



DEPARTMENT OF EDUCATION
DEPARTEMENT VAN ONDERWYS
LEFAPHA LA THUTO
ISEBE LEZEMFUNDO

**PROVINSIALE VOORBEREIDINGSEKSAMEN/
PROVINCIAL PREPARATORY EXAMINATION**

GRAAD/GRADE 12

**BESIGHEIDSTUDIES V2/
BUSINESS STUDIES P2**

SEPTEMBER 2023

Stanmorephysics

PUNTE/MARKS: 150

TYD/TIME: 2 uur/hours

**Hierdie vraestel bestaan uit 10 bladsye./
This question paper consists of 10 pages.**

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

- This question paper consists of **THREE** sections and covers **TWO** main topics.

SECTION A: COMPULSORY

SECTION B: Consists of **THREE** questions.

Answer any **TWO** of the three questions in this section.

SECTION C: Consists of **TWO** questions.

Answer any **ONE** of the questions in this section

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

Note that **ONLY** the first **TWO** questions selected in **SECTION B** and the answers to the **FIRST** question selected in **SECTION C** will be marked.

- 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.
- Except where other instructions are given, answers must be written in full sentences.
- Use the mark allocation and nature of each question to determine the length and depth of an answer.
- Use the table below as a guide for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME (minutes)
A: Objective-type questions COMPLUSORY	1	30	20
B: THREE direct /indirect-type questions CHOICE: Answer any TWO.	2	40	70
	3	40	
	4	40	
C: TWO essay-type questions CHOICE: Answer any ONE.	5	40	30
	6	40	
TOTAL		150	120


- Begin the answer to **EACH** question on a **NEW** page, e.g. **QUESTION 1** – new page, **QUESTION 2** – new page.
- You may use a non-programmable calculator.
- Write neatly and legible.



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 1.1.10) in the ANSWER BOOK, e.g. 1.1.6 E.

1.1.1 Sonke Old Age Home is an example of a ... company as it receives donations that enables it to take care of terminally ill people.

- 
- A public
 - B non-profit
 - C private
 - D state-owned

1.1.2 Investors can easily invest in ... electronically directly from National Treasury.

- A RSA retail savings bonds
- B fixes deposit
- C unit trust
- D shares

1.1.3 The board of directors of Finky Manufacturers practices ... by maintain a regular communication with stakeholders.

- A transparency
- B accountability
- C responsibility
- D discipline

1.1.4 Dineo Traders is committed to development in the local communities by donating computers to under privileged schools. This is known as ...

- A social responsibility.
- B corporate social investment.
- C corporate social responsibility.
- D rural development.

1.1.5 Zane allows Carin to speak in an angry manner without attacking her. This is an example of dealing with a ... personality.

- A aggressive
- B quiet
- C expert
- D complaining



(5 x 2) (10)

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

problem solving; founders; grievance; unfair; information; bonus;
privacy; decision-making; conflict; misleading

- 1.2.1 Conty Supermarket used a picture of a disabled person to advertise their new product. This is an example of ... advertising.
- 1.2.2 Reagan LTD respects the employees' rights to ... by not providing their personal information to other businesses.
- 1.2.3 The shareholder of ... shares are the last to be paid when the company is declared bankrupt.
- 1.2.4 Lungile can lodge a ... when he disagrees with the resolution taken by senior management.
- 1.2.5 The practice where various alternatives are considered before choosing the best solution is known as ...

(5 x 2) (10)



1.3 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–J) next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 K.

COLUMN A		COLUMN B	
1.3.1	Professionalism	A	useful in brainstorming sessions as suggestions are summarized
1.3.2	Creative thinking	B	depends on the strong and charismatic personality of the leader
1.3.3	Economic rights	C	focusses on applying a code of conduct of business
1.3.4	Interactive white boards	D	uses routine methods to solve problems
1.3.5	Transformational leadership theory	E	allows employees to have access to health care
		F	uses unique methods to solve problems
		G	depends on the kind of relationships between leaders and followers
		H	useful to capture additional notes during the presentation and feedback
		I	focusses on business practices that are acceptable to society
		J	allows employees to be paid equally for work of equal value

(5 x 2) (10)

TOTAL SECTION A: 30



SECTION B

Answer ANY TWO questions.

