



2024 Business Studies Grade 12 TERM 1 SBA TASK Marking Guideline

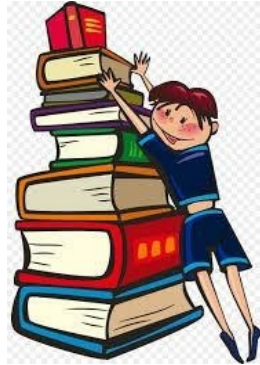
Business Management 1 (University of Fort Hare)



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GAUTENG PROVINCE
Department: Education
REPUBLIC OF SOUTH AFRICA



BUSINESS STUDIES

GRADE : 12

TERM :1

CASE STUDY MARKING GUIDELINE

YEAR : 2024

This marking guideline consists of 9 pages

BUSINESS STUDIES GRADE 12 PROGRAMME OF ASSESSMENT
2024

TERM	TASK	FORM OF ASSESSMENT	CONTENT	WEIGHTING	DATE
1	1	Case Study	At least 4 topics as per the ATP in Term 1	10	February/March 2024
	2	Controlled Test	The control test should cover all term 1 topics as per the ATP for Term 1	10	February/March 2024
2	3	Presentation	At least 4 topics as per the ATP of Term 2	10	May 2024
	4	Mid -year Examination	P1: Business Environments Business Operations P2: Business Ventures Business Roles	25	May 2024
3	5	Project	Term 3 topics as per the ATP	20	August 2024
	6	Prelim Exam	P1: Business Environments Business Operations P2: Business Ventures Business Roles	25	September 2024
4	7	Final Examination	P1: Business Environments Business Operations P2: Business Ventures	75	October/November 2024

Terms of references for a case study and controlled test

CASE STUDY

- Teachers must provide learners with the topics on which the case study will be based for assessment.
- Learners to be given one week to collect resources on the topics
- The case study must be administered and completed within two hours under controlled conditions.
- Case studies are a very good way of keeping the subject up to date and relevant.
- Learners are presented with a real-life situation, a problem, or an incident related to the topic.
- Each formal assessment task must consist of only one assessment activity
- They should draw on their own experience or prior learning to interpret, analyse and solve a problem or set of problems and make suggestion/s and or recommendation/s to defend their arguments.
- Case studies may be taken from newspaper articles, magazine articles, video clips, or radio recordings and all sources must be acknowledged.

CONTROLLED TEST

The control test must adhere to the following:

- It must be completed by all classes in the same grade on the same day.
- Where there is more than one teacher, an agreement must be reached on the scope as well as the date and time of the test.
- All learners write the same test under examination conditions.
- The duration of the controlled test must be one and half hours for 100 marks.
- The test must cover the different cognitive levels in examinations. See table on cognitive levels under Examinations in the following section.
- Include problem-solving questions.
- The test must cover a range of integrated topics, as determined by the annual teaching plan work schedule and the assessment plan.
- Questions must comply with year-end examination standards.

1.1 Legislations**1.1.1 The meaning of learnerships**

- Learnerships are theoretical/practical training opportunities ✓ that can lead to a recognised occupational qualification. ✓
- They provide structured learning programmes ✓ that are completed during work hours for a specified period. ✓
- Agreement between a learner/trainee, employer, ✓ and a training provider. ✓
- It may sometimes include employment for a specified period ✓ after the learnership is completed. ✓
- It includes a training course with learning material ✓ as well as practical work experience. ✓
- Any other relevant answer related to the meaning of learnerships.

Max (4)**1.1.2 The role/functions of SETAs is to:**

- report to the director general. ✓✓
- promote and establishes learnerships. ✓✓
- collect levies and pay out grants as required. ✓✓
- provide accreditation for skills development facilitators. ✓✓
- register learnership agreements/learning programmes. ✓✓
- approve workplace skills plans and annual training reports. ✓✓
- monitor/evaluate the actual training by service providers. ✓✓
- allocate grants to employers, education and training providers. ✓✓
- oversee training in different sectors of the South African economy. ✓✓
- develop skills plans in line with the national skills development strategy. ✓✓
- draw up skills development plans for their specific economic sectors. ✓✓
- provide training material/programmes for skills development facilitators. ✓✓
- payout grants to companies that are complying with the requirements of the Skills Development Act. ✓✓
- promote learnerships and learning programmes by identifying suitable workplaces for practical work experience. identify suitable workplaces for practical work experience. ✓✓
- Any other relevant answer related to the role/functions of SETAs

Max (4)**1.1.3 Acts from the scenario**

Acts	MOTIVATIONS
1. Skills Development Act ✓✓	MM redresses imbalances of the past through education and training. ✓
2. Labour Relations Act ✓✓	Mbano Manufacturers also promotes workplace forums to accommodate employees in decision-making. ✓
Submax (4)	Submax (2)

- NOTE:**
1. The answer does not have to be in tabular format.
 2. Award marks for the quality concepts even if the quotes were incomplete.
 3. Do not award marks for the motivations if the Acts were incorrectly identified.

