A. TABLE OF CONTENTS

TERM	WEEK	SUBTOPIC/SECTION	PAGE
ONE	1	Influences on business environments	4-5
	2	Challenges of the business environment	5-7
	3	Adapting to the challenges of the business environments	8-9
	4	Contemporary socio-economic issues	9-11
	5	Contemporary socio-economic issues: Continued	12
	6	Business sectors & forms of ownership	13-15
	7	Benefits of a company versus other forms of ownership	15-16
	8	Avenues of acquiring a business	17-18
	9 & 10	Informal test	18-23
TERM	**WEEK**	**SUBTOPIC/SECTION**	
TWO	1	Creative thinking and problem solving	24-25
	2	Stress, crisis and change management	26-27
	3	Marketing function, product policy & distribution policy	27-29
	4	Communication and pricing policy	29-31
	5 & 6	Production aspects and production planning	31-33
	7	Production control	33-34
	8	Professionalism and ethics	34-36
TERM	**WEEK**	**SUBTOPIC/SECTION**	
THREE •	1	Entrepreneurial qualities & success factors (Part 1)	37-40
	2	Entrepreneurial qualities and success factors (Part 2)	40-41
	3	Transform a business plan into an action plan (Part 1)	42-43
	4	Transform a business plan into an action plan (Part 2)	44
	5	Start a business venture based on an action plan (Part 1)	44-46
	6	Start a business venture based on an action plan (Part 2)	46
	7	Presentation of business information (Part 1)	47-48
	8	Presentation of business information (Part 2)	48-50
TERM	**WEEK**	**SUBTOPIC/SECTION**	
FOUR	1	Introduction to human resources (Part 1)	50-52
	2	Introduction to human resources (Part 2)	52-53
	3	Team performance & conflict management (Part 1)	54-55
	4	Team performance & conflict management (Part 2)	55-56

Downloaded from www.mycourses.co.za

B. INTRODUCTION AND PURPOSE OF THE RELAB

The pandemic has forced schools to resort to the implementation of rotational timetables-where learners who are at home during normal schooling must continue learning. Hence RELAB as a strategy towards the deployment of remote learning.
The RELAB is underpinned by the following Legislative demands:

a) Responding to GDE Strategic goal 2 promoting quality education across all classrooms and schools
b) **DBE Circular S13 of 2020** the requires the GDE to support the implementation of the Recovery Annual Teaching Plan (RATP)
c) **GDE Circular 11 of 2020** requiring districts to issue Learning Activity Packs to support schools for lockdown learning. Understanding learning constraints at home as majority of learners do not have access to devices or data to use for online learning. Many households are depending on schools to provide them with learning resources packs

RELAB is designed in a study guide format, where the content is briefly explained with related concepts as revision, in the form of e.g. notes, mind-maps, concept progression from the previous grade/s followed by exemplar exercises then practice exercises/problems . The exercises are pitched at different cognitive levels to expose learners at Grade 10 & 11 to these different cognitive levels of questioning. The NSC diagnostic reports in different subjects have revealed that learners fail to analyse questions and as a result fail to respond accordingly.

The RELAB is intended to ensure that learners work on exercises as per topics taught while at school. These exercises must be completed at home, fully and learners will receive feedback as groups or individually at school. It is therefore of paramount importance that teachers mark the work with learners in class, as a way of providing feedback. Educators must diagnose learner responses, remediate where necessary and plan further intervention.

Educators are encouraged to create WhatsApp groups to remind learners on what is expected of them in a particular week/ day(s). There shouldn't be a backlog on curriculum coverage as content will be covered simultaneously. Feedback from learners at home will confirm usage of the RELAB material.

RELAB further prepares learners for formal assessment.

Downloaded from www.mycourses.co.za

WEEK ONE

TOPIC: INFLUENCES ON BUSINESS ENVIRONMENTS

NOTE:

You were introduced to the elements/features of the micro, market and macro environment Grade 10.

In Grade 11, the focus is on how businesses can influence the above mentioned THREE types of business environment.

You need to study the following aspects which are in your **chapter ONE** notes before doing this activity:

- Examination of control factors
- Ways to be involved in macro environment – if beneficial to business
- Micro-environment
- Market environment
- Macro environment

TERMS AND DEFINITIONS

TERM	DEFINITION
Control	The power to influence or direct people's behaviour or the course of events.
Organisational structure	Framework for managers which shows the division of responsibilities and roles played by each stakeholder.
Organisational culture	Controls and influences the way in which the business is conducted
Vision	Reflects or predicts what the future will look like.
Mission statement	Shows what one does best every day in the business and how one should go about doing it.
Human resources	The personnel of a business organization regarded as a significant asset in terms of skills and abilities.

1.1 Name any THREE components of the micro, market and macro environments:

Use the table below as a GUIDE to answer QUESTION 1.1

MICRO	MARKET	MACRO
1		
2		
3		

Downloaded from www.mycourses.co.za

(9)

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

VAST CREATIONS (VC)

Vas Creations is a company that specialises in fashion design and styling. VC has hired ten stylists who are always late for work. VC is situated in a location that has a high rate of unemployment and crime. The management of VC purchases their material at Ditsepe Clothing Manufacturers who charge high prices for their material.

Use the table below a GUIDE to answer QUESTION 1.2

CHALLENGES 1.2.1	BUSINESS ENVIRONMENTS 1.2.2	EXTENT OF CONTROL 1.2.3
1.		
2.		
3.		

1.2.1 Qoute THREE challenges for VC from the scenario above. (3)

1.2.2 Classify VC's challenges according to THREE business environments. (3)

1.2.3 State the extent of control VC has over EACH business environment mentioned in QUESTION 1.2.2 (3)

1.2.4 Explain the reasons why businesses have the extent of control mentioned in QUESTION 1.2.3 . (12)

1.3 Suggest ways in which businesses can be involved in the macro environment. (6)

1.4 Discuss the benefits of businesses that are involved in the macro environment. (6)

1.5 **Essay question on week one sub-topics**

The business operation is influenced by the three business environments which requires businesses to know the component of each business environment. Businesses need to know `the reasons why they can control and not control some of the business environments. They also need to be involved in the macro environment for their own benefits.

Write an essay on the following aspects:

- Elaborate on the meaning of the micro, market and macro environments.
- Explain why businesses have more control over the micro-environment/less control over market environment and less control over macro environment.
- Discuss the benefits of businesses that are involved in the macro environment
- Suggest ways in which businesses can be involved in the macro environment.

[40]

Downloaded from www.mycourses.co.za

WEEK 2

TOPIC: CHALLENGES OF THE BUSINESS ENVIRONMENT

Hints:

- The micro-environment forms part of the internal environment as it was indicated in week 1
- You need to know the features/components of the micro-environment that were done in Grade 10 so that you can identify the challenges posed by each component from given scenarios and statements
- You must also be able explain how EACH feature pose a challenge to a business.
- Note that this topic can also be asked in Section C as an essay type question
- Refer to **chapter one** of your notes.

TERMS AND DEFINITIONS

TERM	DEFINITION
Suppliers	Factories/providers of goods/services that businesses would obtain/buy from in order to operate their businesses.
Competitors	Businesses which sell the same/similar products/services
Deforestation	Removal of trees to clear land to be used for another purpose, e.g. industrialization
Redressing	To make amends or to set right
Nepotism	The practise of showing favouritism towards one's family or friends in economic or employment terms
Retrenchment	Involuntary ending of a service contract of an employee by the employer due to operational requirements.
Go- slows	When employees work more slowly and with less effort than usual to try to persuade an employer to agree to higher pay
Trade union	An organized association of workers in a trade , group of trades, or profession formed to protect their rights and interest
Strike	A work stoppage as a form of protest or to strengthen one's bargaining position
Industrial action	These are actions that include strikes or go slows

1.1 Identify the challenges of the micro-environment that affect Harry Manufacturers in EACH statement below:

1.1.1 Harry Manufacturers business lacks direction and a long-term objective.

1.1.2 Some of their employees have a negative attitude towards new employees.

1.1.3 An industrial dispute was declared because employees had a grievance against their employers

1.1.4 Employees report to work but work unhurriedly so that the business cannot meet its targets.

1.1.5 There is a decline in productivity as some employees resigned voluntary.

(10)

1.2 Explain other THREE challenges of the micro-environment. (9)

Downloaded from www.mycourses.co.za

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

JERRY COSMETICS (JC)
Jerry Cosmetics has lost many customers to Soso Cosmetics who sells their products at lower prices. Some of their customers prefer to spend their money on health products rather than on cosmetics. JC buys their stock at KB providers who closed their business due to a lack of demand for their products.

1.3.1 Identify the challenges of the market environment that affect JC. Motivate your answer by quoting from the scenario above.

Use the table below a GUIDE to answer QUESTION 1.3.1

CHALLENGES OF THE MARKET ENVIRONMENT	**MOTIVATIONS**
1.	
2.	
3.	

1.3.2 Discuss other TWO challenges of the market environment. (6)

1.4 **Essay question on week 2 sub-topics**

The market and macro environment poses many challenges on business operations. Businesses need to identify these challenges so that they ae able to devise suitable strategies to deal with these challenges. Some businesses are affected by competition in the market.

Write an essay on the market and macro-environment on the following aspects:

- Outline ways in which businesses can overcome competition in the market.
- Describe any FOUR challenges of the macro-environment
- Explain the meaning of the National Credit Act and Consumer Protection Act as some of the contemporary legislation.
- Discuss THREE other contemporary legislation that pose a challenge to business.

[40]

Downloaded from www.mycourses.co.za

WEEK 3

TOPIC: ADAPTING TO THE CHALLENGES OF THE BUSINESS ENVIRONMENTS

Hints:

- Businesses need to develop strategies on how they can adapt to the challenges posed by the three business environments
- You need to first understand the challenges posed by the business environments which were covered in week 2. This will enable you to suggest ways in which businesses can adapt to the challenges of the business environments.
- Note that this topic can also be asked in Section C as an essay type question
- Refer to **chapter 2** of your notes.

