



Western Cape
Government

Directorate: Curriculum FET

BUSINESS STUDIES

REVISION BOOKLET

2025 TERM 1

Grade 12

This revision program is designed to assist you in revising the critical content and skills covered during the 1st term. The purpose is to prepare you to understand the key concepts and to provide you with an opportunity to establish the required standard and the application of the knowledge necessary to succeed in the Final NSC examination.

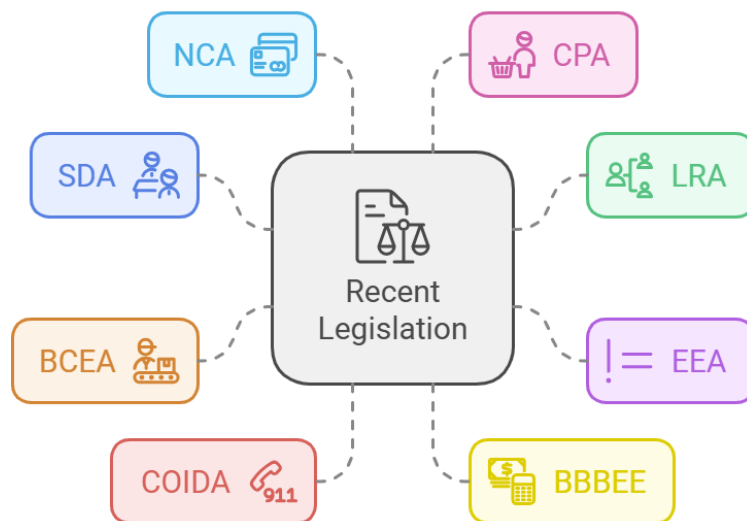
The revision program covers the following topics:

- Impact of recent legislation
- Development of strategies
- Human Resource Function
- Professionalism & Ethics
- Creative thinking & Problem solving

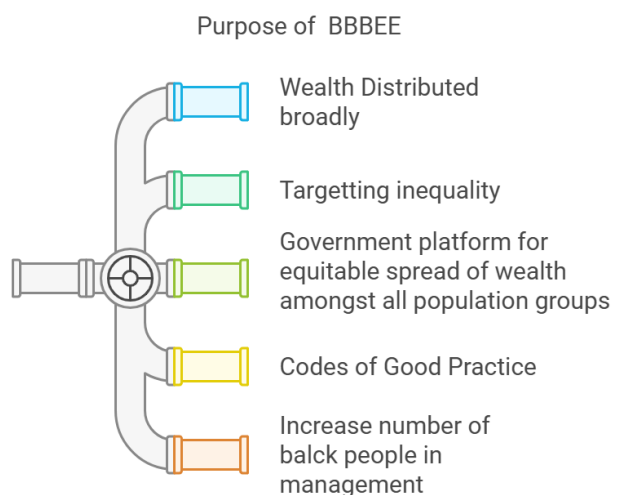
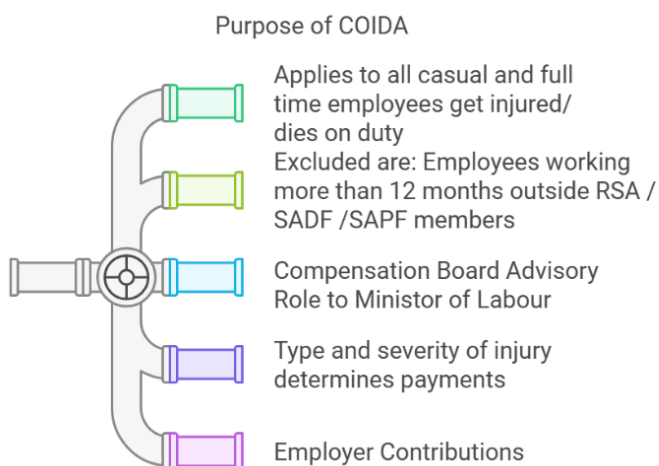
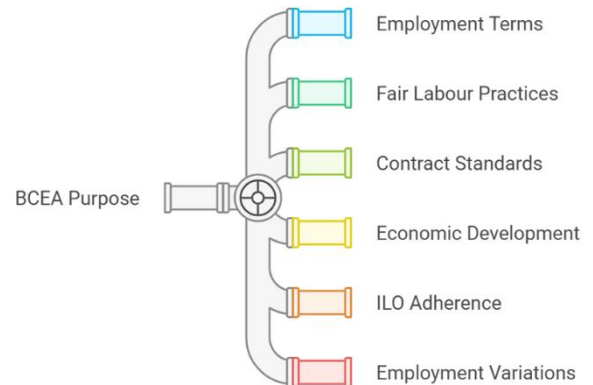
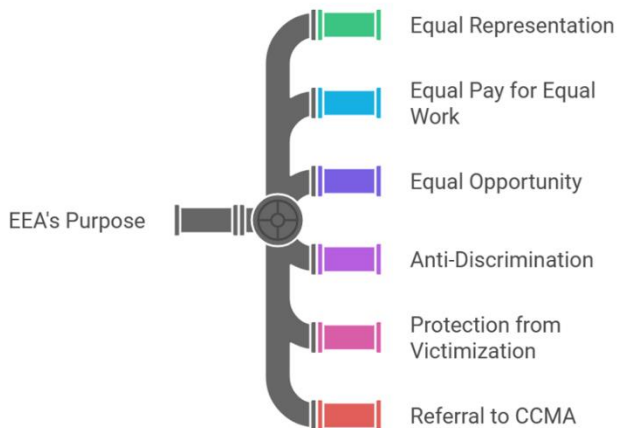
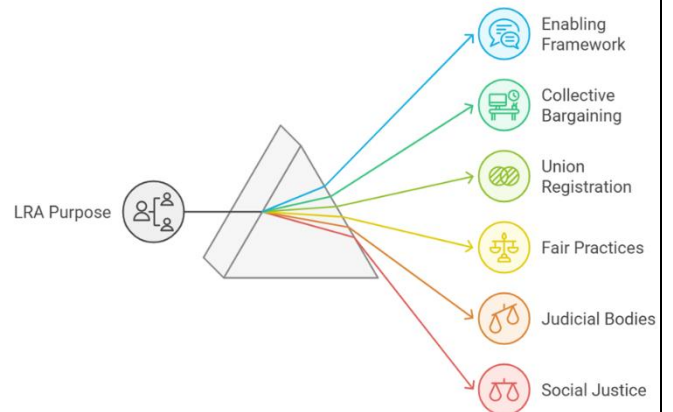
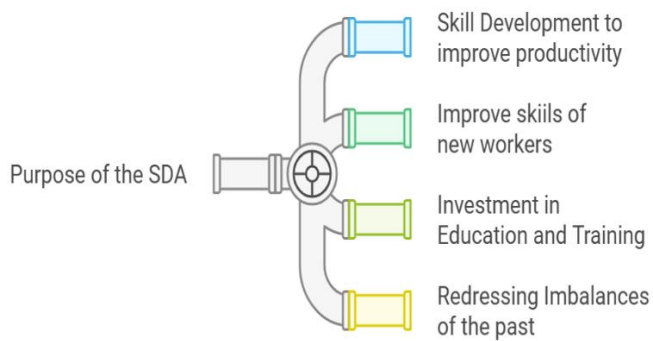
BUSINESS STUDIES – GRADE 12: MAIN TOPICS & TOPICS

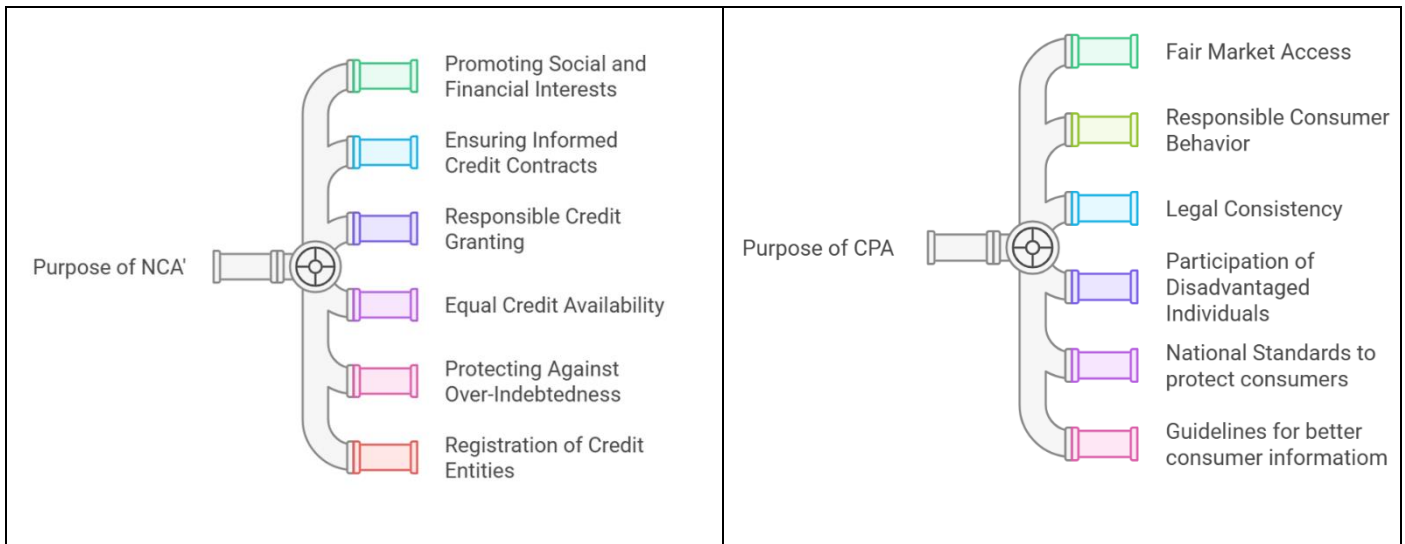
	Business Environment	Business Ventures	Business Roles	Business Operation
1	Impact of recent legislation on business	Management and leadership	Professionalism and Ethics	Human Resources function
2	Devise strategies	Investment: Securities	Creative thinking	Quality of performance
3	Business sectors and there environments	Investment: Insurance	Concept of corporate social responsibility.	
4		Forms of ownership and their impact on the business operation	Team performance Assessment and conflict Management	
5		Presentation of information and data response	Human Rights, Inclusivity and Environmental issues	

1. RECENT LEGISLATION

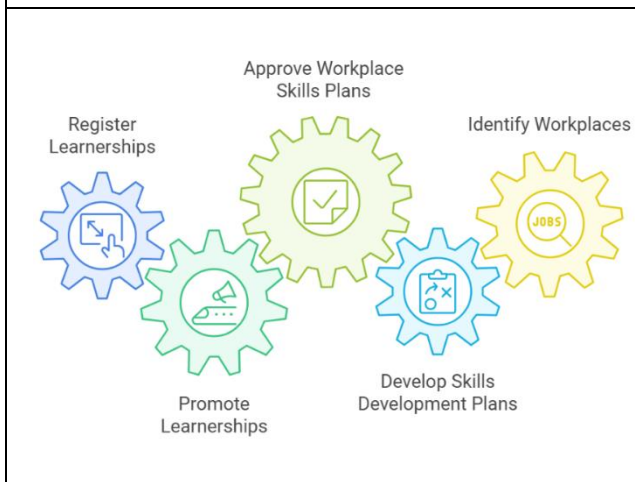


1.1 Purpose of each of the EIGHT Acts

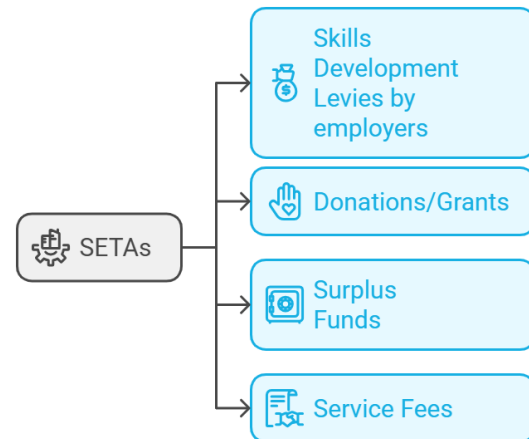




1.2 The Role/Functions of SETAs



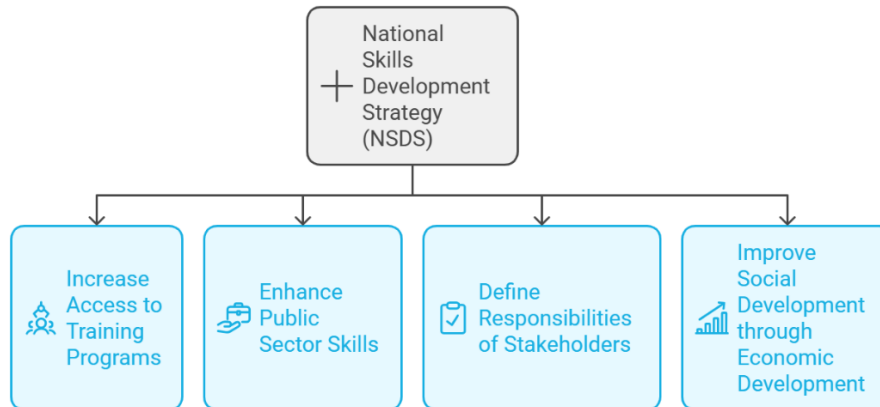
1.3 Funding of SETAs



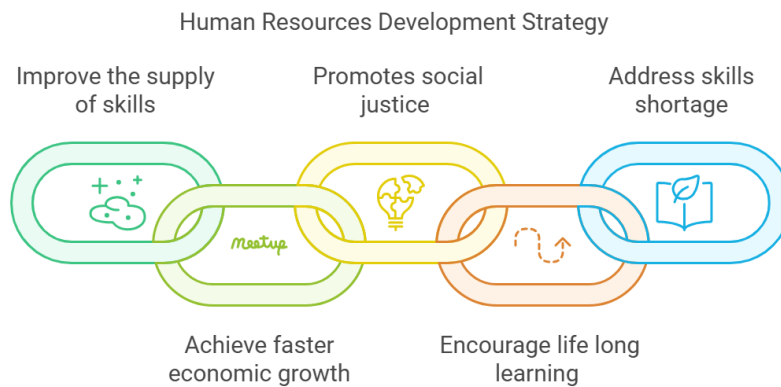
1.4 Learnership



1.5 National Skills Development Strategy (NSDS0)



1.6 Human Resource Development Strategy

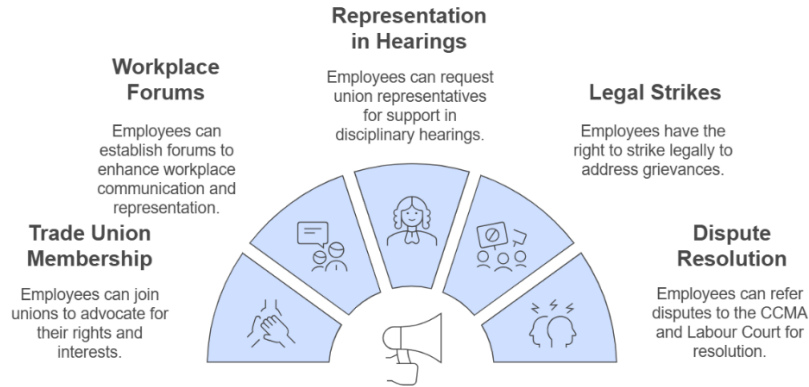


1.7 Rights of Employers under the LRA



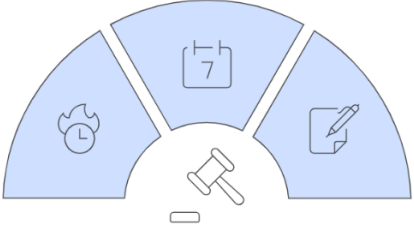
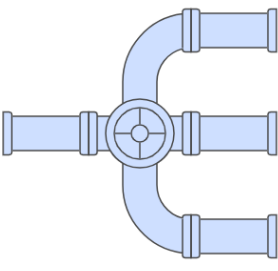
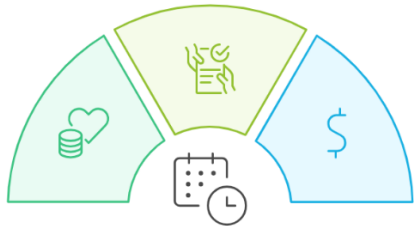
1.8 Rights of Employees under the LRA

