



BUSINESS STUDIES GRADE 12

LAST PUSH STRATEGY

2019

25 July 2019



RATIONALE

- The purpose of this last push strategy is to assist learners with quick wins that will enable them to pass Business Studies.
- Teachers are advised to use the strategy when doing revision with learners especially high risks and progressed learners.
- Teachers should focus on question and answer method.
- Close content gap by re-mediating topics that were not well answered by learners.
- It should be noted Business Studies results have been dropping in the province from 2015-2018.

	2015	2016	2017	2018
	Gauteng	Gauteng	Gauteng	Gauteng
Pass %	88.89%	87.09%	79.9%	74.44%
Average %	54.3	50.6	43.08	40.69

- This strategy must be used in conjunction with page 6 of the exam guideline below

PAGE 6 OF THE EXAM GUIDELINES

BUSINESS ENVIRONMENTS	BUSINESS VENTURES	BUSINESS ROLES	BUSINESS OPERATIONS
Impact of recent legislation on business	Management and leadership	Ethics and professionalism	Human resources function
Macro environment: Business strategies	Investment :Securities	Creative thinking Problem solving	Quality of performance
Business sectors and their environments	Investment: Insurance	Social Responsibility, CSI &CSR	
	Forms of ownership	Human rights, inclusivity and environmental issues	
	Presentation and data response	Team performance & Conflict management	

GUIDELINES ON HOW TO USE GDE GRADE 12 NOTES



HOW TO USE THE GDE NOTES

- Learners must repackage the notes according to page 6 of the exam guidelines as follows:

Business Environment	Business Ventures	Business Roles	Business Operations
Chapter 1	Chapter 10	Chapter 3	Chapter 2
Chapter 5	Chapter 12	Chapter 4	Chapter 11
Chapter 9	Chapter 13	Chapter 6	
	Chapter 14	Chapter 7	
	Chapter 15	Chapter 8	

HOW TO USE THE GDE NOTES

- Identify simple facts that learners may find it easy to remember e.g. start from simple to complex
- Encourage learners to use different colours to identify easy and difficult notes.
- This will enable weak learners to remember simple notes
- Identify key words that learners can use to formulate statements
- Advise learners to answer in full sentences
- Use practical examples to explain some facts especially on challenging topics.

REVISION ON BUSINESS VENTURES

NOTES: CHAPTER 12-15



PAST NSC/PAPERS ON BUSINESS VENTURES

- Teachers are advised to **start** with Business Ventures as this is not difficult topic.
- Business Ventures can be regarded as an appetizer: Use the following NSC/SCE papers on Business Ventures

QUESTION 3 & 8 : BUSINESS VENTURES AND THE EXAM GUIDELINES ACCORDING TO THE STRUCTURE OF THE PAPER

Nov 2015 : Q3 and Q8 : essay on presentation and visual aids

March 2016: Q3 and Q8: essay on insurance and investment

June 2016: Q3 and Q8 : essay on securities

Nov 2016: Q3 and Q8: essay on management and leadership

March 2017: Q3 and Q8 : essay on insurance and presentation

JUNE 2017: Q3 and Q8: essay on presentation

Nov 2017: Q3 and Q8 : essay on insurance

March 2018: Q3 and 8: essay on securities

June 2018: Q3 and Q8: essay on management & leadership

Nov 2018: Q3 and Q8: essay on investment & forms of ownership

June 2019 : Q3 and Q8 : essay on investment & presentation

- Ensure that learners are able to answer all type of questions and take note of different verbs that are used to assess a particular topic but requiring the **same response**.
- Identify topics that learners find it difficult to answer on Business Ventures and re-teach and re-assess those topics.
- Take note of the mark allocation of each sub-topic
- Do not move to the next question until you have completed Business Ventures

Management and leadership

- Define/Differentiate/ distinguish/Tabulate between leadership and management. (8 marks).
- Identify leadership styles from given scenarios /statements and motivate your answer by quoting from the scenario (2 marks for identification & 1 mark for motivation)
- Discuss/Explain/Evaluate the impact of the following leadership styles on businesses:
 - ☐ Democratic (8 marks)
 - ☐ Autocratic (8 marks)
 - ☐ Charismatic (8 marks)
 - ☐ Bureaucratic (8 marks)
 - ☐ Transactional (8 marks)
 - ☐ Laissez Faire (8 marks)
- Suggest/Recommend situations in which each of the above leadership style can be used (6 marks)

