

BUSINESS STUDIES

GRADE 12

PAPER 2

NSC EXAMINATION REVISION STRATEGY

EXAMINATION DATE: 15 SEPTEMBER

2026



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TOPICS TO BE COVERED IN PAPER 2

- **PAPER 2** covers the following **TWO** main topics:
 - **BUSINESS VENTURES** which consists of **FIVE** sub-topics
 - **BUSINESS ROLES** which consists of **FIVE** sub-topics
- Both topics are equally assessed in this paper
- The total mark allocation for this paper is 150 marks which will be written for 2 hours

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STRUCTURE OF THE QUESTION PAPER 2

SECTION A	OBJECTIVE TYPES OF QUESTION	SUBTOPICS
Compulsory short questions	1.1 Multiple Choice (5x2)	• Management and Leadership • Investment: Securities : Insurance • Forms of ownership • Presentation and Data response • Ethics and Professionalism • Creative thinking and Problem solving • Team performance and Conflict management • Human rights, inclusivity and Environmental issues • Social responsibility, CSR, CSI
	1.2 Complete the following statements by using the word(s) provided... (5x2)	
	1.3 Matching item: Column A and Column B. (5x2)	
	TOTAL 30 MARKS	



EXAMINATION AND ASSESSMENT

SECTION B	QUESTION 2: BUSINESS VENTURES	MARKS
CHOICE QUESTION ANSWER ANY TWO	Management and leadership Investment: Securities : Insurance Presentation and Data response Forms of ownership	(40)
	QUESTION 3: BUSINESS ROLES • Ethics and Professionalism • Creative thinking and problem-solving • Team performance and Conflict management • Human rights, inclusivity, and Environmental issues • Social responsibility, CSR, CSI	(40)



EXAMINATION AND ASSESSMENT

SECTION C	CHOOSE ANY ONE	
TWO Essay Questions	QUESTION 5: BUSINESS VENTURES Management and leadership Investment: Insurance Securities Presentation and Data response	(40)
	QUESTION 6: BUSINESS ROLES • Ethics and Professionalism • Creative thinking and problem-solving • Human rights, inclusivity, and Environmental issues • Social responsibility, Corporate social responsibility, Corporate social investment • Team performance and Conflict management	(40)



TIPS FOR ESSAY WRITING.....

INTRODUCTION	PARAGRAPH
Start with the word 'Introduction' as a heading.	Don't write the word ' Body ' as a heading.
Give two general statements of any of the subheadings/or two general statements of any subheadings.	Break up the information into logical parts, making use of heading and subheadings.
Don't repeat/use the words that are within the preamble .	The maximum marks obtained for the paragraphs = 32 marks .
Give TWO meaningful facts to get maximum marks: $(2 \times 1) = (2)$	Don't repeat facts, get to the point.
	Write your responses in full sentences that are bulleted.

TIPS FOR ESSAY WRITING.....

CONCLUSION	LASO
Write the word 'Conclusion' as a heading.	Write the words Introduction and Conclusion to obtain full marks for layout.
End your essay with ONE meaningful fact not repeating what was said within the introduction /paragraph: $(1 \times 2) = (2)$	Write sub-headings that appear within the question paper to get ONE mark for analysis.
	Make sure that you write as many correct facts as you can that amount to at least 16 marks/more within the paragraph to get another ONE mark for analysis.



TIPS FOR ESSAY WRITING.....

CONCLUSION	LASO
	Ensure that you only provide relevant content as answers in order for you to get two marks for synthesis.
	Provide at least TWO current examples linked to the business world to support the facts in your paragraphs to get two marks for originality.

BUSINESS VENTURES

EXAMINATION GUIDELINES



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BUSINESS VENTURES

MANAGEMENT AND LEADERSHIP	CONTENT	EXAMINATION AND ASSESSMENT
	Management and leadership	- Elaborate on the meaning of management and leadership - Outline the differences between differences between management and leadership.
	Leadership styles - Democratic - Transactional - Autocratic - Laissez-faire/Free-reign - Charismatic	- Identify leadership styles from a given scenario - Discuss situations in which leadership styles can be applied - Advise businesses on the impact of leadership styles. - Differentiate between Democratic and Autocratic.
	Theories management and leadership	- Identify the leadership theories from a given scenario - Transformational and situational - Discuss the leadership theories
	Role of personal attitude in successful leadership	- Explain the role of personal attitude in successful leadership. - Quote the role of personal attitude in successful leadership in the scenario.

MANAGEMENT AND LEADERSHIP – EXAMINATION AND ASSESSMENT

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

RIVER LANDSCAPING (RL)

River Landscaping uses a system of rewards and punishments to motivate employees to achieve their goals and objectives. RL also conducted training with their regional managers on the role of personal attitude in successful leadership.

2.3.1 Name the leadership style applicable to RL in the scenario above. (2)

2.3.2 Describe the role of personal attitude in successful leadership. (4)

2.4 Discuss the transformational leadership theory. (6)

Discuss the impact of the *laissez-faire*/free-reign leadership style. (4)

MANAGEMENT AND LEADERSHIP – EXAMINATION AND ASSESSMENT

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

EXCLUSIVE ARCHITECTS (EA)

Exclusive Architects operate in a competitive environment and had to improve the designs of their housing plans. The management of EA provide emotional support for employees through coaching so that they can share their ideas more freely.

2.5.1 Identify the leadership theory used by EA. Motivate your answer by quoting from the scenario above. (3)

2.5.2 Explain ONE other leadership theory. (3)

2.6 Discuss the impact of the autocratic leadership style on businesses. (6)

MANAGEMENT AND LEADERSHIP – EXAMINATION AND ASSESSMENT

4.2 Identify the leadership theory applied by Lethabo to manage his employees in EACH statement below:

4.2.1 Lethabo uses different leadership styles in different circumstances. (2)

4.2.2 He encourages his employees to be creative and explore new ways of doing things. (2)

Suggest situations in which the transactional leadership style can be applied in the workplace. (6)

Explain the difference between the *democratic* and *autocratic* leadership styles. (4)

Outline the role of personal attitude in successful leadership. (6)

MANAGEMENT AND LEADERSHIP – EXAMINATION AND ASSESSMENT

Effective management and leadership play an important role in achieving business goals. Many leaders follow the transformational leadership theory as a guide to lead their employees. Others use the democratic and autocratic leadership styles in the workplace. Some leaders agree that the role of personal attitude is important for successful leadership.

Write an essay on management and leadership in which you include the following aspects:

- Outline the differences between *management* and *leadership*.
- Explain the *transformational leadership theory*.
- Discuss the impact of the following leadership styles on businesses:
 - Democratic
 - Autocratic
- Advise businesses on the role of personal attitude in successful leadership.



