GAUTENG PROVINCE
EDUCATION
REPUBLIC OF SOUTH AFRICA

PREPARATORY EXAMINATION

2025

MARKING GUIDELINES

BUSINESS STUDIES (PAPER 2) (10722)

30 pages

NOTES TO MARKERS

PREAMBLE

The notes to markers are provided for quality assurance purposes to:

(a) Ensure 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
(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
Senior Marker/HOD:	Green
District Moderator:	Orange
Provincial Moderator:	Pink
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 guidelines
   - Comes from another source
   - Is the original
   - Uses a different approach

   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 subquestion.

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 at the end of each question. 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. 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 the repetition of facts. Indicate with an '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, the cognitive verb used, the mark allocation in the marking guidelines 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, analyse, evaluate, critically evaluate (*list not exhaustive*) all require a greater depth of understanding, application and reasoning. Therefore, the marks must be allocated more objectively to ensure that assessment 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.

NOTE: 1. This applies only to questions where the number of facts is specified.
2. The above also applies to responses in SECTION C. (where applicable)

14.2 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.

14.3 If candidates are required to provide their own examples/views, brainstorm this to finalise alternative answers and consult with the Internal Moderator.

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

14.4.1 If the number of facts is 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 guidelines 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 guidelines.

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).

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, 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? Option 1: **Only relevant facts: 2 marks (No '-S')** Where a candidate answers 50% or more (two to four subquestions) 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: **Some relevant facts: 1 mark (One '-S')** Where a candidate answers less than 50% (only one subquestion) 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: **Some relevant facts: 1 mark (One '-S')** Where a candidate answers FOUR subquestions, but one/two/three subquestions with no relevant facts; one '-S' appears in the left margin. 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 subquestion) 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 example in any TWO of the four subquestions, not older than 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 content 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.

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 SUBMAX/MAX mark in a subsection has been attained. Write 'SUBMAX'/'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 guidelines.

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.

"Creativity may lead to new inventions ✓ which improves the general standard of living/attracts new investors.' ✓

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.

SECTION A (COMPULSORY)

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1 B ✓✓

1.1.2 D ✓✓

1.1.3 C ✓✓

1.1.4 A ✓✓

1.1.5 D ✓✓ (5 x 2) **(10)**

1.2 COMPLETION OF SENTENCES

1.2.1 Cooperatives ✓✓

1.2.2 hand-outs ✓✓

1.2.3 planet ✓✓

1.2.4 expert ✓✓

1.2.5 performing ✓✓ (5 x 2) **(10)**

1.3 MATCHING ITEMS

1.3.1 D ✓✓

1.3.2 H ✓✓

1.3.3 E ✓✓

1.3.4 I ✓✓

1.3.5 G ✓✓ (5 x 2) **(10)**

BREAKDOWN OF MARKS

QUESTION 1	MARKS
1.1	10
1.2	10
1.3	10
TOTAL	30

TOTAL SECTION A: 30

SECTION B

Mark the answers to the FIRST TWO questions only

QUESTION 2: BUSINESS VENTURES

2.1 **Factors that should be considered when making investment decision**

- Return on investment (ROI) ✓
- Risk ✓
- Investment term/period ✓
- Inflation rate ✓
- Taxation ✓
- Liquidity ✓

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

2.2 **Factors that the presenter should consider during a presentation**

- Establish credibility by introducing yourself as the presenter at the start. ✓✓
- Mention/Show the most important information first. ✓✓
- Make the purpose and main points of the presentation clear at the start of the presentation. ✓✓
- Use suitable section titles/headings/sub-headings/bullets. ✓✓
- Summarise the main points of the presentation to conclude the presentation. ✓✓
- Stand in a good position/upright, where the audience can clearly see the presenter/presentation. ✓✓
- Avoid hiding behind equipment. ✓✓
- Do not ramble on at the start to avoid losing the audience/their interest. ✓✓
- Capture listeners' attention/Involve the audience with a variety of methods such as short video clips/sound effects/humour. ✓✓
- Maintain eye contact with the audience. ✓✓
- Be audible/loud and clear to all listeners/audience. ✓✓
- Vary the tone of voice/tempo within certain sections to prevent monotony. ✓✓
- Make the presentation interesting with visual aids/anecdotes/examples/Use visual aids effectively. ✓✓
- Use appropriate gestures to emphasise certain points. ✓✓
- Speak with energy and enthusiasm. ✓✓
- Pace yourself/Do not rush or talk too slowly. ✓✓
- Keep the presentation concise and simple. ✓✓
- Conclude/End with a strong/striking ending that will be remembered. ✓✓
- Ensure that the audience will leave with specific information. ✓✓
- Manage time effectively to allow time for questions. ✓✓

Any other relevant answer related to factors the presenter should consider during a presentation. **Max (6)**

2.3 **Types of compulsory insurance from the scenario**

2.3.1 Unemployment Insurance Fund/UIF ✓✓ (2)

Motivation

ST ensures that employees who lose their jobs are registered with the Department of Labour to obtain financial assistance. ✓

(1)

NOTE: Do not award marks for motivation if the type of compulsory insurance was incorrectly identified. Max (3)