NOTE: Clearly indicate the QUESTION NUMBER of each question that you choose. The answer to EACH question must start on a NEW page, e.g. QUESTION 2 on a NEW page, QUESTION 3 on a NEW page.

QUESTION 2: BUSINESS VENTURES

- 2.1 Name any FOUR examples of short-term insurance. (4)
- 2.2 Outline the difference between *ordinary shares* and *preference shares*. (4)
- 2.3 Read the scenario below and answer the questions that follow:

UMANO DESIGNS (UD)

Umano Designs are well known for producing quality clothing. The management of UD do not seek any help, input, or opinion from other members of the organization.

- 2.3.1 Identify the leadership style used by UD. (2)
- 2.3.2 Explain the negatives impact of the leadership style identified in QUESTION 2.3.1. (4)
- 2.4 Discuss any TWO principles of insurance. (6)
- 2.5 Read the scenario below and answer the questions that follow:

SOCCER ZONE TRADERS (SZT)

Soccer Zone Traders is selling sportswear. SZT is owned by Thabo Jones. SZT purchases its stock from Sportswear Manufacturers Ltd that is owned by shareholders who have a limited liability.

- 2.5.1 Identify TWO forms of ownership that are applicable in the scenario. Motivate your answer by quoting from the scenario.

Use the table below as a GUIDE to answer QUESTION 2.5.1.

NAME OF BUSINESS	FORM OF OWNERSHIP	MOTIVATION
1. Soccer Zone Traders (SZT)		
2. Sportswear Manufacturers Ltd		

- 2.5.2 Elaborate on the meaning of limited liability. (4)

- 2.6 Evaluate the impact of non-profit companies as a form of ownership. (4)
 - 2.7 Suggest areas of improvement for the next presentation. (6)
- [40]**

QUESTION 3: BUSINESS ROLES

- 3.1 Name TWO stages of team development. (2)
- 3.2 Outline the causes of conflict in the workplace. (6)
- 3.3 Read through the scenario and answer the questions that follow.

KEANO ENTERPRISE (KE)

Keano Enterprise uses CSR programmes to comply with the law and ethics. KE offers educational resources to needy children in the community. The business also use recycled containers to package their products.

Identify any TWO elements of the triple bottom line, applicable to KE. Motivate your answer by quoting from the scenario above.

Use the table below as GUIDE to answer QUESTION 3.3.

TRIPPLE BOTTOM LINE ELEMENTS	MOTIVATIONS
1.	
2.	

(6)

- 3.4 Discuss ways in which businesses can deal with difficult employees in the workplace. (6)
- 3.5 Read the scenario below and answer the question that follow.

KALAHARI TILES (KT)

Kalahari Tiles is a hardware retailer specialising in the selling of quality tiles. The personnel in the sales department promise employees promotions if they agree to have a relationship with them. John, the driver, usually takes extended personal trips after doing deliveries.

Identify TWO types of unprofessional business practices applicable to KT. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.5.

TYPES OF UNPROFESSIONAL BUSINESS PRACTICES	MOTIVATIONS
1.	
2.	

(6)

- 3.6 Discuss ways in which businesses can deal with *poverty* as a socio-economic issue. (4)
- 3.7 Explain *communication* as a criteria for successful team performance. (4)
- 3.8 Recommend ways in which businesses can create an environment that promotes creative thinking in the workplace. (6)

[40]

QUESTION 4: MISCELLANIOUS

BUSINESS VENTURES

- 4.1 Identify the types of preference shares offered by Quency Traders in EACH statement below.
- 4.1.1 Quency Traders offered shares that can only be bought back when it closes down for reasons other than bankruptcy. (2)
- 4.1.2 The business also sold shares where shareholders will not be compensated for past dividends that were not paid out when profits were low. (2)
- 4.2 Outline the role of personal attitude in successful leadership. (6)
- 4.3 Read the scenario below and answer the questions that follow.

Sibusiwé bought a business property worth R800 000, but he insured it for R500 000. Heavy rains destroyed part of the property and damages were estimated at R300 000.