Terms and Definitions

Term	Definition
Information management	The finding, recording, storing and retrieving of information from various sources so that it can be used effectively by the business.
Strategic response	A reaction to a need by developing a system that will meet the long term that has been identified.
Merger	When two businesses of similar sizes willingly combine to become one.
Takeover	The act of assuming control of something especially when one company buys out another company against its will.
Alliances	An association formed between organisations with similar interests, nature or qualities for mutual benefit.
Hedging	Is when one tries to invest his money in such a way that its value grows faster than inflation.
Networking	Interacting with others to exchange information and develop professional contacts to help in gaining ne customers, better suppliers, etc.

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

IMMACULATE LIMITED (ML)

Immaculate Ltd bought some shares of Ted Creations Limited against their will. ML and Ted Creations Limited later agreed to unite into one company named Immitted Limited. Immitted decided to buy Thuto Pty Ltd at an agreed price.

1.1.1 Identify THREE concepts that were used by ML to adapt to the challenges of the business environments. Motivate your answer by quoting from the scenario above. (9)

Use the table below as a GUIDE to answer QUESTION 1.1.1

Concepts used to adapt to challenges of the business environments	**MOTIVATIONS**
1.	
2.	
3.	

1.2 Explain ways in which in which businesses can have a direct influence on the environment. (6)

Downloaded from www.mycourses.co.za

1.3 Discuss the following ways in which businesses can adapt to challenges of the business environments:

1.3.1 Information management (4)
1.3.2 Strategic responses (4)
1.3.3 Organisation design and flexibility (4)

1.4 Advise businesses on projects that can be undertaken as part of social responsibility. (8)

1.5 **Essay question on week 3 sub-topics**

Businesses usually lobby with government to influence policies and legislation. They also need to network with other businesses in order to acquire valuable information to stay relevant. Businesses need to also maintain relationships that allow them to influence other businesses to negotiate favourable transactions.

Write an essay on the following aspects:

- Elaborate on the meaning of lobbying and networking
- Explain the reasons why businesses lobby
- Discuss THREE types of lobbying
- Advise businesses on how they can use the following concepts to form power relationships.
    - Strategic alliance/Partnership agreements
    - Persuasion of large investors
    - Company representatives' influence [40]

WEEK 4

TOPIC: CONTEMPORARY SOCIO-ECONOMIC ISSUES

Hints: • This topic progresses to Grade 12 in terms of how businesses can deal with the socio-economic issues that are mentioned in the Examination Guidelines. • You must be able to know the impact of each socio-economic issue on businesses • You need to know 14 socio-economic issues in Grade 11 but in Grade 12 you must only how businesses must deal with the THREE socio-economic issues. • This topic can be assessed in both section B and C. • Refer to **chapter 3** of your notes.

Downloaded from www.mycourses.co.za

Terms and Definitions

TERM	DEFINITION
Economic crime	Known as white collar crime and committed in business for personal financial gain, e.g. fraudulent transactions.
Inefficient use of natural resources	Wasting of scarce resource through negligence or incorrect production methods.
Population growth	Percentage change in the population resulting from births, deaths and migration
Strikes	Refusal to work by two or more employees in an effort to pressurize employers to give in to their demands.
Corruption	This involves dishonest activities in which a person entrusted with authority in a business abuses his/her position of trust in order to achieve some personal gain
Dumping	It is when other countries dump their excess products on the SA market to dominate the local market. Dumped products are usually very cheap
Sexual harassment	Involves unwelcome or unwanted attention of a sexual nature from someone at work that causes discomfort, humiliation, offence etc that interferes with the job.
Piracy	Unauthorised use/reproduction or copying of original music, films, books or computer software, patent rights and trademarks without the consent of the rightful owner.
Ethical conduct	Acting in ways that are consistent with a person's values of the organisation and society.
Patent	Exclusive right granted for a new invention
Copyright	Exclusive right given to the creator of an original work
Trade mark	A symbol, word, or combination of words legally registered by use as representing a company or a product.
Workplace forums	Representative of employees in a business of 50 employees upwards who are delegated to act on behalf of employees within the business.
inflation	General increase in the prices of goods and services in the country
Retrenchment	Involuntary ending of a service contract of an employee by the employer due to operational requirements.
Patent	Exclusive right granted for a new invention
Trade union	An organized association of workers in a trade , group of trades, or profession formed to protect their rights and interest
Strike	A work stoppage as a form of protest or to strengthen one's bargaining position
Lock-out	When the employer keep their employees from their places of work until certain terms of a negotiation are agreed upon.
Industrial action	These are actions that include strikes or go slows
Trade union	An organized association of workers in a trade , group of trades, or profession formed to protect their rights and interest
Strike	A work stoppage as a form of protest or to strengthen one's bargaining position
Lock-out	When the employer keep their employees from their places of work until certain terms of a negotiation are agreed upon.

Downloaded from www.mycourses.co.za

1.1 Elaborate on the meaning of contemporary socio-economic issues. (4)

1.2 Name THREE types of ethical misconduct. (3)

1.3 Explain the negative impact of ethical misconduct on businesses. (6)

1.4 Read the following scenario and answer the questions that follow:

LINDELANI CONSTRUCTIONS (LC)

Lindelani Constructions specialises in selling building materials and building plans to the surrounding communities. LC is experiencing the following challenges:

- The general increase in the prices of all products in the country has affected LC 's profitability.
- Some customers can no longer afford buying their products due to an increase in prices.
- LC is struggling to find an engineer with the necessary expertise to approve building plans.

1.4.1 Identify THREE socio-economic issues that are applicable to the scenario above. Motivate your answer by quoting from the scenario.

Use the table below as a GUIDE to answer QUESTION 1.4.1

SOCIO-ECONOMIC ISSUE	MOTIVATIONS
1	
2	
3	

(9)

1.4.2 Explain the negative impact of any TWO of the socio-economic issues identified in QUESTION 1.4.1 above. (8)

1.5 Identify the socio-economic issues affecting KB Trading in EACH statement below:

1.5.1 Some of the employees of KB cannot read letters and emails.

1.5.2 KB uses water treatment recycling technologies due to lack of rain. (4)

1.6 Discuss the negative impact of the socio-economic issues identified in QUESTION 1.5. (8)

Downloaded from www.mycourses.co.za

WEEK 5

TOPIC: CONTEMPORARY SOCIO-ECONOMIC ISSUES CONTINUED

QUESTION 1

1.1 Name THREE examples of industrial actions. (3)

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

MAMBA ENTERTAINMENT (ME)
Mamba Entertainment applied for a licence that will prevent other businesses from producing and sell their products. They also created a logo that identifies their products.

1.2.1 Identify TWO solutions to piracy that are applicable to the scenario above. Motivate your answer by quoting from the scenario. (6)

Use the table below as a GUIDE to answer QUESTION 1.2.1

SOLUTIONS TO PIRACY	MOTIVATIONS
1	
2	

1.2.2 Explain the other solution for piracy. (3)

1.3 Discuss the negative impact of piracy on businesses. (8)

QUESTION 2

Businesses employ people from communities and therefore they need to be aware of the socio-economic issues that affect them. Industrial relations play an important role in regulating good relations between businesses, employees and unions.

Write an essay on socio-economic issues and the Labour Relations Act in which you include the following aspects:

- Elaborate on the meaning of trade unions and industrial relations
- Outline the purpose of the Labour Relations Act.
- Discuss the functions of trade unions
- Advise businesses on the negative impact of the following socio-economic issues on businesses:
    - Strikes
    - Dumping

(40)

Downloaded from www.mycourses.co.za

WEEK 6

TOPIC: BUSINESS SECTORS & FORMS OF OWNERSHIP

Hints:

- Business sectors and forms of ownership were covered in Grade 10. These topics are also done in Grade 11 with additional information included.
- You must remember the meaning and examples of each business sector so that you can identify each business sector from given statements and scenarios.
- The business sectors and forms of ownership progress to Grade 12 as well.
- You must master these topics in Grade 11 so that it can be easy for you remember this content in Grade 12.
- You must be well conversant the characteristics, advantages and disadvantages of each form of ownership as the very same content is repeated in Grade 12.
- Refer to **chapter 4** of your notes.

Terms and Definitions for Business Sectors

TERM	DEFINITION
Forestry	The industry that serves the processing of wood and related processes including preservation of indigenous forests.
Mining	Extraction of valuable minerals from the earth.
Forward link	Enterprises from a sector sells goods to other enterprises in the same sector or another sectors.
Backward link	Enterprises from a sector buys goods from other enterprises in the same sector or another sectors.
Manufacturing	Transformation of raw materials into something useful.
Insurance	Two parties sharing a risk in the event of a financial loss being incurred and where some form of compensation is paid to the suffering party.
Interdependent	Two businesses, sectors or industries that rely on each other to achieve their best outputs.
Interrelated	Two businesses, sectors or industries are connected.

Terms and Definitions for Forms of Ownership

TERM	DEFINITION
Form of ownership	The legal position of the business and the way it is owned.
Continuity	Continue to exist even if a change of ownership takes place, e.g. a member or shareholder dies or retires.
Securities	Shares and bonds issued by a company.
Limited liability	Loses are limited to the amount that the owner invested in the business.
Unlimited liability	The owner's personal assets may be seized to pay for the debts of the business.
Memorandum of Incorporation (MOI)	The document that sets out the rights, responsibilities and duties of shareholders and directors.(serves as a constitution of a company).
Sole Trader /Sole proprietor	A business is owned and controlled by one person who takes all the decisions, responsibility and profits from the business they run.

Downloaded from www.mycourses.co.za

Partnership	An agreement between two or more parties that have agreed to finance and work together in the pursuit of common business goals.
Co-operative society	Autonomous association of persons united voluntarily to meet their common economic/ social needs/aspirations through a jointly owned and democratically controlled enterprise.
Company	A company is a legal person who has capacity and powers to act on its own.
Public company	A public company is a voluntary association of ONE or more persons, governed by the company Act 71 of 2008, incorporated in terms of the

QUESTION 1

1.1 Elaborate on the meaning of a tertiary sector (4)

1.2 Read the scenario below and answer the questions that follow

ZWANE MINES (ZM)

Zwane Mines extracts gold from nature and sells it to different customers. Karin Manufacturer buys gold from Zwane Mines to manufacturer wedding rings.