Management and leadership

- Discuss/Explain the following leadership theories:
 - ☐ Transformational leadership theory (8/10 marks)
 - ☐ Situational leadership theory (8/10 marks)
 - ☐ Leaders and followers (8/10 marks)
- Identify the above mentioned leadership theories from given scenarios and statements. (2 marks each)
- Outline/Discuss/Explain the role of personal attitude in success of a business. (8 marks)

Investment: Securities

- Outline/Explain/Discuss the functions of the JSE (8 marks)
- Outline/Name/Discuss/Explain factors that must be considered when making an investment decisions. (5/16 marks)
- Discuss/Explain/Evaluate the following forms of investments:
 - ☐ RSA Retail Savings Bonds
 - ☐ Unit trusts
 - ☐ Shares
 - ☐ Fixed deposits (8 marks each)
- Identify the above mentioned forms of investments from given statements/scenarios.
- Outline/State/Explain types of shares (4/8 marks)
- Discuss/Explain types of preference shares (9/12 marks)
- Differentiate between ordinary and preference shares (8 marks)

Investment: Securities & Insurance

- Explain the meaning of debentures, dividends, simple and compound interest. (4 marks each)
- Differentiate/Distinguish/Tabulate between compound and simple interest (8 marks)
- Calculate the simple and compound interest (7 marks)
- Identify simple and compound interest from given scenarios and motivate your answer (3 marks)

Investment: Insurance.

- Define/Elaborate on the meaning of insurance (4 marks)
- Explain the meaning of insurance and assurance (4 marks)
- Explain/Distinguish the difference between over and under insurance (4 marks)
- Explain/Elaborate on the meaning of average clause and show how this is calculated (6 marks)
- Define the meaning of reinstatement (4 marks)
- Explain the difference between insurable and non-insurable risks and give practical examples (8 marks)

INVESTMENT INSURANCE

- Discuss/Explain the advantages/importance of insurance (8 marks)
 - Discuss/Explain the following principles of insurance :
 - ☐ Security/Certainty (8 marks)
 - ☐ Insurable interest (8 marks)
 - ☐ Indemnification/Indemnity (8 marks)
 - ☐ Utmost good faith (8 marks)
 - Discuss/Explain types of the following compulsory insurance :
 - ☐ Unemployment Insurance Fund (UIF) (6 marks)
 - ☐ Road Accident Fund (UIF) (6 marks)
 - ☐ Workman Compensation Fund/COIDA (6 marks)
- Explain the differences between compulsory and non-compulsory insurance (8 marks)

FORMS OF OWNERSHIP & PRESENTATION

Forms of ownership.

- Explain/Discuss/Differentiate between various forms of ownership.
- Discuss/Explain how taxation, capital, management, division of profits and legislation contribute to the success and/or failure of a business.

Presentation and data response.

- Discuss/Explain factors that must be considered before/during/after the presentation (8 marks for each)
- Recommend/Explain ways in which the presenter can improve in his next presentation. (8 marks)
- Outline/ Advise businesses on aspects that must be considered when designing a multimedia presentation. (6 marks)
- Identify types of visual aids from given scenarios/statements. (3 marks)
- Discuss/Explain/Analyse/Evaluate types of visual aids or the effectiveness of visual aids. (8 marks for each)
- Advise/Recommend areas for improvement in the next presentation(8/12 marks)

REVISION ON BUSINESS OPERATION

Chapter 5 and 11



PAST NSC/PAPERS ON BUSINESS OPERATIONS

- Teachers are advised to consider Business Operations as a second main topic to be revised .
- Many learners obtain good marks on human resources and some sub-topics on quality of performance
- Use the following NSC/SCE papers on Business Operations

QUESTION 5 & 10 : BUSINESS OPERATIONS AND THE EXAM GUIDELINES ACCORDING TO THE STRUCTURE OF THE PAPER

Nov 2015 : Q5 and Q10 : essay on TQM elements and the marketing function

March 2016: Q5 and Q10: essay on Human resources function

June 2016: Q5 and Q10 : essay on Human resources function

Nov 2016: Q5 and Q10: essay on Human resources function

March 2017: Q5 and Q10 : essay on Human resources function , TQM element and the general manager

