ✓
- Women should be employed✓ to comply with EEA. ✓
- Targets may be set for gender equity✓ in the business. ✓
- New appointments✓ should be based on skills and ability. ✓
- Introduce affirmative action✓ by ensuring that male and female employees are remunerated fairly/equally. ✓
- Any other relevant answer related to dealing with gender in the workplace

Sub- max (6)

Inequality:

- Implement equal opportunity policies✓ when appointing new staff. ✓
- Equal opportunities should be considered✓ when promoting staff. ✓
- Implement ✓ an Employment Equity Plan for the business. ✓
- Promotes the implementation of affirmative action measures✓ to redress the imbalances in employment. ✓
- Provides all employees with an equal opportunity√ to be selected/appointed/ promoted in a position.
- Any other relevant answer related to dealing with inequality in the workplace

Sub- max (6)
MAX= (18)

6.4 Promotion of cultural rights in the workplace

- Provide the environment in which employees are free to use their own language when interacting with others during their free time. ✓✓
- Encourage employees to participate in cultural activities. ✓✓
- Allow employees to provide solutions to challenges from their own cultural perspective. ✓✓
- Regular cultural information sessions will help employees to respect each other's culture in the workplace. ✓✓
- Make provision for different cultures, such as food served in the canteen/ entertainment at staff functions. ✓✓
- Employ people from various cultural backgrounds. ✓✓
- Employees should be trained on cultural tolerance. ✓✓
- Any other relevant answer related to promote cultural rights in the workplace

MAX= (12)

Copyright Reserved

6.5 Ways in which businesses could protect the environment and promote human health in the workplace

- Laws and regulations should be adhered to so that profits are not generated at the expense of the environment. ✓✓
- Pollution and other environmental issues should always be considered in all business activities, e.g. safe disposal of waste/dumping of toxic waste, etc. ✓✓
- Become involved in environmental awareness programmes. ✓✓
- The environment can be protected by altering production techniques in favour of cleaner and greener technologies. ✓✓
- Water for human consumption should be tested before it is used. ✓✓
- Promote nature conservation by looking after natural resources. ✓✓
- Minimise pollution, by re-using, reducing and recycling. ✓✓
- Reduce consumption of goods/services which are environmentally unfriendly. ✓✓
- Register/Engage with recognised institutions/bodies that promote green peace✓✓.
- Physical working conditions should always be worker friendly, safe and promote occupational health. ✓✓
- Physical working conditions, e.g. adequate lighting/ventilation should be available and functional. ✓✓
- Machines must be serviced/maintained regularly. ✓✓
- Educate people about hygiene issues. ✓✓
- Encourage employees to do regular health checks ✓✓
- Any other relevant answer related to protection of the environment and promotion of human health in the workplace

NOTE: (The focus should be on how the businesses protects the environment and promote human health in the workplace)

MAX (8)

6.6 Conclusion

- Business people must make sure that no one is excluded on the basis of gender/age/race/ language/disability. ✓✓
- Environmental issues should be prioritised where preservation of clean/safe/ sustainable environment are part of business policies. ✓✓
- The rights of all human beings irrespective of their gender/race/nationality or any other status must be observed by the business for its own success. ✓✓
- Besides a right to participate in cultural activities and events of your choice, business should consider economic rights of its employees to create harmony in the workplace. ✓✓
- Any other relevant answer related to meaning of diversity/ dealing with the Poverty/ gender/ inequality as diversity issues/ promotion of cultural rights in the workplace / ways to protect the environment and promote human health in the workplace

Any (1 x 2) (2)

[40]

Copyright Reserved

QUESTION 6: BREAKDOWN OF MARK ALLOCATION

DETAILS	MAXIMUM	TOTAL
Introduction	2	Max 32
meaning of diversity in the business	8	
Dealing with the following diversity issues in the workplace: O Poverty O Gender O Inequality	18	
Promotion of cultural rights in the workplace	12	
Ways in which businesses could protect the environment and promote human health in the workplace	8	
Conclusion	2	
INSIGHT		8
Layout	2	
Analysis/Interpretation	2	
Synthesis	2	
Originality/Examples	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.