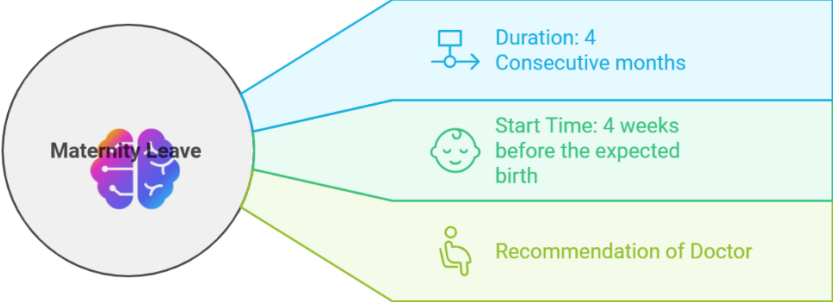
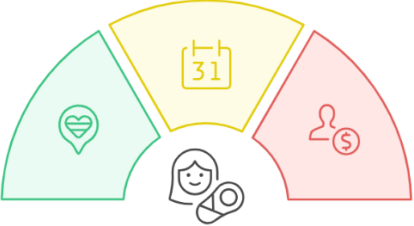
Employees' Rights under the LRA



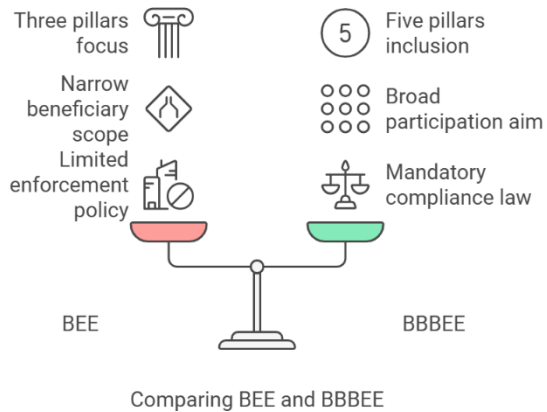
1.9 Provisions of the BCEA

1	Hours of Work	Daily Hours 9 hours if 5 days or less 8 hours if more than 5 days Employee Work Hours Policy Night Work After 18:00 Before 6:00 Weekly Limit 45 hours per week Conditions Mutual Agreement
2	Overtime	Employee Agreement Must Agree No Forced Overtime Overtime Overtime Limits Max 3 Hours/Day Max 10 Hours/Week Compensation Rates Weekdays and Saturdays: 1.5 the normal rate Sundays and Public Holidays: Double the normal rate
3	Meal Breaks	Reduced Meal Break 30 Minutes Mutual Written Agreement Less than 6 Hours of Work Meal Breaks Standard Meal Break 60 Minutes After 5 Hours of Work

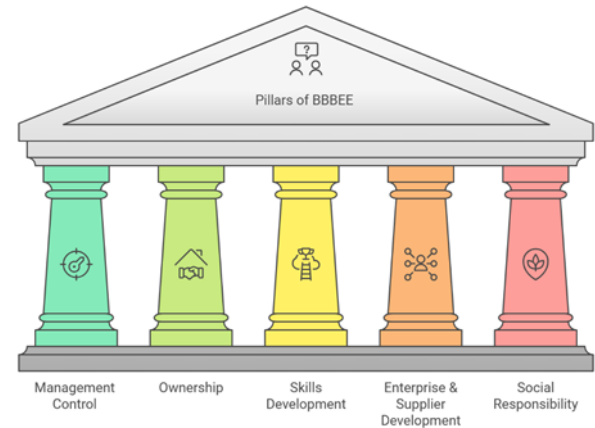
4	Termination of employment contract	Employment Contract Termination Short-Term Notice Notice period for employees with less than 6 months of service.  Long-Term Notice Notice period for employees with over a year of service.  Formal Written Notice Requirement for written notice when the employer terminates the contract.  
5	Minors & Forced labour	Child and Forced Labour Laws  Illegal to employ child younger than 15 years Prohibition of Forced Labour Minors' under 18 year may not engage in dangerous work
6	Public Holidays	Public Holidays Paid Holidays Employees receive regular pay for public holidays.  Mutual Agreement Work on holidays requires mutual consent between employer and employee.  Double Pay Rate Employees earn double their normal rate for working on holidays.  
7	Annual Leave	Leave Utilization Must Be Used Within 6 Months After Leave Cycle Ends  Annual Leave  Leave Entitlement 21 Consecutive Days 

8	Sick Leave	Sick Leave First 6 months of employment One paid day for every 26 days worked Paid Sick Leave 30 Days in 36 months cycle Medical Certification Requirement Absent more than 2 consecutive days / Frequently absent 
9	Maternity Leave	Maternity Leave Duration: 4 Consecutive months Start Time: 4 weeks before the expected birth Recommendation of Doctor 
10	Parental Leave	Parental Leave Duration The leave lasts for 10 consecutive days following the child's birth. Eligibility All parents, regardless of gender, are entitled to parental leave. Unpaid Status The leave is unpaid, but parents can claim from the UIF. 
11	Family Responsibility Leave	Family Responsibility Leave Leave Duration 3 - 5 Days paid leave per year Eligible Relationships Proof Requirement Reasonable proof to obtain leave eg Death certificate. 

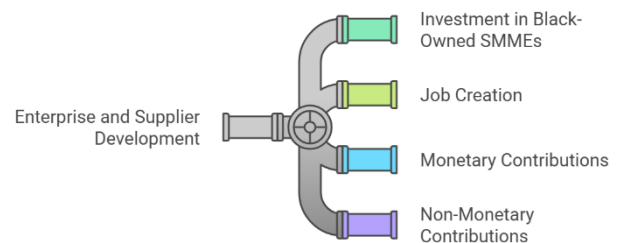
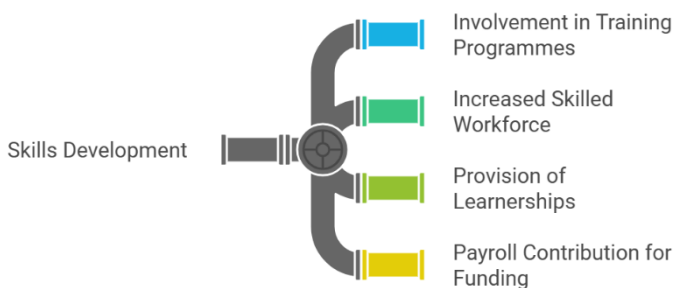
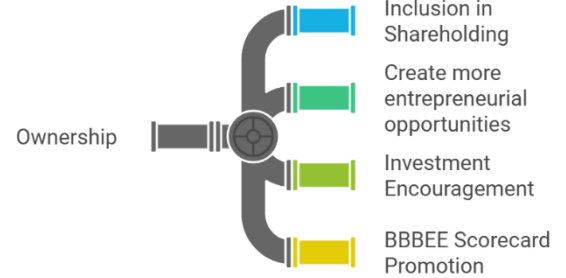
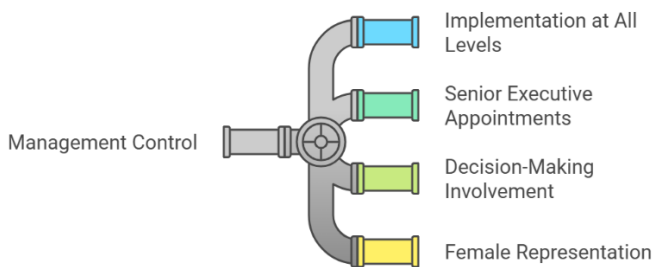
1.10 Differences between BEE and BBBEE



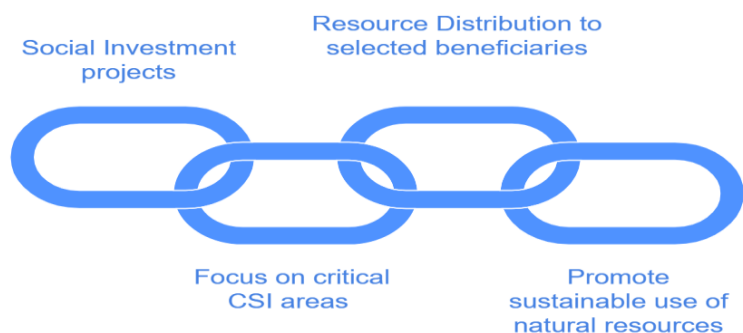
1.11 Pillars of BBBEE



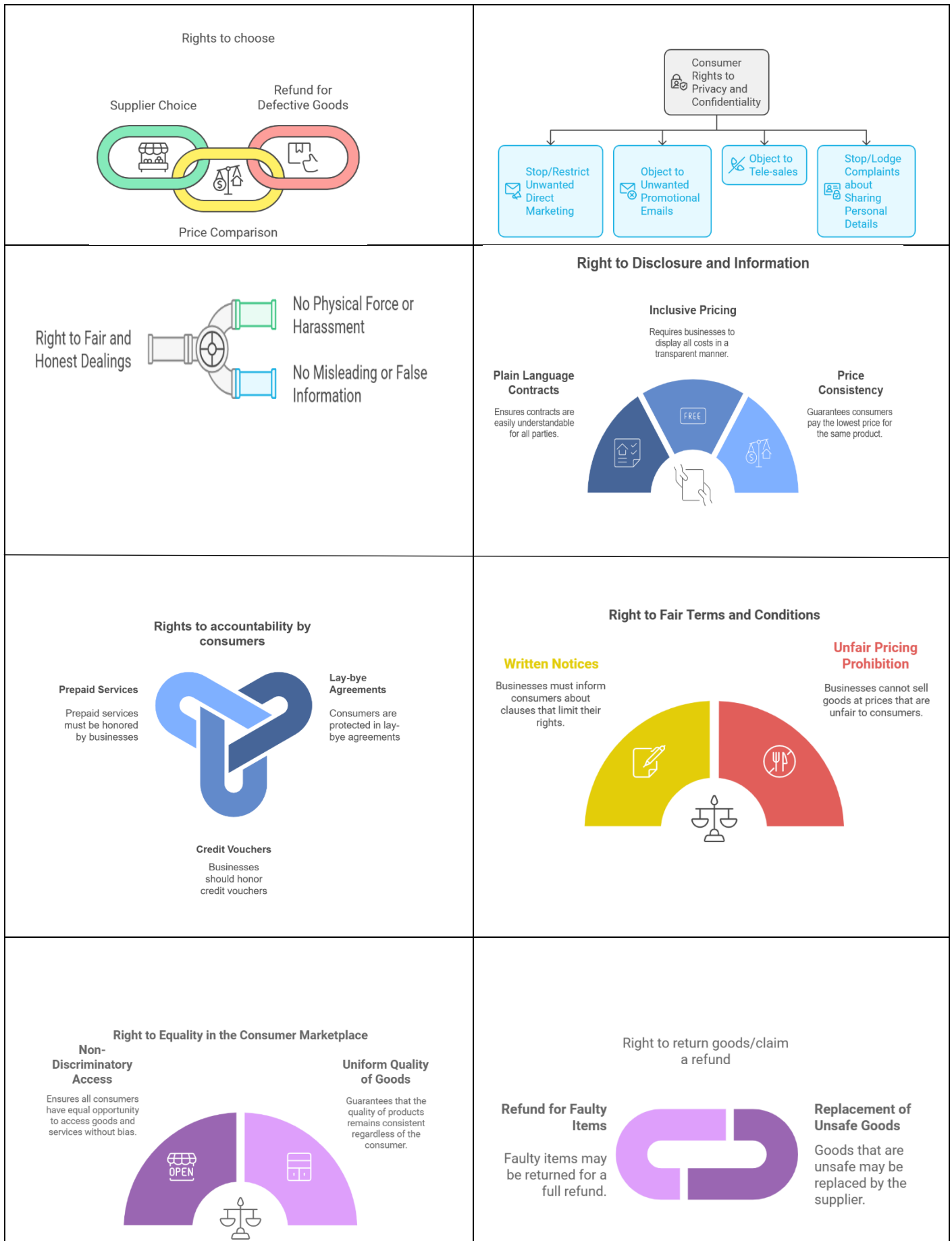
1.12 Implications and Application of the pillars of BBBEE



Corporate Social Responsibility

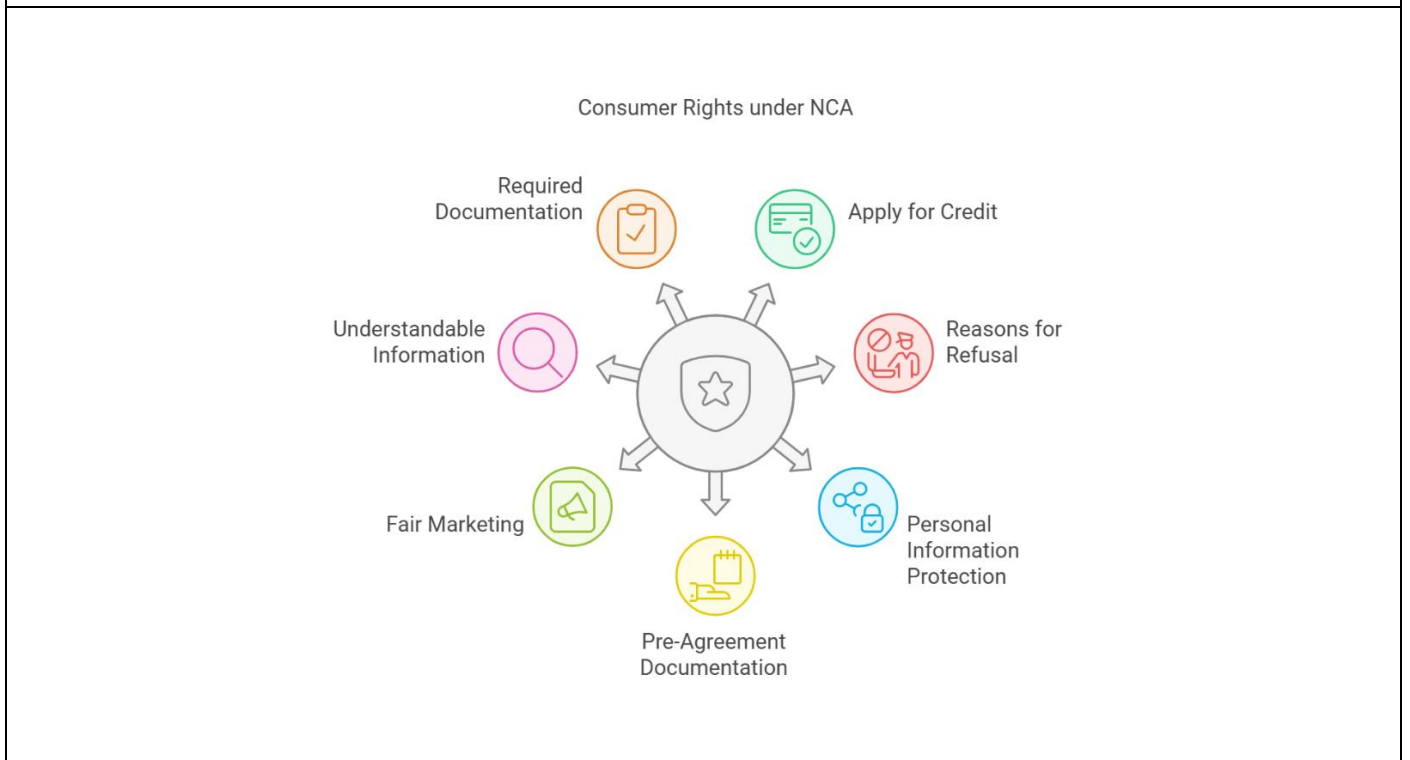


1.13 The rights of the consumers in terms of the CPA





1.14 Rights of the consumers in terms of the NCA



Activity:

1.1 Identify the correct right according to the CPA represented by each statement below.

1.1.1 Suppliers may not provide consumers with false information.

1.1.2 Consumers may shop around for the best prices and then make informed decisions.

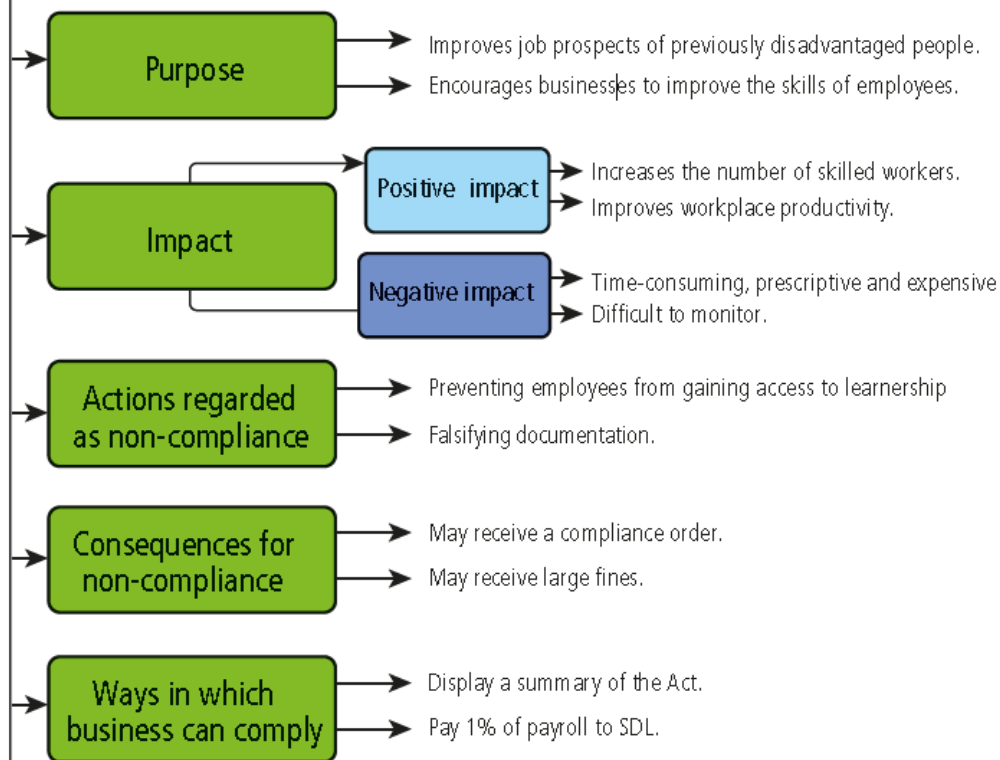
1.1.3 Labelling of products and trade descriptions must accurately be provided to consumers.

1.1.4 Consumers have the right to be protected in lay-bye agreements.

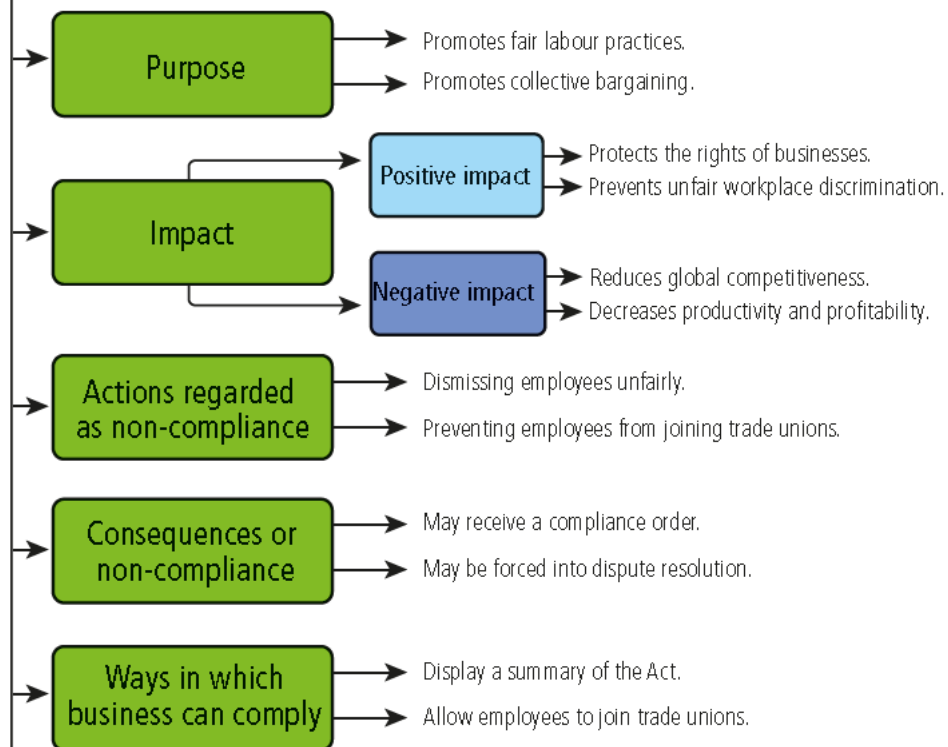
1.1.5 Businesses may not charge different prices for the same goods and services.

(5 × 2) (10)

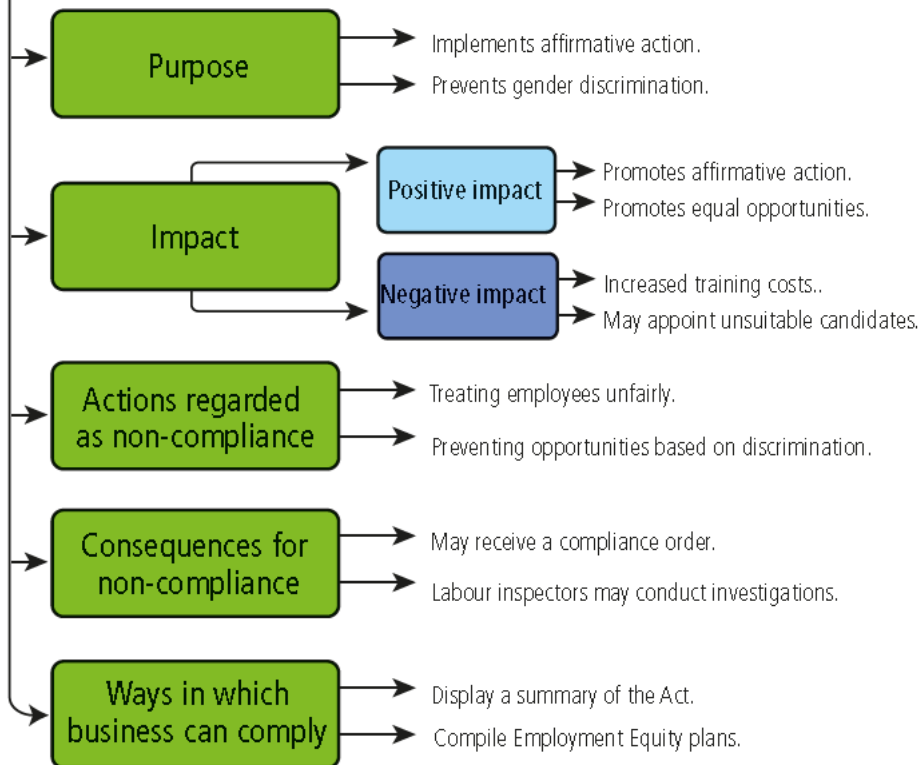
Skills Development Act (SDA)



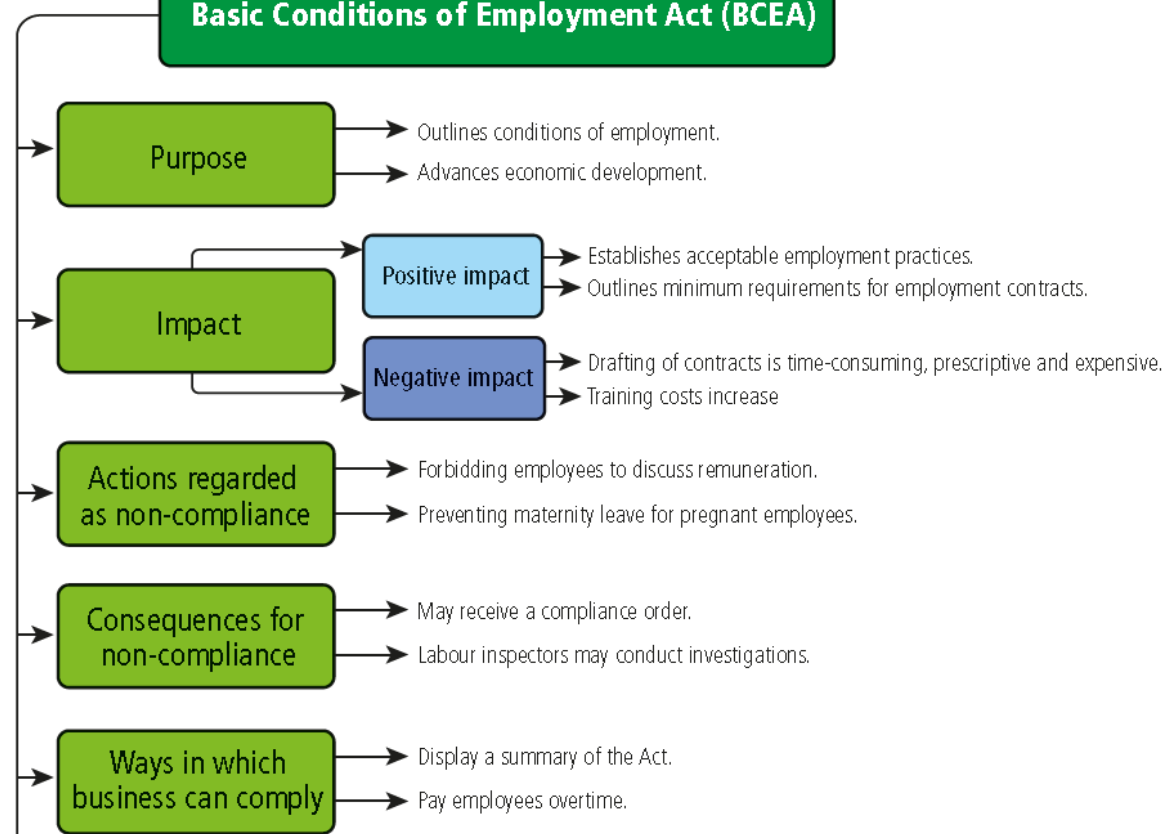
Labour Relations Act (LRA)



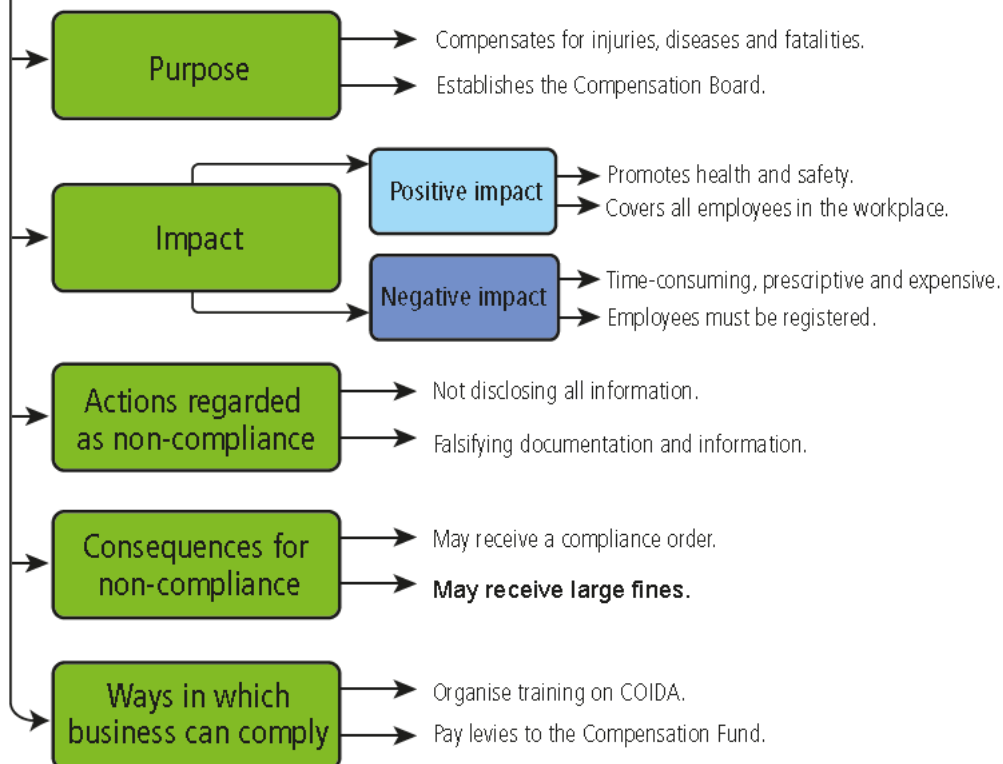
Employment Equity Act (EEA)



