



Western Cape
Government

CURRICULUM FET

BUSINESS STUDIES

TUTOR MATERIALS

2025 TERM TWO



‘BACK ON TRACK’ PROGRAMME
GRADE 12

SESSION NO.	1
TOPIC	QUALITY OF PERFORMANCE
DATE	SATURDAY, 12 APRIL 2025

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

- This booklet consists of THREE sections and covers ONE main topic: **QUALITY OF PERFORMANCE** as a subtopic of **BUSINESS OPERATIONS**.

SECTION A: Multiple choice questions. Compulsory

SECTION B: Consists of ONE question.

Complete the questions in the Learner Workbook

SECTION C: Consists of ONE question.

Complete the question in the Learner Workbook.

- Except where other instructions are given, answers must be in **FULL SENTENCES**

- Use the table below as guide that indicates in which questions you will find questions about this topic in PAPER 1.

TOPIC	QUESTION	MARKS	TIME (minutes)
SEC A: Multiple questions	1		
SEC B: Business Environments	2		
SEC B: Business Operations	3		
SEC B: Miscellaneous topics	4		
SEC C: Business Environments	5		
SEC C: Business Operations	6		
TOTAL		150	

- Use this booklet in your preparation for the September Trial Exam and Final NSC Exam.

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 numbers (1.1.1 to 1.1.11) in the ANSWER BOOK, e.g. 1.1.12 D
- 1.1.1 During the production of glass containers quality ... is conducted at every stage to ensure that the pre-determined standards are met.
A circle
B insurance
C assurance
D council (2)
- 1.1.2 Inspection of the final product to ensure that it complies with the required standard:
A Quality gap
B Quality management
C Quality assurance
D Quality control (2)
- 1.1.3 The production manager for BAC Beverages conducts regular inspections on final goods to ensure that the required standards are met. This process is known as quality ...
A circles
B planning
C assurance
D control (2)
- 1.1.4 Businesses use quality ... to direct key processes so that the correct quality standards are met.
A control
B management systems
C assurance
D performance (2)
- 1.1.5 A framework that businesses use to manage key processes to maintain good standards:
A Quality control
B Quality management system
C Quality management
D Quality performance (2)

- 1.1.6 A small group of voluntary workers that meets regularly to discuss quality-related matters in the workplace:
A Quality circles
B Shop stewards
C Quality managers
D Employee representatives (2)
- 1.1.7 Quality circles usually form part of the TQM element of ...
A continuous improvement of processes and systems.
B top management involvement.
C teamwork.
D monitoring and evaluation of quality processes. (2)
- 1.1.8 The ... function ensures that accurate information is available to management for decision-making.
A financial
B administration
C public relations
D marketing (2)
- 1.1.9 The ... function uses an aggressive advertising campaign to increase sales.
A Marketing
B public relations
C administration
D financial (2)
- 1.1.10 Angela construction facilitates the training of its employees on a regular basis. This is an example of ...as a TQM element.
A continuous skills development
B adequate financing and capacity
C monitoring and evaluation of quality processes
D continuous improvement to processes and systems (2)
- 1.1.11 The implementation of change on a wider scale by Themba Constructions is the ... step of the PDCA model.
A plan
B do
C check
D act (2)
- (11 x 2) (22)

SECTION B TYPE QUESTIONS**QUESTION 4: BUSINESS OPERATIONS (QUALITY OF PERFORMANCE)****NOTE TO LEARNER:**

- **DO NOT** confuse the meaning of quality performance with quality assurance or quality control.
- **DO NOT** confuse the meaning of quality management with quality performance.
- **DO NOT** be limited to one fact as this question requires you to elaborate on this concept.

4.1 Distinguish between quality management and quality performance.

(8)

4.1

- Be clear about the **BENEFITS** of a **good quality management system**
 - **DO NOT** relate this to the impact of total client satisfaction.
 - **DO NOT** base answers on customer satisfaction.
 - **DO NOT** base answers on increased market share and profitability.
- Write in full sentences on the benefits of a good quality management to obtain two marks for each fact.
- **DO NOT** repeat same answers as in QUESTION 4.2.1

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

RAINBOW CLOTHING ENTERPRISE (RCE)

Riana is the owner of Rainbow Clothing Enterprise. She was requested to share ideas on how she maintains the high-quality standard of her products. She indicated that her employees are trained on a regular basis. Time and resources are also used efficiently.