2.3.2 **Other type of compulsory insurance**

Road Accident Fund (RAF)/Road Accident Benefit Scheme (RABS) ✓✓

- RAF/RABS insures road users against the negligence of other road users. ✓
- The RAF/RABS provides compulsory cover for all road users in South Africa, which include South African businesses. ✓
- Drivers of business vehicles are indemnified against claims by persons injured in vehicle accidents. ✓
- RAF/RABS is funded by a levy on the sale of fuel/diesel/petrol. ✓
- The amount that can be claimed for loss of income is limited by legislation. ✓
- The next of kin of workers/breadwinners who are injured/killed in road accidents, may claim directly from the RAF/RABS. ✓
- Injured parties and negligent drivers are both covered by RAF/RABS. ✓
- The injured party will be compensated, irrespective of whether the negligent driver is rich/poor/insured/uninsured. ✓
- RAF/RABS aims to provide a benefit scheme that is reasonable/equitable/ affordable/sustainable. ✓
- RAF/RABS aims to simplify/speed up the claims process as victims of road accidents no longer have to prove who caused the accident. ✓
- RAF/RABS enables road accident victim speedy access to medical care as delays due to the investigation into accidents have been minimised. ✓

Any other relevant answer related to RAF/RABS as a type of compulsory insurance.

Type (2)
Explanation (1)
Submax (3)

OR

Compensation for Occupational Injuries and Diseases/COIDA/Compensation Fund ✓✓

- The fund covers occupational diseases and workplace injuries. ✓
- Compensates employees for injuries and diseases incurred at work. ✓
- Compensation paid is determined by the degree of disablement. ✓
- The contribution payable is reviewed every few years according to the risk associated with that type of work. ✓
- All employers are obliged to register with the Compensation fund so that employees may be compensated for accidents and diseases sustained in the workplace. ✓
- The fund covers employers against any legal claim that workers may bring against them ✓
- Employers are required to report all accidents within 7 days and occupational diseases within 14 days to the Compensation Commissioner. ✓
- Employers are responsible for contributing towards the fund and may not claim money back from employees/deduct contributions from wages. ✓
- In the event of the death of an employee as a result of a work-related accident/disease, his/her dependant(s) will receive financial support. ✓
- Employees do not have to contribute towards this fund. ✓
- Employees receive medical assistance provided there is no other party/medical fund involved. ✓

Any other relevant answer related to COIDA/Compensation Fund as a type of compulsory insurance.

Type (2)
Explanation (1)
Submax (3)

NOTE: 1. Mark the first ONE (1) only
2. Do not award marks for Unemployment Insurance Fund (UIF)

Max (3)

2.4 **Impact of laissez-faire/free-reign leadership style**
Positives/Advantages

- Employees/Workers/Followers are allowed to make decisions ✓ on their own areas of expertise/work/methods. ✓
- Subordinates have maximum freedom ✓ and can work independently/without having to consult the leader. ✓
- Subordinates are motivated ✓ when leaders trust in their abilities/skills to do things themselves. ✓
- Authority is delegated, ✓ which can be motivating/empowering to competent workers/increase productivity. ✓
- Subordinates are experts ✓ and know what they want/can take responsibility for their actions. ✓
- Suitable for coaching/mentoring ✓ to motivate employees to achieve more/ better things. ✓
- Competent employees/followers experience personal growth ✓ and become self- reliant/confident in performing their job. ✓
- Individual team members ✓ may improve/develop leadership skills. ✓

Any other relevant answer related to the positive impact/advantages of a laissez-faire/free-reign leadership style on businesses.

AND/OR

Negatives/Disadvantages

- Lack of clear direction/leadership ✓ may be demotivating to employees. ✓
- Employees can be held responsible for their own work ✓ which may lead to underperformance. ✓
- Could lead to conflict ✓ when some team members act as leaders/dictate to other team members. ✓
- Workers are expected to solve their own conflict situations/disagreements ✓ without involving their leaders. ✓
- Productivity may be compromised ✓ with a lack of tight control over workers not meeting deadlines. ✓
- Productivity might be low ✓ if employees lack the necessary knowledge or skills. ✓

Any other relevant answer related to the negative impact/disadvantages of laissez-faire/free-reign leadership style on businesses.

Max (6)

2.5 **The type of interest applicable to the scenario**

2.5.1 Compound interest ✓✓ **(2)**

2.5.2 **Advantages of fixed deposits**

- Interest is earned at a fixed rate ✓ regardless of changes in the economic climate. ✓
- The period of investment ✓ can be over a short/medium/long term. ✓
- Investors can choose the investment period ✓ that suits them. ✓
- The principal amount plus interest earned ✓ is paid out on the maturity date. ✓
- Ensures financial discipline as investors cannot withdraw their funds ✓ before maturity. ✓
- Investors earn a better return on investment ✓ than on an ordinary savings account. ✓
- It has a low risk ✓ as investors are guaranteed of the final payment. ✓
- The higher the principal amount/the longer the investment period ✓, the higher the interest rate offered by a financial institution. ✓

Any other relevant answer related to the advantages of fixed deposits as a form of investment. **Max (4)**

2.6 **Characteristics of a private company**

- A private company needs a minimum of one shareholder ✓ and there is no limit on the number of shareholders. ✓
- Requires one or more directors ✓ and one or more shareholders. ✓
- Raises capital by issuing shares ✓ to its shareholders. ✓
- The company name ends ✓ with letters (Pty) Ltd. ✓
- Investors invest capital to earn profit ✓ from shares in the form of dividends. ✓
- The company has a legal personality ✓ and unlimited continuity. ✓
- The auditing of financial statements ✓ is optional. ✓
- A private company is not allowed to sell shares ✓ to the public. ✓
- Shareholders have limited liability ✓ and a separate legal entity. ✓
- Profits are shared in the form of dividends ✓ in proportion to the number of shares held. ✓
- The company must register with the registrar of companies/CIPC ✓ by drawing up Memorandum of Incorporation. ✓

- Shareholders have a limited liability and will not lose their initial capital invested ✓ if the business goes bankrupt. ✓

Any other relevant answer related to the characteristics of a private company.