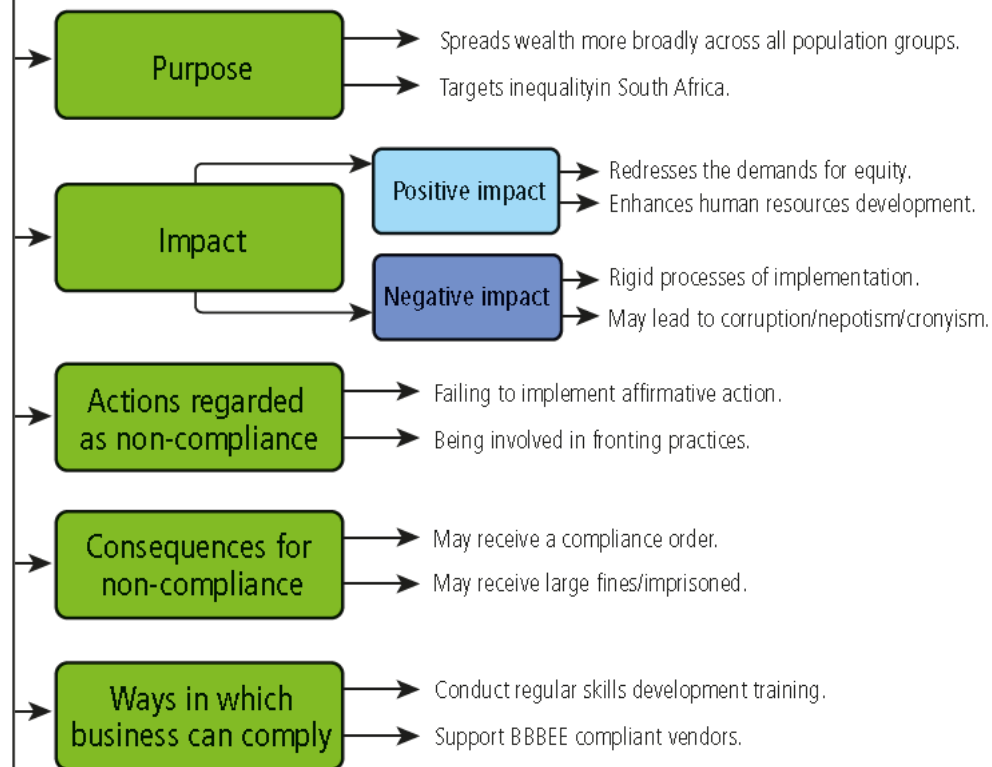
Basic Conditions of Employment Act (BCEA)

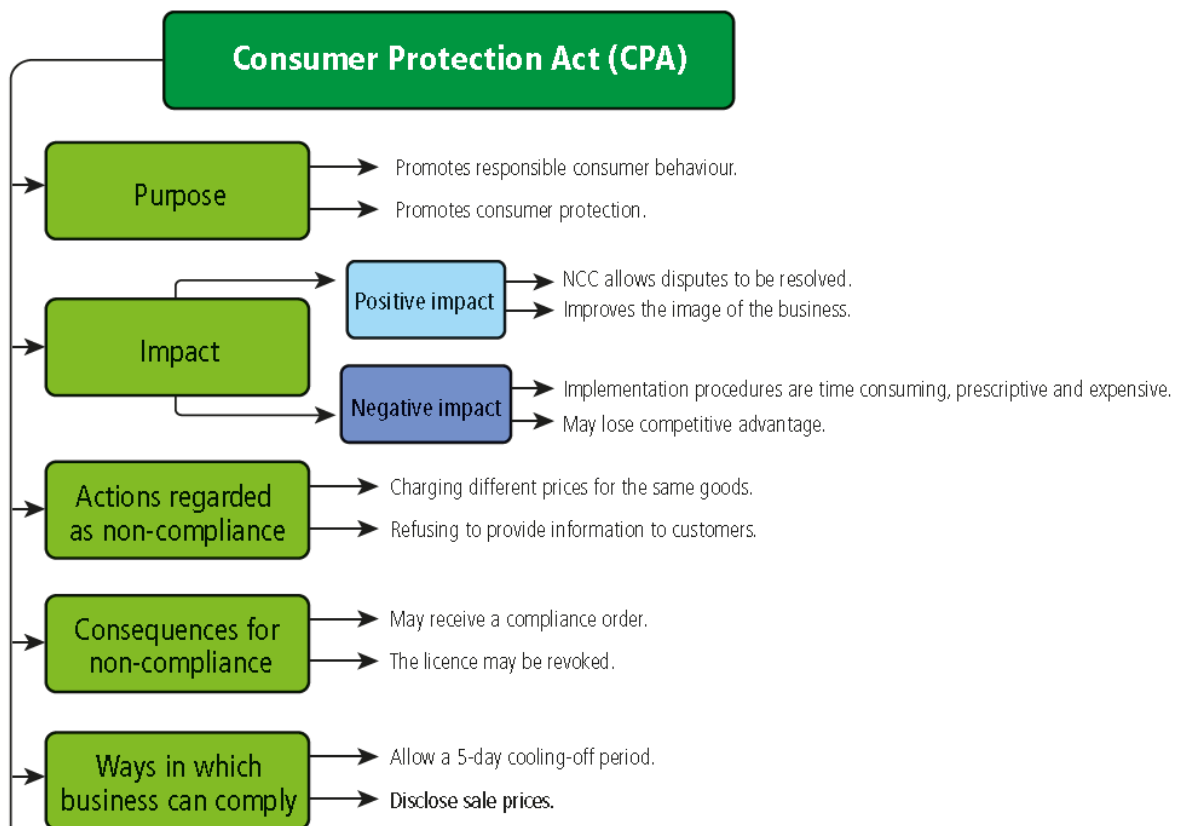
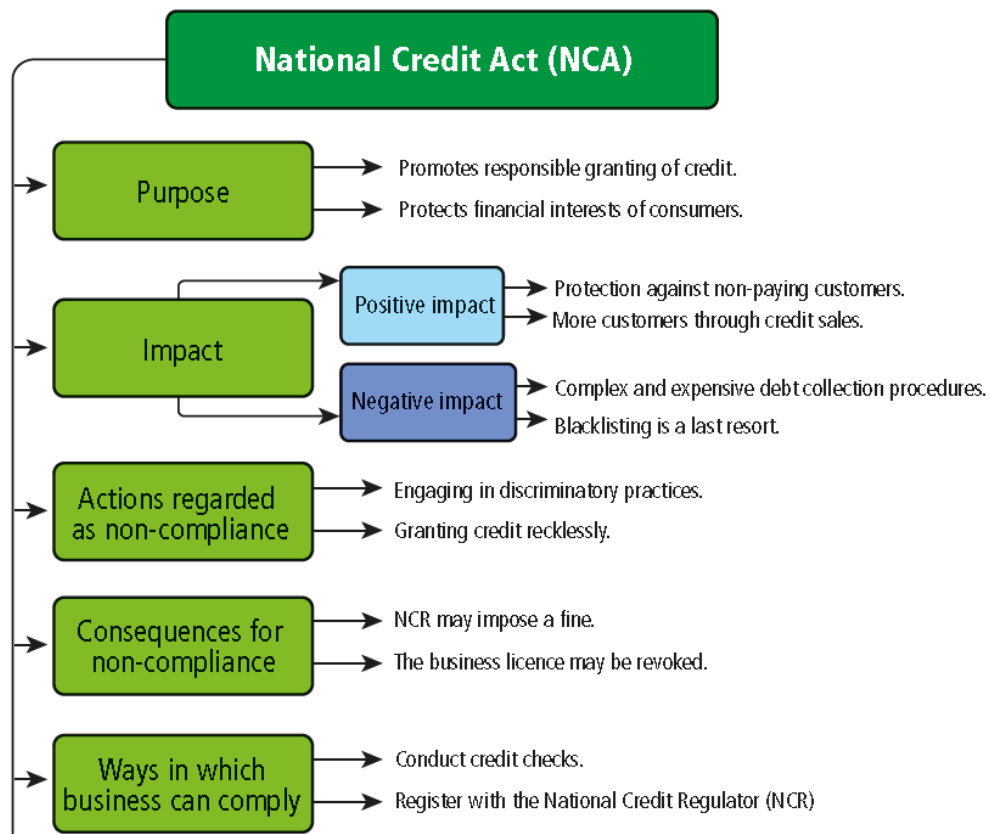


Compensation for Occupational Injuries and Diseases Amendment Act (COIDA)



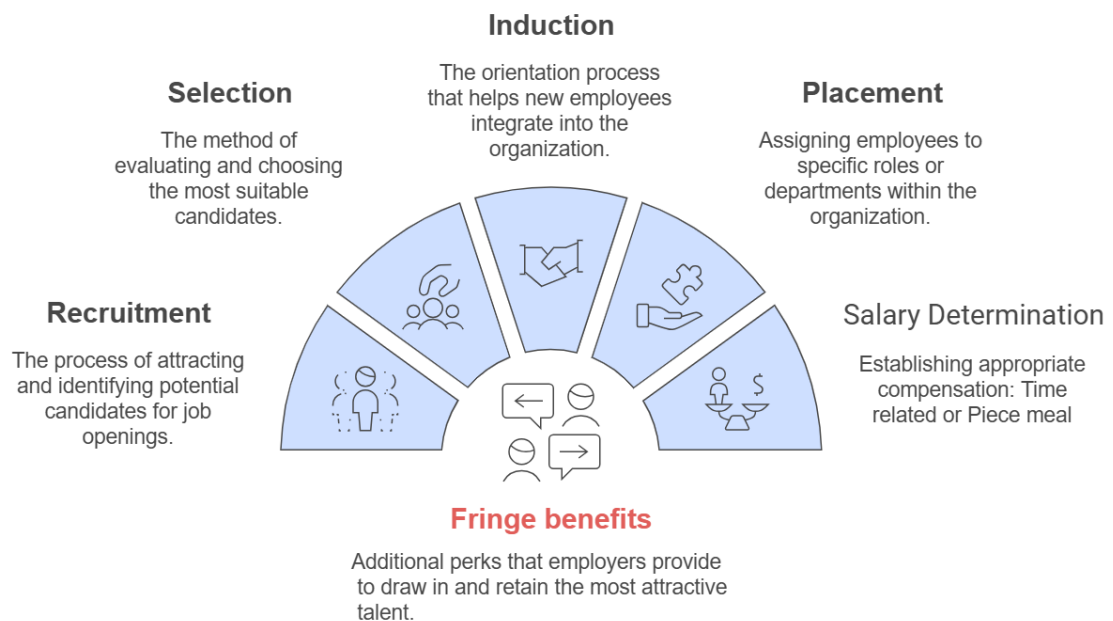
Broad-Based Black Economic Empowerment Act (BBBEE)





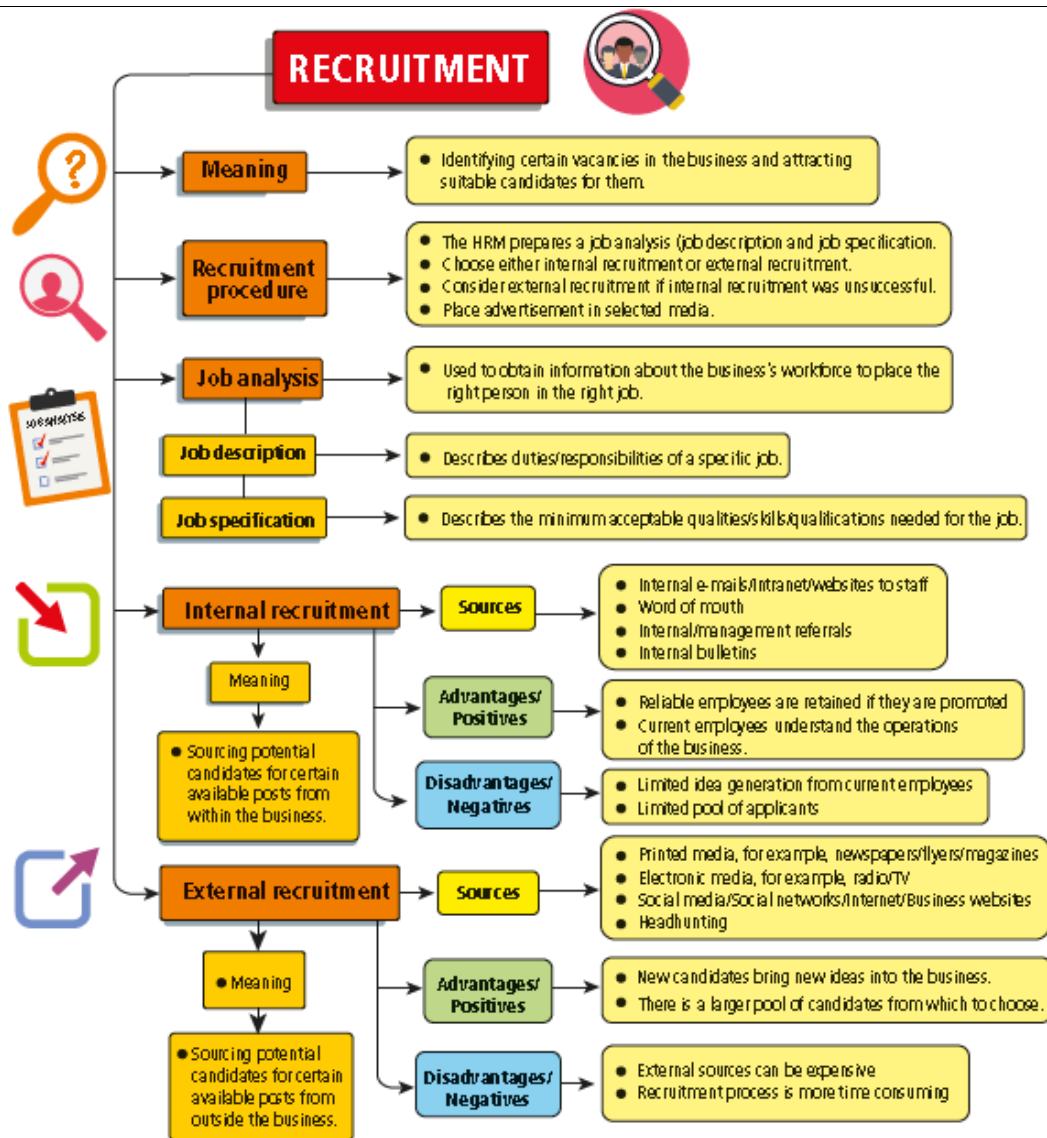
2. HUMAN RESOURCE FUNCTION

Human Resource Activities



The differences between a job description and job specification

Job description	Job specification
Describes duties/responsibilities of a specific job.	Describes the minimum acceptable personal qualities/skills/qualifications needed for the job.
A written description of the job and its requirements./A summary of the nature/type of job.	A written description of specific qualifications/skills/experience needed for the job.
Describes key performance areas for a specific job, for example, job title/ duties/working conditions/locations of the place of work/relationship of the job with other jobs in the business, etc.	Describes key requirements for the person who will fill the position, for example, formal qualifications/ willingness to travel/work unusual hours, etc.