4.2.1 Quote TWO benefits of a good quality management system from the scenario above.

(2)

4.2.2 Explain to Riana other benefits of a good quality management system.

(6)

4.2.1

- Know the EIGHT different business functions.
- Know the key words to identify the different business functions from the scenarios.
- Write down “financial function” and NOT “finance function” as an answer.
- **DO NOT** confuse the financial function with the administration function.
- **DO NOT** confuse **Quality indicators** of business functions with **TQM elements**.

4.3 Identify the business function represented by the quality performance in EACH of the scenarios below:

4.3.1 Lungiswa is responsible for promoting the image of the business.

4.3.2 Nadeem ensures that the business's expenditures are kept at a minimum.

4.3.3 Zebbies (Pty) Ltd uses an expensive filing system to keep the business documents organised. (6)

4.3.1

4.3.2

4.3.3

4.4 Explain the quality indicators of the following functions:

4.4.1 Purchasing function (4)

4.4.2 Marketing function (4)

- Know the FIVE different Total Quality Management (TQM) elements.
- Know the key words to identify the different Total Quality Management (TQM) elements from the statements.

4.5 Identify the total quality management (TQM) element illustrated in EACH statement below

4.5.1 The management of Fresh Fruit & Veg ensures that customer complaints are handled within 24 hours.

4.5.2 The employees of Thandi's Consulting regularly attend training courses on service delivery.

4.5.3 Kitchen Appliances Manufacturers uses modern production technology to ensure their products are in line with the latest innovations. (6)

4.5.1

4.5.2

4.5.3

- Quote the businesses challenges verbatim from the scenario.

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

SHAKIRA LEATHERS LIMITED (SLL)

Shakira's Leathers Limited is a large business that specialises in the manufacturing of quality leather shoes. They often upgrade their production process to stay ahead of their competitors. Customers are always requested to provide feedback about their products.

4.6.1 Identify the total quality management (TQM) elements applied by SLL.

Motivate your answer by quoting from the scenario above.

Use the table the below as a GUIDE to answer this question

(6)

TQM ELEMENT	MOTIVATION

- Provide full sentences (advantages and/or disadvantages) of this TQM element and not general statements.

4.6.2 Evaluate the impact of ONE the TQM elements identifies in QUESTION 4.6.1.

(4)

- The PDCA model forms part of **continuous improvement to processes and systems**.

4.7 Explain how businesses should apply the PDCA cycle in order to improve the quality of their products.

(8)

- **DO NOT** confuse this question with the impact of continuous improvement to processes and systems.
- **DO NOT** write general statements on the advantages of continuous improvement to processes and systems.

4.8 Advise businesses on the role of quality circles in improving the quality of their products and services.

(8)

4.8

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

TROUT FISHERIES (TF)

Trout Fisheries (TF) sold freshly fried fish to a variety of customers. TF were known for the high quality of their fish products and obtained a large market share. Then the management of TF neglected the implementation of certain total quality management (TQM) elements. TF received poor publicity due to the low quality of some products. Their profits also declined resulting in investors withdrawing their money.

- Quote the businesses challenges in **verbatim** from the scenario.

4.9.1 Quote TWO results of poor implementation of TQM by TF from the scenario above. (2)

4.9.1

- Write full, complete sentences.
- **DO NOT** give definitions of quality concepts.
- Provide negative responses for **poor implementation of TQM** and **NOT** positive answers

4.9.2 Explain the impact if TQM is poorly implemented by businesses, except those mentioned in QUESTION 4.9.1. (6)

4.9.2

SECTION C**QUESTION 5: BUSINESS OPERATIONS (QUALITY OF PERFORMANCE)****NOTE TO LEARNER:**

- Refrain from repeating words or statements that were used in the preamble.
- **DO NOT** confuse the meaning of quality assurance with quality control.
- Provide TWO facts instead of one for each concept.
- **DO NOT** confuse the quality indicators of the financial function with those of the purchasing function.
- **DO NOT** limit answers to one or two facts on ways in which TQM can reduce the cost of quality.
- **DO NOT** confuse the impact of continuous skill development as a TQM element with the impact of the Skills Development Act on businesses.
- **DO NOT** write answers on customer satisfaction, increased sales and profitability.
- **DO NOT** write general statements on the advantages of continuous improvement to processes and systems.
- **DO NOT** confuse this question with the quality indicators of the purchasing function and with the impact of TQM if poorly implemented by businesses.

A good management system includes the quality control and quality assurance of products. It is argued that the general management, financial function and human resources function play an important role in implementing total quality management. Continuous improvement to processes and systems as a TQM element has a great impact on businesses. TQM elements can assist businesses in reducing the cost of quality.