Max (6)

2.7 **Impact of interactive whiteboard**

Positives/Advantages

- Reduces the cost of purchasing additional equipment by projecting information/text/graphics directly from a computer. ✓✓
- The availability of special pens allows the presenter to convey an idea directly onto the whiteboard/smartboard. ✓✓
- Interactive whiteboards/Smartboards can save additional information noted by the presenter during the presentation. ✓✓
- Sound/Visual aids can easily be used in conjunction with the interactive whiteboard/smartboard. ✓✓
- They are effective for recording responses and new proposals from the stakeholders/ audience. ✓✓

Any other relevant answer related to the positive impact/advantages of interactive whiteboards as a visual aid.

AND/OR

Negatives/Disadvantages

- A presenter who is not skilled in using the whiteboard/smartboard may not access all its functionalities. ✓✓
- Copyrights on certain software may prevent the use of interactive whiteboards/smartboards with other computers. ✓✓
- Loadshedding could disrupt the presentation due to the need for a stable electricity supply. ✓✓
- Technical challenges such as loss of signal may render it ineffective while using it. ✓✓

Any other relevant answer related to the negative impact/disadvantages of interactive whiteboards as a visual aid.

Max (6)

[40]

BREAKDOWN OF MARKS

QUESTION 2	MARKS
2.1	4
2.2	6
2.3.1	3
2.3.2	3
2.4	6
2.5.1	2
2.5.2	4
2.6	6
2.7	6
TOTAL	40

QUESTION 3: BUSINESS ROLES

3.1 **Components of corporate social responsibility/CSR**

- Environment ✓
- Ethical corporate social investment ✓
- Health and safety ✓
- Corporate governance ✓
- Business ethics ✓
- Employment equity ✓
- Supply chain/Distribution channel ✓
- Employees and customers ✓
- Community ✓

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

3.2 **Difference between problem-solving and decision-making problem-solving**

PROBLEM-SOLVING	DECISION MAKING
Problems can be solved by a group/ team which makes the process consultative. ✓✓	It is often done by one person/a member of senior management who makes the process authoritarian. ✓✓
Alternative solutions are generated/ identified and critically evaluated. ✓✓	Various alternatives are considered before deciding on the best one. ✓✓
Process of analysing a situation to identify strategies to bring about change. ✓✓	It is part of the problem-solving cycle as decisions need to be taken in each step. ✓✓
Any other relevant answer related to problem-solving.	Any other relevant answer related to decision making.
Submax (2)	Submax (2)

NOTE:
1. **The answer does not have to be in tabular format.**
2. **The difference does not have to link but must be clear.**
3. **Award a maximum of TWO (2) marks if the difference is not clear/Mark either problem-solving or decision making only.**

Max (4)

3.3 **Business unethical practices from statements**

3.3.1 Unfair advertising ✓✓ (2)

3.3.2 Taxation/Tax evasion ✓✓ (2)

3.3.3 Pricing of goods in rural areas ✓✓ (2)

3.4 **Application of the nominal group technique**

3.4
- Encourage group to clearly define the problem/to improve the quality of their products ✓ so that all the small groups can work on the same problem. ✓
- The business must divide the employees ✓ into smaller groups. ✓
- Request each employee to silently brainstorm/generate many ideas on his/her own, ✓ on how the quality of the product can be improved and to write it down. ✓
- Each employee in the small group will get the opportunity to present ✓ one of his/her ideas/solutions with a short explanation. ✓
- Appoint one employee to write the ideas/solutions ✓ on a large sheet of paper/ capture solutions electronically on a computer for all to see. ✓
- Allow each employee to give a second solution ✓ until all possible solutions have been recorded. ✓
- Encourage employees ✓ to ask clarity seeking questions. ✓
- Discourage criticism of ideas/solutions ✓ as this may prevent others from giving their solutions. ✓
- The business must eliminate ideas ✓ that are duplicated/similar. ✓
- Each employee must read through all the suggestions ✓ and anonymously rate them by giving the highest points for the best solution. ✓
- Collect the ratings ✓ and calculate total points. ✓
- Small groups must present one solution to the large group ✓ that was deemed best according to the scores/votes in their small groups. ✓

Any other relevant answer related to how businesses can apply nominal group technique to solve complex business problems. **Max (4)**

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

3.5.1 **Ways in which businesses contribute time and effort in improving the well-being of employees from the scenario**

- Success Tech Solutions allows flexible working hours to enhance productivity. ✓
- They provide financial assistance to employees in case of hardship caused by unexpected medical costs. ✓

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

(2 x 1) (2)

3.5.2 **Other 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. ✓
- Provide transport for employees ✓ who work unusually long hours. ✓
- Pay fair bonuses based on business earnings ✓, as acknowledgement for hard work and commitment. ✓
- Working conditions should include ✓ safety/medical/canteen facilities/ benefits like housing/leave/retirement. ✓
- Provide opportunities for employees' participation ✓ in decision making that affects them. ✓
- Provide employees with recreational facilities ✓ to socialise and strengthen work relations. ✓