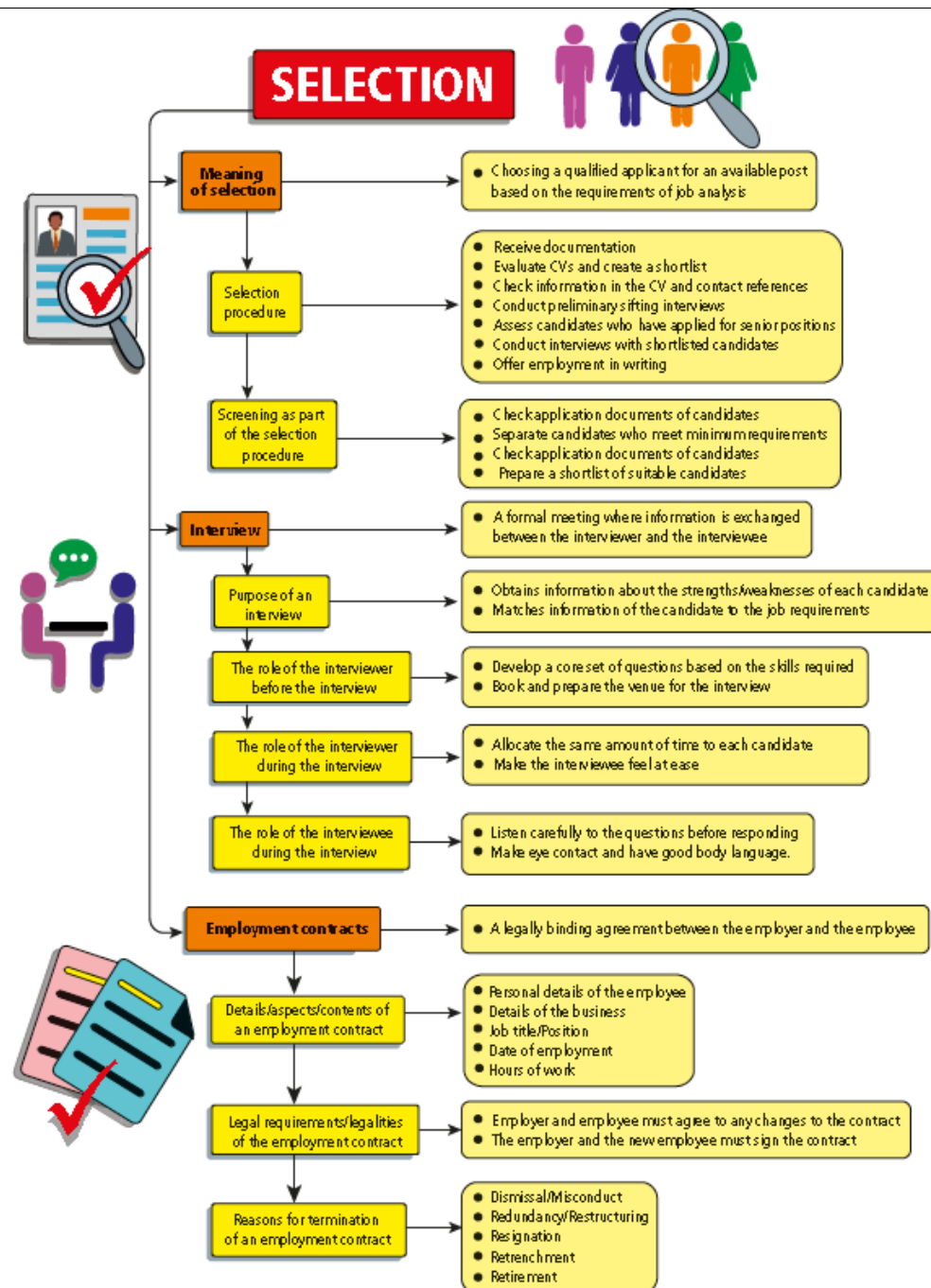


QUESTION 1: BUSINESS OPERATIONS (RECRUITMENT)

Businesses realise the importance of recruiting the best employees who will contribute towards the achievement of their goals. It is important that businesses consider both the internal and external recruitment methods in order to achieve their goals.

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

- Elaborate on the meaning of recruitment.
- Explain TWO components of job analysis.
- Discuss the recruitment procedure.
- Advise businesses on the impact of external recruitment on their operations. [40]



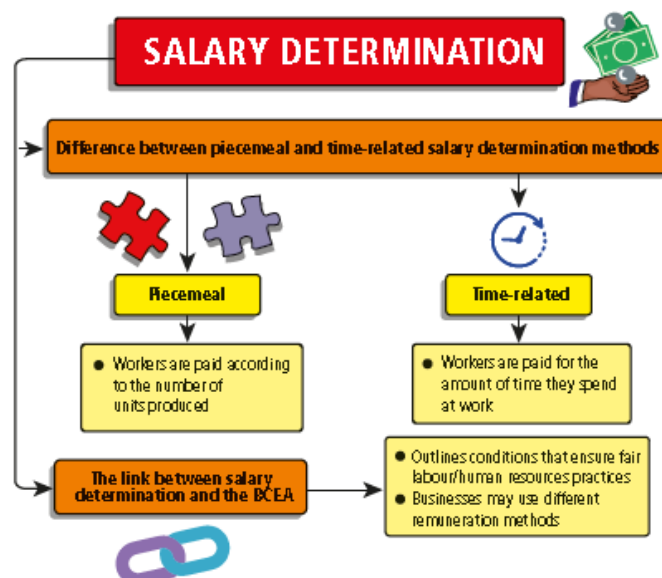
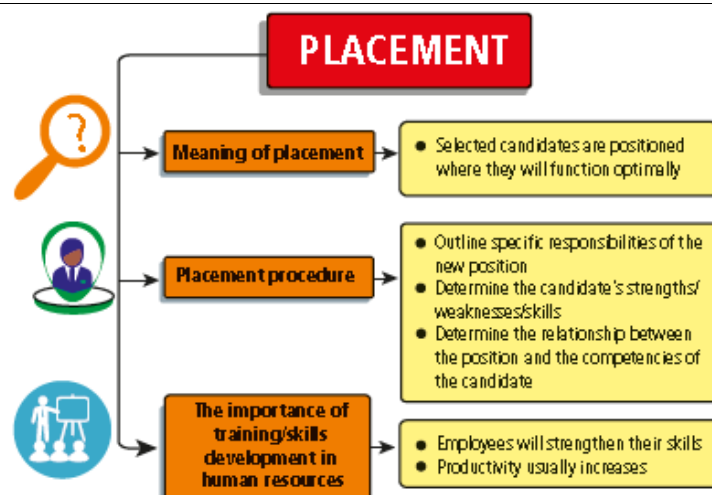
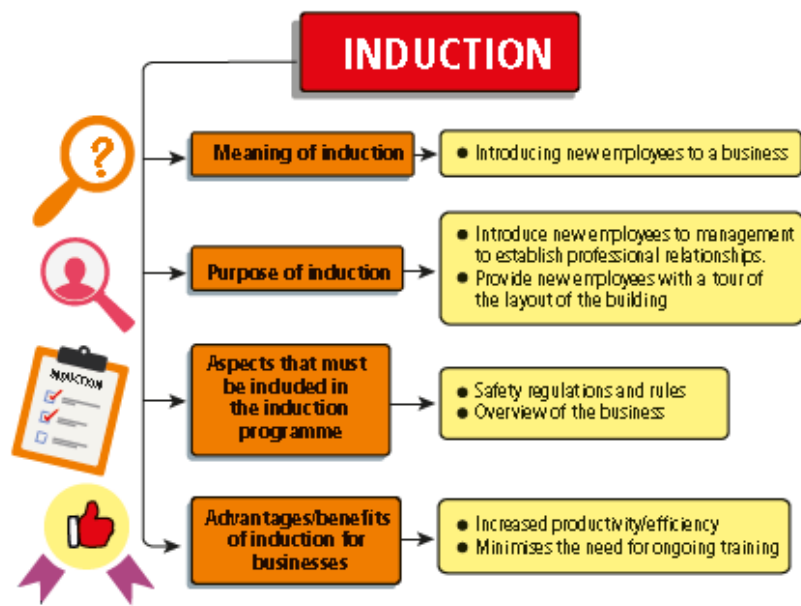
1.1 Read the scenario below and answer the questions that follow.

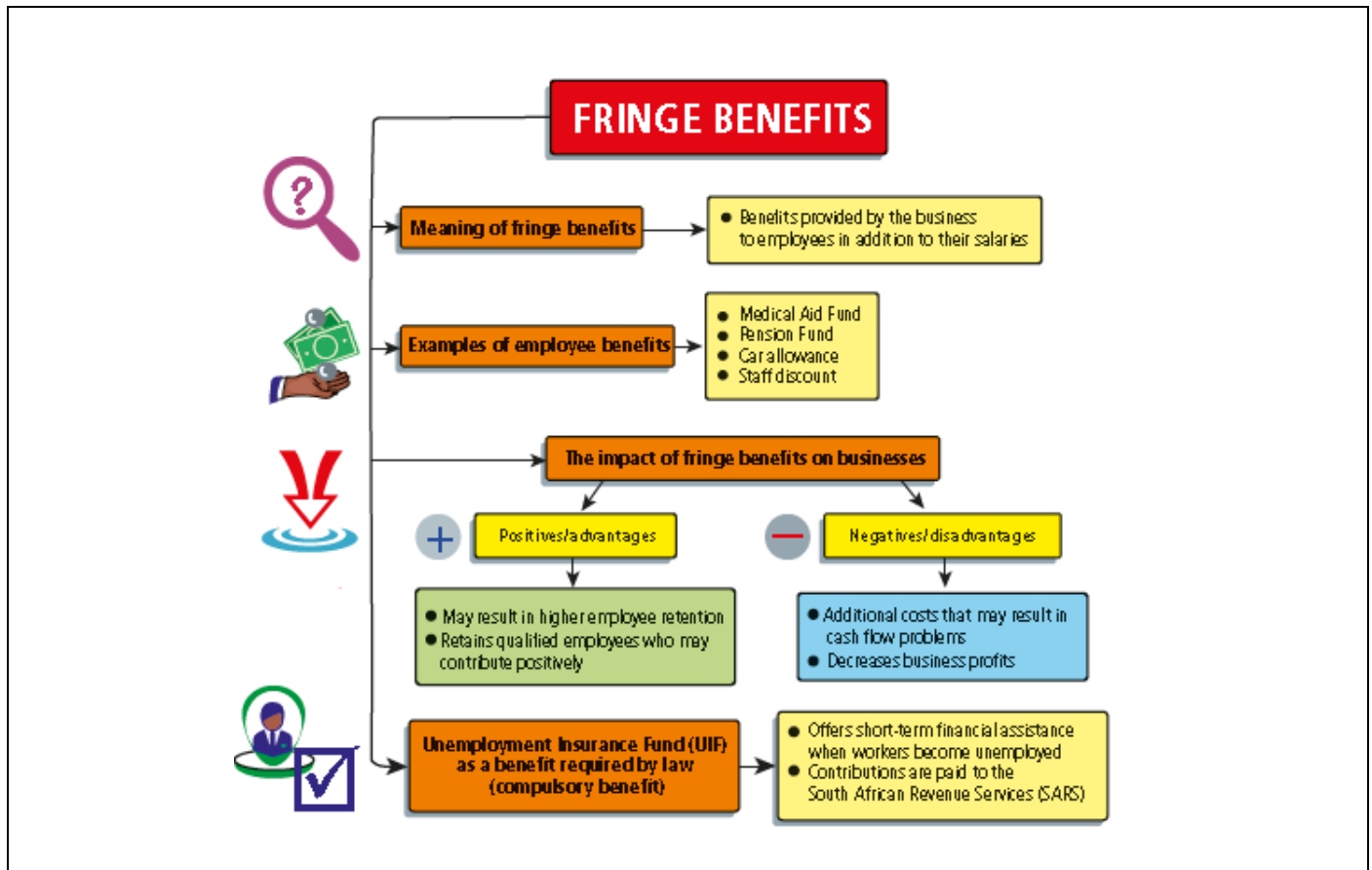
RAJESH MOODLEY NETWORKING (RMN)

Rajesh Moodley Networking informed Tamia timeously that the interview process is a vital component of the selection procedure. Tamia listened carefully to questions before responding during the interview. Tamia also demonstrated confidence during the interview.

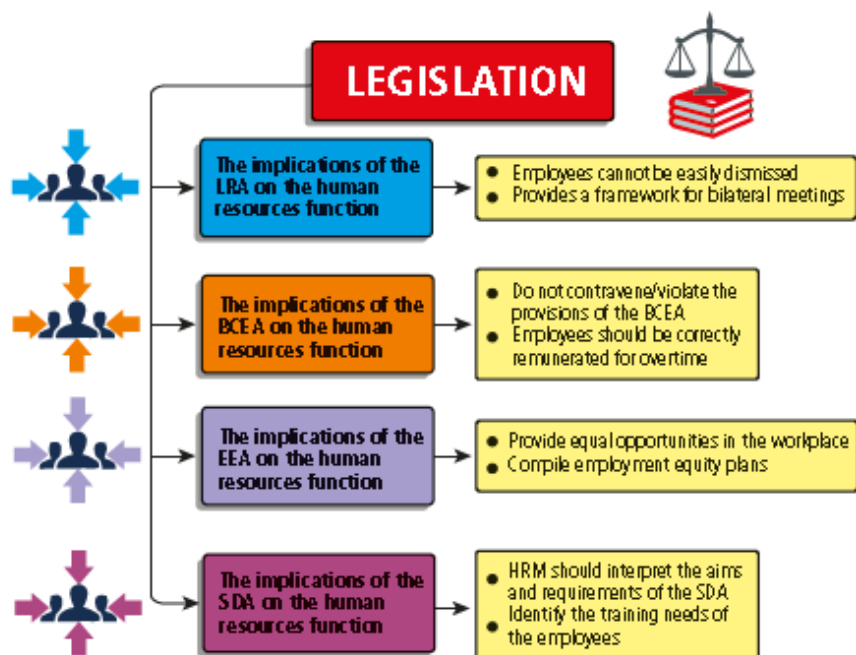
- 1.1.1 Quote TWO roles of Tamia as an interviewee during the interview from the scenario above. (2)
- 1.1.2 Outline THREE other roles of Tamia as an interviewee during the interview. (6)
- 1.1.3 Explain the purpose of an interview. (6)
- 1.1.4 Discuss the selection procedure as a human resources activity. (6)

[20]