Write an essay on Total Quality Management in which you include the following aspects:

- Outline the difference between quality control and quality assurance.
- Explain quality indicators of the following business functions:
 - General management function
 - Financial function
 - Human Resources function
- Discuss the impact of continuous improvement to processes and systems as a TQM element on large businesses.
- Recommend ways in which Total Quality Management (TQM) can reduce the cost of quality.

[40]

QUESTION 5

1.

2.

3.

4.

5.

6.

SESSION NO.	2
TOPIC	INVESTMENT: SECURITIES
DATE	SATURDAY, 10 MAY 2025

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

- This booklet consists of THREE sections and covers ONE main topic: INVESTMENT SECURITIES as a subtopic of BUSINESS VENTURES.

SECTION A: Objective type questions. Compulsory.

SECTION B: Consists of ONE question.
Complete the questions in the Learner Workbook.

SECTION C: Consists of ONE question.
Complete the question in the Learner Workbook.

- Except where other instructions are given, answers must be in **FULL SENTENCES**
- Use the table below as guide that indicates in which questions you will find questions about this topic in PAPER 2.

TOPIC	QUESTION	MARKS	TIME (minutes)
SEC A: Multiple questions	1		
SEC B: Business Ventures	2		
SEC B: Business Roles	3		
SEC B: Miscellaneous topics	4		
SEC C: Business Ventures	5		
SEC C: Business Roles	6		
TOTAL		150	

- Use this booklet in your preparation for the September Trial Exam and Final NSC Exam.

**SECTION A – COMPULSORY
QUESTION 1**

- 1.2 Complete the following statements by using the words provided in the list below. Write only the word(s) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.

Redeemable preference shares; Fixed deposit; Debentures;
Retirement annuities; Bonus shares; Ordinary shares; Compound;
Non-cumulative preference shares; Unit trust; Capital Gain

- 1.2.1 The Investors of ... will not receive payments for past dividends that were not paid out due to poor finances. (2)
- 1.2.2 It is easy to cash in on ... when an investor needs money. (2)
- 1.2.3 Making monthly payment to an Insurance company with the expectancy of receiving a pre-determine amount on a date in the future is called ... (2)
- 1.2.4 The instrument which allow companies to borrow money from the public. (2)
- 1.2.5 ... interest is calculated on the original amount and the interest earned in the preceding years. (2)
- (5 x 2) (10)

1.2.1

1.2.2

1.2.3

1.2.4

1.2.5

SECTION B**QUESTION 2: BUSINESS VENTURES (INVESTMENT: SECURITIES)****NOTE TO LEARNER:**

- Function of the JSE: “Raises primary capital by encouraging new investment possibilities”, is regarded as ONE fact for two marks. Bullets 9 & 11 of the Core Notes.
- Write in full sentences on the Functions of the JSE to obtain two marks for each fact.

2.1 Discuss the functions of the Johannesburg Securities/Stock Exchange (JSE). (8)

2.1

- **DO NOT** confuse the TYPES of investment opportunities with the FORMS of investments.
- **Remember!** Not everyone may have an opportunity to invest, but they may have access to some form of investment.

2.2 Identify the types of business investment opportunities that were used by CT Plumbers in EACH statement below:

2.2.1 CT Plumbers invested R50 000 for six months at 12% interest with a financial institution.

2.2.1

2.2.2 CT Plumbers received dividends for their portion of ownership in Blue Range Ltd. (4)

2.2.2

- Investment decision factors must be linked to the decisions to invest. Research examples of Types of investment opportunities and Forms investments that are relevant to each investment decision.
- **DO NOT** confuse the meaning of Liquidity with Liquidation (a Business Strategy) which is covered in Paper 1.
- **DO NOT** confuse the meaning of Return on investment with Period of investment.

2.3 Discuss the following factors that should be considered when making investment decisions:

2.3.1 Liquidity

(4)

2.3.2 Return on investment

(4)

2.3.3 Period of investment

(4)

- **DO NOT** confuse Fixed Deposit with either the RSA Retail Savings Bonds or Unit Trusts as a form of investment.
- When distinguishing between RSA Retail Savings Bonds and Unit Trusts, focus on the minimum amounts required to invest.
- **ORIGINALITY**: National Treasury has launched RSA Retail Savings Bonds Top-Up, allowing individuals to invest as little as R500. It will cost R500 to open the account, but after that, retail investors can top up their investment with R100 at any time.