- Offer annual physical/medical assessments to workers ✓ to promote health awareness. ✓
- Encourage employees to stay fit and healthy ✓ by getting them involved in health activities to minimise stress/substance abuse/obesity. ✓
- Make trauma debriefing/counselling/therapy available ✓ to any employee who requires these services. ✓
- Offer support programmes for employees ✓ infected and affected by HIV/Aids. ✓
- Make childcare facilities available on the premises ✓ for working mothers in the business. ✓
- Start a nutritional programme ✓ so that employees can enjoy one meal per day to keep them in a healthy condition. ✓
- 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. ✓
- 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 other ways in which businesses could contribute time and effort in improving the well-being of employees. **(4)**

NOTE: Do not allocate marks for responses provided in QUESTION 3.5.1.

Max

3.6 **Implications of equality, respect and dignity on businesses**

- Business should treat all their employees equally ✓, regardless of their race/colour/ age/gender/disability ✓
- Equal access to opportunities, positions, and resources ✓ must be available to all employees. ✓
- Legislation concerning equal opportunities and human rights in the workplace ✓ must be implemented by employers and employees. ✓
- Businesses should develop equity programmes that promote strategies ✓ to ensure that all employees are treated equally regardless of status, rank, or power. ✓
- The mission statement of the business ✓ should include values of equality and respect. ✓
- Businesses should include issues such as diversity, discrimination, and harassment ✓ in their training, information, or business policies. ✓
- Incidents of discrimination must be reported, ✓ and employers should respond swiftly and fairly to these issues in the workplace. ✓
- Employers must ensure that the workplace environment is safe/fair, ✓ and free from embarrassment. ✓
- Employers must give orders or tasks respectfully ✓ and if appropriate, allow the employees to have a say in the way the task should be performed. ✓
- Workers should be treated with respect and dignity ✓ by recognising work well done. ✓

Any other relevant answer related to the implications of equality, respect and dignity on businesses. **Max (6)**

3.7 **Importance of team dynamic theories in improving team performance**

- Team dynamic theories explain ✓ how effective teams work/operate. ✓
- Businesses can allocate tasks ✓ according to the roles of team members. ✓
- Team members can maximise performance ✓ as tasks are allocated according to their abilities/skills/attributes/personalities. ✓
- Team members with similar strengths may compete for team tasks/ responsibilities ✓ that best suit their abilities/competencies. ✓
- Theories assist team leaders in understanding the personality types of team members ✓ so that tasks are assigned more effectively. ✓
- Conflict may be minimised ✓ when team members perform different roles. ✓

Any other relevant answer related to the importance of team dynamic theories in improving team performance. **Max (4)**

3.8 **Ways in which businesses can deal with difficult employees in the workplace**

- Gain perspective from others who have experienced similar situations to be able to understand difficult employees. ✓✓
- Act proactively, if possible, as a staff/personnel problems are part of a manager's responsibilities. ✓✓
- Regular meetings with supervisors/departmental heads should help to identify difficult/problem behaviour. ✓✓
- Ask someone in authority for their input into the situation. ✓✓
- Identify the type of personality which is creating the problem. ✓✓
- Meet privately with difficult employees, so that there are no distractions from other employees/issues. ✓✓
- Make intentions and reasons for action known, so that difficult person/people feel at ease. ✓✓
- Employees should be told what specific behaviours are acceptable by giving details about what is wrong/ unacceptable and also an opportunity to explain their behaviour. ✓✓
- A deadline should be set for improving bad/difficult behaviour. ✓✓
- The deadline date should be discussed with the difficult employee, and his/her progress should be monitored/ assessed before the deadline. ✓✓
- Guidelines for improvement should be given. ✓✓
- Do not judge the person but try to understand him/her./Understand his/her intentions and why he/she reacts in a certain way. ✓✓
- Keep communication channels open./Encourage employees to communicate their grievances to management. ✓✓
- Build rapport/sound relations by re-establishing a personal connection with colleagues, instead of relying on e-mails/messaging/social media ✓✓
- Help difficult employees to be realistic about the task. ✓✓
- Remain calm and in control of the situation to get the person(s) to collaborate./Do not become difficult yourself. ✓✓
- Treat people with respect, irrespective, regardless of whether they are capable or competent. ✓✓
- Sometimes it may be necessary to ignore and only monitor a difficult person./ Take a step back and analyse the situation before you respond. ✓✓

- Identify and provide an appropriate support program to address areas of weakness. ✓✓

Any other relevant answer related to ways in which businesses can deal with difficult employees in the workplace. **Max (6)**

[40]

BREAKDOWN OF MARKS

QUESTION 3	MARKS
3.1	4
3.2	4
3.3.1	2
3.3.2	2
3.3.3	2
3.4	4
3.5.1	2
3.5.2	4
3.6	6
3.7	4
3.8	6
TOTAL	40

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

4.1 **Examples of non-verbal presentations**

- Tables ✓
- Graphs/bar graph/line graph/histogram/pie chart ✓
- Diagrams ✓
- Illustrations/Pictures/Photographs/Scenarios/Models ✓
- Written/Business reports ✓
- Flip charts ✓
- Handouts/Print outs ✓
- Slide shows/PowerPoint ✓