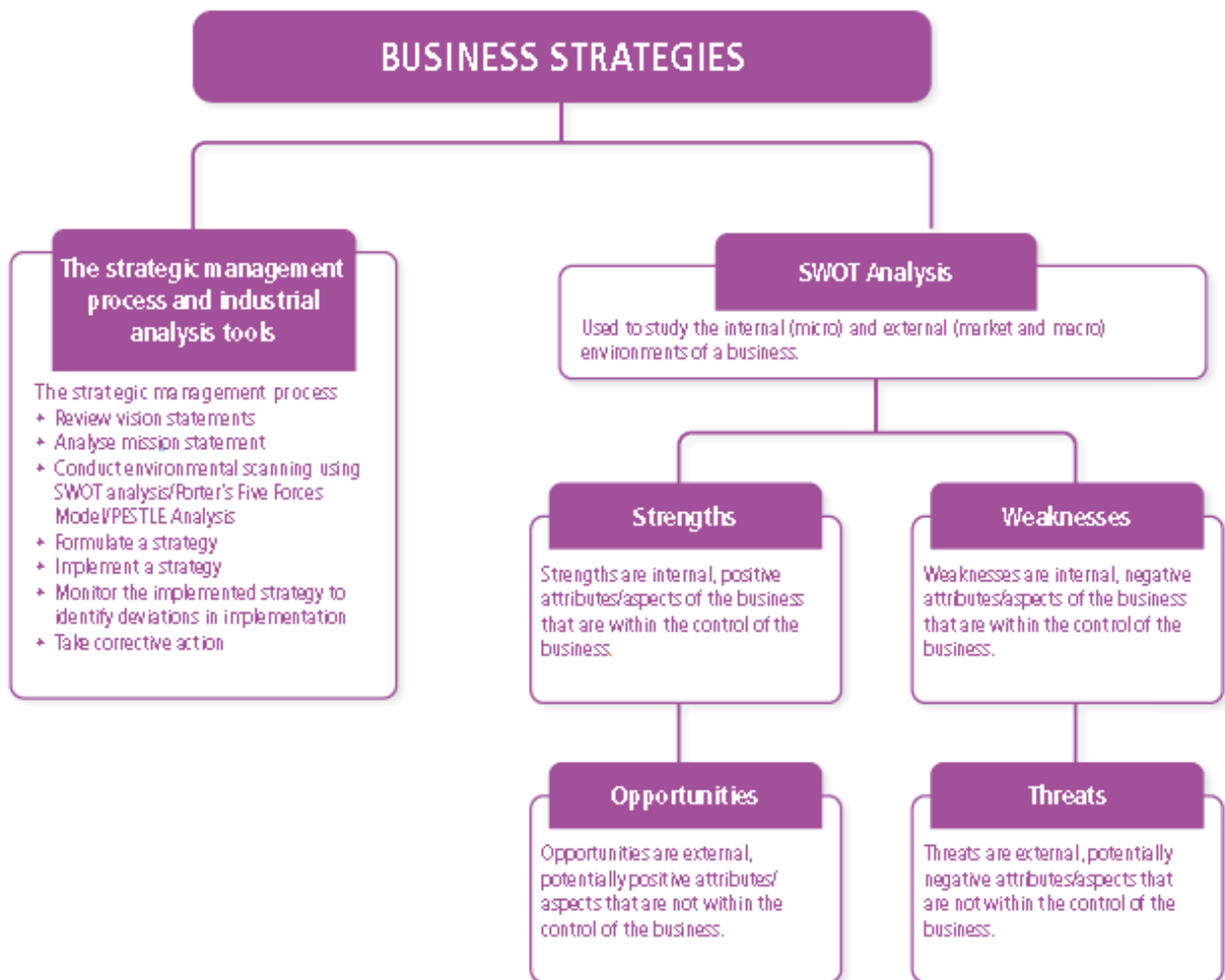




Implications of the ACTs for the Human Resource Function



3. DEVELOPMENT OF STRATEGIES



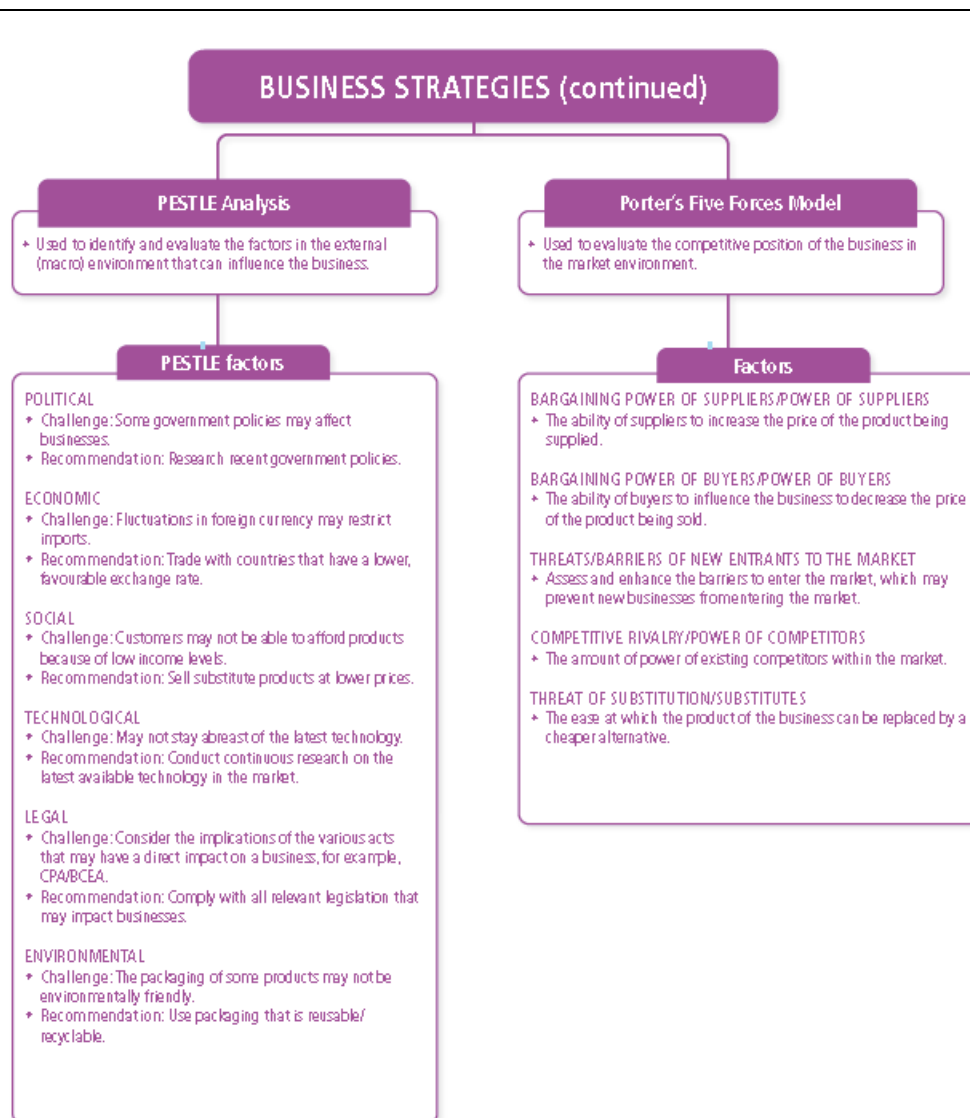
1.1 Read the scenario below and answer the questions that follow.

JONAS DOUGHNUTS (JD)

Jonas Doughnuts applied Porter's Five Forces Model to analyse their position in the market. JD formulated alternative strategies in response to their business challenges. JD ensured that the business finance is well managed.

- 1.1.1** Quote TWO ways in which JD applied the strategic management process from the scenario above. (2)
- 1.1.2** Describe other ways in which JD can apply the strategic management process. (8)

[10]



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

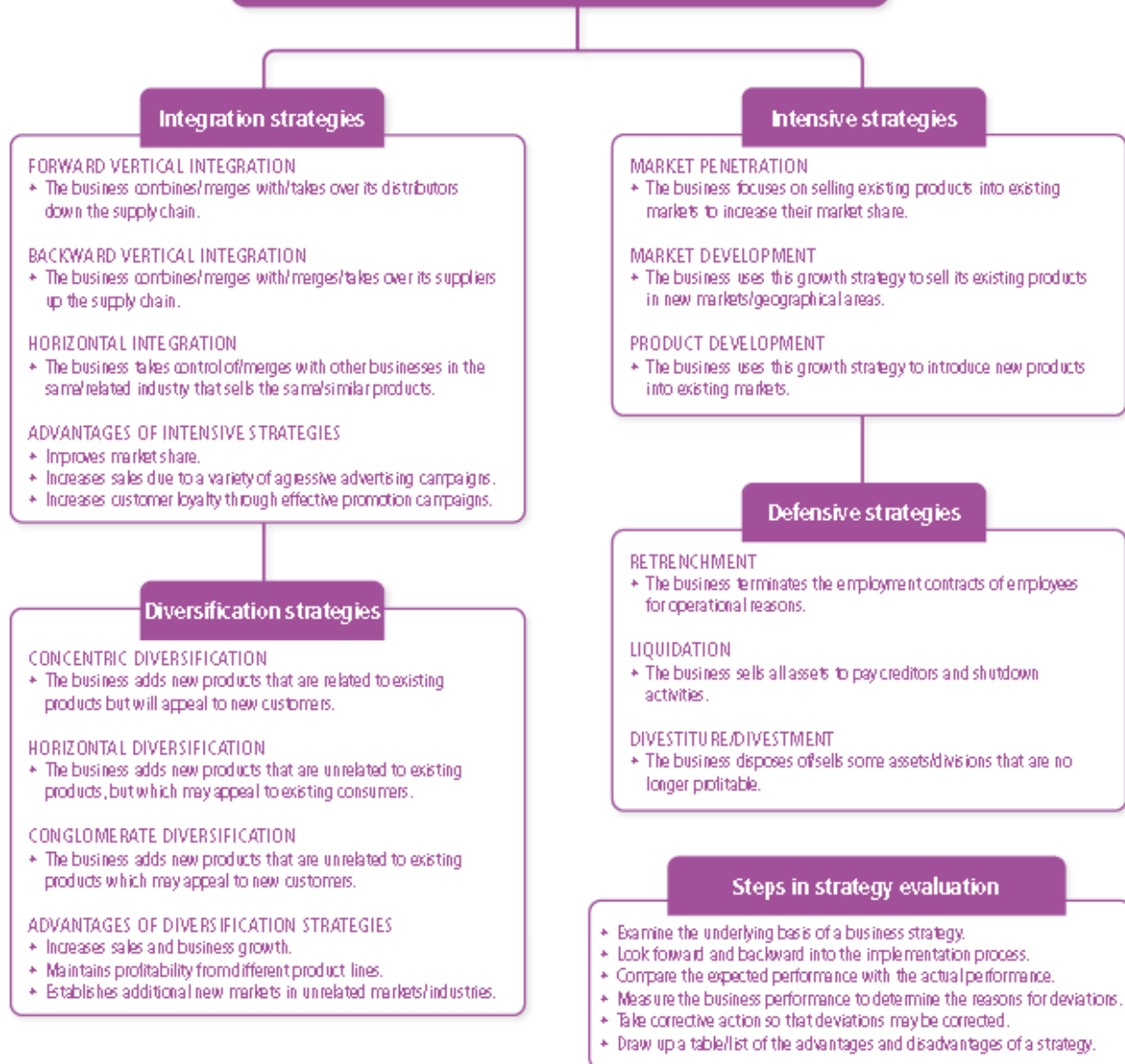
PROTECH DRONERS (PD)

Protech Droners is unable to provide droning services due to high start-up costs and complicated licencing procedures. Customers have already prepaid PD for these services.

- 1.1.1** Identify the element of Porter's Five Forces model that affects PD. Motivate your answer by quoting from the scenario above. (3)
- 1.1.2** Explain how PD can apply any other THREE forces/elements of Porter's Five Forces model that can be used to analyse their position in the market. (9)

[12]

TYPES OF BUSINESS STRATEGIES



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

DURBAN FRIED CHICKEN (DFC)

Durban Fried Chicken has lowered the prices of their products to increase the market share. The success of the business has led to DFC opening a new branch in Mpumalanga.

1.1.1 Identify TWO types of intensive strategies applied by DFC. Motivate your answer by quoting from the scenario above. Use the table below as a GUIDE to answer QUESTION 1.1.1.

INTENSIVE STRATEGIES	MOTIVATIONS
1.	
2.	

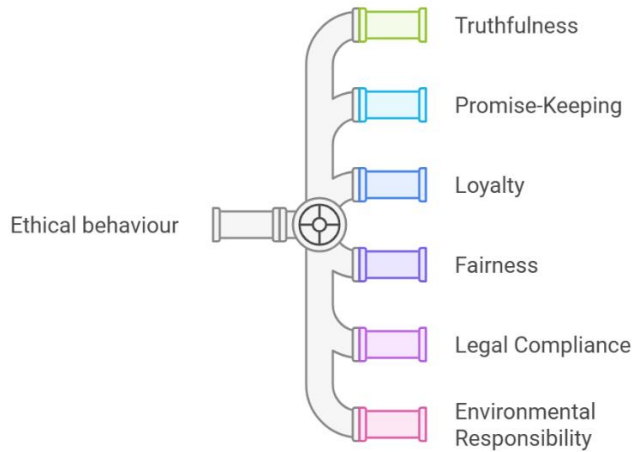
(6)

1.1.2 Explain the other intensive strategy that could be applied by DFC. (3)

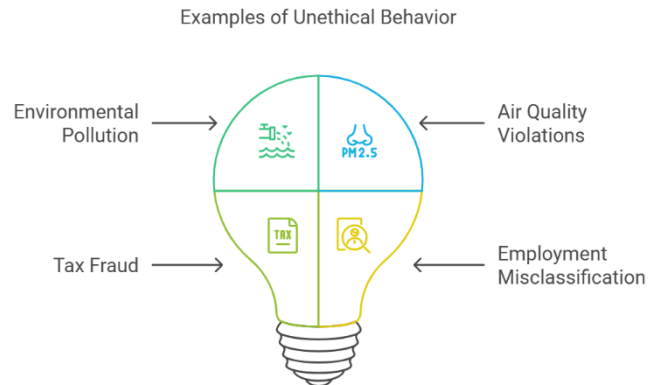
1.1.3 Advise the management of DFC on the advantages of intensive strategies. (6)

4. PROFESSIONALISME & ETHICS

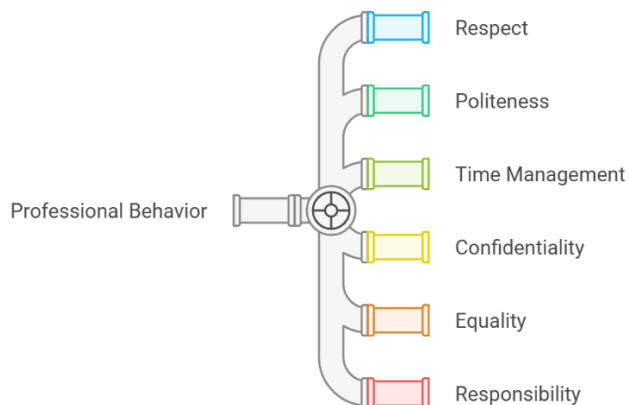
4.1 Ethical behaviour



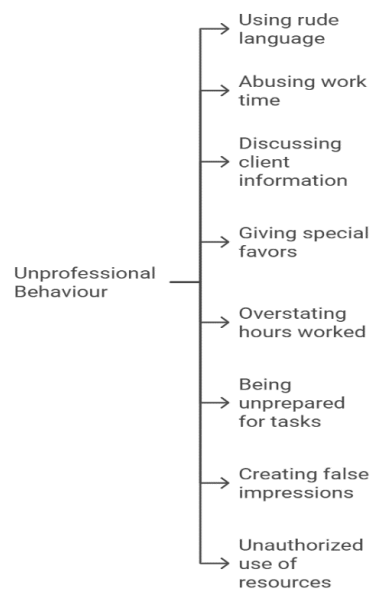
4.2 Unethical Behaviour



Professional behaviour



Unprofessional Behaviour



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

ROLLS OFFICE EQUIPMENT (ROE)

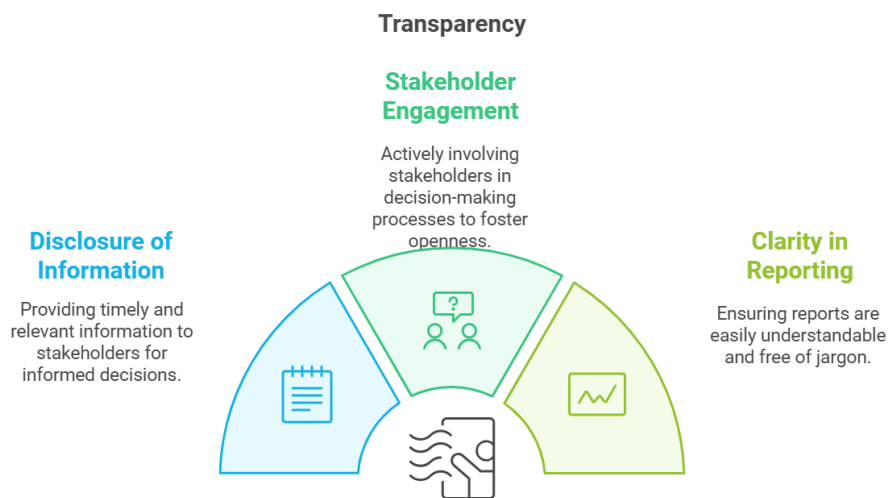
Xabanisa, a manager at Rolls Office Equipment, wants to address the staff. He noticed that employees are not polite to customers. He also noticed that the previous management engaged in price fixing in the past. He also observed that senior staff were always late.