1.2.1 Identify TWO business sectors from the scenario above. Motivate your answer your answer by quoting from the scenario. (6)

Use the table below as a GUIDE to answer QUESTION 1.2.1

BUSINESS SECTOR	MOTIVATIONS
1.	
2.	

1.2.2 Describe the relationship between the business sectors identified in QUESTION 1.2.1 (6)

QUESTION 2

2.1 Outline FOUR characteristics of a sole trader (8)

2.2 Explain the differences between limited and unlimited liability. (8)

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

NEVILLE MEDIA (PTY) LTD

Neville media (Pty) Ltd requires a large amount of capital for expanding its operations. The management of the Neville Media decided to convert the company into another form of ownership that will enable them to issue a prospectus to the public.

2.3.1 Identify the form of ownership of Neville Media (Pty) Ltd before they converted to another type of company. (2)

Downloaded from www.mycourses.co.za

2.3.2 Name the company that will allow Neville Media (Pty) Ltd to issue a prospectus to the public and raise shares (2)

2.3.3 Distinguish between the forms of ownership identified in QUESTION 2.1.1 and QUESTION 2.1.2. (8)

QUESTION 3

Entrepreneurs need to be well conversant with various forms of ownership so that they can be able to choose a suitable form of ownership. Some entrepreneurs prefer to establish a personal liability company rather than partnership. While others are in favour of a public company and cooperatives.

Write an essay on the forms of ownership in which you include the following aspects:

- Elaborate on the meaning of a personal liability company
- Discuss the advantages and disadvantages of a partnership
- Explain the disadvantages of cooperatives
- Advise entrepreneurs on the advantages of a public company

(40)

WEEK 7

TOPIC: BENEFITS OF A COMPANY VERSUS OTHER FORMS OF OWNERSHIP

Hints:

- You can only be able to master this content if you know the advantages and disadvantages of each form of ownership.
- The advantages of the private company, public company, personal liability company and a state-owned company form part of the benefits of establishing a company over other forms of ownership.
- The disadvantages of the above-mentioned companies form part of challenges of establishing a company over other forms of ownership.
- This topic is also done in Grade 12 as success and/or failure factors of EACH form of ownership.
- Refer to **chapter 5** of your notes.

QUESTION 1

1.1 Name FOUR aspect that must be included in the memorandum of incorporation (4)

1.2 Outline the differences between *initial order offer* and *secondary offering.* (4)

Downloaded from www.mycourses.co.za

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

VENTER & SOSO ATTORNEYS (VSA)
Venter & Soso want to convert their business into a company. They know that shareholders' private assets will be protected as they have limited liability. Directors do not have to take out personal loans to grow the business

1.3.1 Identify TWO benefits of establishing a company versus other forms of ownership from the scenario above. Motivate your answer by quoting from the scenario. (6)
Use the table below as a GUIDE to answer QUESTION 1.3.1

BENEFITS OF ESTABLISHING A COMPANY	MOTIVATIONS
1	
2	

1.3.2 Explain any other THREE benefits of establishing a company versus other forms of ownership. (9)

1.3.3 Advise the management of VSA on the challenges of establishing a company versus other forms of ownership. (8)

QUESTION 2

2.1. Name FOUR aspects that must be included in the notice of incorporation. (4)

2.2 Outline any FOUR legal requirements of the name of the company. (8)

2.3 Read the scenario below and answer the questions that follow

SILVERTON (PTY) LTD
Silverton (PTY) Ltd is in the process of converting into a public company. They need to register a document that will enable them to invite the public to buy shares. Silverton (PTY) Ltd is also required to provide a copy of its MOI to the Companies and Intellectual Property Commission (CIPC).

2.3.1 Name the document that will allow Silverton (PTY) Ltd to invite the public to buy shares. (2)

2.3.2 List FOUR aspects that must be included in the document mentioned in QUESTION 2.3.1. (4)

2.3.3 Elaborate on the meaning of memorandum of incorporation/MOI. (4)

2.3.4 Advise Silverton (PTY) Ltd on the procedure for the formation of companies. (8)

Downloaded from www.mycourses.co.za

WEEK 8

TOPIC: AVENUES OF ACQUIRING A BUSINESS

Hints:

- This topic focuses on starting a business enterprise and provided guidelines different options of starting a business.
- You need to know the advantages and disadvantages of franchise, outsourcing and leasing.
- You must also know the contractual implications of each business avenue.
- This topic will be assessed in both section B and C
- You must be able to identify the three types of business avenues from given scenarios and statements.
- Refer to **chapter 6** of your notes.

Terms and Definitions

TERM	DEFINITION
Royalties	Payments made to the franchisor by the franchisee based on the turnover of the business.
Vendor	A person or a business to whom a function is outsourced.
Franchising	When a person or a business gives another business or person the right to sell the same goods or services subject to certain criteria or regulations.
Franchisee	Individual who purchases the right to use the trademark or business model.
Franchisor	Individual who sells the right of the trademark or business model in return for franchise royalty fee. (
Leasing	Method where a business can pay for the use of an asset rather than buying it outright for itself.
Lessor	Person or business who owns the assets
Lessee	Person using the assets.
Outsourcing	When a business buys goods or services from another business or pays another business to carry out a function instead of it doing it itself.
Goodwill	The amount of money the business owner wants for the good trade name he or she has built up, the customer base, the branding of the business, etc.
Solvent	The value of the company's assets exceeds that of the liabilities.
Liquid	The company has enough cash to pay daily expenses.
Profitable	Income exceeds expense

Downloaded from www.mycourses.co.za

1.1 Outline FOUR reasons why entrepreneurs may decide to purchase an existing business. (8)

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

TASTY FISH & CHIPS (TFC)

Johnny wants to establish a business enterprise. He requested the management of Tasty Fish & Chips permission to trade using their business name and product.

1.2.1 Identify the franchisor and franchisee in the scenario above. (4)

Use the table below as a GUIDE to answer QUESTION 1.2.1

Franchisor	
Franchisee	

1.2.2 Outline FOUR aspects that must be included in the franchising contract. (8)

1.2.3 Explain the advantages of franchising. (8)

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

JACKY CONSULTING (JC)

Jack Consulting is well known of winning business cases. The management of JC requested Leemer Attorneys to handle some of their complicated business cases.

1.3.1 Identify the avenue of acquiring a business used by JC. Motivate your answer by quoting from the scenario above. (3)

1.3.2 Discuss the disadvantages of the avenue of acquiring a business identified in QUESTION 1.3.1. (6)

1.5 Advise businesses on the following aspects:

1.5.1 Advantages of leasing (6)

1.5.2 Disadvantages of leasing (6)

1.5.3 Contractual implications of leasing (8)

WEEK 9 & 10

TOPIC: INFORMAL TEST

Hints:

- This test covers all term one topics.
- Answer all questions without referring to your notes.
- Mark yourself using chapter one to six notes and do corrections
- You can ask your parents to invigilate and time you when writing this test
- You must take two hours to write this test

Downloaded from www.mycourses.co.za

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This question paper consists of THREE sections and covers all term 1 topics.

SECTION A:	COMPULSORY
SECTION B:	Consists of THREE questions. Answer any TWO questions in this section
SECTION C:	Consists of TWO questions. Answer any ONE question in this section.

2. Read the instructions for each question carefully and take particular note of what is required.

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

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

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

6 Write neatly and legibly.

SECTION A (COMPULSORY)

QUESTION 1

1.1 Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.5) in the ANSWER BOOK, for example 1.1.6 E.

1.1.1 ıe ... company provides essential services such as water and electricity at reasonable prices.

A personal liability
B State-owned
C public
D private

1.1.2 The shareholders of Tumi Communications Ltd offered securities to the public for a second time. This is an example of … offering.

A primary
B tertiary
C formal
D secondary

Downloaded from www.mycourses.co.za

1.1.3 A business that experiences lower levels of productivity due to high employee absenteeism is affected by the… environment

A external
B market
C macro
D micro

1.1.4 Pinky Girls conducts an on-going research to investigate the general behavioural patterns. This is the example of dealing with…as a challenge of the macro environment

A shortage of supply
B socio-cultural factors
C change in consumer behaviour
D competition

1.1.5 Change in income levels is a challenge of the… environment

A macro
B market
C tertiary
D micro

(2×5) (10)

1.2 Complete the following statements by using the word(s) in the list below. Write only the word(s) next to the question number (1.2.1–1.2.5) in your ANSWER BOOK.

partnership; lobbying; strike; franchisor ; franchisee; copyright; networking; patent; personal liability; go slow

1.2.1 TDK employees decided to embark on a … to avoid losing their salaries

1.2.2 James Buy and Braai is a … as the business has unlimited liability.

1.2.3 GG Manufacturers prevented Hemmer Manufacturers from producing automatic leather seats as they obtained a…for their products

1.2.4 The owner of Jimmy Enterprises ensures that he exchanges business information with other entrepreneurs. This is known as …

1.2.5 Carl was given the right to use Zinney Fish, the trademark, for a specified period of time in return for regular payments. Carl is the …

(2×5) (10)
TOTAL: SECTION A: [20]

Downloaded from www.mycourses.co.za

SECTION B

Answer ANY TWO questions in this section.

QUESTION 2

2.1 Name any FOUR examples of contemporary legislation that may affect businesses. (4)

2.2 Outline advantages of businesses that are involved in the macro environment. (6)

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

MAYIBUYE INCOPORATIONS (MI)

Mayibuye Incoporation lacks direction and providing meaningful guidance to employees. Some employees have a negative attitude towards their colleagues.

2.3.1 Identify TWO challenges of the micro-environment faced by MI. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a GUIDE to answer QUESTION 2.3.1

CHALLENGES OF THE MICRO-ENVIRONMENT	MOTIVATIONS
1	
2	

2.4 Advise businesses on any TWO aspects that must be included in the prospectus (4)

[20]

QUESTION 3

3.1 Identify avenues of acquiring a business applicable to Tshepo Trading (TD) in EACH statement below.

3.1.1 TD was a given the right to offer the same products as Zahid Trading for a percentage of his gross monthly sales and a royalty fee. (2)

3.1.2. The management of TD requested Marie Consulting to train their new employees. (2)

3.2 Outline any TWO contractual implications of ONE of the avenues of acquiring a business identified in QUESTION 3.3 1 and 3.2.2. (4)

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

SHUKUMA ENTERPRISES (SE)

Sofia, the financial manager at Shukuma Enterprises, is using the business's petty cash to buy items that the business does not need. Frank, the CEO, promised Jane, one of his employees, a promotion in return for an intimate relationship.