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

4.2 **Advantages of insurance for businesses**

- Transfers the risk from businesses/insured to an insurance company/insurer. ✓✓
- Transfer of risk is subject to the terms and conditions of the insurance contract. ✓✓
- Protects businesses against theft/loss of stock and/or damages caused by natural disasters such as floods/storm damage. ✓✓
- Protects businesses against dishonest employees. ✓✓
- Protects businesses from claims made by members of the public for damages caused by the business. ✓✓
- Protects businesses against losses due to death of a debtor. ✓✓
- Businesses are protected against the loss of earnings due to strikes by employees which result in losses worth millions. ✓✓
- Businesses will be compensated for insurable losses such as destruction of property through fire. ✓✓
- Businesses' assets such as vehicles/equipment/buildings need to be insured

against damage and/or theft. ✓✓
- Life insurance can be taken on the life of partners in a partnership to prevent unexpected loss of capital. ✓✓
- Should the services of key personnel be lost due to accidents/death, the proceeds of an insurance policy can be paid out to businesses/beneficiaries. ✓✓
- Replacement costs for damaged machinery/equipment are very high, therefore insurance can reduce/cover such costs. ✓✓

Any other relevant answer related to the advantages of insurance for businesses.

Max (6)

4.3 **Forms of ownership**

4.3.1 **Forms of ownership from the scenario**
Public Company ✓✓ (2)

4.3.2 **Contribution of capital to the success and/or failure of a public company**

	SUCCESS	**AND/OR FAILURE**
Capital	- Can raise large amounts of capital ✓ as shares/debentures can be sold to the public/ shareholders. ✓	- Large amounts of capital required ✓ to start a public company ✓/Growth is limited ✓ if sufficient capital cannot be raised ✓
	- The share capital clause in the Memorandum of Incorporation (MOI) ✓ may be changed to issue more shares. ✓	- Raising extra capital may be difficult ✓ if the economic climate is unfavourable ✓
	- The company can access long term capital ✓ and therefore has good long-term growth opportunities. ✓	- Share prices change all the time ✓ and they may lose value. ✓
	- A public company's shares are listed on the JSE ✓ which gives the company exposure to more potential investors. ✓	- An increase in the number of shares issued ✓ may lead to more dividends being paid out and less retained income from company profits. ✓
	Any other relevant answer related to the contribution of capital to the success of a public company.	Any other relevant answer related to the contribution of capital to the failure of a public company.
	Submax (2)	Submax (2)

NOTE: **1. The answer does not have to be in tabular format.**
2. Mark either success AND/OR failure.

Max (4)

4.4 **Ways in which the presenter can handle feedback in a non-aggressive and professional manner**

- The presenter should stand throughout the feedback session. ✓✓
- Be polite/confident/courteous/calm 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. ✓✓
- Provide feedback as soon as possible after the question is asked or after the session. ✓✓
- Be direct/honest/sincere when responding to questions. ✓✓
- Use simple language to clarify the examples used in the presentation. ✓✓
- Keep answers short and to the point. ✓✓
- Apologise/Acknowledge errors/mistakes if pointed out by the audience. ✓✓
- Encourage questions from the audience. ✓✓
- Always address the question and not the person. ✓✓
- Acknowledge good questions to motivate the audience to ask more questions. ✓✓
- The presenter should not be involved in a debate when responding to questions. ✓✓
- The presenter should not avoid the questions if he/she does not know the answer but rather promise feedback on it. ✓✓
- Address the full audience and not only the person who posed the question. ✓✓

Any other relevant answer related to ways in which the presenter can handle feedback in a non-aggressive and professional manner. **Max (4)**

BUSINESS ROLES

4.5 **Problem solving steps**

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

NOTE: 1. Mark the first FOUR (4) only.
2. Accept steps in any order.

(4 x 1) (4)

4.6 **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 needs to resolve the issue within three to five (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 by lodging the grievance in writing or completing a grievance form. ✓✓
- The employee 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 grievance 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. ✓✓
- Top management should arrange a meeting with all relevant parties. ✓✓
- Minutes of the top management 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 who will make a final decision on the matter. ✓✓
- The matter can be referred to the Labour Court on appeal if the employee is not satisfied with the decision taken by the CCMA. ✓✓
- The matter can be referred to the Labour Court/Labour Appeal Court/ Constitutional Court if the employee is not satisfied with the outcome taken by the lower courts. ✓✓

Any other relevant answer related to the correct procedures to deal with grievances in the workplace.

NOTE: The procedure may be in any order. **Max (6)**

4.7 **Strategies to deal with poverty as a socio-economic issue**

4.7.1 **Strategies in which businesses deal with poverty in the scenario**

- EH invests in infrastructure and housing programmes in the local areas. ✓
- EH also support poverty alleviation programmes that are offered by the government. ✓

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

(2 x 1) (2)

4.7.2 **Other strategies to deal with poverty as a socio-economic issue**

- Invest in youth starting businesses ✓ who can become a business competitor/buyer supplier ✓
- Attract the best employees ✓ by being socially responsible and offering the best volunteering programmes. ✓
- Donate money/food parcels ✓ to local NGOs. ✓

Any other relevant answer related to strategies to deal with poverty as a socio-economic issue.