June 2017: Q5 and Q10: essay on TQM and business functions

Nov 2017: Q5 and Q10 : essay on Human resources function

March 2018: Q5 and Q10: essay on TQM elements & PDCA model

June 2018: Q5 and Q10: essay on Human resources function

Nov 2018: Q5 and Q10: essay on Quality concepts, business functions and TQM on the cost of reducing quality

June 2019 : Q5 and Q10 : essay on Human resources , one TQM element and the production function

- Ensure that learners are able to answer all type of questions and take note of different verbs that are used to assess a particular topic but requiring the **same response**.
- Identify topics that learners find it difficult to answer and re-teach and re-assess those topics.
- Take note of the mark allocation of each sub-topic
- Do not move to the next main topic until learners have mastered Business Operations

HUMAN RESOURCES FUNCTION

NOTE: There only TWO sub topics in this topic

- **Human resources count for 30 marks**
- **Quality of performance counts for 30 marks**

Human resources: Recruitment

- Define/ Elaborate on the meaning of recruitment (4 marks)
- Discuss/Explain the recruitment procedure (8 marks)
- Discuss the components of a job analysis e.g. Job description and job specification (8 marks)
- Identify job analysis and description from given scenarios (3 marks)
- Discuss/Explain/Evaluate internal and external recruitment on businesses (8 marks)

Selection process

NOTE: The selection procedure starts with receiving documents and ends with an employment contract.

- Explain the meaning of screening as part of the selection process
(4 marks)
- Discuss/Explain the selection procedure (8 marks)
- Discuss the purpose of an interview (6 marks)
- Discuss/Explain the role of the interviewer when preparing for an interview (8 marks)
- Discuss/Explain the role of the interviewee during the interview
(8 marks)

INDUCTION

- Define/Explain the meaning of induction (4 marks)
- Explain/Discuss the purpose of induction (6/8 marks)
- Outline aspects that must be included in the induction programme (8marks)
- Discuss/Explain the benefits of induction (8 marks)

NOTE: Do not confuse the aspects that must included in the induction programme with the contents of the employment contract.

Placement, employment contract & salary determination method

Human resources: Placement

- Define/Elaborate on the meaning of placement (4 marks)
- Outline/ Advise/Discuss the placement procedure (6 marks)

Note: Do not confuse the placement procedure with the recruitment and selection procedure.

Employment contract

- Define the meaning of an employment contract (2/ 4 marks)
- Discuss/Explain the legal requirements/legalities of an employment contract (8 marks)
- Outline aspects/contents/details of an employment contract (5 marks)

Note: Do not confuse the above aspects with the provisions of the BCEA

- Discuss/Explain FOUR reasons for the termination of an employment contract (8 marks)

Salary determination methods

- Differentiate/Distinguish between piecemeal and time-related salary determination methods (8 marks)

Employee benefits & implications of Acts on HR

- Identify/Name/Identify employee fringe benefits from given scenarios/statements. (8 marks)
- Discuss/Explain/Evaluate the impact of fringe benefits on businesses. (8 marks)
- Discuss the implication of the following Acts on the human resources function:
 - ☐ Labour Relations Act (8 marks)
 - ☐ Skills Development Act (8 marks)
 - ☐ Employment Equity Act (8 marks)

Note: Implication of the above Acts on the human resources means that “ what do the Acts mean for the human resources manager/function” You do not have to include positives and/or negatives of each Act on the human resources manager.

Quality of performance

- Differentiate/Distinguish between the following:
 - ☐ Quality control and quality assurance (8 marks)
 - ☐ Quality performance and quality management (8 marks)
- Explain the advantages/positives/benefits of a good quality management system. (8 marks)
- Discuss/Explain how the quality of performance of each business function can contribute to success. (8 marks each)

TOTAL QUALITY MANAGEMENT (TQM)

- Elaborate on the meaning of TQM (4 marks)
- Discuss/Explain/evaluate/ the impact of the following TQM on large businesses:
 - ☐ Total client satisfaction (8 marks)
 - ☐ Continuous improvement to processes and systems (8 marks)
 - ☐ Continuous skills development (8 marks)
 - ☐ Adequate finance and capacity (8 marks)
 - ☐ Monitoring and evaluation system (8 marks)
- Explain/Discuss how businesses can apply the PDCA model/cycle in order to improve the quality of the product/performance. (8 marks)

Note: The PDCA model/cycle forms part of continuous improvement to processes and systems.