2.4 Evaluate the impact of the following forms of investment:

2.4.1 Fixed deposits

(8)

2.4.2 RSA Retail Savings Bonds

2.4.3 Unit Trusts

(8)

- The best method to study the different types of Shares & types of Preference Shares is to use a table.
- When identifying different types of Preference shares from statements, do not write 'ordinary shares' instead of 'ordinary preference shares.

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

REDDY LIMITED (RL)

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

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

Use the table below as a GUIDE to answer QUESTION 2.5

(6)

TYPES OF PREFERENCE SHARES	MOTIVATION
1.	
2.	

- **Remember** that Compounded interest will always yield higher returns as interest is accrued.

2.6 Distinguish between simple interest and compound interest.

(8)

2.6	
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- Prepare for calculation of simple interest questions in Sections A & B.
- Refrain from using the Mathematical formula to calculate simple and compound interest.
- Always make sure that the final answer excludes the principal amount and that only the interest is indicated when asked.
- Practice the various ways of calculating the Simple and Compound Interest on Monthly and Annual basis
- The correct terminology must be used to avoid losing marks, e.g. Interest VS. Profit

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

Zinzi inherited R100 000 and wants to invest it in a fixed deposit for three years. Capsa Bank offered her 8% simple interest per annum and Fedbank offered her 8% compounded interest per annum.

2.7.1 Calculate the amount of interest that Zinzi will receive after three years if she invests with Capsa Bank.

(4)

2.7.1

- 2.7.2 Calculate the amount of interest that Zinzi will receive after three years if she invests with Fedbank.

(4)

2.7.2

- 2.7.3 Recommend the best investment option for Zinzi. Motivate your answer.

(4)

2.7.3

SECTION C

QUESTION 3: BUSINESS VENTURES (INVESTMENT: SECURITIES)

Businesses should consider the different investment factors before investing in shares. The JSE offers investors opportunities to earn simple or compound interest on their investments. The Johannesburg Securities Exchange (JSE) plays an important role in growing the South African economy. Thorough consideration is needed before investing in RSA Retail Savings Bonds/ Government Retail Bonds on investors.

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

- Outline the factors to be considered when making investment decisions.
- Explain the difference between compound interest and simple interest.
- Discuss functions of the Johannesburg Security Exchange Ltd (JSE).
- Suggest to businesses, the impact of RSA Retail Savings Bonds/ Government Retail Bonds on investors.

[40]

QUESTION 3

1.

2.

3.

4.

5.

6.

SESSION NO.	3
TOPIC	INVESTMENT: INSURANCE
DATE	SATURDAY, 24 MAY 2025

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This booklet consists of THREE sections and covers ONE main topic: INVESTMENT INSURANCE as a subtopic of BUSINESS VENTURES.

SECTION A: Objective type of questions. Compulsory.

SECTION B: Consists of ONE question.
Complete the questions in the Learner Workbook.

SECTION C: Consists of ONE question.
Complete the question in the Learner Workbook.

2. Except where other instructions are given, answers must be in **FULL SENTENCES**
3. Use the table below as guide that indicates in which questions you will find questions about this topic in PAPER 2.

TOPIC	QUESTION	MARKS	TIME (minutes)
SEC A: Multiple questions	1		
SEC B: Business Ventures	2		
SEC B: Business Roles	3		
SEC B: Miscellaneous topics	4		
SEC C: Business Ventures	5		
SEC C: Business Roles	6		
TOTAL		150	

4. Use this booklet in your preparation for the September Trial Exam and Final NSC Exam.

**SECTION A – COMPULSORY
QUESTION 1**

- 1.3 Choose a description in Column B that matches a term in Column A. Write only the letter next to the question number on your answer script, e.g. 1.3.6 J.

COLUMN A	COLUMN B
1.3.1 Average clause	A covers an event that will occur on a specified date or the death of the insured. B stipulation whereby the insurer may replace goods instead of reimbursing the insured C the amount that the insured agrees to pay should they claim for damages D the insured is compensated for specified loss E goods are insured for more than the market value F covers a specified event that may occur G goods are insured for less than the market value H stipulation set by insurer which is applicable when property is under insured I the insurer undertakes to pay out an agreed upon amount in the event of loss of life. J the amount of money that the insured must pay to the insurer
1.3.2 Indemnification	
1.3.3 Short-term insurance	
1.3.4 Excess	
1.3.5 Over-insurance	

(5 x 2) (10)

1.3.1

1.3.2

1.3.3

1.3.4

1.3.5

SECTION B

QUESTION 2: BUSINESS VENTURES (INVESTMENT: INSURANCE)

NOTE TO LEARNER:

- **DO NOT** confuse the concept of the Under-Insurance with Average Clause.
- When calculating the **Average Clause**:
 - **DO NOT** use the incorrect formula of dividing the market value by the insured value.
 - If your final answer is incorrect, you can still obtain marks for (1) providing the formula, & (2) showing the workings.