NOTE: Do not award marks for responses that were quoted in QUESTION 4.7.1. **Max (4)**

4.8 **Ways in which businesses could promote 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. ✓✓
- Businesses should encourage employees to attend/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 cultures in the workplace. ✓✓
- Make provision for different cultures, such as food served in the canteen or

entertainment at staff functions. ✓✓
- Businesses should employ people from various cultural backgrounds. ✓✓
- Employees should be trained on cultural tolerance. ✓✓/Business policies should promote cultural tolerance. ✓✓
- Have a flexible dress-code policy that allows employees to wear suitable cultural regalia/accessories. ✓✓

Any other relevant answer related to ways in which businesses could promote cultural rights in the workplace. **Max (4)**

[40]

BREAKDOWN OF MARKS

QUESTION 4	MARKS
4.1	4
4.2	6
4.3.1	2
4.3.2	4
4.4	4
4.5	4
4.6	6
4.7.1	2
4.7.2	4
4.8	4
TOTAL	40

TOTAL SECTION B: 80

SECTION C

Mark the answers to the FIRST question only.

QUESTION 5: BUSINESS VENTURES (MANAGEMENT AND LEADERSHIP)

5.1 **Introduction**
- Management and leadership are essential for creating a productive work environment and ensuring that the team has clear goals/ resources/ structures in place. ✓
- A leader's personal attitude plays a critical role in motivating teams and fostering a positive work environment. ✓
- The situational leadership theory assists leaders to adjust their strategies to accommodate the skills and competencies of employees. ✓
- Leadership theories provide different frameworks/models to enable businesses to understand how leaders influence their teams. ✓
- The democratic leadership style promotes collaboration and empowers employees to contribute to effective decision-making processes. ✓

Any other relevant introduction related to the differences between management and leadership/role of personal attitude in successful leadership/situational and transformational leadership theories/situations in which the democratic leadership style can be applied in the workplace. (Any 2 x 1) (2)

5.2 **Differences between management and leadership**

MANAGEMENT	LEADERSHIP
- Guides human behaviour. ✓✓	- Influences human behaviour. ✓✓
- Communicates through management functions such as the line function. ✓✓	- Communicates by means of interaction/behaviour/vision/values/ charisma. ✓✓
- Administers plans/programs/tasks to reach targets. ✓✓	- Innovates/Encourages new ideas to increase productivity. ✓✓
- Controls systems and procedures to get the job done. ✓✓	- Inspires staff to trust and support each other. ✓✓
- Focuses on how and when. ✓✓	- Focuses on what and why. ✓✓
- Focuses on the short/medium term. ✓✓	- Focuses on the horizon/long term. ✓✓
- A person becomes a manager because of the position in which he/she is appointed. ✓✓	- Leaders are born with natural/instinctive leadership skills. ✓✓
- Manages the process of getting things done by exercising responsibility. ✓✓	- Guides/Leads people to become active participants. ✓✓
- Managers have power because of the position of authority into which they are appointed. ✓✓	- Leaders have influence because of his/her knowledge/skills/ intelligence. ✓✓
- Enforce rules on subordinates/Ensure that tasks are completed. ✓✓	- Always trying to find more efficient ways of completing tasks. ✓✓
- Instructional in their approach. ✓✓	- Motivational/Inspirational in their approach. ✓✓
- Task-orientated. ✓✓	- People-orientated. ✓✓
- Manage by planning/organising/ leading/controlling. ✓✓	- Lead by example/trust/respect. ✓✓
- Does things right. ✓✓	- Does the right things. ✓✓
Any other relevant answer related to management.	Any other relevant answer related to leadership.
Submax (4)	Submax (4)

NOTE:
1. **The answer does not have to be in tabular format.**
2. **The differences do not have to link but must be clear.**
3. **Award a maximum of FOUR (4) marks if the differences are not clear/Mark either management or leadership only.**

Max (8)

5.3 **Role of personal attitude in successful leadership**

- Positive attitude ✓ releases leadership potential for personal growth. ✓
- A leader's good attitude can influence ✓ the success of the business. ✓
- Leaders must know their strengths and weaknesses ✓ to apply their leadership styles effectively. ✓
- Great leaders understand that the right attitude ✓ will set the right atmosphere. ✓
- Leaders' attitude may influence ✓ employees'/teams' thoughts/behaviour. ✓

- Leaders should model the behaviour ✓ that they want to see in team members. ✓
- Successful leaders consider the abilities/skills of team members ✓ to allocate tasks/roles effectively. ✓
- Enthusiasm produces confidence in a leader ✓ and inspires them to work even harder. ✓
- A positive attitude is critical for good leadership ✓ because good leaders will stay with the task regardless of difficulties/challenges. ✓
- Successful employees and leaders have a constant desire to work ✓ and achieve personal/professional success. ✓
- Leaders with a positive attitude know ✓ that there is always more to learn/space to grow. ✓

Any other relevant answer related to the role of personal attitude in successful leadership. **Max (12)**

5.4 **Theories of management and leadership**

5.4.1 **Situational leadership theory**

- Leaders manage employees under different conditions ✓ each requiring different character traits within the business. ✓
- Different leadership characteristics ✓ are needed for different situations. ✓
- Effective application of this theory may enable leaders ✓ to accomplish their goals. ✓
- Relationship between the leader and the employees ✓ are based on mutual trust/ respect/loyalty/integrity/honesty. ✓
- Leaders have the ability to analyse the situation/get the most suitable people in the right positions ✓ to complete tasks successfully. ✓
- Leaders analyse group members/objectives/time constraints, ✓ to adopt a suitable/relevant leadership style. ✓
- May lead to conflict when leaders use different leadership styles ✓ when managing employees in different situations. ✓
- The success of this theory depends on the kind of relationship that exists ✓ between the leader and followers/subordinates/ employees. ✓

Any other relevant answer related to the situational leadership theory.