3.3.1 Identify TWO types of ethical misconduct affecting SE. Motivate your answer by quoting from the scenario. (6)

Downloaded from www.mycourses.co.za

Use the table below as a GUIDE to answer QUESTION 3.3.1.

ETHICAL MISCONDUCT	MOTIVATIONS
1	
2	

3.4 Advise businesses on the reasons why entrepreneurs may decide to purchase an existing business (6)

[20]

QUESTION 4: **MISCELLANEOUS TOPICS**

4.1 Outline any TWO functions of trade unions. (4)

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

GERALD MANUFACTURERS (GM)

Gerald Manufactures is well known for producing quality products. GM buys their raw material from Jimmy Suppliers. KJY Retailers always buy their stock at Gerald Manufacturers.

4.2.1 Identify any TWO business sectors from the scenario above. Motivate your answers by quoting from the scenario. (6)

Use the table below as a GUIDE to answer QUESTION 4.2.1

BUSINESS SECTORS	MOTIVATIONS
1	
2	
3	

4.3 Explain any TWO benefits of establishing a company over other forms of ownership. (6)

4.4 Advise businesses on the purpose of the Labour Relations Act, 1995 (Act 66 of 1995). (4)

[20]

Downloaded from www.mycourses.co.za

SECTION C

Answer ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of each question. EACH question must start on a NEW page, e.g. QUESTION 5 on a NEW page, QUESTION 6 on a NEW page.

QUESTION 5

Businesses that interact with other stakeholders find it easy to address challenges posed by business environments. The market and macro business environments can only be influenced by different types of lobbying. Some businesses undertake social responsibility projects for their own benefit

Write an essay on lobbying and social responsibility in which you included following aspects:

- Elaborate on the meaning *lobbying*
- Explain THREE types of lobbying
- Discuss the advantages of networking
- Advise businesses on projects that can be undertaken as part of social responsibility

(40)

QUESTION 6

Many entrepreneurs prefer to establish a public company for expansion and growth. While some prefer a private company to avoid the registration of a prospectus. Entrepreneurs need to follow the correct procedure for the registration of a company

Write an essay on the forms of ownership in which you include the following aspects:

- Elaborate on the meaning of a prospectus
- Explain the differences between the private company and public company
- Discuss the procedure for the formation of companies
- Advise entrepreneurs on the legal requirements of the name of the company **(40)**

Downloaded from www.mycourses.co.za

TERM 2 TOPICS

TERM	WEEK	SUBTOPIC/SECTION
TWO	1	Creative thinking and problem solving
	2	Stress, crisis and change management
	3	Marketing function, product policy & distribution policy
	4	Communication and pricing policy
	5 & 6	Production aspects and production planning
	7	Production control
	8	Professionalism and ethics

WEEK ONE

TOPIC: CREATIVE THINKING AND PROBLEM SOLVING

Hints:

- This topic was introduced in Grade 10 in terms of the meaning of creative thinking and problem solving.
- It is also covered in Grade 11 and 12 in much details. This means that you must know each aspect that is covered in Grade 11.
- Businesses need to think creatively in order to solve complex business problems
- Refer to **chapter 7** of your notes

TERMS AND DEFINITIONS

TERM	DEFINITION
Delphi technique	A complex problem-solving technique that tries to get a group of people to agree on how to solve a complex problem.
Force-field analysis	A problem-solving method that looks at two opposing forces that support a problem being solved or a situation changing.
Problem solving	The process of finding solutions to difficult or complex issues.
Business problems	These are current or long-term challenges and issues faced by the business.
Creativity	It is an act of turning new ideas into reality.
Competitive	Means as good as or better than others of a comparable nature.
Innovation	Introducing new and original ideas or methods.
Change	Make or become different.
Questionnaires	It is a research instrument consisting of a series of questions for the purpose of gathering information from respondents.
PDCA process/cycle	Plan-Do-Check- Act, this model is used to solve complex business problems

Downloaded from www.mycourses.co.za

1.1 Elaborate on the meaning of routine thinking and creative thinking. **(8)**

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

FAITH COMMUNICATIONS (FC)

The management of Faith Communications (FC) wants to improve the marketing of their services to the public. FC used ordinary and unimaginative solutions to solve their business problems. They eventually decided to use more than one solution to solve a problem

1.2.1 Quote the difference between conventional and non-conventional solutions in the scenario above. **(2)**
Use the table below as a guide to answer QUESTION 1.2.1

CONVENTIONAL	NON-CONVENTIONAL

1.2.2 Outline other differences between conventional and non-conventional solutions. **(8)**

1.2.3 Advise FC on ways in which businesses can create an environment that stimulate creative thinking in the workplace. **(6)**

1.3 Discuss the advantages of creative thinking in the workplace. **(6)**

1.4 **Essay question on creative thinking and problem solving**

Businesses are always faced with many problems that need to be solved. Some use conventional solutions while other use non-conventional solutions to solve complex business problems. Many businesses benefit from working with their employees to solve problems. Other businesses apply the Delphi technique and a force field analysis to solve complex business problems.

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

- Elaborate on the meaning of problem solving.
- Differentiate between conventional and non-conventional solutions.
- Explain the advantages of working with others to solve problems.
- Advise MC on how they can apply the Delphi technique and force-field analysis to solve complex business problems.

[40]

Downloaded from www.mycourses.co.za

WEEK TWO

TOPIC: STRESS, CRISIS AND CHANGE MANAGEMENT

Hints:

- Businesses need to find ways to deal with stress, crisis and change in the workplace
- Employees need to know how to deal with stress in the workplace
- Do not confuse the meaning of stress and crisis in the workplace
- Refer to **chapter 8** of your notes before doing this activity

Terms and Definitions

TERM	DEFINITION
Deadlines	Date by which something should be completed.
Pressures	The use of persuasion to make someone do something.
Incompetence	Inability to do something successful.
Overload	To put many things in or on something or someone.
Vision	The ability to think or plan the future with imagination.
Communication	The imparting or exchanging of information by speaking, writing or using some other medium.
Consolidated gains	To bring together separate parts into a single or unified whole.
Proactive	Controlling a situation rather than just responding to it after it has happened.
Disaster	A sudden accident or a natural catastrophe that causes great damage or loss of life.
Solutions	Solving a problem or dealing with a difficult situation.
Morale	Confidence, enthusiasm and discipline
Turnover	Rate at which something changes

1.1 Mention any FIVE causes of stress in the workplace. (5)

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

STELLA BEAUTY SPA (SBS)

Stella Beauty Spa (SBS) offers a variety of beauty products and services. Employees can no longer cope due to long working hours. SBS advised their employees to exercise regularly and keep fit. Employees were also encouraged to set personal realistic goals and targets. They were also trained on how apply good time-management skills

1.2.1 Quote THREE ways in which SBS managed employee' stress in the scenario above. (3)

1.2.2 Outline other ways in which SBS' employees can manage stress in the workplace. (6)

1.2.3 Advise SBS on the importance of stress management in the workplace. (8)

Downloaded from www.mycourses.co.za

1.3 Elaborate on the meaning of *crisis* (4)

1.4 Explain ways in which businesses can deal with crisis in the workplace. 8)

1.5 Essay question on stress, crisis and change management

Businesses should be aware of changes in their industry in order remain sustainable and profitable. Businesses need to be familiar with the causes of change in the workplace and develop strategies to deal with change. They should also apply John P Kotter's 8 steps of leading change in the workplace.

Write an essay on stress, crisis and change management in which you discuss the following aspects:

- Elaborate on the meaning of change in the workplace.
- Discuss FOUR major changes that businesses and people must deal with.
- Explain ways in which businesses should deal with TWO major causes of change in the workplace
- Advise businesses on how they should apply John P Kotter's 8 steps of leading change in the workplace. **(40)**

*N*EEK THREE

ΓOPIC: MARKETING FUNCTION, PRODUCT POLICY & DISTRIBUTION POLICY

Hints:

- The business functions were introduced in Grade 10
- Ensure that you understand all aspects that are covered by each component of a marketing mix
- A good background knowledge of the marketing function may enable you to choose a career on marketing in future
- Refer to **chapter 9** of your notes before doing this activity

TERM	DEFINITION
Idea generation	The process of creating, developing, and communicating ideas which are abstract, concrete, or visual.
Testing	Finding out how well something works.
Business analysis	A research discipline identifying business needs and determining solutions to business problems.
Brand name	A name given by a producer to a product.
Reputation	Belief or opinions that are generally held about someone or something.
Ingredients	Things that are used to make something.
Preference	A greater liking for one alternative over another or others.
Target market	A particular group of consumers at which a product or service is aimed at.
Wholesalers	They are large-scale traders who operate as intermediaries between manufacturers and retailers.

Downloaded from www.mycourses.co.za

Retailers	They are smaller-scale traders that operate as intermediaries between wholesalers and consumers.
Intermediary	A person/business that acts as a link between people and businesses to bring about the sale.
Agents	A person who organises transactions between two parties.
A broker	A person who buys and sells goods for others
Direct distribution	Exchange of products/services between the producer and the consumer
Indirect distribution	A distribution channel with at least one intermediary between the producer and consumer

QUESTION 1

1.1 Identify marketing activity implemented by Zini Manufacturers in EACH statement below:

1.1.1 Zini Manufacturers use trailer trucks to deliver their products to other provinces.

1.1.2 They have made a loan application with Tax Bank so that they can have sufficient working capital.

1.1.3 Zini Manufacturers is aware of the possibility of their products being stolen which may result in financial losses.

1.1.4 They have the capacity keep their products in the warehouse until the final consumer need the goods. **(8)**

1.2 Distinguish between standardisation and grading. **(8)**

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

SHARON HEATERS (SH)

Sharon Heaters is a newly established business specialising in selling electric and gas heaters. SH wants to establish a target market of their products and appointed Tammy to achieve this goal.