MANAGEMENT AND LEADERSHIP – EXAMINATION AND ASSESSMENT

Businesses agree that leaders' personal attitude play an important role in successful leadership. Some businesses apply the democratic leadership style whereas others apply the autocratic leadership style. The situational and transformational leadership theories provide guidelines on the application of leadership styles. Certain situations require businesses to apply the transactional leadership style.

Write an essay on management and leadership in which you include the following aspects:

- Outline the role of personal attitude in successful leadership.
- Explain the differences between *democratic* and *autocratic leadership styles*.
- Discuss the following leadership theories:
 - Situational
 - Transformational
- Recommend situations in which the transactional leadership style could be applied in the workplace.

BUSINESS VENTURES

SECURITIES

EXAMINATION GUIDELINES



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BUSINESS VENTURES

SECURITIES	CONTENT	EXAMINATION AND ASSESSMENT
	Functions of JSE	• Explain/Discuss the function of Johannesburg Securities Exchange (JSE).
	Factors to consider when making investments decisions.	• Name factors that should be considered when making investment decisions. • Explain factors that should be considered when making investment decisions.
	Investment opportunities and their risk factors	• Name/Explain the various types of investment opportunities and their risk factors.
	Four forms of investment RSA Retail Savings Bonds Unit trust Fixed deposit Shares	• Identify the form of investment from a given scenario and motivate your answer by quoting from the scenario. • Discuss/Advise businesses on the impact of the form of investment.
	Four types of shares Ordinary, Preference, founders, Bonus	• Identify types of shares from the given scenario • Discuss the types of shares



BUSINESS VENTURES

SECURITIES	CONTENT	EXAMINATION AND ASSESSMENT
	Types of preference shares	Name the types of preference shares. Identify the types of preference shares from a given scenario/statement. Discuss the types of preference shares. The rights of ordinary and preference shareholders.
	Elaborate on the meaning of the following concept	Debentures, Dividends, Capital gain, Simple and Compound interest
	Calculations of simple and compound interest	Identify the type of investment option from a given scenario Calculate Simple and Compound interest from a given scenario. Recommend the best investment option based on the calculations. Distinguish between Simple and Compound interest.

SECURITIES – EXAMINATION AND ASSESSMENT

Outline any **THREE** functions of the Johannesburg Securities Exchange (JSE).

(6)

State any **THREE** factors that should be considered when making investment decisions.

(3)

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

REDDY LIMITED (RL)

Reddy Limited offers different types of preference shares to shareholders. Some shareholders bought shares that will not allow them to receive past dividends. Others chose shares that allowed them to share in the surplus profit of the business.

Identify **TWO** types of preference shares offered by RL. Motivate your answer by quoting from the scenario above.

Use the table below as a **GUIDE** to answer QUESTION 2.3.

TYPES OF PREFERENCE SHARES	MOTIVATIONS
1.	
2.	

(6)

SECURITIES – EXAMINATION AND ASSESSMENT

Evaluate the impact of unit trusts as a form of investment. (6)

State any TWO types of preference shares. (2)

Outline the advantages of unit trusts as a form of investment. (4)

2.5 Describe the functions of the Johannesburg Securities Exchange (JSE). (6)

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

Thapelo invested an amount of R7 000 in a fixed deposit at 10% simple interest per year over a period of two years.

2.6.1 Calculate the simple interest that Thapelo will receive after two years. Show ALL calculations. (4)

2.6.2 Discuss the impact of fixed deposits as a form of investment. (6)

SECURITIES – EXAMINATION AND ASSESSMENT

- 2.4 Discuss the impact of Government/RSA Retail Savings Bonds as a form of investment. (6)
- 2.5 Read the scenario below and answer the questions that follow.

GREEN LOGISTICS (GL)

Green Logistics is in the process of investing their surplus funds. They considered the investment period and possible risk in the different investment options. GL also identified venture capital as the best investment opportunity to expand their business.

- 2.5.1 Name TWO factors that GL considered when making an investment decision in the scenario above. (2)
- 2.5.2 Explain venture capital as a type of investment opportunity. (4)

SECURITIES – EXAMINATION AND ASSESSMENT

2.2 Outline the rights of ordinary shareholders. (4)

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

PARKER DENTISTRY (PD)

Parker Dentistry has surplus funds and decided to invest a minimum amount of R1 000 as initial investment. They will be penalised if withdrawals are made within the first twelve months.

2.3.1 Identify the form of investment applicable in the scenario above. (2)

2.3.2 Describe the advantages of the form of investment identified in QUESTION 2.3.1. (4)

Elaborate on the meaning of *return on investment (ROI)* as a factor that should be considered when making investment decisions. (4)

SECURITIES – EXAMINATION AND ASSESSMENT

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

Greenview Retailers invested an amount of R20 000 at 16% simple interest over a period of two years in a fixed deposit with Unity Bank.

- 4.2.1 Calculate the interest that Greenview Retailers will receive after two years. Show ALL calculations. (4)
- 4.2.2 Discuss the advantages of fixed deposits as a form of investment. (4)

SECURITIES – EXAMINATION AND ASSESSMENT

The Johannesburg Securities Exchange (JSE) provides different financial prospects to investors. Investors must have a comprehensive understanding of the different types of investment opportunities and their risk factors. Government/RSA Retail Savings Bonds is one of the most preferred forms of investment; however, some investors also invest in preference shares.

Write an essay on investment securities in which you include the following aspects:

- Outline the functions of the Johannesburg Securities Exchange (JSE).
- Explain the following types of investment opportunities and their risk factors:
 - Debentures
 - Venture capital
- Discuss the impact of Government/RSA Retail Savings Bonds as a form of investment.
- Advise businesses on the rights of preference shareholders.

BUSINESS VENTURES

INSURANCE

EXAMINATION GUIDELINES



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INSURANCE

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INSURANCE	CONTENT	EXAMINATION AND ASSESSMENT
Non- compulsory	Insurance concepts Over-insurance Under-insurance Average clause Reinstatement Excess	• Elaborate the meaning of the concepts • Explain the difference between over and under insurance • Differentiate between insurance and assurance example • Give examples of short term and long-term insurance
	Principles of insurance Indemnification/Indemnity Security/Certainty Utmost good faith Insurable interest	• Identify the principle of insurance from a given scenario • Explain/Discuss the following principles of insurance
	Calculate	• Apply the average clause to calculate the compensation in the case of under-insurance.
	Advantage of insurance	• Explain/discuss the advantages/importance of insurance • Explain the meaning of insurable and non-insurable risk



BUSINESS VENTURES

INSURANCE	CONTENT	EXAMINATION AND ASSESSMENT
Compulsory	Compulsory insurance	• Differentiate between compulsory and non-compulsory insurance. • Explain the THREE types of compulsory insurance: ○ Unemployment Insurance Fund , Road Accident Fund ○ Compensation for Occupational Injuries and Diseases Fund ○ Road Accident Fund/RABS
	UIF Benefits	• Explain the type of UIF benefits

INSURANCE – EXAMINATION AND ASSESSMENT

- 2.2 Elaborate on the meaning of excess as an insurance concept. (4)
- 4.3 Identify the insurance concept applicable to Rachel Traders in EACH statement below.
- 4.3.1 The insurance company replaced the damaged equipment of Rachel Traders, instead of compensating them for their financial loss. (2)
- 4.3.2 Rachel Traders paid a fixed amount upfront to the insurance company when they submitted a claim for a stolen laptop. (2)

INSURANCE – EXAMINATION AND ASSESSMENT

- 2.1 Give any FOUR examples of short-term insurance. (4)
- 4.1 Name any TWO types of compulsory insurance. (2)
- 4.2 Outline the advantages of insurance for businesses. (6)
- 2.3 Read the scenario below and answer the questions that follow.