Max (6)**1.1.4 Penalties for non-compliance with the National Credit Act/NCA**

- The National Credit Regulator may impose a fine/penalty on the business for non-compliance. ✓✓

- Business/credit providers may not charge any fee/interest/other charges under that specific credit agreement. ✓✓
- The business may not demand payment, sue, or attach the clients'/consumers' salaries/assets to repay debt. ✓✓
- The court may declare the granting of credit by the business reckless and may order consumers not to repay the credit/or part thereof to the business. ✓✓
- The business will bear all costs of removing the negative information of clients/ consumers who were blacklisted because of reckless lending. ✓✓
- The business licence may be revoked for reckless granting of credit and gross violations contravening the NCA. ✓✓
- Any other relevant answer related to the penalties for non-compliance with the NCA.

Max (4)

1.2 Human resources function

1.2.1 External recruitment ✓✓

Max (2)

Motivation

MM has advertised the vacancy of the marketing manager on the national newspapers. ✓

Max (1)

1.2.2 The impact of external recruitment

Positives/advantages

- New candidates bring new talents/ideas/experiences/skills ✓ into the business.
- There is a larger pool of candidates ✓ from which to choose. ✓
- It may help the business to meet ✓ affirmative action/EEA and BBBEE targets. ✓
- Minimises unhappiness/conflict amongst current employees ✓ who may have applied for the post. ✓
- There is a better chance of getting a suitable candidate with the required skills/qualifications/competencies ✓ who does not need much training/ development which reduces costs. ✓
- Overall efficiency/productivity may occur ✓ if the new worker actively adds value to the business. ✓
- Any relevant answer related to the positive impact of external recruitment.

AND/OR

Negatives/disadvantages

- Information on CVs/referees ✓ may not be reliable/may be falsified. ✓
- Many unsuitable applications ✓ can slow down the selection process. ✓
- New candidates generally take longer to adjust ✓ to a new work environment. ✓
- External sources can be expensive, e.g. ✓ recruitment agencies' fees/advertisements in newspapers/magazines. ✓
- The selection process may result in an ineffective/incompetent candidate ✓ being chosen. ✓
- The recruitment process takes longer/is more expensive ✓ as background checks must be conducted. ✓
- In-service training may be needed ✓ which decreases productivity during the time of training. ✓
- Any relevant answer related to the negative impact of external recruitment.

Max (6)

Selection procedure from the case study

1.2.3 MM conducted the preliminary interviews to identify suitable applicants. ✓

Max (1)

Other selection procedure

1.2.4 Selection procedure

Option 1

- Determine fair assessment criteria ✓ on which selection will be based. ✓
- Use the assessment criteria to assess all CVs/application ✓ forms received during. ✓ recruitment./Conduct preliminary screening, which is sorting the applications received according to the criteria for the job. ✓
- Check that applicants are not submitting false documents ✓ such as forged certificates/degrees/achievements. ✓
- Applicants must submit the application forms/curriculum vitae and ✓ certified copies of personal documents/IDs/proof of qualifications, etc. ✓
- Sort the received documents/CVs ✓ according to the assessment/selection criteria. ✓
- Screen/Determine which applications meet the minimum job requirements ✓ and separate these from the rest. ✓
- Conduct preliminary interviews ✓ to identify suitable applicants. ✓
- Reference checks should be made ✓ to verify the contents of CVs, e.g. contact previous employers to check work experience. ✓
- Compile a shortlist ✓ of approximately five candidates. ✓
- Invite shortlisted candidates/applicants ✓ for an interview. ✓
- Shortlisted candidates may be subjected to various types of selection tests ✓ e.g. skills tests, etc. ✓
- Once candidates have been selected, ✓ a written offer is made to them. ✓
- Inform unsuccessful applicants ✓ about the outcome of their application ✓ ./Some adverts indicate the deadline ✓ for informing only successful candidates. ✓

Option 2

- Receive documentation, for example, ✓ application forms and sort it according to the criteria of the job. ✓
- Evaluate CVs ✓ and create a shortlist/Screen the applicants. ✓
- Check the information in the CVs ✓ and contact references. ✓
- Conduct preliminary sifting interviews ✓ to identify applicants who are not suitable for the job, although they meet all requirements. ✓
- Assess/Test candidates who have applied for senior positions/ ✓ to ensure the best the candidate is chosen. ✓
- Conduct interviews ✓ with shortlisted candidates. ✓
- A written employment offer is made ✓ to the selected candidate(s). ✓
- Any other relevant answer related to the selection procedure.