1.3.1 Identify the business function represented by Tammy. Motivate your answer by quoting from the scenario above. **(3)**

1.3.2 Explain the role of the business function identified in QUESTION 1.3.1. **(6)**

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

EXCLUSIVE JEWELLERS (EJ)

Exclusive Jewellers sells quality wedding rings and watches. There is a high demand for a new jewellery brand that is not manufactured in South Africa. EJ wants to import the new brand from the USA.

1.4.1 Identify the type of consumer goods applicable to the scenario above. Motivate your answer by quoting from the scenario. **(3)**

1.4.2 Discuss other THREE types of consumer goods **(9)**

1.5 Elaborate on the meaning of channel of distribution. **(4)**

1.6 Define the meaning of intermediaries and give TWO examples of intermediaries. **(4)**

1.7 Outline the role of intermediaries in the distribution process. **(8)**

Downloaded from www.mycourses.co.za

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

VIWE WHEAT FARM (VWF)
Viwe Wheat Farm is the largest producer of wheat in the country. VWF makes use wholesalers and retailer to sell their products to their customers. There has been a complaint that their products do not reach their customers on time. VWF decided to sell directly to their customers.

1.8.1 Identify TWO channels of distribution used by VWF. Motivate your answer by quoting from the scenario above. **(6)**

Use the table below as a GUIDE to answer QUESTION 1.8.1

CHANNELS OF DISTRIBUTION	MOTIVATIONS
1	
2	

1.8.2 Explain to VWF other THREE channels of distribution they can use to distribute their products to consumers. **(9)**

1.9 Advise businesses on the importance of intermediaries in the distribution process. **(6**

QUESTION 2

Essay question on the product policy

Businesses realise the importance of continuous product design in ensuring that they remain sustainable and profitable. Some businesses try to make their packaging of their products meet the requirements of good packaging. Others strive to create a unique name and logo for their businesses and products.

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

- Outline the importance of product development.
- Explain the purpose of packaging.
- Discuss the importance of a trademark to businesses.
- Advise businesses on the requirements of a good packaging. **(40)**

WEEK FOUR

TOPIC: COMMUNICATION AND PRICING POLICY

Hints:

- Businesses need to advertise their products after they have been developed
- You need to know various ways of advertising business products and services.
- You must be able to provide a detailed description of each component of the marketing mix
- Take note of the importance of pricing and pricing techniques
- Refer to **chapter 10** of your notes before doing this activity

Downloaded from www.mycourses.co.za

TERMS AND DEFINITIONS

TERM	DEFINITION
Promotion	The publicizing of a product, organisation, or venture so as to increase sales or public awareness.
Target market	A particular group of consumers at which a product or service is aimed at.
Credibility	The quality of being trusted and believed in.
Persuade	Cause someone to believe something, especially after sustained effort/ to convince.
Communication	The imparting of information by speaking, writing, or using some other medium.
Endorsements	The act of giving approval or recommendation to something.
Banners	A long strip of cloth bearing a slogan or design/advertisement appearing on a web page.
ASA	The Advertising Standards Authority
Costs	An amount that must be paid or spent to buy or obtain something.
Mark-up	The amount added to the cost price of goods to cover overheads and profit.
Substitutes	A person or an object acting in place of another.
Websites	A set of related web pages located under a single domain name.
Profit margin	The portion of the selling price that is not allocated to input costs/overheads and contributes to the gross profit margin of the business.
Cash and carry	Wholesaler purchase where payment is made in full by the customer.

QUESTION 1

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

HAGI LIMITED (HG)

Hagi Limited used offered discounts and free gift vouchers to attract customers. HG used sales promotion to persuade potential customers to buy the product now. They also used sales promotion to Introduce new products or to extend the product life cycle.

1.1.1 Name TWO sales promotion used by HG in the scenario above. (**2**)

1.1.2 Qoute the purpose of sales promotion from the scenario above. **(2)**

1.1.3 Advise HG on the other purpose of sales promotion. **(6)**

1.2 Outline the purpose of advertising. **(8)**

1.3 Elaborate on the meaning of publicity. **(4)**

Downloaded from www.mycourses.co.za

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

MASHAKA ENTERPRISE (ME)

Mashaka Enterprise lost many customers due to bad publicity. ME changed the display of goods and the staff's behaviour towards customers. They also appointed Witness a favourable image of the business and its products or service. ME sets its price based on what other businesses are charging customers. They also offer discounts for a limited period of time.

1.4.1 Identify the type of publicity used by ME. Motivate your answer by quoting from the scenario. **(3)**

1.4.2 Quote the role of Witness as the public relations officer from the scenario above. **(2)**

1.4.3 Explain other roles the public relations in publicity. **(6)**

1.4.4 Identify TWO pricing techniques used by ME. Motivate your answer by quoting from the scenario. **6)**

Use the table below as a GUIDE to answer QUESTION 1.4.4

PRICING TECHNIQUES	MOTIVATIONS
1	
2	

1.4.5 Discuss any THREE other pricing techniques. **(9)**

QUESTION 2: Essay question on communication and pricing policy

Sustainable businesses use effective personal selling and attractive pricing. Businesses need to be well conversant with factors that influence pricing. They must also know the importance of pricing.

Write an essay communication and pricing policy in which you include the following aspects:

- Elaborate on the meaning of personal selling
- Explain the effectiveness of personal selling in promoting a business product
- Discuss FOUR factors that influence pricing
- Advise businesses on the importance of pricing

[40]

WEEK FIVE & SIX

TOPIC: PRODUCTION ASPECTS AND PRODUCTION PLANNNING

Hints:

- This topic deals with various methods of producing products
- Ensure that you know all aspects that must be considered when planning for production
- Refer to **chapter 11** of your notes before doing this activity

Downloaded from www.mycourses.co.za

Terms and Definitions

TERM	DEFINITION
Output	The amount of something produced by a person, machine, or industry.
Inventory	The quantity of goods owned and stored by a business that is intended either for resale or as raw materials and components used in producing goods.
Quality checks	A procedure intended to ensure that a manufactured product adheres to a defined set of quality criteria.
Bottlenecks	It is a situation that stops a process or activity from progressing.
Regulatory processes	A rule of order having the force of law, prescribed by superior authority.
Hazards	Any agent that can cause harm or damage to humans, property or the environment.
CEO	Chief Executive Officer

QUESTION 1

1.1 Elaborate on the meaning of *production planning.* **(4)**

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

ETENG MANUFACTURERS (EM)

ETG Manufactures is the largest producer of building material. The management of EM allocates every person and machine to their task. They also make wise decisions on the purchasing of the materials and machinery. EM uses the best and cheaper way to sequence the production process. EM also calculates the time required to perform each activity in the manufacturing process.

1.2.1 Identify FOUR aspects that must be considered during production planning. Motivate your answer by quoting from the scenario. **(12)**

PRODUCTION PLANNING ASPECTS	MOTIVATIONS
1	
2	
3	
4	

1.2.2 Elaborate on the other meaning of EACH aspect that must be considered during production planning. **(16)**

1.2.3 Advise EM on the advantages of production planning. **(8)**

1.3 Explain precautionary measure that businesses should take when handling machinery. **(8)**

1.4 Discuss reasons why businesses must manage safety in the workplace. **(6)**

Downloaded from www.mycourses.co.za

QUESTION 2: Essay on production planning and safety management

Production control plays an important role in ensuring that quality products are produced. Businesses need to be well conversant with the aspects that must be considered during production control. Employees must work on a safe environment that is informed by the Occupational Health and Safety Act.

Write an essay on production planning and safety management in which you include the following aspects:

- Elaborate on the meaning of production control
- Discuss FOUR aspects that must be considered during production control
- Explain the requirements for a safe environment
- Advise businesses on the purpose of the Occupational Health and Safety Act

[40]

*N*EEK SEVEN

ΓOPIC: PRODUCTION CONTROL

Hints: • This topic deal different ways in which businesses should control quality in the production process. • You need to know the meaning of quality concepts as they are also covered in Grade 12. • You must be well conversant with the meaning of Total Quality Management (TQM) as a foundation to better understand the TQM elements that will be done in Grade 12. • Refer to **chapter 12** of your notes before doing this activity

Terms and Definitions

TERM	DEFINITION
Quality	Level of excellence or a standard that causes satisfaction for the customer.
TQM	An approach that requires all aspects of an organisation to focus on quality from production stage to final consumption.
ISO	Set of quality management system standards that provide guidance on how to do quality assurance.
SABS	South African Bureau of Standards promotes and maintains standards in South Africa.

QUESTION 1

1.1 Elaborate on the meaning of *production control*. **(4)**

Downloaded from www.mycourses.co.za

1.2 Identify the quality control bodies represented by EACH statement below.

1.2.1 The government has established an institute that provides training regarding all aspects of standardisation. **(2)**

1.2.2 Tidy Manufacturers requested a group of employees who work in different departments to discuss how quality could be improved. **(2)**

1.3 Explain other role of the quality control body identified in QUESTION 1.2.2. **(6)**

QUESTION 2

Essay question on production planning and production control

Total Quality Management (TQM) enables businesses to achieve quality in all facets of the business. Quality standards must be met by adhering to quality control and quality assurance. Production planning plays an important role in ensuring that businesses produce quality products. Businesses must ensure that the International Organisation for Standardisation.

Write an essay on production planning and control in which you include the following aspects:

- Elaborate on the meaning of Total Quality Management (TQM) as part of the quality management system.
- Explain the differences between quality assurance and quality control.
- Discuss the FOUR aspects that must be considered during the production planning.
- Advise businesses on the functions of International Organisation for Standardisation (ISO). **[40]**

WEEK EIGHT

TOPIC: PROFESSIONALISM AND ETHICS

Hints:

- This topic is also covered in Grade 12 with additional information.
- You must not confuse the meaning of professionalism with the meaning of ethics.
- Business must first develop a code of ethics in the workplace which will serve as a guideline on how employees should behave professionally.
- A practical example will be your school code of conduct that guides you on the acceptable behaviour that is required from you.
- Refer to **chapter 13** of your notes before doing this activity

Downloaded from www.mycourses.co.za

Terms and Definitions

TERM	DEFINITION
Moral compass	Used in reference to a person's ability to judge what is right and wrong and act accordingly.
Integrity	The quality of being honest and having strong moral principle.
Values	Being able to understand what is important when it comes to what is wrong and right , based on what we believe in.
Confidentiality	The state of keeping or being kept secret or private.
Transparency	Operating in a way that creates openness between managers and employees.
Impartial	Equal treatment of all rivals or disputants; fairness
Consequence	The effect, result or outcome of something occurring earlier.
Discrimination	The unjust or prejudicial treatment of different categories of people, especially on the grounds of race, age, or sex.
Governance	It is the rules and processes by which a company is operated and controlled

QUESTION 1

1.1 Elaborate on the meaning of *good decisions*. **(4)**

1.2 Outline the differences between *ethical behaviour* and *professional behaviour*. **(8)**

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

RIET CONSULTANTS (RT)

Riet consultants offers financial and legal advice to small and large businesses. The management of RT keeps their client's personal information confidential. The employees of RT meet deadlines by completing their tasks before the due date. Employees also adhere to the dress code of the business/profession. RT avoids conflict of interest when dealing with stakeholders.