AKHONA TRADERS (AT)

Akhona Traders bought stock to the value of R400 000 but only insured it for R200 000. A fire broke out in the warehouse and destroyed stock to the value of R80 000.

- 2.3.1 Name the insurance clause that is applicable to AT in the scenario above. (2)
- 2.3.2 Calculate the amount that AT will receive as compensation from the insurer. Show ALL the calculations. (4)

INSURANCE – EXAMINATION AND ASSESSMENT

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

ADONISI FASHION (AF)

The management of Adonisi Fashion wants to insure their stock against fire, changes in fashion and theft. They conducted research on insurable risks and understand the importance of insurance.

4.3.1 Name TWO insurable risks in the scenario above. (2)

4.3.2 Explain the advantages of insurance for businesses. (6)

2.6 Discuss the Unemployment Insurance Fund (UIF) as a type of compulsory insurance. (6)

INSURANCE – EXAMINATION AND ASSESSMENT

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

RAVAT TRADERS (RT)

The management of Ravat Traders ensures that both the business and employees each contribute 1% of their wages to the Department of Labour. The contribution is compulsory as specified in legislation.

- 4.2.1 Identify the type of compulsory insurance applicable to the scenario above. (2)
- 4.2.2 Explain ONE other type of compulsory insurance. (3)
- 2.1 Name any FOUR examples of long-term insurance. (4)
- 2.2 Elaborate on the meaning of *excess* as an insurance concept. (4)
- 2.1 Name any THREE types of benefits paid out by the Unemployment Insurance Fund (UIF). (3)

INSURANCE – EXAMINATION AND ASSESSMENT

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

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

AMANDLA TRADERS (AT)

Amandla Traders bought stock worth R600 000, but they insured it for R400 000. AT lost stock to the value of R90 000 due to damage caused by heavy storms.

2.3.1 Name the insurance clause that is applicable in the scenario above. (2)

2.3.2 Calculate the amount that AT will receive as compensation from the insurer. Show ALL calculations. (4)

INSURANCE – EXAMINATION AND ASSESSMENT

- 2.1 Give any FOUR examples of short-term insurance. (4)
- 2.5 Advise businesses on the advantages of insurance for businesses. (4)
- 2.7 Discuss any TWO principles of insurance. (6)
- 4.1 Name any TWO examples of long-term insurance. (2)
- 4.1 Name FOUR examples of non-insurable risks. (4)
- 4.2 Read the scenario below and answer the questions that follow.

Greenview Retailers invested an amount of R20 000 at 16% simple interest over a period of two years in a fixed deposit with Unity Bank.

- 4.2.1 Calculate the interest that Greenview Retailers will receive after two years. Show ALL calculations. (4)

INSURANCE – EXAMINATION AND ASSESSMENT

- 2.5 Discuss any TWO principles of insurance. (6)
- 2.6 Read the scenario below and answer the questions that follow.

RUBAN MANUFACTURERS (RM)

Ruban Manufacturers took out insurance for their key personnel. They were compensated when one member of the key personnel died. RM was also paid out for loss of income after employees went on strike due to salary cuts.

- 2.6.1 Quote TWO advantages of insurance for RM from the scenario above. (2)
- 2.6.2 Explain other advantages of insurance for businesses. (4)

INSURANCE – EXAMINATION AND ASSESSMENT ASSIGNMENT 1

Most businesses can clearly distinguish between insurance and assurance. They understand that they can benefit by investing in insurance tailored to their needs. They apply the principles of insurance when entering into an insurance contract. Businesses are also required to contribute to compulsory insurance.

Write an essay on investment insurance in which you include the following aspects:

- Outline the differences between *insurance* and *assurance*.
- Explain the benefits of insurance for businesses.
- Discuss the following principles of insurance:
 - Indemnity/Indemnification
 - Utmost good faith
- Advise businesses on the Road Accident Fund (RAF)/Road Accidents Scheme (RABS) as a type of compulsory insurance.

[40]

INSURANCE – EXAMINATION AND ASSESSMENT ASSIGNMENT 2

Some businesses are not well conversant with the differences between overinsurance and under-insurance. Others apply the principles of insurance when entering into an insurance contract. Many businesses regard the registration of employees with the Compensation Fund/COIDA, as an administrative burden.

Write an essay on insurance in which you include the following aspects:

- Outline the differences between *overinsurance* and *under-insurance*.
- Explain any THREE principles of insurance.
- Discuss the advantages of insurance for businesses.
- Advise businesses on the Compensation Fund in terms of the COIDA as a type of compulsory insurance.

[40]

INSURANCE – EXAMINATION AND ASSESSMENT

Businesses enjoy the benefits of different types of insurance. Some businesses over-insure while other businesses underinsure their properties. They also maintain that employees should receive benefits offered by the Unemployment Insurance Fund (UIF). The principle of indemnification/indemnity also encourages businesses to insure their various business assets.

Write an essay on insurance in which you include the following aspects:

- Outline the advantages of insurance for businesses.
- Differentiate between *over-insurance* and *under-insurance*.
- Discuss any FOUR types of benefits paid out by the Unemployment Insurance Fund.
- Advise businesses on *indemnification/indemnity* as a principle of insurance.

[40]

INSURANCE – EXAMINATION AND ASSESSMENT –

Insurance companies offer a variety of insurance products that are vital to businesses which they can either be over or under insured depending on their capacity. The insurer and the insured use different insurance principles as a vanguard to the success of insurance transactions. There are benefits that comes with registering for UIF. It becomes important for businesses to have insurance as they become secured from unforeseen events.

Write an essay on investment insurance in which you include the following aspect:

- Outline the difference between over and under insurance.
- Discuss principles of insurance.
- Explain the following types of benefits paid out by the Unemployment Insurance Fund.
 - Unemployment benefits
 - Illness benefits/ Sickness/ Disability
 - Adoption benefits
- Advise businesses on the importance of insurance for businesses.

