KWAZULU-NATAL PROVINCE

EDUCATION
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

BUSINESS STUDIES

MARCH 2025

COMMON ASSESSMENT TEST

MARKS: 100

TIME: 1½ hours

This question paper consists of 8 pages.

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INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This question paper consists of THREE sections.

   SECTION A: COMPULSORY

   SECTION B: Consists of THREE questions. Answer any **TWO** of the three questions in the section.

   SECTION C: Consists of TWO questions. 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.

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

3. Number the answers correctly according to the numbering system used in this question paper. NO marks will be awarded for answers that are numbered incorrectly.

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

5. Use the mark allocation and nature of each question to determine the length and the breath of an answer.

6. Use the table below as a guide for mark and time allocation when answering each question.

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

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

8. You may use non-programmable calculator.

9. Write neatly and legibly.

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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 The ... provide accreditation for skills development facilitators.

A. learnership
B. Human Resource Development Strategy (HRDS)
C. penalties
D. SETAs

1.1.2 Mint Services identify vacancies and attract suitable candidates.

A. Recruitment
B. Selection
C. Placement
D. Induction

1.1.3 Using fine print to conceal important information is an example of ...

A. pricing of goods in rural areas
B. unfair advertising
C taxation/tax evasion
D. polluting the environment

1.1.4 Zithulele Engineers applied brainstorming as a problem-solving technique by ...

A. Inviting a panel of experts to research complaints from customers.
B. Describing current situation and desired situation
C. Using each suggestion to inspire new ideas.
D. Dividing employees into smaller groups

1.1.5 For the overtime worked on weekdays and Saturdays, Techno Printers employees must be compensated as follows:

A. Double the normal rate of pay
B. Paid for 10 hours per week.
C. One and half times the normal rate of pay
D. Triple the normal rate of pay. (5 x 2) (10)

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

COLUMN A	COLUMN B
1.2.1 National Skills Development Strategy (NSDS)	A. written description of the job and its requirements/type of the job.
1.2.2 Job description	B. access to clean water.
1.2.3 Economic rights	C. increase access to programme that train people.
1.2.4 Delphi Technique	D. eliminates discrimination on grounds of gender/race/disability in the workplace.
1.2.5 Labour Relations Act (LRA) (No. 66 OF 1995)	E. summarise the responses from the experts in a feedback report.
	F. promotes collective bargaining at the workplace.
	G. written description of specific skills/ experience needed for the job.
	H. reasonable limitations of working hours.
	I. choose the force with the highest score the solution.
	J. improves supply of skills

(5 x 2) (10)

TOTAL SECTION A: 20

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SECTION B

Answer ANY TWO questions from this section.

Clearly indicate the QUESTION NUMBER of each question that you choose.

QUESTION 2: BUSINESS ENVIRONMENTS

2.1 Name any TWO types of leave stipulated in the Basic Conditions of Employment Act (BCEA).1997 (Act 75 of 1997) (2)

2.2 Outline ways in which businesses can comply with the Compensation for Occupational Injuries and Diseases Act (COIDA), 1997 (Act 61 of 1997). (4)

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

BOBBY TECHNOLOGY(BT)

Bobby Technology manufactures advance mining equipment. BT has recently appointed black people in managerial positions. They are also planning to sell some shares to black employees/people.

2.3.1 Identify the Act that is applicable to BT. (2)

2.3.2 Explain the impact of the Act identified above on businesses. (4)

2.4 Discuss the purpose of the Skills Development Act (SDA),1998 (Act 45 of 1998) (4)

2.5 Advise businesses on actions regarded as non-compliance by the Consumer Protection Act (CPA), 2008 (Act 68 of 2008) (4)

[20]

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QUESTION 3: BUSINESS OPERATIONS

3.1 State any TWO sources of internal recruitment. (2)

3.2 Outline the reasons for termination of employment contract. (4)

3.3 Discuss the role of interviewer during the interview (4)

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

SHABBIR MANUFACTURING (SM)

Shabbir Manufacturing produces gas cylinders. Recently the business has listed the purpose of induction as:

- Communication of information about the products/services offered by the business
- Communication of psychographic tests to be conducted soon on the new employee.
- Communication of business policies regarding ethical/professional conduct/ conditions of employment, etc.

3.4.1 Quote TWO purposes of induction applicable to SM. (2)

3.4.2 Explain the benefits of induction to SM. (4)

3.5 Advise businesses on the importance of training/skills development in HRM. (4)

[20]

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QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS OPERATIONS

4.1 Name any TWO aspects that should be included in an employment contract (2)

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

SMILE RESTAURANT (SR)

Smile Restaurant is looking for the head chef for its Durban based restaurant. The management at SR used networking skills to attract the most suitable candidate.

4.2.1 Identify the type of recruitment used by SR (2)

4.2.2 Discuss the impact of the type of recruitment identified in Question 4.2.1. (6)

BUSINESS ROLES

4.3 List any TWO problem-solving steps (2)

4.4 Discuss the application of force-field analysis as a problem-solving technique (4)

4.5 Advise businesses on the ways in which businesses can create an environment that stimulates /promote creative thinking. (4)

[20]

TOTAL SECTION B: 40

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SECTION C

Answer any **ONE** question from this section.

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

QUESTION 5: BUSINESS ENVIRONMENTS (LEGISLATION)

Credit providers must analyse the purpose of the National Credit Act (NCA), 2005 (Act 34 of 2005) before granting any credit, as well as the consumer rights in terms of this Act. It is also important for businesses to assess the impact of NCA on their operations. Compliance with NCA is compulsory for all credit providers.

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

- Outline the purpose of the National Credit Act.
- Explain the consumer rights as stipulated in the National Credit Act.
- Discuss the impact of the National Credit Act on businesses
- Suggest ways in which businesses can comply with the National Credit Act. **[40]**

QUESTION 6: BUSINESS ROLES (ETHICS AND PROFESSIONALISM)

Both ethical and professional behaviour form part of effective business practice and guides employees conduct in the workplace. King Code principles such as transparency and accountability are instrumental for good corporate governance. Businesses must be aware of challenges posed by various types of unprofessional business practices. Effective strategies need to be developed to deal with pricing of goods in rural areas.

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

- Outline the differences between ethical behaviour and professional behaviour.
- Explain ways in which the following King Code principles for good corporate governance can be applied.
    - o Transparency
    - o Accountability
- Discuss challenges posed by any TWO types of unprofessional business practices.
- Advise business on strategies to deal with pricing of goods in rural areas as the type of unethical business practice. **[40]**

TOTAL SECTION C: 40

GRAND TOTAL: 100

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