Submax (8)

5.4.2 **Transformational leadership theory**

- Suitable for a dynamic environment ✓, where change could be drastic. ✓/This leadership theory would be adopted by the leader during a period ✓ in which the organisation is experiencing radical changes. ✓
- The passion/vision/personality of leaders inspires followers ✓ to change their expectations/perceptions/motivation to work towards a common goal. ✓
- The leader uses his/her communication skills/passion when interacting with employees ✓ to convince them to accept the changes that are planned in the organisation. ✓
- Strategic thinking leaders develop a long-term vision for the organisation ✓ and sell it to subordinates/employees. ✓
- Leaders have the trust/respect/admiration ✓ of their followers/ subordinates. ✓
- Promotes intellectual stimulation/creative thinking/problem solving ✓ which results in the growth/development/success of the business. ✓

- Followers are coached/led/mentored/emotionally ✓ supported through transformation/change so that they can share their ideas freely. ✓
- Encourages followers ✓ to explore/try new things/opportunities. ✓
- Leaders lead by example ✓ and make workers interested in their work. ✓
- Leaders have strong, charismatic personalities ✓ and are very good at motivating staff to achieve results. ✓
- Enable employees to take greater ownership for their work ✓ and to know their strengths and weaknesses. ✓

Any other relevant answer related to the transformational leadership theory.

Submax (8)

Max (16)

5.5 **Situations in which the democratic leadership style could be applied in the workplace**

This leadership style can be used when:

- group members are skilled/experienced/experts and eager to share their ideas. ✓✓
- the leader does not have all the information needed and employees have valuable information to contribute. ✓✓
- the leader knows his/her limitations to make decisions and is open to new ideas/ innovative thinking. ✓✓
- cooperation is needed between the leader and the team. ✓✓
- decisions need to be looked at from several perspectives. ✓✓
- innovative and creative ideas are needed. ✓✓
- inputs of employees are valued/appreciated in promoting teamwork. ✓✓

Any other relevant answer related to situations in which the democratic leadership style could be applied in the workplace. **Max (10)**

5.6 **Conclusion**

- Effective management and leadership establish a clear direction/productive culture and helps to align the team's efforts with the strategic goals of the business. ✓✓
- A leader's personal attitude significantly influences workplace morale and the overall success of the business. ✓✓
- The situational leadership theory requires leaders to be experts in identifying employees' strengths and weaknesses for effective allocation of tasks/duties. ✓✓
- Leaders follow the transformational leadership theory to give employees the independence to make decisions/support new problem-solving approaches. ✓✓
- The democratic leadership style is beneficial to both leaders and employees as both leaders and employees can learn and grow from each other. ✓✓

Any other relevant conclusion related to the differences between management and leadership/role of personal attitude in successful leadership/situational and transformational leadership theories/situations in which the democratic leadership style could be applied in the workplace. Any (1 x 2) (2)

[40]

QUESTION 5: BREAKDOWN OF MARK ALLOCATION

DETAILS	MAXIMUM	TOTAL
Introduction	**2**	**Max 32**
Differences between management and leadership	**8**	
Role of personal attitude in successful leadership	**12**	
The management and leadership theories in businesses o Situational leadership theory o Transformational leadership theory	**16**	
Situations in which the democratic leadership style could be applied in the workplace	**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.

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

6.1 **Introduction**

- Workers should follow established safety guidelines/participate in workshops and ensure that they understand how to use equipment properly. ✓
- Human rights are one of the fundamental rights contained in the Bill of Rights that should be observed in the workplace. ✓
- Open-minded businesses embrace diversity and celebrate people's differences to celebrate and leverage for greater success ✓
- A safe and healthy workplace fosters a positive and sustainable environment which can improve the business culture. ✓

Any other relevant introduction related to the responsibilities of employees/ workers in promoting human health and safety in the workplace /ways businesses could deal with human rights in the workplace/benefits of diversity in the workplace /strategies businesses may use to protect the environment and human health. Any (2 x 1) (2)

6.2 **Responsibilities of workers in promoting human health and safety in the workplace**.

- Use prescribed safety equipment. ✓✓
- Report accidents to the employer by the end of the shift. ✓✓
- Report unsafe/unhealthy working conditions to the relevant authorities/ management. ✓✓

- Inform the employer of any illness that may affect the ability to work. ✓✓
- Take care of their own health and safety in the workplace. ✓✓
- Co-operate/comply with the rules and procedures such as wearing prescribed safety clothing. ✓✓

Any other relevant answer related to the responsibilities of workers in promoting human health and safety in the workplace. **Max (8)**

6.3 **Ways in which businesses could deal with human rights in the workplace**

6.3.1 **Privacy**

- They should not provide personal information ✓ about employees to anyone else. ✓
- Businesses may not violate the rights ✓ of the employees and clients. ✓
- It is illegal to read other people's emails ✓ record conversations unless stated clearly and upfront. ✓

Any other relevant answer related to ways in which businesses could deal with privacy as a human right in the workplace Submax (6)

6.3.2 **Safety, security and protection of life**

- Provide workers with protective clothing ✓, such as gloves/footwear. ✓
- Comply with the regulations ✓ such as the OHSA/COIDA. ✓
- Employees should work in a safe working environment ✓ free from hazardous products/areas. ✓
- Employers should take precautionary measures to ensure employees ✓ and their belongings are safe in the workplace. ✓

Any other relevant answer related to ways in which businesses could deal with safety, security and protection of life as a human right in the workplace.