[40]

BUSINESS VENTURES

FORMS OF OWNERSHIP

EXAMINATION GUIDELINES



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FORMS OF OWNERSHIP	CONTENT	EXAMINATION AND ASSESSMENT
	Limited and unlimited liability	- Explain the meaning of limited and unlimited liability. - Outline the differences between limited and unlimited liability.
	- Forms of ownership - Advantages of a State-Owned Company	- Discuss the characteristics of EACH form ownership - Explain/Discuss the impact of the different forms of ownership. - Explain the differences between Private and Public Company
	Criteria for success and/or failure	- Discuss how the following criteria contribute to the success and/or failure: - Taxation, - Management, - Capital, - Division of profits - Legislation

FORMS OF OWNERSHIP – EXAMINATION AND ASSESSMENT

Outline the difference between *limited liability* and *unlimited liability*. (4)

Advise businesses on how the *division of profits* could contribute to the success and/or failure of a public company. (6)

Advise businesses on how capital can contribute to the success and/or failure of a private company. (4)

Discuss the characteristics of a partnership. (6)

Advise businesses on how capital can contribute to the success and/or failure of a private company. (4)

Outline the advantages of a state-owned company. (6)

Explain how capital as a criterion can contribute to the success and/or failure of a private company. (6)

FORMS OF OWNERSHIP – EXAMINATION AND ASSESSMENT

Outline the advantages of a non-profit company. (4)

4.3 Discuss how the following criteria could contribute to the success and/or failure of a partnership:

4.3.1 Capital (4)

4.3.2 Management (4)

Outline the advantages of a non-profit company. (4)

2.6 Discuss how the following criteria could contribute to the success and/or failure of a sole trader:

2.6.1 Taxation (4)

2.6.2 Division of profits (4)

FORMS OF OWNERSHIP – EXAMINATION AND ASSESSMENT

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

SANDY BAKERY (SB)

Sandy, the owner of Sandy Bakery, wants to use her additional income to expand her business. She decided to buy shares in Bio Ltd.

Identify the forms of ownership represented by Sandy Bakery and Bio Ltd. Motivate your answer by quoting from the scenario above.

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

FORMS OF OWNERSHIP	MOTIVATIONS
1.	
2.	

(6)

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PRESENTATION AND DATA RESPONSE

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BUSINESS VENTURES

PRESENTATION	CONTENT	EXAMINATION AND ASSESSMENT
Presentation	Factors that must be considered by the presenter: When preparing... While presenting ...	• Outline/Explain/Discuss factors that must be considered when preparing for a presentation. • Outline/Explain/Discuss factors that must be considered when presenting • Advise the presenter/Explain factors that must be considered by the presenter while presenting.
	How to handle feedback/questions in a non-aggressive and professional manner.	• Explain how to handle feedback/questions in a non-aggressive and professional manner.
	Areas of improvement in the next presentation	• Explain/Recommend areas of improvement in the next presentation



BUSINESS VENTURES

PRESENTATION	CONTENT	EXAMINATION AND ASSESSMENT
Data response	Factors that must be considered when designing multiple media presentation.	• Explain aspects that must be considered when designing a multimedia presentation. • Give examples of nonverbal presentation.
	Visual Aids ◦ Handouts ◦ PowerPoint/Data projector ◦ Overhead projectors/Transparencies ◦ /flyers/brochures ◦ Flip charts ◦ Interactive whiteboard ◦ /Smart boards ◦ Posters/signs/banners/portable advertising stands/flags	• Identify visual aids from a given scenario and motivate your answer by quoting from the scenario. • Discuss/Advise businesses on the impact of visual aid.

PRESENTATION AND DATA – EXAMINATION AND ASSESSMENT

4.1 Give any TWO examples of non-verbal presentations. (2)

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

FREEWAY CONSULTANCY (FC)

Freeway Consultancy requested Kate, the marketing manager, to design a multimedia presentation. Kate structured the information in a logical sequence for the audience to follow. She created hyperlinks to allow quick access to other files. Kate is also expected to respond to questions posed after the presentation.

2.6.1 Quote TWO aspects that Kate considered when designing a multimedia presentation. (2)

2.6.2 Explain how Kate should respond to questions after the presentation in a non-aggressive and professional manner. (4)

2.7 Discuss the impact of hand-outs as a type of visual aid. (6)

DATA RESPONSE – EXAMINATION AND ASSESSMENT

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

QUSHU LIMITED (QL)

Qushu Limited requested Sam, the financial manager, to present audited financial statements to various stakeholders. Sam used a special pen to make notes while images were being displayed. The audience were given hard copies of his presentation for future reference.

Identify TWO visual aids used by Sam. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.6.

VISUAL AIDS	MOTIVATIONS
1.	
2.	

(6)

PRESENTATION AND DATA RESPONSE – EXAMINATION AND ASSESSMENT

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

ELANGE LIMITED (EL)

The management of Elange Limited presented their future plans for expansion to the shareholders. They used PowerPoint, smart pens and flip charts to make their presentation interesting. Management also considered comments from the shareholders in order to improve their next presentation.

- 4.3.1 Name TWO visual aids used by EL in the scenario above. (2)
- 4.3.2 Suggest the areas of improvement that the management should consider for their next presentation. (4)

PRESENTATION AND DATA RESPONSE – EXAMINATION AND ASSESSMENT

- 2.3 Identify the type of visual aid that was used by Dumisani while presenting in EACH statement below.
- 2.3.1 Dumisani used slides that were projected on a screen. (2)
- 2.3.2 He provided the audience with hard copies of his presentation at the beginning of the session. (2)
- 2.5 Read the scenario below and answer the questions that follow.
- CARDIA COMMUNICATIONS (CC)**

Samantha, the financial consultant at Cardia Communications, presented the financial report to the stakeholders of the business. She decided to use slides that were projected on a screen during her presentation.
- 2.5.1 Identify the visual aid that Samantha used in her presentation. Motivate your answer by quoting from the scenario above. (3)
- 2.5.2 Explain the advantages of the visual aid identified in QUESTION 2.5.1. (4)

PRESENTATION AND DATA RESPONSE – EXAMINATION AND ASSESSMENT

- 2.8 Advise presenters on the aspects that should be considered when designing a multimedia presentation. (6)
- 4.4 Explain the advantages of PowerPoint as a type of visual aid. (4)
- 4.4 Explain the factors that must be considered when preparing for a presentation. (6)

PRESENTATION AND DATA RESPONSE – EXAMINATION AND ASSESSMENT

2.7 Recommend ways in which presenters can handle feedback in a non-aggressive and professional manner.

(6)

A well-designed multimedia presentation is necessary for communicating with business stakeholders. Presenters must know the factors that must be considered while presenting to ensure a successful presentation. Some presenters use hand-outs and flip charts to enhance the quality of their presentations. Handling feedback in a non-aggressive and professional manner is important for concluding a presentation.