- 1.2.1** Quote TWO actions that are regarded as unprofessional from the scenario above. (2)
- 1.2.2** Name THREE examples of unethical behaviour. (3)
- 1.2.3** Distinguish between *ethical behaviour* and *professional behaviour*. (8)

4.3 Differences between ethical behaviour and professional behaviour

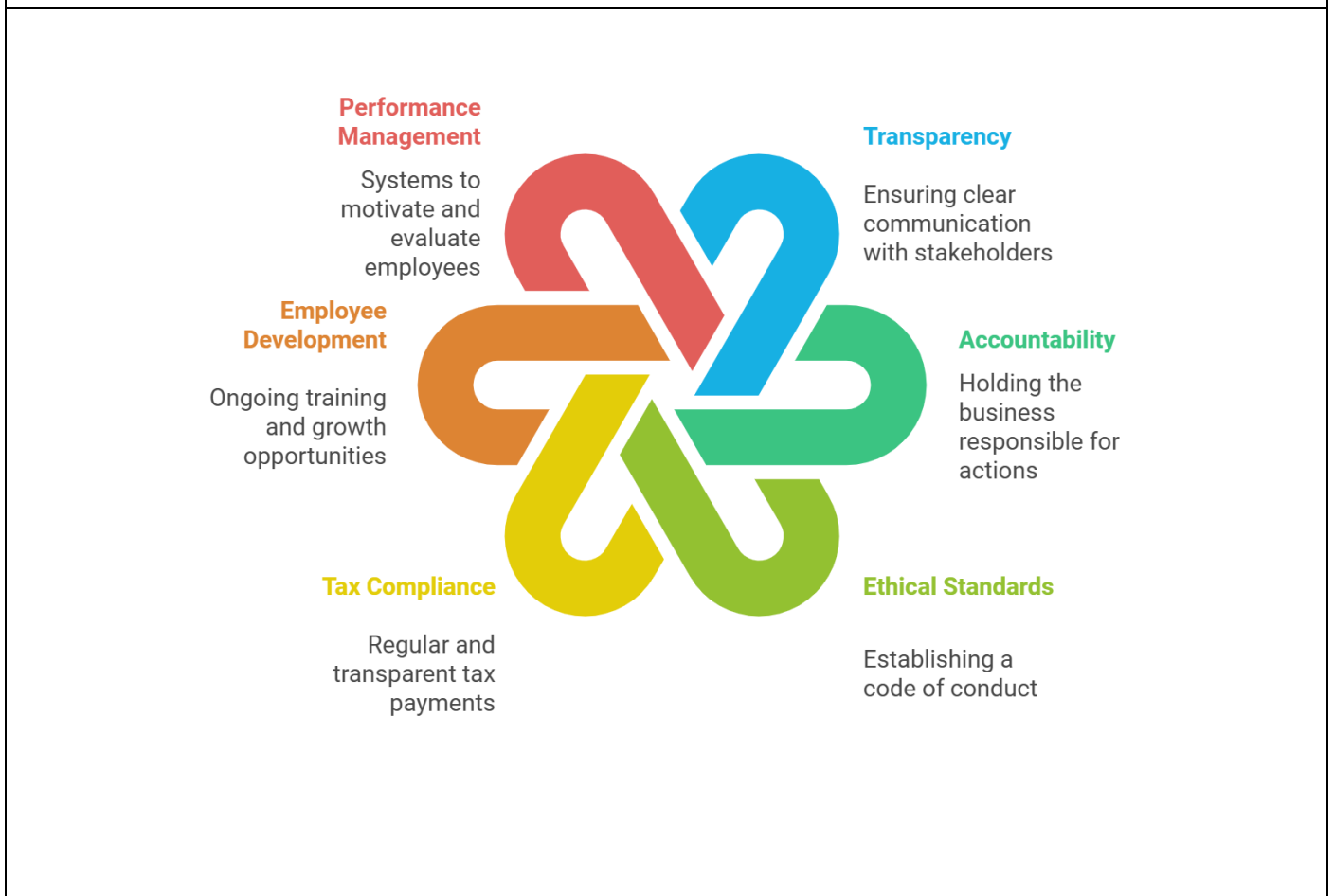
Ethical behaviour	Professional behaviour
Refers to the principles of right and wrong/acceptable in society.	Refers to what is right/wrong/ acceptable in a business.
Conforms to a set of values that are morally acceptable.	Set of standards of expected behaviour.
Forms part of a code of conduct to guide employees to act ethically.	Applying a code of conduct of a profession or business.
Focuses on developing a moral compass for decision making.	Focuses on upholding the reputation of a business/profession.
Involves following the principles of right and wrong in business activities/ practices/dealings.	Includes guidelines on employees' appearance/communication/attitude/ responsibility.

4.4 Principles of King's Code

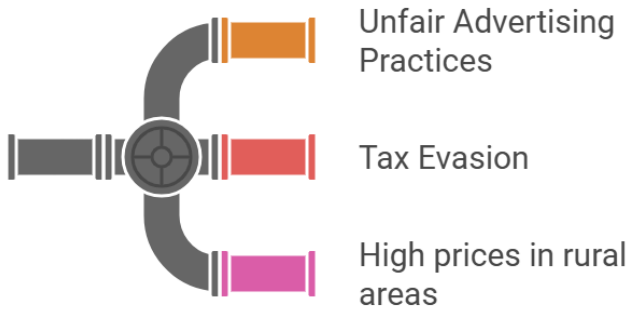




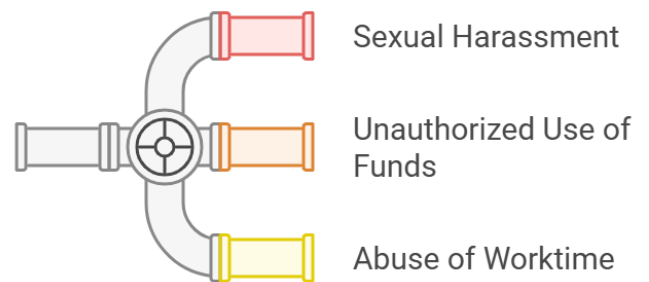
4.5 Ways in which professional, responsible, ethical and effective business practice should be conducted



4.6 Types of unethical business practices



4.7 Types of unprofessional business practices



4.8 Challenges posed by unethical business practices

False Advertising

Misrepresentation of a product

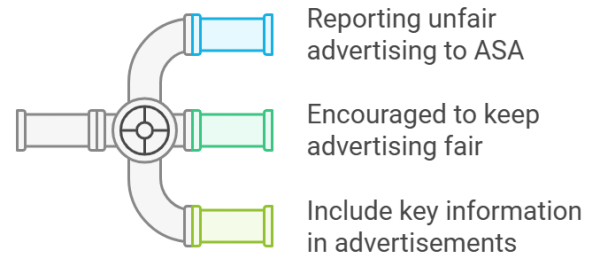
Negative Consumer Impact



Violate trust of consumers

4.9 Ways in which businesses can deal with unethical business practices

Unfair advertising



Tax Evasion

Reputation Damage

Tax evasion can harm a business's public image.

Legal Fees

Accountants may incur high fees for falsifying statements.

Financial Penalties

Businesses face heavy fines for tax evasion.



Stakeholder Loss

Businesses risk losing key stakeholders if evasion is reported.

Tax Evasion

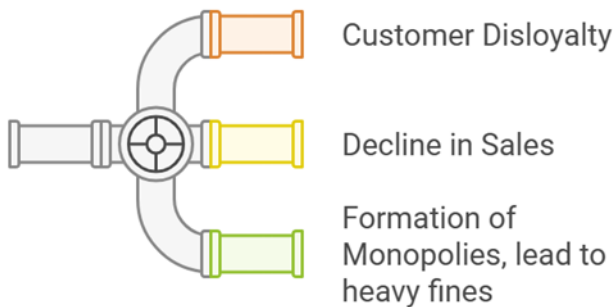
Invoice Products

Stay Updated

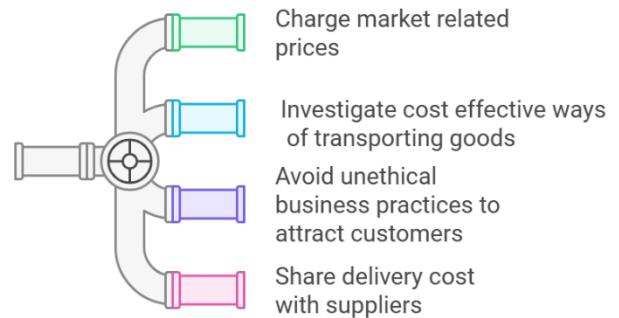
Charge VAT



Price in rural areas

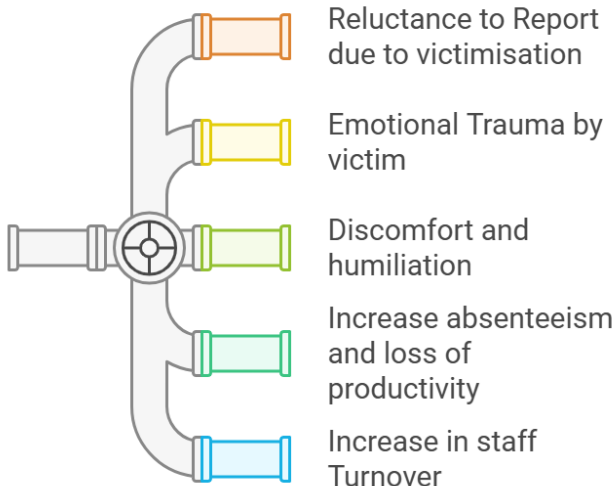


Prices in rural areas



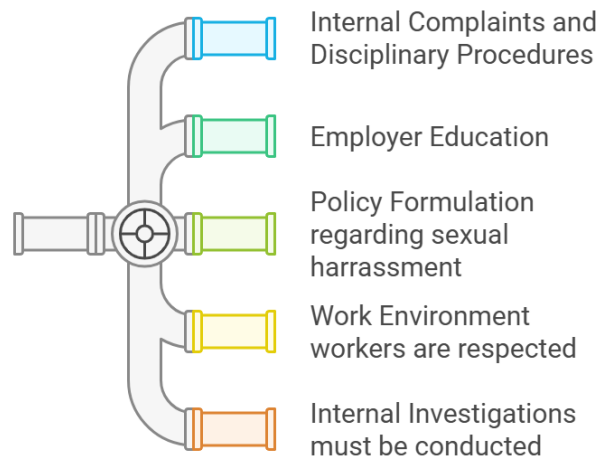
4.10 Challenges posed by unprofessional business practices

Sexual Harassment

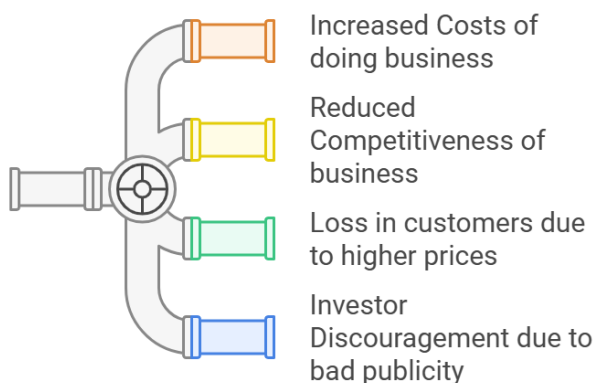


4.11 Ways in which businesses can deal with unprofessional business practices

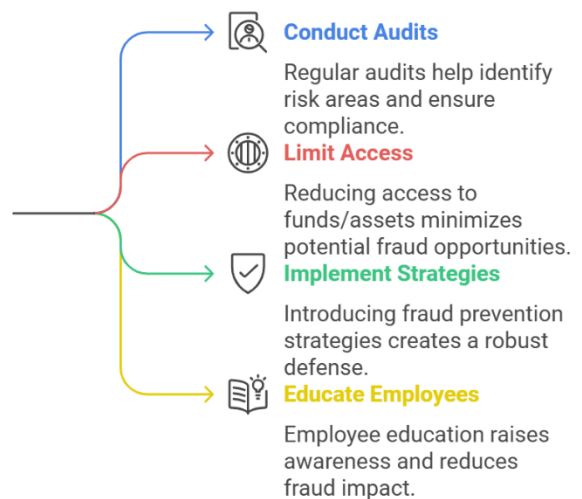
Sexual Harassment

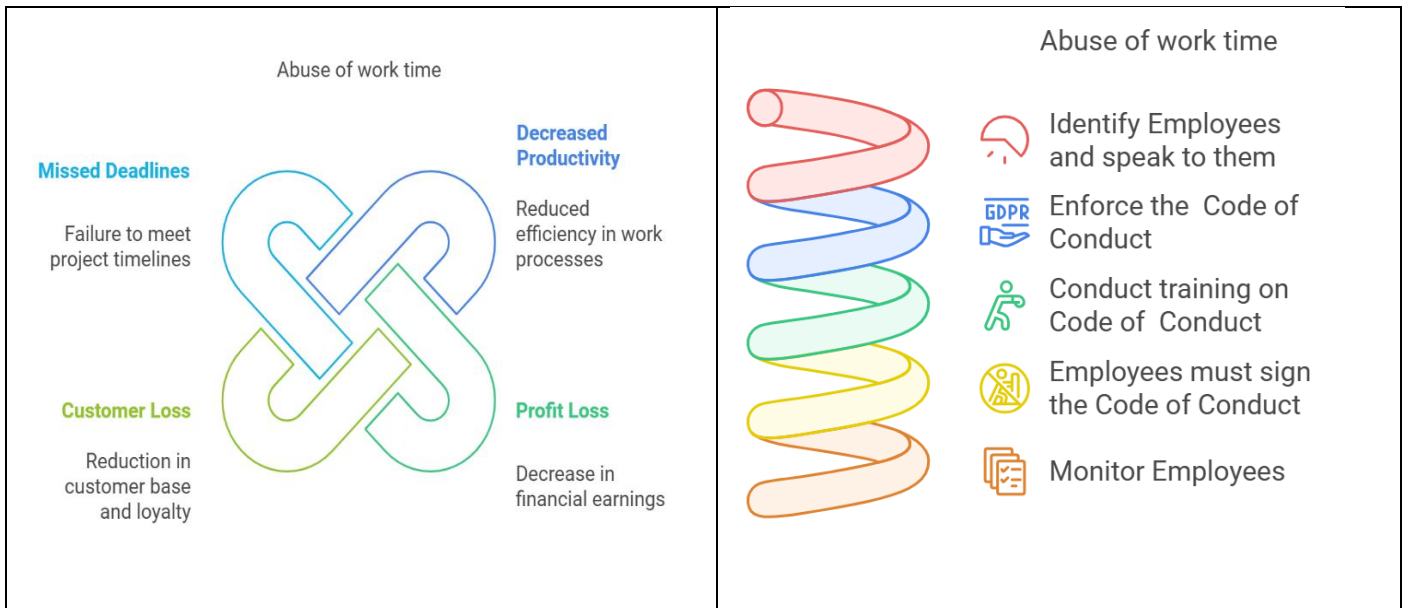


Unauthorised use of workplace resources and funds



Unauthorised use of resources and funds





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

GLORY FRUITS LIMITED (GFL)

Odwa was appointed as a new CEO at Glory Fruits Limited. He conducted a meeting with the company's shareholders. Some shareholders were not aware of the Annual General Meeting.