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

PRO-COVER INSURERS (PCI)

Yolanda owns a holiday house in Durban valued at R2 million. She insured her house with Pro-Cover Insurers for R1,5 million. A fire in the main bedroom caused damages of R100 000. She submitted a claim to PCI for the full amount of the damages.

- 2.1.1 Name the insurance clause that is applicable to Yolanda's claim in the scenario above. (2)

2.1.1

- 2.1.2 Elaborate on the insurance concept identified in QUESTION 2.1.1 (4)

2.1.2

- 2.1.3 Calculate the amount that Pro-Cover Insurers will pay Yolanda for the damages she suffered. Show ALL calculations. (4)

2.1.3

- 2.1.4 Explain to Yolanda the reason/s why she did not qualify for the full amount of damages. (2)

2.1.4

- **DO NOT** confuse the meaning of **excess** with shares. As this concept was asked for the first time in the 2021 NSC examination under Section A, learners can expect it to appear under Section B for 4-6 marks.

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

Sam's computer was insured for R6000 with an excess payment of R500.
When it was stolen, the insurer paid out R5500 to Sam for a new computer.

Elaborate on the meaning of the following insurance concepts:

2.2.1 Excess (4)

2.2.2 Reinstatement (4)

2.3 Explain the differences between over and under insurance. (8)

- First study the principles of insurance before focusing on the differences between Insurance and Assurance.
 - The principle of "**indemnification**" is based on a short-term insurance, while "**security**" on long term insurance. You must have an in-depth understanding of all four principles of insurance and be advised that these principles form part of an insurance contract.

2.4 Discuss the following principles of insurance:

2.4.1 Indemnification (4)

2.4.2 Security

(4)

2.5 Distinguish between insurance and assurance. Give ONE example of each to support your answer.

(10)

- A clear distinction must be made between insurable and non-insurable risk. Focus on the word '**risks**' not 'assets' so that you do not confuse the insurable and non-insurable **risks** with the types of assets that should be insured.

2.6 Distinguish between insurable and non-insurable risks. Give TWO examples of each to support your answer.

(8)

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- When explaining the Important/Advantages of Insurance:
 - **DO NOT** confuse it with the meaning of Reinstatement and Indemnification,
 - **DO NOT** refer to the advantages of insurance on individuals, unless specified, or the benefits of COIDA as a compulsory insurance.
- Be advised that the key word "**protect**" appears four times in this content and the word "**transfers**" appears two times, but in different context. These key words may assist you to formulate statements on the advantages of insurance for businesses.

2.7 Discuss the importance of insurance for businesses.

(8)

- When explaining COIDA as a type of compulsory insurance do not explain the Compensation Fund in the context of an Act whereby penalties for non-compliance are applied. Some candidates also confuse COIDA with RAF and UIF as types of compulsory insurance.
- When explaining benefits of the Unemployment Insurance Fund (UIF) as a compulsory benefit do not give examples of fringe benefits (Human Resources) or provisions of the Basic Conditions of Employment Act (BCEA), which is part of Paper 1.

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

ELECTRIC-CALL (EC)

Electric-Call (EC) offer electrical repair services to households and businesses. Each electrician is allocated a company vehicle to travel to clients. One of the electricians sustained an injury during the performance of her duties.

2.8.1 Identify TWO compulsory insurances payable by Electric-Call Ltd. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDELINE to answer QUESTION 2.8.1

(6)

COMPULSORY INSURANCE	MOTIVATION
1.	
2.	

2.8.2 Discuss the types of compulsory insurance identified in QUESTION 2.8.1

(8)

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2.8.3 Discuss maternity benefits as a type of benefit paid out by the Unemployment Insurance Fund (UIF).

(4)

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SECTION C

QUESTION 3: BUSINESS VENTURES (INSURANCE)

Businesses should understand the average clause and how to calculate it. They should also know the difference between compulsory and non-compulsory insurance. The Unemployment Insurance Fund (UIF) provides financial support to employees who contribute to it. While not all insurance is required, most businesses see the importance of having insurance to protect themselves from risks.

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

- Outline the meaning of the average clause, including the calculation.
- Explain the difference between compulsory and non-compulsory insurance.
- Discuss FOUR types of benefits paid out by the UIF.
- Advise businesses on the importance of insurance for businesses.

[40]

QUESTION 3

1.

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