Write an essay on presentation and data response in which you include the following aspects:

- Outline aspects that should be considered when designing a multimedia presentation.
- Explain the factors that the presenter should consider while presenting.
- Discuss the impact of the following visual aids:
 - Hand-outs
 - Flip charts
- Recommend ways in which presenters can handle feedback in a non-aggressive and professional manner.

PRESENTATION AND DATA RESPONSE – EXAMINATION AND ASSESSMENT

An effective business presentation requires presenters to be well prepared. Many presenters prefer to use handouts and interactive whiteboards to cater for different audiences. It is important that presenters handle feedback in a non-aggressive and professional manner. They should strive to improve on their next presentation.

Write an essay on an effective business presentation in which you include the following aspects:

- Outline factors that should be considered when preparing for a presentation.
- Discuss the impact of handouts and interactive whiteboards as types of visual aids.
- Explain how the presenter should handle feedback after a presentation in a non-aggressive and professional manner.
- Suggest areas of improvement to the presenter for his/her next presentation.

BUSINESS ROLES

ETHICS AND PROFESSIONALISM

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BUSINESS ROLES

ETHICS AND PROFESSIONALISM	CONTENT	EXAMINATION AND ASSESSMENT
	Ethics and Professional	• Elaborate on the meaning of ethical behaviour • Outline differences between Ethical and Professional behaviour
	King Code principles	• Explain how business can apply the king Code principles ○ Transparency ○ Accountability ○ Responsibility
	Ways in which professional, responsible, ethical and effective business practices should be conducted.	• Recommend/Advise ways in which professional, responsible, ethical and effective business practices should be conducted.
	Unprofessional business practices	• Identify from a given scenario/statement • Explain how the above-mentioned unprofessional business practice pose a challenge to businesses. • Recommend/Advise ways in which could deal with the above-mentioned types of unprofessional business practice.



BUSINESS ROLES

ETHICS AND PROFESSIONALISM

LOW HANGING FRUITS

EXAMINATION AND ASSESSMENT

Unethical business
practices

- Identify unethical business practices from a given scenario/statement.
- Explain how the above-mentioned unethical business practice pose a challenge to businesses.
- Recommend/Advise ways in which could deal with the above-mentioned types of unethical business practice.

ETHICS AND PROFESSIONALISM – EXAMINATION AND ASSESSMENT

4.5 Elaborate on the meaning of *professional behaviour*. (4)

Recommend ways in which businesses could deal with the unauthorised use of workplace funds and resources as a type of unprofessional business practice. (4)

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

AFRICAN DESIGNERS (AD)

African Designers apply the King Code principles for good corporate governance. AD developed remedial programmes to reduce air and water pollution which will protect the environment.

3.6.1 Identify the King Code principle applied by AD. Motivate your answer by quoting from the scenario above. (3)

3.6.2 Explain any ONE other King Code principle for good corporate governance that AD could apply. (3)

ETHICS AND PROFESSIONALIM – EXAMINATION AND ASSESSMENT

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

MESH CONSTRUCTIONS (MC)

Mesh Constructions specialise in property development. The directors and employees know the employment policies of the company. MC appointed Gobolo Auditors to audit their financial statements. Management conducts their business in a professional, responsible, ethical and effective manner.

3.4.1 Identify TWO King Code principles for good corporate governance applied by MC. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.4.1.

KING CODE PRINCIPLES	MOTIVATIONS
1.	
2.	

(6)

3.4.2 Explain ways in which professional, responsible, ethical and effective business practice should be conducted.

(4)

4.8 Explain how businesses can apply the King Code principle of *accountability* for good corporate governance to improve their ethical business conduct.

(4)



ETHICS AND PROFESSIONALISM– EXAMINATION AND ASSESSMENT

- 3.6 Explain how businesses can apply the following King Code principles for good corporate governance to improve ethical business conduct:
- 3.6.1 Transparency (4)
 - 3.6.2 Accountability (4)
- 3.7 Recommend ways in which businesses could deal with *pricing of goods in rural areas* as a type of unethical business practice. (6)

ETHICS AND PROFESSIONALISM – EXAMINATION AND ASSESSMENT

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

TORNADO FURNITURE (TF)

Tornado Furniture specialises in the manufacturing of lounge suites. They monitor their employees on an hourly basis to ensure that tasks are completed on time. The management allows only certain employees access to the business funds. TF also strengthens the team spirit among the employees so that they feel responsible for what needs to be achieved.

- 3.3.1 Quote TWO ways in which TF is dealing with the abuse of work time as a type of unprofessional business practice from the scenario above. (2)
- 3.3.2 Explain other ways in which TF can deal with abuse of work time as a type of unprofessional business practice in the workplace. (4)

ETHICS AND PROFESSIONALISM – EXAMINATION AND ASSESSMENT

Suggest ways in which businesses could deal with pricing of goods in rural areas as a type of unethical business practice.

(4)

3.2 Identify the type of unethical business practice applicable to Melusi Enterprise in EACH statement below:

3.2.1 Melusi Enterprise does not declare all their income to the South African Revenue Services (SARS).

3.2.2 The business charges higher prices for goods of inferior quality in the villages.

3.2.3 They criticised the products of Tony Enterprise in their promotional campaigns.

(6)

ETHICS AND PROFESSIONALISM – EXAMINATION AND ASSESSMENT

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

TECH CARPETS (TC)

Tech Carpets is a large business that specialises in the manufacturing of carpets. TC did not declare all their income to the South African Revenue Service (SARS) for the previous financial year. Employees make personal calls during working hours. TC also use fine print to hide important information when promoting their products.

Identify TWO types of unethical business practices applicable to TC. Motivate your answer by quoting from the scenario above.

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

TYPES OF UNETHICAL BUSINESS PRACTICES	MOTIVATIONS
1.	
2.	

(6)



ETHICS AND PROFESSIONALISM – EXAMINATION AND ASSESSMENT

Businesses have a responsibility to conduct their business activities ethically and professionally by following the King Code principles for good corporate governance. They are required to understand how the various unethical business practices pose challenges to businesses. Businesses are also obligated to conduct their business practices in a professional, responsible, ethical and effective manner.

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

- Outline the differences between *ethical behaviour* and *professional behaviour*.
- Explain how businesses can apply the following King Code principles of good corporate governance to improve ethical business conduct:
 - Transparency
 - Accountability
- Discuss how the THREE types of unethical business practices pose challenges to businesses.
- Suggest ways in which professional, responsible, ethical and effective business practices should be conducted.