- 1.1.1 Identify the King Code principle applicable GFL. Motivate your answer by quoting from the scenario above. (3)
- 1.1.2 Explain how GFL can apply transparency as a King Code principle to improve ethical business conduct. (6)
- 1.2 Recommend ways in which professional, ethical and effective business practice should be conducted. (6)

[15]

Read the scenario below and answer the questions that follow.

MBALI PAINTS (MP)

Mbali Paints is a local paint factory. MP advertised a 30% discount for the first 20 buyers, which was never granted. Peter promised Sheila a position as the new secretary if she would have a relationship with him. The company does not declare all its income to SARS. Alfred, the truck driver, does not always return to the factory after making deliveries. He uses the business truck for private trips.

- 1.1 Identify different types of unethical and unprofessional business practices from the scenario above. Motivate your answer by quoting from the scenario.

Use the table below as a GUIDE to answer QUESTION 1.1.

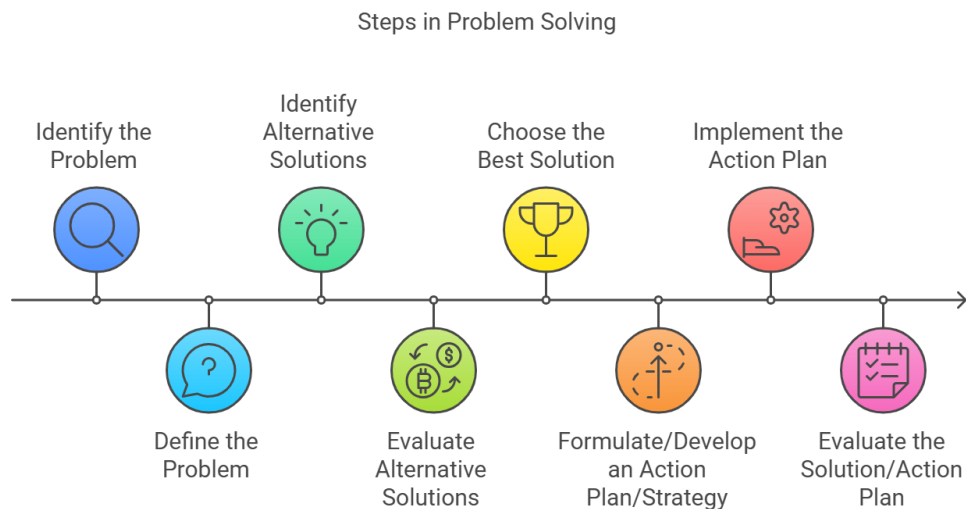
UNETHICAL BUSINESS PRACTICES	MOTIVATIONS
1.	
2.	
UNPROFESSIONAL BUSINESS PRACTICES	MOTIVATIONS
3.	
4.	
5.	

5. CREATIVE THINKING & PROBLEM SOLVING

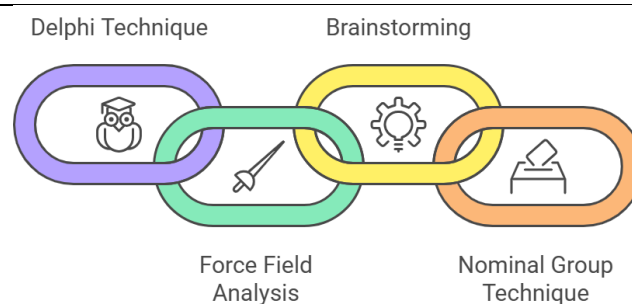
5.1 Difference between Decision making & Problem Solving

DECISION-MAKING	PROBLEM-SOLVING
Decision-making is often done by one person/senior management. This makes decision-making more authoritative.	Problems can be solved by a group/team or an individual team member. This makes problem-solving more inclusive.
The person/senior management will consider various alternatives before deciding on the best one.	The group/team will generate/identify various solutions and then critically evaluate each one.
This process is part of the problem-solving cycle because decisions need to be taken in each step of the cycle.	This process of analysing a situation will help the group/team to identify strategies that will bring about change.

5.2 Problem solving steps



5.3 Problem solving techniques



5.4 Application and Impact of the 4 Problem solving techniques

DELPHI TECHNIQUE	FORCE FIELD ANALYSIS	BRAINSTORMING	NOMINAL GROUP TECHNIQUE
Keyword: experts/questionnaires	Keyword: change/pros + cons	Keyword: creativity/large groups	Keyword: equal voice/individual ideas
Application: • Invite panel • Design questionnaire • Fill in the questionnaire • Summarise responses • 2nd + 3rd questionnaires • Finalise report • Make decision	Application: • The problem in the middle • List pros + cons • Allocate a score • Weigh pros + cons • Choose the highest outcome • Develop action plan	Application: • Define problem • Set time limit • Suggest random ideas + write on a flip chart • No criticism • Refine ideas + discuss • Choose solution • Develop action plan	Application: • Define problem • Set small groups • Silently brainstorm + write ideas • Short explanation + ask questions • Eliminate + combine ideas • Rate/vote anonymously • Calculate + choose • Give feedback
Advantages: • Saves time + money • Clear ideas • Creative input • Information-confidential • Low noise level • Best solution – through consensus • No-one dominates	Advantages: • Visual summary • Employees feel included • Employees develop + grow • More informed decisions • Better handling of pros + cons • Know timeline	Advantages: • Better/unique ideas/solutions • Competitive advantage • Solve complex problems • Increase in productivity • Motivation for employees • Managers – better leaders • More confidence in business • New inventions	Advantages: • Time to think silently • No interference • Outcome more honest • No-one dominates • A large number of ideas • Constructive process • No conformity
Disadvantages: • Expensive • Time-consuming • Expert sometimes unwilling • Lack of in-depth knowledge • Employees doubt experts	Disadvantages: • Time-consuming • All units must participate • The group must have knowledge	Disadvantages: • Time-consuming • Some members dominate • Some fear criticism • May lead to groupthink • Conflict may occur.	Disadvantages: • Not always the best solution • No feeding on others' creativity • Not effective - large groups • Time-consuming • Groups are pre-selected

QUESTION 1

1.1 Identify the problem-solving technique applied by Tsepo Designers (TD) in EACH statement below.

1.1.1 The business allows employees to suggest ideas aloud in large groups.

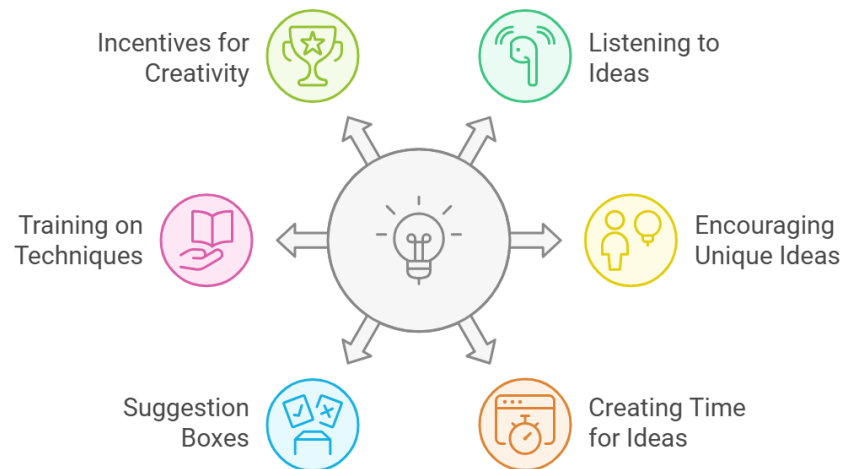
1.1.2 The management of TD has listed the advantages and disadvantages of changing the business structure.

1.1.3 The employees of TD have been requested to work on their own to generate as many ideas as possible on expansion, and then to share them with the group.

1.1.4 TD sent questionnaires to some experts to determine if it will be viable to develop a new branch in the area.

(8)

5.5 Ways in which businesses can create an environment that promotes creative thinking in the workplace



5.6 Advantages of creative thinking in the workplace



6. CONSOLIDATION QUESTIONS

QUESTION 1

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

1.1.1 Businesses are not allowed to mislead consumers on pricing. This is the right to...according to the Consumer Protection Act (CPA), 2008 (Act 68 of 2008).

- A** accountability from suppliers
- B** fair terms and conditions
- C** fair and honest dealings
- D** fair marketing

1.1.2 Willemse Warehousing used...as a source of external recruitment for a vacant post.

- A** internal noticeboard
- B** recruitment agencies
- C** business newsletters
- D** management referrals

1.1.3 Professional behaviour is evident at Mandy Enterprises by using...

- A** inappropriate language with customers.
- B** customers' information for personal gain.
- C** child labour to improve job creation.
- D** polite language with customers.

1.1.4 An advantage of the nominal group technique for Dudu Distributors is that it...

- A** provides expert opinions to solve problems.
- B** generates short key words and phrases.
- C** requires each team member to actively participate without interference from others.
- D** allows for a decrease in creative solutions.

1.1.5 Quick Pick Traders applied...when it sold all the business's assets to repay creditors.

- A** liquidation
- B** horizontal integration
- C** divestiture
- D** retrenchment

(5 × 2) (10)

- 1.2** Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A – J) next to the question number (1.2.1-1.2.5) in the ANSWER BOOK, for example 1.2.6 J.

COLUMN A	COLUMN B
1.2.1 Learnership	A considering various alternatives before deciding on the best one
1.2.2 Selection	B selling existing products in new markets
1.2.3 National Credit Act (NCA)	C structured learning programmes completed at universities
1.2.4 Decision making	D promotes sustainable use of environmental resources
1.2.5 Market development	E choosing a qualified applicant for an available post
	F structured learning programmes completed during work hours
	G generating and evaluating alternative solutions
	H selling existing products in existing markets
	I promotes responsible credit practices
	J positioning the qualified candidate in the new post

(5 × 2) (10)

TOTAL SECTION A**[20]****QUESTION 2: BUSINESS ENVIRONMENTS**

- 2.1** Identify the industrial analysis tool applied by Jessica Jay Accountants (JJA) in EACH statement below.

2.1.1 JJA assessed the power of buyers to drives prices down.

2.1.2 JJA identified and evaluated how the factors in the macro environment can influence the business.

(4)

- 2.2** Read the scenario below and answer the questions that follow.

TRANQUIL LIFESTYLE SERVICES (TLS)

Tranquil Lifestyle Services has added a new range of body massage therapy services that will appeal to new customers. TLS decided to introduce car wash services based on the needs of their clients. They also offer lower prices for their services to attract more customers.

- 2.2.1** Identify TWO diversification strategies applied by TLS. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.2.1.

DIVERSIFICATION STRATEGIES	MOTIVATIONS
1.	
2.	

(6)

- 2.3** Discuss the impact of the Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997) on businesses.

(6)

- 2.4** Suggest ways in which businesses can comply with the Labour Relations Act, 1995 (Act 66 of 1995).

(4)

[20]

QUESTION 3: BUSINESS OPERATIONS

- 3.1** State THREE aspects that should be included in an employment contract. (3)
- 3.2** Read the scenario below and answer the questions that follow.

RETHABILE RESTAURANT (RR)

The human resources manager of Rethabile Restaurant is in the process of conducting induction. The induction programme includes the overview of RR. Information on the RR's products will be provided. A discussion of the various personnel policies will also be included.

- 3.2.1** Name THREE aspects in the induction programme from the scenario above. (3)
- 3.2.2** Outline TWO other aspects that must be included in the induction programme. (4)
- 3.3** Explain the implication of the Employment Equity Act (EEA), 1998 (Act 55 of 1998) on the human resources function. (4)
- 3.4** Advise businesses on the recruitment procedure that should be followed as a human resources activity. (6)

[20]**QUESTION 4: BUSINESS ROLES**

- 4.1** Identify the King Code principle for good corporate governance applied by Aslam Transport (AT) in EACH statement below:
- 4.1.1** AT appointed internal and external auditors to audit the financial statements.
- 4.1.2** Remedial programmes have been developed by AT to protect the environment such as the reduction of water pollution.
- 4.1.3** Employees are aware of the employment policies of AT. (6)
- 4.2** Distinguish between *ethical behaviour* and *professional behaviour*. (4)

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

OKUHLE FINANCING (OF)

Okuhle Financing specialises in various financial packages. The administrative clerk at OF uses money from the cheque account without prior authorisation from senior management. The employees of OF often take extended lunch breaks which is affecting their sales.

- 4.3.1** Identify TWO types of unprofessional business practices posing a challenge to OF. Motivate your answer by quoting from the scenario above.
Use the table below as a GUIDE to answer QUESTION 4.3.1.

UNPROFESSIONAL BUSINESS PRACTICES	MOTIVATIONS
1.	
2.	

(6)

- 4.3.2** Recommend ways in which OF could deal with ONE of the unprofessional business practices identified in QUESTION 4.3.1. (4)

[20]**TOTAL SECTION B****[40]**

QUESTION 5: BUSINESS ENVIRONMENTS (LEGISLATION)

The Broad-Based Black Economic Empowerment Act (BBBEE), 2003 (Act 53 of 2003), (amended in 2013) is a recent legislation that affects businesses in South Africa. The revised FIVE pillars of BBBEE have an implication for businesses. Businesses need to be knowledgeable of the impact of BBBEE and refrain from engaging in activities regarded as non-compliance according to the Act.

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

- Outline the purpose of BBBEE.
- Explain the implications of the following revised pillars of BBBEE on businesses:
 - Ownership
 - Enterprise and supplier development (ESD)
 - Socio-economic development/Social responsibility
- Discuss the impact of BBBEE on businesses.
- Advise businesses on the actions regarded as non-compliance according to BBBEE.

40

QUESTION 6: BUSINESS ROLES (CREATIVE THINKING AND PROBLEM SOLVING)

Businesses realise the importance of problem solving and creative thinking in solving their complex business problems. The problem-solving steps enable businesses to make informed decisions. Some businesses ensure that employees work in an environment that promotes creative thinking. Other businesses prefer to apply the Delphi technique to solve complex business problems.

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

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

[40]