1.3.1 Qoute TWO principles of ethics and professionalism applied by RT in the scenario above. **(4)**

Use the table below as a GUIDE to answer QUESTION 1.2.1

PRINCIPLES OF ETHICS	PRINCIPLES OF PROFESSIONALISM
1	**1**
2	**2**

1.3.2 Explain other principles of ethics and professionalism. **(12)**

Use the table below as a GUIDE to answer QUESTION 1.2.2

OTHER PRINCIPLES OF ETHICS	OTHER PRINCIPLES OF PROFESSIONALISM
1	**1**
2	**2**
3	**3**

Downloaded from www.mycourses.co.za

QUESTION 2

Effective businesses develop and implement the code of ethics. Businesses need to be familiar with the requirements for a good code of ethics so that they can enjoy the benefits of ethical business ventures. Business practices should be conducted professionally, responsibly, ethically and effectively.

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

- Outline the requirements for a good code of ethics.
- Discuss the benefits of ethical business ventures.
- Explain how businesses should implement a code of ethics
- Recommend ways in which professional, responsible, ethical and effective business practice should be conducted. **[40]**

Downloaded from www.mycourses.co.za

TERM 3 TOPICS

TERM	WEEK	SUBTOPIC/SECTION
THREE	1	Entrepreneurial qualities & success factors (Part 1)
	2	Entrepreneurial qualities and success factors (Part 2)
	3	Transform a business plan into an action plan (Part 1)
	4	Transform a business plan into an action plan (Part 2)
	5	Start a business venture based on an action plan (Part 1)
	6	Start a business venture based on an action plan (Part 2)
	7	Presentation of business information (Part 1)
	8	Presentation of business information (Part 2)

WEEK ONE

TOPIC: ENTREPRENEURIAL QUALITIES & SUCCESS FACTORS (PART 1)

NOTE:

- You should be able to identify entrepreneurial qualities from given scenarios /statements
- Provide a detailed description of each entrepreneurial qualities
- Assess a business against the entrepreneurial qualities
- Refer to **chapter 14** of your notes
- You must know the meaning of concepts stated in the table below

Concept	Definition
Business skills	Includes skills such as marketing, financing, purchasing and organizational skills.
Perseverance	When an entrepreneur does not give up despite challenges and problems.
Sustainability	Ability of the business to continue without doing damage to the environment and the community in which it operates.
Profitability	Financial gain
Customer base	The number of customers in the database that the buyers of a product or service.
Passion	Believing something very strongly and showing enthusiasm to achieve the best outcome.
Opportunity	Gaps in the market where an entrepreneur can make money.
Confidence	Entrepreneurs believing in themselves and believe that they can achieve their goals.
Taking risks	Risks are classified as unforeseen events that can impact negatively on events
Creativity	Coming up with something new or doing things in a new way.

Downloaded from www.mycourses.co.za

QUESTION 1

1.1 Elaborate of an *entrepreneur.* **(4)**

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

MABUZA PAUTRY (MP)
Mabuza sells chickens and chicken eggs in a local community. Mabuza always come with new ways of doing differently in his business. He is focused and determined to achieve his goal. Mabuza's business suffered a financial loss during a stage five hard lockdown period in 2020 but he did not give up on his business.

1.2.1 Identify THREE qualities of an entrepreneur represented by Mabuza. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a GUIDE to answer QUESTION 1.2.1.

ENTREPRENEUR QUALITIES	**MOTIVATIONS**
1	
2	
3	

1.2.2 Explain the other meaning of the entrepreneurial qualities identified in QUESTION 1.2.1. (12)

1.2.3 Discuss any FIVE other qualities of an entrepreneur (15)

QUESTION 2

Entrepreneurial potential self-assessment

Answer the following questions to assess your entrepreneurial qualities. Please be honest about yourself.

Ratings	**Meaning**
1	Totally agree
2	Not sure
3	Partial
4	Totally disagree

Downloaded from www.mycourses.co.za

Instructions: Place a tick in an appropriate column

QUESTIONS	1	2	3	4
I like to give myself challenges when I take on a new project				
I am fairly at ease in difficult situations				
Where others see problems, I see possibilities				
I always worry about what others will think before doing something important				
I am curious and I am continually in search of discovery				
I am a lot less effective in stressful situations				
When faced with difficulties, I look for alternative solutions				
For me, what counts is action				
I am capable of imagining how we can make things work				
When I take on a project, I have confidence that I will carry it out successfully				
I shoot for excellence in everything I do				
I have no problem working for someone else				
I try to be the first or the best in my area of competency				
For me, taking risks is like buying a lottery ticket: it's a question of chance				
I am capable of seeing many solutions to a problem				
I prefer having the final say				
I always try to learn lessons from my failures				
. For me, everything is possible if I believe I can do it				
I prefer using the good old ways of doing things				
Success is mostly luck				
It is easy for me to motivate others to work with me				
A certain level of stress stimulates me				
I can easily imagine many ways to satisfy a need				
After a failure, I am able to pick myself up and start over				
I am not always ready to make sacrifices in order to succeed				
When I take on a project, I am not always convinced that I can carry it out successfully				

Downloaded from www.mycourses.co.za

I like to lead others				
I always try to take calculated risks				
. I really enjoy situations where there are rules to respect				
Today, without a lot of money, we cannot take on a whole lot				
I have a tendency to put off difficult tasks until later				
I am not afraid to take on initiatives				
. I prefer being my own boss				
Total:				

Classify the above questions according to the qualities of an entrepreneur then score yourself against the qualities of an entrepreneurial.
NOTE: A low score means you need to work on your entrepreneurial qualities

WEEK 2

TOPIC: ENTREPRENEURIAL QUALITIES & SUCCESS FACTORS (PART 2)

NOTE

- This activity will focus on assessing businesses against the entrepreneurial qualities that were done in activity ONE.
- You also be required to identify key success factors of a businesses from given scenarios and also provide a detailed analysis of these factors
- You must be able to identify areas of weaknesses from given scenarios and make recommendation for improvement.
- You also need to be well conversant with strategies that businesses can use to ensure that they remain profitable and sustainable
- Refer to **chapter 14** of your notes

1.1 Read the scenario below and answer the questions that follow

KANDRA TRADERS (KT)

Kandra Traders aattracts investors which enables the business to expand its activities. The management of KT involves stakeholders in joint decisions-making and learn from their employees. They also keep a record of the people buying their products. The management of KT struggle to keep their expenses low. Some of KT's products are similar to Feruza Traders products.

1.1.1 Identify KT's THREE key success factors. Motivate your answer by quoting from the scenario above. (9)

Downloaded from www.mycourses.co.za

Use the table below as a GUIDE to answer QUESTION 1.1.1

KEY SUCCESS FACTORS	MOTIVATIONS
1	
2	
3	

1.1.2 Discuss any THREE other key success factors of a business. (9)

1.1.3 Qoute TWO KT's weaknesses from the scenario above. (2)

1.1.4 Advise the management of KT on how they can improve on the weaknesses identified in QUESTION. 1.1.3. (8)

Use the table below as a GUIDE to answer QUESTION 1.1.3 & 1.1.4

WEAKNESSES (1.1.3)	AREAS FOR IMPROVEMENET (1.1.4)
1	
2	

1.1 Read the scenario below and answer the questions that follow

NICKY MANUFACTURERS (NM)

Nicky Manufacturers is a profitable and sustainable business. NM ensures that a sound return of investment can be guaranteed to investors. They also invest some of their surplus profit in CSI projects that benefit local communities. The management of NM mentioned that they consider the triple bottom line by managing profit, planet and people.

1.2.1 Identify THREE strategies used by NM to remain profitable and sustainable. Motivate your answer by quoting from the scenario above. (9)

Use the table below as a GUIDE to answer QUESTION 1.2.1

STRATEGIES	MOTIVATIONS
1	
2	

1.2.2 Discuss any FOUR other strategies NM can use to remain profitable and sustainable in the market. (12)

Downloaded from www.mycourses.co.za

WEEK 3

TOPIC: TRANSFORM A BUSINESS PLAN INTO AN ACTION PLAN

NOTE

You must be able to do the following aspects:

- Remember the components of a business plan that were done in Grade 10
- You must know the following aspects about the action plan:
  - The meaning and importance of an action plan
  - Stages of an action plan
  - Project planning tools
  - Importance of timelines and Gantt charts/WBS.
  - Draw up a Gantt charts
  - Transform a business plan into an action plan using the grade 10 business plan **(Project)**
  - Refer to **chapter 15** notes

CONCEPTS AND DEFINITIONS

Terms	Definitions
Action plan	Document stating what must be done , who will do it and by when it will be done
Work breakdown structure	Organises the business plan into different tasks and identifies what needs to be done
Timelines	A planning tool that indicates dates and sequence
Gantt chart	A planning tool that indicates dates, duration and sequence
Work Breakdown Structure	Organises the business plan into different tasks and levels and identifies what has needs be done
Termina elements	Smaller tasks of the project that form the bigger task of the project
Duration	The time it takes to do something
Action step chart	A task routine that identifies what, when, who and the expected outcome of the task.
Priorities	Puts things into order of importance
Corrective action	A deliberate action to fix something
Milestone	He ends point in an activity

QUESTION 1

1.1 Outline the purpose of the purpose of a business plan. (8)

1.2 Elaborate on the meaning of an action plan. (4)

Downloaded from www.mycourses.co.za

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

JASMINE CONSTRUCTIONS (JC)

Jasmine won a building construction tender to build a business property in a local community. Jasmine was advised to draw up an action plan that will result to a successful business. Jasmine defined the short- and long-term objective of his plan. He also prioritised activities that needed to be done first. Jasmine realised that an action plan will enable him to think logically and identify gaps in the plan. An action plan will also allow him to bring together individuals that are knowledgeable in the construction industry.