BUSINESS ROLES

CREATIVE THINKING AND PROBLEM – SOLVING

EXAMINATION GUIDELINES



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BUSINESS ROLES

CREATIVE THINKING AND PROBLEM - SOLVING	CONTENT	EXAMINATION AND ASSESSMENT
Problem- solving	Problem-solving steps	• List problem–solving steps. • Explain the problem-solving steps. • Discuss the problem- solving steps.
	Problem-solving and decision-making.	• Elaborate on the meaning of problem- solving and decision making. • Outline difference between problem-solving and decision making.
	Problem solving techniques ○ Delphi technique. ○ Nominal group. ○ Force field analysis. ○ Brainstorming.	• Explain/Advise businesses on how they can apply Delphi technique, Nominal Group, force field analysis Brainstorming etc. to solve complex business problem. • Discuss the impact of the problem-solving techniques stated below.



BUSINESS ROLES

CREATIVE THINKING AND PROBLEM - SOLVING	CONTENT	EXAMINATION AND ASSESSMENT
Creative thinking	Meaning of creative thinking	Elaborate on the meaning creative thinking
	Way in which in a business create an environment that promotes creative thinking.	Explain/ Recommend ways in which business can create an environment that promotes creative thinking in the workplace.
	Benefits of creative thinking.	Explain the benefits/advantages of creative thinking



PROBLEM- SOLVING STEPS – EXAMINATION AND ASSESSMENT

State any **FOUR** problem-solving steps. (4)

Discuss any **TWO** problem-solving steps. (6)

Outline the differences between problem-solving and decision-making. (4)

Distinguish between problem-solving and decision-making. (4)

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

CHETTY PUBLISHERS (CP)

Chetty Publishers considered different problem-solving techniques when they changed their production system. They drew up a summary of the supporting and opposing factors for the proposed change. The employees of CP also formed small groups in which they silently generated ideas before sharing them with others.

Identify **TWO** problem-solving techniques applied by CP. Motivate your answer by quoting from the scenario above.

Use the table below as a **GUIDE** to answer QUESTION 4.7.

PROBLEM-SOLVING TECHNIQUES	MOTIVATIONS
1.	
2.	

(6)

PROBLEM SOLVING TECHNIQUES – EXAMINATION AND ASSESSMENT

3.2 Identify the problem-solving technique applied by Sammy Electricians in EACH statement below:

3.2.1 Sammy Electricians requested their employees to make suggestions randomly aloud in a large group.

3.2.2 A panel of experts was requested to complete a questionnaire to provide solutions to their business problems.

(4)

CREATIVE THINKING AND PROBLEM-SOLVING – EXAMINATION AND ASSESSMENT

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

JASON ENTERPRISE (JE)

Jason Enterprise is experiencing a decrease in sales in one of their product lines. JE requested their employees to generate ideas silently on their own before sharing them with others.

- 4.6.1 Identify the problem-solving technique applied by JE in the scenario above. (2)
- 4.6.2 Explain other ways in which JE can apply the problem-solving technique identified in QUESTION 4.6.1. (4)

Explain ways in which businesses can create an environment that promotes creative thinking in the workplace.

Discuss the advantages of creative thinking in the workplace.

Explain how businesses can apply the following problem-solving techniques

- Nominal Group Technique
- Delphi Technique

CREATIVE THINKING AND PROBLEM-SOLVING – EXAMINATION AND ASSESSMENT

Creative thinking allows businesses to be innovative in their approach and take advantage of viable business opportunities. This requires them to create an environment that promotes creative thinking in the workplace. Successful businesses know the impact of the Delphi technique and the nominal group technique in solving business problems. Many businesses apply brainstorming when faced with challenging tasks.

Write an essay on creative thinking and problem-solving in which you include the following aspects:

- Outline the advantages of creative thinking in the workplace.
- Explain ways in which businesses can create an environment that promotes creative thinking in the workplace.
- Discuss the impact of the following problem-solving techniques:
 - Delphi technique
 - Nominal group technique
- Advise businesses on how they can apply brainstorming to solve complex business problems.

BUSINESS ROLES SOCIAL RESPONSIBILITY EXAMINATION GUIDELINES



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BUSINESS ROLES

SOCIAL RESPONSIBILITY	CONTENT	EXAMINATION AND ASSESSMENT
	Social Responsibility	Define/Elaborate on the meaning of social responsibility
	Triple bottom line	Explain the relationship/link between social responsibility and the triple bottom line.
	Three Socio-Economic Issues	- Identify/Name the following socio-economic issues from the given scenarios/statements: - Unemployment - HIV/Aids - Poverty - Recommend/Suggest ways in which businesses can deal with the above-stated socio-economic issues-unemployment
	ways in which businesses can contribute time and effort in improving the well-being of employees and communities .	Explain/Recommend/Suggest ways in which businesses can contribute time and effort to improving the well-being of employees and communities

SOCIAL RESPONSIBILITY – EXAMINATION AND ASSESSMENT

Explain ways in which businesses can deal with HIV/Aids as a socio-economic issue.

4.5 Name TWO elements of the triple bottom line. (2)

Explain the relationship between social responsibility and triple bottom line.

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

KULSUM ENTERPRISE (KE)

Kulsum Enterprise use their surplus profits to deal with some socio-economic issues. They offer bursaries to community members in order to improve their level of education. They provide anti-retroviral treatment for infected people. KE also provides entrepreneurial programmes to encourage self-employment within the community.

4.7.1 Quote TWO ways in which KE deals with unemployment as a socio-economic issue from the scenario above. (2)

4.7.2 Explain other ways in which KE can deal with unemployment as a socio-economic issue. (4)

SOCIAL RESPONSIBILITY – EXAMINATION AND ASSESSMENT

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

EKSTEEN HOTELS (EH)

Eksteen Hotels provide transport for employees who work unusually long hours. They pay fair bonuses to employees as acknowledgement of their hard work and commitment. EH also implements ethically correct business decisions to avoid polluting the environment.

- 3.5.1 Quote TWO ways in which EH contributed time and effort in improving the well-being of employees from the scenario above. (2)
- 3.5.2 Describe other ways in which businesses could contribute time and effort in improving the well-being of employees. (4)

Explain ways in which businesses can contribute time and effort in improving the well-being of communities .

BUSINESS ROLES

CORPORATE SOCIAL RESPONSIBILITY

AND

CORPORATE SOCIAL INVESTMENT

EXAMINATION GUIDELINES



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BUSINESS ROLES

COPERATE SOCIAL RESPONSIBILITY	LOW HANGING FRUITS	EXAMINATION AND ASSESSMENT
	Meaning	• Define/Elaborate on the meaning of Coperate Social responsibility
	Corporate Social Responsibility Discuss the advantages of CSR for communities.	• Describe/Explain the purpose of CSR • Describe/Explain the purpose of CSI • Name the component CSR and focus of CSI • Explain/Discuss the impact of CSR/CSI on business and communities • Explain/Distinguish/Differentiate between CSR and CSI

CSR and CSI – EXAMINATION AND ASSESSMENT

Name any TWO corporate social investment (CSI) focus areas. (2)

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

MASEGO CONFECTIONERY (MC)

Masego Confectionery implemented different corporate social responsibility (CSR) programmes. These CSR programmes make it possible for MC to receive tax rebates. They improved the entrepreneurial skills of nearby communities. MC also enjoys the support they receive from these communities.