Max (4)

NOTE: 1. The procedure can be in any order.
2. Do not award marks for selection procedure that was quoted from QUESTION 1.2.3

1.2.5 Salary determination methods

PIECE MEAL ✓✓

- Workers are paid according to the number of items/ units produced /actions performed. ✓

- Workers are not remunerated for the number of hours worked, regardless of how long it takes them to make the items. ✓
- Mostly used in factories, particularly in the textile/technology industries. ✓
- Any other relevant answer related to piece meal as a salary determination methods. ✓

Submax (3)

TIME-RELATED ✓✓

- Workers are paid for the amount of time they spend at work/on a task. ✓
- Workers with the same experience/qualifications are paid on salary scales regardless of the amount of work done. ✓
- Many private and public sector businesses use this method. ✓
- Any other relevant answer related to time related as a salary determination methods. ✓

Submax (3)

Max (6)

1.3.1 **Unethical business practice from the case study**

Abuse of work time ✓✓

Max (2)

1.3.2 **Ways in which businesses deal with abuse of work time**

- Speak directly to those employees who abuse work time. ✓✓
- Monitor employees to ensure that tasks are completed on time. ✓✓
- Remind employees that profit will decrease resulting in fewer incentives/bonus pay-outs. ✓✓
- The code of conduct/ethics should contain clear rules about the abuse of work time. ✓✓
- Businesses should conduct training on the contents of the code of conduct/ ethics. ✓✓
- The code of conduct/ethics should be signed by all employees so that they are aware of its contents. ✓✓
- Businesses should structure working hours in such a way that employees have free/flexible time for personal matters. ✓✓
- Businesses must create a culture of responsibility/strengthen team spirit in order for all employees to feel responsible for what has to be achieved. ✓✓
- Any other relevant answer related to ways/strategies in which businesses deal with abuse of work time ✓

Max (4)

1.3.3 **Accountability**

- There must be regular communication between management and stakeholders ✓ such as shareholders. ✓
- The company should appoint internal and external auditors ✓ to audit financial statements. ✓
- The board should ensure that the company's ethics ✓ are effectively implemented.
- Businesses should be accountable/ responsible ✓ for their decisions/actions. ✓
- Businesses should present accurate annual reports ✓ to shareholders at the Annual General Meeting (AGM). ✓
- Top management should ensure that other levels of management ✓ are clear about their roles and responsibilities to improve accountability. ✓

Max (2)

1.3.4 Ways in which professional, responsible, ethical and effective business practice should be conducted

- The mission statement should include values of equality/respect. √√
- Treat workers with respect/dignity by recognising work well done/ the value of human capital. √√
- Businesses should treat all their employees equally, regardless of their race/ colour/age/gender/disability, and so on. They must also adhere to the requirements of the EEA. √√
- Businesses should develop equity programmes/promote strategies to ensure that all employees are treated equally regardless of status/rank/power. √√
- All workers should have access to equal opportunities/positions/resources. √√
- Plan properly and put preventative measures in place. √√
- The business's salaries and wages must be fair and in line with the requirements of the BCEA. Businesses must also remunerate employees for all work done and for working overtime. √√
- Ensure that employees work in a work environment that is conducive to safety/ fairness/free from embarrassment. √√
- Refrain from starting a venture using other businesses' ideas that are protected by law. √√
- Businesses must take care of the environment and use green policies such as recycling paper, responsible disposal of waste material, and safe energy in the workplace. √√
- Employers and employees need to comply with legislation with regard to equal opportunities/human rights in the workplace. √√
- Training/Information/Business policies should include issues such as diversity/ discrimination/harassment. √√
- Employers should respond swiftly and fairly to reported incidents of discrimination in the workplace. √√
- Orders/Tasks should be given respectfully and allow the recipient/employee to have a say in the manner in which the task should be performed. √√
- Business decisions and actions must be clear/transparent to all stakeholders. √√
- Businesses should be accountable /responsible for their decisions and actions/ patent rights. √√
- The business should hire honest/trustworthy accountants/financial officers with good credentials to ensure transparent recording and financial statements. √√
- The payment of taxes must be regular/timeously, and the business must disclose all needed information to SARS and not find loopholes to avoid paying taxes. √√
- The business should draw up a code of ethics/conduct. This document must state acceptable behaviour in the business. √√
- There must be ongoing development and training for all employees of the business. √√
- Performance management systems/Appraisals should be in place to motivate employees of the business. √√
- There must be adequate internal controls/monitoring/evaluation to ensure accountability of the business. √√

- Provide quality goods and services to customers, pay attention to the safety of customers, and give clear information to the customers so that they can make informed decisions.

√√

- Any other relevant answer related to ways in which professional, responsible, ethical and effective business practice should be conducted.

Max (4)

TOTAL MARK [50]