1.3.1 Quote the importance of an action plan from the scenario above. (2)

1.3.2 Explain other importance of an action plan. (8)

1.3.3 Quote TWO action plan steps applied by Jasmine from the scenario above. (2)

1.3.4 Advise Jasmine on the other steps of an action plan. (

QUESTION 2

Essay question on transforming a business plan into an action plan

Businesses conduct various projects that require proper planning and coordination of activities. Business need to be well conversant with the project planning steps and the importance of timelines. They must also know how to construct a Gantt chart

- Elaborate on the meaning of project planning
- Explain the project planning steps
- Discuss the importance of timelines
- Advise businesses on how to construct a Gantt charts

[40]

Downloaded from www.mycourses.co.za

WEEK 4

TOPIC: TRANSFORM A BUSINESS PLAN INTO AN ACTION PLAN (PART 2)

NOTE
This activity is a continuation of week 3 activities. You must refer to **chapter 15** notes

1.1 Read the scenario below and answer the questions that follow

JODESH ENTERPRISE (JE)

Jodesh inherited five hundred thousand from his late parents. He decided to establish a business enterprise in the city of Johannesburg and named it Jodesh Enterprise. Jodesh need to draw up a timeline for his business that must include the following activities:

- Buying stock
- Hiring workers
- Lunching his business
- Buying/Renting a business property
- Finding best suppliers
- Finding premises
- Business registration
- Advertising his products

1.1.1 Develop timelines for Jodesh Enterprise indicating the above items and suitable timeframes for each activity. (16)

NOTE: Rearrange the above-mentioned activities in a sequential order

1.1.2 Draw up a Gantt charts based on the timelines developed in QUESTION 2.1.1. (16)

WEEK 5

TOPIC: START A BUSINESS VENTURE BASED ON AN ACTION PLAN (PART 1)

NOTE

- Entrepreneurs must consider start-up costs after transforming their plans into an action plan

Study the following topics before answering questions on this activity:

- Aspects that must be considered when initiating a business
- Factors that must be considered before start-up

You must refer to **chapter 16** notes

Downloaded from www.mycourses.co.za

TERMS AND DEFINITIONS

TERMS	DEFINITIONS
Strategy	Plans created by the entrepreneur that is spelt out in the business plan and enforced in the action plan
Interest	Money paid as a percentage for the use of borrowed money.
Mortgaged bond	A debt instrument issued for a period of more than one year with the purpose of raising capital from borrowing.
Incentives	Cash or tax relief to encourage investment in economic sectors It could also be a payment to workers to encourage productivity.
Venture capitalists	Financing is given for an ownership share in the business at its start-up.
Equity Capital	The total amount of money and assets invested in a business by the owner that comes from own sources.
Grants	Money given by government or an NGO for a specific purpose e.g funding small businesses.
Bank overdraft	A customer withdraws more than the money that is available in the bank account.
Trade credit	Time, usually between one and three months which a business has before it has to settle the debt.
Angel funding	These are wealthy business people who want to invest in promising small business in return for a profit share in the business.
Micro lenders	Businesses that offer small loans to people at high interest rates without collateral.

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

JODESH ENTERPRISE (JE)

Jodesh is ready to launch his business but he must first consider the start-up cost for his business. He drew up a plan of action for his business. Jodesh action plan includes his business budget and financial planning. He also trained his staff in order to achieve the desired outcomes. Jodesh ensured that a code of conduct is in place and enforce it from the start. He devised a suitable strategy to manage and control a larger group of employees. Jodesh is mindful of the fact that the introduction of new technology may influence a budget.

1.1.1 Identify THREE aspects that Jodesh considered when initiating his business. Motivate your answer by quoting from the scenario above. (9)

Use the table below as a GUIDE to answer QUESTION 1.1.1

ASPECTS FOR STARTING UP A BUSINESS	MOTIVATIONS
1	
2	
3	

1.1.2 Discuss FIVE other aspects that Jodesh should consider when initiating his business. (15)

Downloaded from www.mycourses.co.za

1.1.3 Identify THREE aspects that Jodesh considered before starting up his business. Motivate your answer by quoting from the scenario above. (9)

Use the table below as a GUIDE to answer QUESTION 1.1.3

STARTING UP A BUSINESS FACTORS	MOTIVATIONS
1	
2	
3	

1.1.4 Explain FOUE other factors that Joseph should consider before starting up his business. (12)

WEEK 6

TOPIC: START A BUSINESS VENTURE BASED ON AN ACTION PLAN (PART 2)

NOTE

- This activity is a continuation of the last part of starting a business venture based on an action plan.
- This activity will focus on how a business can be funded
- You must continue studying **chapter 16** notes

1.1 Outline the reasons why businesses need funding. (8)

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

JODESH ENTERPRISE (JE)

Jodesh needed extra capital to start up his business. He drew more than what he deposited in his business bank account. He approached the owners of Soso Trading to finance his business in exchange for a share in his business. Jodesh rented machinery and other equipment from Greig Suppliers.

1.2.1 Identify THREE sourcing of funding used by Jodesh. Motivate your answer by quoting from the scenario above. (9)

Use the table below as a GUIDE to answer QUESTION 1.2.1

SOURCES OF FUNDING	MOTIVATIONS
1	
2	
3	

1.2.2 Discuss THREE other sources of funding that can be considered by Jodesh. (9)

1.3 Explain FIVE factors that influence the choice of funding. (15)

Downloaded from www.mycourses.co.za

WEEK 7

TOPIC: Presentation of business information (PART 1)

NOTE

- This topic will also be covered in Grade 12
- Ensure that you understand each sub-topic of this topic
- Some of subtopics that will be covered in this chapter were also covered in Grade 10.
- You must ensure that you learn the presentation skills as you may be required to do a business presentation in future.
- You must also be able to write an essay on this topic
- You need to first study the following topics before answering questions on this activity:
    - Importance of presenting business information.
    - Examples of verbal and non-verbal presentation
    - Types of visual aids and how to prepare them
    - Types of written information
    - Steps in report writing.
    - Factors that must be considered when composing a flyer
    - Respond to questions about work and presentations/handle feedback after a presentation in a non-aggressive and professional manner.
- You must refer to **chapter 17** notes on the above-mentioned topics.

TERMS AND DEFINITIONS

TERM	DEFINITION
Visual aids	An illustration such as film, slides or model designed to supplement verbal and non-verbal communication.
Transparency	A plastic sheet which is placed on an overhead projector from where the information is displayed on a wall or a screen larger than the transparency.
Audience	The people who watch or listen.
Hand-outs	Printed information provided to the audience to accompany a presentation.
Verbal presentation	Oral presentations delivered to audience
Non-verbal presentation	Mostly done by means of printed material.

QUESTION 1

1.1 State whether the following statement represent verbal OR non-verbal presentation

1.1.1 Information can be stored

1.1.2 Information can be heard

1.1.3 Communicate by means of printed media

1.1.4 Information cannot be stored (8)

Downloaded from www.mycourses.co.za

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

SUSAN PRESENTATION
Susan was requested to present the business financial statements to various stakeholders. She used slides to display the business financial records. Susan also used a visual aid that enabled her to note down the most important points during her presentation.

1.2.1 Identify TWO visual aids used by Susan. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a GUIDE to answer QUESTION 1.2.1

VISUAL AIDS	MOTIVATIONS
1	
2	

1.2.2 Discuss THREE other visual aids. (9)
1.2.3 Advise Susan on the importance of presenting business information. (8)

QUESTION 2

2.1 Explain the guidelines on how to prepare the following visual aids:

2.1.1 Transparencies/slides (6)
2.1.2 Posters (6)
2.1.3 Handouts (6)

WEEK 8

TOPIC: PRESENTATION OF BUSINESS INFORMATION (PART 2)

NOTE
This activity is a continuation of **chapter 17** notes

TERMS AND DEFINITIONS

TERM	DEFINITION
Feedback	Information about reactions to the performance of a task or a product which is used as a basis for improvement.
Audience	The people who watch or listen.
Analytical reports	Reports that provide data and conclusions, with the inclusion of recommendations.
Informative reports	Reports that present data without analysis or recommendations.

Downloaded from www.mycourses.co.za

QUESTION 1

1.1 Identify the type of business reports used by Peter Consultants in EACH statement below:

1.1.1 Peter wrote a report to provide information on his business information and disciplinary actions. (2)

1.1.2 They wrote a document that describes the nature of their business and the business financial background.

1.2 Explain the reasons why business presentations must be in a written format. (8)

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

HABIEL LIMITED (HL)
Abigail the financial manager at Habiel Limited submitted a business report on the company's sales and profits to their investors. Abigail used terminology that is not familiar to their investors. She used tables and graphs that did not support the information of her report. Abigail's report also included information on high rate of absenteeism and conflict in the workplace.

1.3.1 Quote THREE factors that must be considered to analyse Abigail's report from the scenario above. (3)

1.3.2 Advise Abigail on how she can improve on the THREE factors quoted in QUESTION 1.3.1. (6)

Use the table below as a GUIDE to answer QUESTION 1.3.1 & 1.3.2

FACTORS ON ABIGAIL'S REPORT ANALYSIS (1.3.1)	**RECOMMENDATIONS (1.3.2)**
1	
2	
3	

1.3.3 Recommend other factors that must be considered when analysing a report. (6)

Downloaded from www.mycourses.co.za

QUESTION 2: Essay question

Businesses are required to write reports on their performance. Some businesses follow the correct steps report writing to ensure that accurate information is presented to stakeholders. Many businesses make use of a flyer to advertise their products and services. Many businesses advise their presenter to handle feedback from the audience in a non-aggressive and professional manner.