3.3.1 Quote TWO advantages of corporate social responsibility (CSR) for MC from the scenario above. (2)

3.3.2 Evaluate the impact of corporate social responsibility (CSR) on businesses. (6)

4.7 Discuss the impact of corporate social responsibility (CSR) on communities. (6)

CSR and CSI – EXAMINATION AND ASSESSMENT

- 4.5 Name FOUR corporate social investment (CSI) focus areas. (4)
- 4.5 Elaborate on the meaning of *corporate social responsibility (CSR)*. (4)

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

MAZARS SHOE MANUFACTURER (MSM)

Mazars Shoe Manufacturer is well known for manufacturing high-quality products. The management of MSM decided to invest their surplus funds in the community, rural development and employees.

- 3.3.1 Name THREE corporate social investment (CSI) focus areas in the scenario above. (3)
- 3.3.2 Discuss the impact of corporate social investment (CSI) on MSM as a business. (6)

CSR and CSI – EXAMINATION AND ASSESSMENT

Corporate social responsibility and corporate social investment allow businesses to be actively involved in the projects that are positively benefiting the community. Successful businesses strive to maintain the relationship between social responsibility and triple bottom line and to find ways to deal with unemployment as a socio-economic issue.

Write an essay on social responsibility and corporate social responsibility in which you include the following aspects:

- Outline the purpose of corporate social investment (CSI).
- Discuss the impact of corporate social responsibility (CSR) on communities.
- Explain the relationship between social responsibility and triple bottom line.
- Suggest ways in which businesses can deal with unemployment as a socio-economic issue.

BUSINESS ROLES

HUMAN RIGHTS. INCLUSIVITY

AND

ENVIRONMENTAL ISSUES

EXAMINATION GUIDELINES



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BUSINESS ROLES

Human rights , Inclusivity and Environmental issues	LOW HANGING FRUITS	EXAMINATION AND ASSESSMENT
	Human Rights Privacy Safety, security and protection of life, Information, Dignity, Equity, Freedom of speech and expression.	• Outline/Name the following human rights in the workplace • Explain/discuss ways in which businesses could deal with the above-stated human rights in the workplace.
	The implication of equality, respect and dignity on businesses.	• Explain the implication of equality, respect and dignity on businesses.
	Classification of rights ○ Economic rights ○ Social rights ○ Cultural rights	• Outline employees' economic rights in the workplace. • Name the social rights of employees in the workplace. • Recommend ways in which businesses could promote cultural rights and social rights

HUMAN RIGHTS – EXAMINATION AND ASSESSMENT

3.1 Name any FOUR human rights in the workplace. (4)

3.1 Name any TWO social rights of employees in the workplace. (2)

3.3 Identify the human rights that are promoted by Meadridge Landscaping in EACH statement below:

3.3.1 Employees' personal information is kept confidential. (2)

3.3.2 Meadridge Landscaping ensures that the workplace environment is free from hazardous products. (2)

HUMAN RIGHTS – EXAMINATION AND ASSESSMENT

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

GIJIMA MINES (GM)

Employees at Gijima Mines are allowed to join a trade union of their choice. GM provides their employees with education and clean water. The management of GM also wants to promote cultural rights in the workplace.

3.6.1 Name TWO social rights of employees in the scenario above. (2)

3.6.2 Explain ways in which GM could promote cultural rights in the workplace. (4)

6.Recommend ways in which businesses could promote cultural rights in the workplace.(6)

HUMAN RIGHTS – EXAMINATION AND ASSESSMENT

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

BARROWS TRADERS (BT)

Barrows Traders sell bicycles to different outlets. They treat all employees with respect regardless of their socio-economic status. The management of BT encourages open communication channels between them and employees.

Identify TWO human rights that are promoted by BT. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.7.

HUMAN RIGHTS	MOTIVATIONS
1.	
2.	

(6)

5 Outline the economic rights of employees in the workplace.

(4)

HUMAN RIGHTS – EXAMINATION AND ASSESSMENT

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

MOUNTAIN TRADERS (MT)

Mountain Traders sell camping equipment at different outlets. The employees of MT are given the same opportunities regardless of race and gender. They allow open communication channels between management and employees.

Identify TWO human rights that are promoted by MT. Motivate your answer by quoting from the scenario above.

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

HUMAN RIGHTS	MOTIVATIONS
1.	
2.	

(6)



BUSINESS ROLES

Human rights , Inclusivity and Environmental issues	LOW HANGING FRUITS	EXAMINATION AND ASSESSMENT
	Diversity issues Disability Age Gender etc.	• Define/Elaborate on the meaning of diversity in the workplace • Identify/Name the following diversity issues from given scenarios/statements. • Discuss the benefits of diversity • Way in which business can deal with diversity issues
	Environmental issues	• Explain the responsibilities of employers in promoting human health and safety in the workplace. • Explain the responsibilities of workers/employees in promoting human health and safety in the workplace. • Identify the roles of health and safety representatives from given scenarios. • Recommend/Suggest strategies businesses may use to protect the environment and human health in the workplace.

INCLUSIVITY – EXAMINATION AND ASSESSMENT

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

DESAI MOTORS (DM)

Desai Motors deal with diversity issues in the workplace. They prepare special food for employees of various beliefs. DM receives many benefits from having a diverse workforce.

- 3.6.1 Identify the diversity issue addressed by DM in the scenario above. (2)
- 3.6.2 Discuss the benefits of diversity in the workplace. (6)
- 4.8 Discuss ways in which businesses could deal with disability as a diversity issue in the workplace. (6)
- 3.7 Suggest ways in which businesses could deal with gender as a diversity issue in the workplace. (6)

INCLUSIVITY – EXAMINATION AND ASSESSMENT

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

ZAMA TECHNOLOGIES (ZT)

Zama Technologies recognise diversity issues to achieve an inclusive workforce. They encourage younger employees to respect older employees and to learn from them. ZT also built ramps for wheelchairs at the entrance of their office.

Identify TWO diversity issues addressed by ZT. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.3.

DIVERSITY ISSUES	MOTIVATIONS
1.	
2.	

(6)

4.8 Advise businesses on the benefits of diversity in the workplace.

(4)

EXAMINATION AND ASSESSMENT

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

KESHNI CONSTRUCTION (KC)

Keshni Construction services all the equipment that is used at their construction sites. The workers take care of their own health and safety. KC provides employees with personal protective clothing.