Submax (6)

6.3.3 **Information**

- Employees should be informed/updated ✓ as new information becomes available. ✓
- Business needs to be transparent in their financial statements ✓ by allowing employees who request to see these statements with motivation. ✓
- Employees must receive information on the CSI projects of the business ✓ and how they will affect them. ✓

Any other relevant answer related to ways in which businesses could deal with right to information as a human right in the workplace.

Submax (6)

Max (16)

6.4 **Benefits of diversity in the workplace**

- Workforce diversity improves the ability of businesses ✓ to solve problems/ innovate/cultivate diverse markets. ✓
- Employee's value each other's diversity ✓ and learn to connect/communicate across lines of difference. ✓
- Diversity in the workforce improves ✓ morale/motivation. ✓
- Employees demonstrate greater loyalty to businesses ✓ because they feel respected/accepted/understood. ✓
- Diversified workforce can give businesses a competitive advantage, ✓ as they can render better services. ✓
- Being respectful of differences ✓/demonstrating diversity makes good

business sense/improves profitability. ✓
- Diverse businesses ensure that their policies/practices empower every employee ✓ to perform at his/her full potential. ✓
- Stakeholders increasingly evaluate businesses ✓ on how they manage diversity in the workplace. ✓
- Employees from different backgrounds can bring different perspectives ✓ to businesses. ✓
- A diversified workforce stimulates debate ✓ on new/improved ways of getting things done. ✓
- Employees represent various groups ✓ and are therefore better able to recognise customer needs/satisfy consumers. ✓
- Businesses with a diverse workforce are more likely to have a good public image ✓ and attract more customers. ✓

Any other relevant answer related to benefits of diversity in the workplace.

Max (12)

6.5 **Strategies businesses may use to protect the environment and human health**

- 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 such as safe disposal of waste/dumping of toxic waste. ✓✓
- 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 such as adequate lighting/ventilation should be available and functional. ✓✓
- Machines must be serviced/maintained regularly in the workplace. ✓✓
- Educate employees about hygiene issues. ✓✓
- Encourage employees to do regular health checks. ✓✓
- Conduct regular inspections on buildings and machinery to minimise potential dangers to human health. ✓✓

Any other relevant answer related to strategies businesses may use to protect the environment and human health. **Max (10)**

6.6 **Conclusion**

- Employees that follow the health and safety procedures reduce workplace injuries and accidents. ✓✓
- Businesses should conduct continuous research on diversity issues/ develop additional strategies to deal with them to enjoy the benefits of diversity in the workplace. ✓✓
- Diversity in the workplace fosters an inclusive environment where employees feel valued and respected, leading to several positive outcomes. ✓✓
- Businesses should continuously review and update their health and safety practices to adapt to new regulations/ emerging risks/feedback from employees. ✓✓

Any other relevant conclusion related to the responsibilities of workers in promoting human health and safety in the workplace/ways businesses could deal with human rights in the workplace/benefits of diversity in the workplace/strategies businesses may use to protect the environment and human health.

Any (1 x 2) (2)

[40]

QUESTION 6: BREAKDOWN OF MARK ALLOCATION

DETAILS	MAXIMUM	TOTAL
Introduction	**2**	**Max 32**
Responsibilities of workers in promoting human health and safety in the workplace	**8**	
Ways to deal with the following human rights in the workplace: ○ Privacy ○ Safety, security and protection of life ○ Information	**16**	
Benefits of diversity in the workplace	**12**	
Strategies businesses may use to protect the environment and human health	**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

TOTAL SECTION C: 40

TOTAL: 150

ANNEXURE A

ADDENDUM			
Gauteng Business Studies PRELIM P2 2025			
Question	**Additions**	**Reasons**	**Way forward**
2.4	**Impact of laissez-faire/free-reign leadership style** **Positives/Advantages** Award full marks for: • Productivity levels of the organisation could increase significantly✓ because employees feel valued/appreciated. ✓ **Negatives/Disadvantages** • The leader does not become involved in disagreements ✓amongst employees. ✓	The fact appears in 2024 GDE notes and DBE textbook P206.	The facts have been revised in the 2024 NOV NSC marking guideline: Teachers are advised to revise these facts in DBE textbook and other credible sources as they will no longer be accepted in future. Refer to the revised facts in the 2025 Prelim marking guideline. **(Bullet 4)** in both positives and/or negatives.
3.5.2	**Other ways in which businesses could contribute time and effort in improving the well-being of employees** Award full marks for: • Provide recreational facilities for employees ✓ and encourage them to stay fit and healthy. ✓	The fact appears in the DBE textbooks P311 and 2024 GDE notes.	The fact has been revised in the 2024 NOV NSC marking guideline: Teachers are advised to revise this fact in DBE textbook and other credible sources as it will no longer be accepted in future. . Refer to the revised fact in the 2025 Prelim marking guideline**. (Bullet 6)**