- Elaborate on the meaning of quality circles in TQM. (8 marks)

Total quality management (TQM)

- Explain how TQM can impact on the reduction of the cost of quality
(8marks)
- Discuss the impact of TQM if poorly implemented by businesses
(8 marks)

REVISION ON BUSINESS ROLES

Chapter 3,4,6,7 and 8



HOW TO USE PAST NSC/PAPERS

- Teachers are advised to consider Business Roles as a third main topic to be revised .
- Use the following NSC/SCE papers on Business Operations

QUESTION 4 & 9 : BUSINESS ROLES AND THE EXAM GUIDELINES ACCORDING TO THE STRUCTURE OF THE PAPER

Nov 2015 : Q4 and Q9 : essay on human rights, inclusivity & environmental issues

March 2016: Q4 and Q9: essay on conflict, team development, difficult personalities & diversity

June 2016: Q4 and Q9 : essay on professionalism and ethics

Nov 2016: Q4 and Q9: essay on creative thinking and problem solving

March 2017: Q4 and Q9 : essay on CSR and CSI

June 2017: Q4 and Q9: essay on team development and conflict

Nov 2017: Q4 and Q9 : essay on human rights, diversity and cultural rights

March 2018: Q4 and Q9: essay on diversity and conflict

June 2018: Q4 and Q9: essay on economic rights and environmental issues

Nov 2018: Q4 and Q9: essay on social responsibility, CSR and CSI

June 2019 : Q4 and Q9 : essay on ethics and professionalism

- Ensure that learners are able to answer all type of questions and take note of different verbs that are used to assess a particular topic but requiring the **same response**.
- Identify topics that learners find it difficult to answer and re-teach and re-assess those topics.
- Take note of the mark allocation of each sub-topic
- Do not move to the next main topic until learners have mastered Business Roles

Ethics & professionalism

Differentiate/distinguish/tabulate between ethics and professionalism (8 marks)

- Suggest/recommend/ways in which businesses can be conducted professionally, responsibly and ethically (8/10 marks)
- Explain/Discuss how businesses can apply the following King Code principles for good corporate governance:
 - ☐ Transparency (4 marks)
 - ☐ Accountability (4 marks)
 - ☐ Responsibility (4 marks)
- Identify /Explain types of unethical business practices from given scenarios (3/8 marks)

NOTE: Only focus on the unethical business practices that are in the exam guidelines page 20.

- Recommend/Suggest ways in which businesses can deal with these unethical businesses practices.

NOTE: You will not be awarded marks for negative strategies.

CSR & CSI

- Define/Elaborate on the meaning of CSR & CSI (4 marks)
- Explain/Distinguish between CSR & CSI (8 marks)
- Discuss/Explain/Evaluate the impact of CSI/CSR on businesses and communities. (14 marks)
- Give/Suggest/Recommend CSR /CSI projects (6 marks)
- Explain/Discuss the relationship/link between triple bottom line and Social responsibility. (6 marks)
- Explain/Suggest ways in which a business can contribute to the wellbeing of employees and community. (8/10 marks)

NOTE: Refrain from only giving examples, you need to explain how businesses can contribute to the wellbeing of employees & community.

Human rights/inclusivity & environmental factors

- Outline/Name human rights applicable in the workplace (4 marks)
- Discuss/Explain/Describe how businesses must apply human rights in the workplace. (4 marks each)
- Outline/Name/Recommend ways businesses can apply economic, social and cultural rights in the workplace (4 marks each)
- Define, elaborate on the meaning of inclusivity (4 marks)
- Identify diversity issues from given scenarios/statements. (3 marks)
- Suggest/Recommend/Explain how businesses can deal with the diversity issues in the workplace (6 marks each)

NOTE: Do not study the negative impact of diversity issues

Team performance assessment and conflict management.