3.5.1 Quote TWO responsibilities of KC as the employer in promoting human health and safety in the workplace from the scenario above. (2)

3.5.2 Advise KC on other responsibilities of the employer in promoting human health and safety in the workplace. (4)

3.7 Suggest strategies that businesses may use to protect the environment and human health. (6)

4.8 Advise businesses on the roles of health and safety representatives in protecting the workplace environment. (4)



ENVIRONMENTAL ISSUES – EXAMINATION AND ASSESSMENT

- | | | |
|-----|--|-----|
| 3.2 | Outline the responsibilities of workers in promoting human health and safety in the workplace. | (6) |
| 4.8 | Discuss strategies that businesses may use to protect the environment and human health. | (6) |
| 4.8 | Advise businesses on the roles of health and safety representatives in protecting the workplace environment. | (4) |

ENVIRONMENTAL ISSUES – EXAMINATION AND ASSESSMENT

**RESPONSIBILITIES OF
THE EMPLOYER IN
PROMOTING SAFETY &
HUMAN HEALTH**

**ENVIRONMENTAL
ISSUES**

**RESPONSIBILITIES OF
WORKERS IN
PROMOTING HUMAN
HEALTH AND SAFETY
IN THE WORKPLACE**

**ROLES OF THE HEALTH
AND SAFETY
REPRESENTATIVES IN
PROTECTING
WORKPLACE
ENVIRONMENT**

**STRATEGIES BUSINESS
MAY USE TO PROTECT
THE ENVIRONMENT
AND HUMAN HEALTH**

INCLUSIVITY -EXAMINATION AND ASSESSMENT

Businesses are required to promote the economic rights of the employees in the workplace. They must also know the implications of equality, respect, and dignity in the workplace. Businessss must find ways to deal with gender and age as diversity issues so that they can enjoy the benefits of diversity in the workplace.

Write an essay on human rights and diversity in which you include the following aspects:

- Outline the economic rights of employees in the workplace.
- Explain the implications of equality, respect, and dignity in the workplace.
- Discuss the benefits of diversity in the workplace.
- Suggest ways in which businesses could deal with the following diversity issues in the workplace:
 - » Gender
 - » Age

[40]

BUSINESS ROLES

TEAM PERFORMANCE AND CONFLICT MANAGEMENT

EXAMINATION GUIDELINES



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BUSINESS ROLES

TEAM PERFORMANCE	CONTENT	EXAMINATION AND ASSESSMENT
Team performance	Criteria for assessing successful teams	• Outline/Explain/Discuss the following criteria for successful team performance: • Interpersonal attitudes and behaviour ,Shared value Communication , Collaboration.
	Stages of team development	• Outline/Explain/Discuss the characteristics of successful team performance. • Identify/Name the following stages of team development from given scenarios/statements. • Explain/Describe/Discuss the stages of team development. • Describe/Explain/Discuss/the importance of team dynamic theories in improving team performance.

TEAM PERFORMANCE – EXAMINATION AND ASSESSMENT

Discuss any TWO stages of team development.

(6)

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

MEDAL DESIGNERS (MD)

Medal Designers gave Pumla the responsibility to manage a team of experienced and highly competent members. Team members are able to handle the decision-making process without Pumla supervising them. They are also aware of the importance of team dynamic theories in improving team performance.

3.5.1 Name the stage of team development applicable in the scenario above.

(2)

3.5.2 Discuss the importance of team dynamic theories in improving team performance.

(6)

- Discuss the following stages of team development:
 - Storming
 - Norming
- Advise businesses on the importance of team dynamic theories in improving team performance.

TEAM PERFORMANCE – EXAMINATION AND ASSESSMENT

- Outline the differences between *grievance* and *conflict*.
- Explain the correct procedure to deal with grievances in the workplace.
- Discuss the following stages of team development:
 - Storming
 - Norming
- Advise businesses on the importance of team dynamic theories in improving team performance.

TEAM PERFORMANCE – EXAMINATION AND ASSESSMENT

The workplace environment is dynamic and consists of people with different experiences, which may lead to grievances and conflicts. Businesses follow the correct procedure to deal with grievances in the workplace. They also know that teams go through different stages of team development and follow team dynamic theories as a guide to improve team performance.

Write an essay on team performance assessment and conflict management in which you include the following aspects:

- Outline the differences between *grievance* and *conflict*.
- Explain the correct procedure to deal with grievances in the workplace.
- Discuss the following stages of team development:
 - Storming
 - Norming
- Advise businesses on the importance of team dynamic theories in improving team performance.



BUSINESS ROLES

CONFLICT MANAGEMENT	CONTENT	EXAMINATION AND ASSESSMENT
Conflict resolution	Causes of conflict	• Outline/Explain/Describe/Discuss causes of conflict in the workplace. • Explain/Advise businesses on how they should handle conflict in the workplace (Conflict resolution steps/techniques)
	Explain/Discuss the correct procedures to deal with grievances in the workplace.	• Explain/Discuss the correct procedures to deal with grievances in the workplace. • Suggest/Recommend different ways in which businesses can deal with the above-mentioned difficult people/personalities in the workplace. • Differentiate between grievance and conflict • Identify/Name the following difficult people/ personalities from given scenarios/statements. • Explain/Quote from the given scenario the different ways in which businesses can deal with difficult employees in the workplace

CONFLICT MANAGEMENT – EXAMINATION AND ASSESSMENT

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

TAKALANI TRADERS (TT)

Zuki and Jane are supervisors at Takalani Traders. They do not speak to each other because they have different views. Management arranged a pre-negotiation meeting in which Zuki and Jane expressed their views separately. They were given the opportunity to agree on the best solution. They were also advised to refer the matter to the CCMA if they were not happy with the outcome.

- 3.3.1 Quote TWO steps in handling conflict from the scenario above. (2)
- 3.3.2 Describe other steps in handling conflict in the workplace. (6)

Outline the differences between *grievance* and *conflict*.
Explain the correct procedure to deal with grievances in the workplace.

CONFLICT MANAGEMENT – EXAMINATION AND ASSESSMENT

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

ZULU INCORPORATED (ZI)

Zulu Incorporated has a workforce that consists of some difficult employees. The management of ZI have spoken to these employees privately in order not to distract other employees. They have also provided guidelines on how employees can improve their behaviour.

- 4.7.1 Quote TWO ways from the scenario above in which ZI deals with difficult employees. (2)
- 4.7.2 Explain other ways in which ZI can deal with difficult employees in the workplace. (4)

thank

you

so much

Your thoughtfulness
warms my heart.
Thank you!



*"A good teacher is like a candle -
it consumes itself to light
the way for others."*

— Mustafa Kemal Atatürk