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

- Elaborate on the meaning of business reports
- Explain the steps in report writing
- Discuss factors that must be considered when composing a flyer
- Advise presenters on how they should handle feedback in a non-aggressive and professional manner after a presentation (40)

TERM 4 TOPICS

TERM	WEEK	SUBTOPIC/SECTION
FOUR	1	Introduction to human resources function (Part 1)
	2	Introduction to human resources function (Part 2)
	3	Team performance and conflict management (Part 1)
	4	Team performance and conflict management (Part 2)

WEEK ONE

TOPIC: INTRODUCTION TO HUMAN RESOURCES FUNCTION (PART 1)

NOTE You must master this topic as you will do it again in Grade 12 in 2022. Study the following aspects before you answer the questions below: • The role of the human resources function • The recruitment procedure. • Sources of recruitment e.g. internal and external sources. • The selection procedure • The role of the interviewer during the interview. • Aspects/content of the employment contract. • Employment contract • The meaning and purpose of induction • The placement procedure The above-mentioned topics will be covered in detail in Grade 12 Refer to **chapter 18** of your notes

Downloaded from www.mycourses.co.za

TERMS AND DEFINITIONS

TERM	DEFINITION
Human Resource Function	The Human Resource Functions deals with all aspects within the organisation that relates to employees.
Job analysis	The term "job analysis" refers to the components of job description and job specification as it relates to employees within an organisation.
Job description	Describes the duties and responsibilities of a specific job.
Job specification	Describes the minimum acceptable personal qualities/skills/ qualifications needed for the job.
Recruitment	Recruitment is the process used by business to identify vacancies in the business and attract suitable candidates for it.
Selection	To choose the best candidate to suite the position from a pool of applicants.
Employment contract	Oral or written agreement specifying terms and conditions under which a person consents to perform certain duties in return for an agreed upon wage or salary.
Salaries	Workers are compensated for work done or services delivered.
Benefits	Compensation beyond a regular wage or salary of an employee or when a business is legally required to offer its employees.
Induction	Refers to the process of introducing new employees to the business and its related aspects
Placement	Process whereby a new employee is placed in a vacant position.

QUESTION 1

1.1 Elaborate on the meaning of *recruitment* (4)

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

KURESH TRADING (KT)

Kuresh Trading is a newly established business that is looking for people with necessary skills and knowledge to join the business. Kuresh, the owner of the business prepared the job description and job specification. He also prepared an advertisement that contains relevant information.

1.2.1 Quote TWO aspects of the recruitment procedure from the scenario above. (2)

1.2.2 Discuss other aspects that should be included in the recruitment procedure. (6)

1.3 Explain TWO sources of recruitment and give TWO examples of EACH. (8)

1.4 Describe the selection procedure as a human resources activity. (8)

Downloaded from www.mycourses.co.za

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

KURESH TRADING (KT)

Kuresh invited FIVE candidates to attend an interview. He introduced members of the interviewing panel to each candidate. He also provided each interviewee the opportunity to ask questions. Jane, the successful candidate was given an employment contract which included the remuneration package and working hours. Jane felt welcomed as she was introduced to her physical work space. Jane was informed new about the rules and policies of the business.

1.5.1 Quote TWO roles of Kuresh as the interviewer during the interview from the scenario above. (2)

1.5.2 Advise Kuresh on the other roles of the interviewer during the interview. (6)

1.5.3 Elaborate on the meaning of an *employment contract*. (4)

1.5.4 Qoute TWO aspects of the employment contract from the scenario above. (2)

1.5.5 Name any FIVE other aspects that must be included in the employment contract. (5)

1.5.6 Define the meaning of *induction*. (2)

1.5.7 Quote TWO purpose of induction from the scenario above. (2)

1.5.8 Explain other purpose of induction. (6)

1.5.9 Advise Kuresh on the placement procedure as a human resources function. (6)

*N*EEK TWO

ΓOPIC: INTRODUCTION TO HUMAN RESOURCES FUNCTION (PART 2)

NOTE

You must master this topic as you will do it again in Grade 12 in 2022

Study the following aspects before you answer the questions below:

- Differences between gross and net pay.
- Salary determination methods
- Employee benefits
- The implications of the following Acts on the human resources function:
  - Labour Relations Act (LRA) No.66 of 1995
  - Basic Conditions of Employment Act (BCEA) No.75 of 1997
  - Employment Equity Act (EEA) No.55 of 1998,
  - Compensation for Occupational Injuries and Diseases Act (COIDA) No.61 of 1997

Identify the above-mentioned Acts from given scenarios and recommend ways in which the human resources function can comply with these Acts

The above-mentioned topics will also be covered in detail in Grade 12

Refer to **chapter 18** of your notes

Downloaded from www.mycourses.co.za

QUESTION 1

1.1 Outline the differences between gross and net pay. (8)

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

TOBY MANUFACTURERS (TM)
Victor and Masesi are working at Toby Manufacturers. Victor is paid according to the number of items produced. While Emma is paid for the time she spends on a task. Victor and Emma were both give cell phones. TM pays part of part of the cost of their homes.

1.2.1 Identify TWO salary determination methods represented by Victor and Emma from the scenario above. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a GUIDE to answer QUESTION 1.2.1

SALARY DETERMINATION METHODS	MOTIVATIONS
1	
2	

1.2.2 Identify TWO fringe benefits that were offered to Victor and Emma. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a GUIDE to answer QUESTION 1.2.2

FRINGE BENEFITS	MOTIVATIONS
1	
2	

1.2.3 Discuss THREE other types of fringe benefits. (9)

1.3 Explain the implication of the following Acts on the human resources function:

1.3.1 Labour Relations Act (4)
1.3.2 Skills Development Act (4)
1.3.3 Basic Conditions of Employment Act (4)

QUESTION 2: Essay question on the human resources function

Human resources managers invest a lot of time, effort and funds to recruit and select the best employees. They realise that their goals and objectives can only be achieved by employing skilled and qualified employees. They are also mindful of the fact that their recruitment policies need to comply with the Employment Equity Act (EEA), 1998 (Act 55 of 1998).

Write an essay on the human resources function in which you include the following aspects:

- Elaborate on the meaning of *recruitment*.
- Discuss the recruitment procedure
- Discuss the role of the interviewer during the interview.
- Suggest ways in which the human resources function could comply with the Employment Act. **(40)**

Downloaded from www.mycourses.co.za

WEEK THREE

TOPIC: TEAM PERFORMANCE AND CONFLICT MANAGEMENT (PART 1)

NOTE

You must master this topic as you will do it again in Grade 12 in 2022

- Study the following aspects before you answer the questions below:
- The importance of teamwork
- The stages of team development:
  - Forming
  - Storming
  - Norming
  - Performing
  - Adjourning

Identify the stages of team development from given scenarios/statements/case studies.
The above-mentioned topics will also be covered in detail in Grade 12
Refer to **chapter 19** of your notes

Terms and definitions

TERM	DEFINITION
Team	Group of people who work together to achieve a common goal.
Teamwork	Interactions with team members to achieve a common goal.
Forming	Team members get to know each other and accept their roles in the team.
Storming	Team members confront each other with their different ideas.
Norming	Team members accept each other and set common goals and values for the team.
Performing	Teams are achieving their goals.
Adjourning	Team members have to leave a team after completion of the tasks.
Co-operation/ Collaboration	Willingness to co-operate in the team to achieve objectives.

QUESTION 1

1.1 Elaborate on the meaning of *teamwork*. (4)

1.2 Outline the importance of team work. (6)

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

DREAM TEAM (DT)

Dream Team is a group of computer science graduates who want to undertake a research project. They were comfortable with each other during their first meeting. Sam, the team leader ensured that all tasks are completed before the team finally dissolves.

1.3.1 Identify TWO stages of team development that were experienced by DT. Motivate your answer by quoting from the scenario above. (6)

Downloaded from www.mycourses.co.za

Use the table below as a GUIDE to answer QUESTION 1.3.1

STAGES OF TEAM DEVELOPMENT	MOTIVATIONS
1	
2	

1.3.2 Explain the other meaning of EACH stage of team development identified in QUESTION 1.3.1. (8)

1.3.3 Discuss THREE other stages of team development. (9)

*N*EEK FOUR

ΤOPIC: TEAM PERFORMANCE AND CONFLICT MANAGEMENT (PART 2)

NOTE
You must master this topic as you will do it again in Grade 12 in 2022
Study the following aspects before you answer the questions below:

- The meaning conflict in workplace
- Causes of conflict
- Function of workplace forums
- Differences between trade unions and workplace forums.

Refer to **chapter 19** of your notes

QUESTION 1

1.1 Elaborate on the meaning of *conflict* and *conflict management*. (8)

1.2 Identify the causes of conflict applicable to Siyaya Inc. in EACH statement below:

1.2.1 The Dream Team is not willing to work with the Khula Team who always receives awards.

1.2.2 Employees do not complete their tasks effectively as clear instructions are not always provided.

1.2.3 Employees always argue over the use of equipment to accomplish their tasks.

1.2.4 Some employees cannot cope with the large number of tasks given to them. (8)

1.3 Explain other causes of conflict in the workplace. (8)

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

MPUOENG MANUFACTURERS (PM)

Mpuong Manufactures hire more than one hundred workers to produce winter blankets and sheets. The management of PM allowed their employees to establish the workplace forum.

PM encourages their workers to participate in decision making. The workplace forum improves efficiency and productivity through their input.

1.4.1 Quote TWO functions of the workplace forums from the scenario above. (2)

1.4.2 Discuss other functions of the workplace forums. (8)

Downloaded from www.mycourses.co.za

1.4.2 Advise the management of PM on ways in which a workplace forum differs from a trade union. (6)

QUESTION 2: Essay on stages of team development and conflict management:

Businesses encourage employees to work in teams, which may lead to conflict sometimes. For this reason, it is important for businesses to familiarise themselves with the stages of team development. They should also be able to identify the causes of conflict in the workplace and make use of the workplace forums to resolve conflict in the workplace.

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

- Elaborate on the meaning of conflict in the workplace
- Describe any FOUR stages of team development.
- Discuss the causes of conflict in the workplace
- Advise businesses on the functions of workplace forums.

(40)

Downloaded from www.mycourses.co.za