- Identify stages of team development from given scenarios/statements. (3 marks)
 - Identify stages of team development from given statements/scenarios (2/4 marks)
 - Discuss/Explain THREE or FOUR stages of team development. (9/12 marks)
- NOTE:** You will not be awarded marks for writing stage 1,2,3 & 4 instead of naming stages).
- Discuss/Explain THREE criteria for successful team performance. (9 marks)
 - Discuss/Explain the characteristics of successful teams. (8 marks)
 - Describe/Explain/Discuss the importance of team dynamics theories in understanding team performance. (6 marks)

Note: Do not study the details of each team dynamic theory

Conflict management

- Identify/Outline/Name causes of conflict from given scenarios/statements (4 marks)
- Discuss/Explain causes of conflict in the workplace. (8/10 marks)
- Apply conflict resolution techniques/steps (8/10 marks)
- Explain/Discuss the correct procedures to deal with grievances in the workplace. (8 marks)
- Identify difficult personalities from given scenarios/statements (6 marks)
- Suggest different ways/strategies of dealing with difficult people (personalities). (8 marks)

NOTE: You will not be awarded marks for negative strategies

REVISION ON BUSINESS ENVIRONMENTS

Chapter 1, 5, & 9



HOW TO USE PAST NSC/PAPERS

- Teachers are advised to consider Business Environments as a third main topic to be revised .
- Use the following NSC/SCE papers on Business Operations

QUESTION 2: BUSINESS ENVIRONMENTS AND THE EXAM GUIDELINES ACCORDING TO THE STRUCTURE OF THE PAPER

Nov 2015 : Q2 and Q7 : essay on PESTLE and strategy evaluation

March 2016: Q2 and Q7: essay on COIDA (ignore the rights of employees)

June 2016: Q2 and Q7 : essay on CPA

Nov 2016: Q2 and Q7: essay on Porter' five, defensive , integration strategies & strategy evaluation

March 2017: Q2 and Q7 : essay on LRA

June 2017: Q2 and Q7: essay on BCEA

Nov 2017: Q2 and Q7 : essay on BBBEE

March 2018: Q2 and Q7: essay on NCA & CPA

June 2018: Q2 and Q7: essay on strategic management process, PESTLE, defensive & strategy evaluation

Nov 2018: Q2 and Q7: essay on CPA & NCA

June 2019 : Q2 and Q7 : essay on EEA

- Ensure that learners are able to answer all type of questions and take note of different verbs that are used to assess a particular topic but requiring the **same response**.
- Identify topics that learners find it difficult to answer and re-teach and re-assess those topics.
- Take note of the mark allocation of each sub-topic

Impact of recent legislation

- Identify the Act from the scenario above and motivate your answer by quoting from the scenario. (3)
- Outline/Discuss/Explain the role of SETAs (8)
- Discuss/Explain the purpose of EACH Act (8)
- Discuss/Evaluate the impact of EACH Act on businesses (8)
- Justify the effectiveness EACH Act on businesses (8)
- Outline/Explain actions that can be regarded as discriminatory by EACH Act.
- Outline/Explain penalties for non-compliance with EACH Act (8)
- Recommend ways businesses can comply with EACH Act. (8)
- Outline/Explain consumer rights according to CPA and NCA from given scenarios (8)

Impact of recent legislation

- Identify the provision of the BCEA from given statements/scenarios (8)
- Explain/Discuss the provision of the BCEA. (8)
- Explain how businesses can deal with the BBBEE pillars (8)
- Recommend ways in which businesses can deal with BBBEE pillars (8)
- Explain the rights of employees and employers in terms of the LRA. (8)

Business Strategies

- Outline/Explain the strategic management process (8)
- Outline/Explain steps in developing a strategy. (8)
- Explain/Recommend steps in strategy evaluation (8)
- Explain the challenges that are posed by the PESTLE analysis factors. (8/12)
(8)
- Recommend /Explain how businesses can deal with the challenges posed by PESTLE analysis factors.
- Explain/Discuss Porter's Five Forces model (20)
- Advise businesses on how they can apply Porter's Five Forces model (20)
- Compile a SWOT analysis for a particular business presented in the scenario (4)
- Recommend ways in which businesses can deal with strengths and threats identified from conducting a SWOT analysis. (8)
- Discuss/Explain/Describe different types of business strategies e.g. integration, diversification, intensive and defensive strategies. (9)

Business Sectors

- Identify/name the business sector from given scenario/statements. Motivate your answer by quoting from the scenario. (3)
- Quote THREE challenges from the scenario above. (3)
- Classify EACH challenge according to the business environment. (3/6)
- Explain/State the extent of control businesses have over the THREE business sectors (3)
- Name three business environments and explain the extent of control the business has over each environment. (6/9)

The end

GOOD LUCK!!!