- 4.3.1 Name the insurance clause that is applicable to the scenario above. (2)
- 4.3.2 Calculate the amount that Sibusiwé will receive as compensation from the insurer. Show ALL calculations. (4)
- 4.4 Explain how the *legislation* can contribute to success and/or failure of a soletrader. (4)

BUSINESS ROLES

- 4.5 Identify human rights addressed by Xoxi Stores in EACH statement below:
- 4.5.1 Xoxi Stores do not force workers to do embarrassing or degrading work. (2)
- 4.5.2 Employees at Xoxi Stores request, with motivation, to see financial statements. (2)

- 4.6 Explain the implications of equality, respect and dignity in the workplace. (4)
- 4.7 Read the scenario below and answer the question that follow.

OMEGA METAL MANUFACTURERS (OMM)

The management of OMM is considering the possibility of adding a new product line. They first want to have the opinions of experts on the sustainability and viability of the decision.

- 4.7.1 Identify the problem solving applied by OMM in the scenario. (2)
- 4.7.2 Explain how OMM could apply the problem solving technique identified in QUESTION 4.7.1. (4)
- 4.8 Suggest the importance of team dynamic theories in improving team performance. (6)
- [40]**

TOTAL SECTION B: 80



SECTION C

ANSWER any ONE QUESTION in this section.

NOTE: Clearly indicate the QUESTION NUMBER of the question chosen. The answer to the question must start on a NEW page, e.g. QUESTION 5 on a NEW page OR QUESTION 6 on NEW page.

QUESTION 5: BUSINESS VENTURES (PRESENTATION AND DATA RESPONSE)



Presenters should consider some aspects when designing a multimedia presentation. Some presenters prefer to use the PowerPoint and handouts to enhance the presentations. There are factors to be considered while presenting. Presenters should figure out how to respond to questions after a presentation in a non-aggressive and professional manner.

Write an essay on presentation and data response in which you include the following aspects:

- Outline the aspects to be considered when designing a multimedia presentation.
- Discuss the advantages using the following visual aids.
 - PowerPoint
 - Hand-outs
- Explain the factors to be considered while presenting.
- Suggest ways in which the presenter can handle feedback in a non-aggressive and professional manner.

[40]

QUESTION 6: BUSINESS ROLES (ENVIRONMENTAL ISSUES AND DIVERSITY)

Employers must consider their responsibilities in promoting human health and safety in the workplace. The health and safety representatives are also responsible for promoting health and safety in the workplace. Businesses that promote diversity issues such as age and disability can protect their image, so that they can enjoy the benefits of diversity in the workplace.

Write an essay on environmental issues and diversity in which you include the following aspects:

- Outline the responsibilities of the employers in promoting human health and safety in the workplace.
- Explain the roles of health and safety representatives in protecting the workplace environment.
- Explain ways in which businesses could deal with the following diversity issues in the workplace:
 - Age
 - Disability
- Advise businesses on benefits of diversity in the workplace.



[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150



DEPARTMENT OF EDUCATION
DEPARTEMENT VAN ONDERWYS
LEFAPHA LA THUTO
ISEBE LEZEMFUNDO

PROVINCIAL PREPARATORY EXAMINATION

GRADE 12

**BUSINESS STUDIES P2
SEPTEMBER 2023
MARKING GUIDELINES**

MARKS: 150

These marking guidelines consist of 27 pages.



NOTES TO MARKERS

PREAMBLE

The notes to markers are provided for quality assurance purposes to ensure the following:

- (a) Fairness, consistency and reliability in the standard of marking
- (b) Facilitate the moderation of candidates' scripts at the different levels
- (c) Streamline the marking process considering the broad spectrum of markers across the country
- (d) Implement appropriate measures in the teaching, learning and assessment of the subject at schools/institutions of learning

1. For marking and moderation purposes, the following colours are recommended:

Marker:	Red
Senior Marker:	Green
Deputy Chief Marker:	Brown/Black
Chief Marker:	Pink
Internal Moderator:	Orange
DBE Moderator:	Turquoise

2. Candidates' responses must be in full sentences for SECTIONS B and C. However, this would depend on the nature of the question.
3. A comprehensive marking guideline has been provided but this is by no means exhaustive. Due consideration should be given to an answer that is correct but:
 - Uses a different expression from that which appears in the marking guideline
 - Comes from another credible source
 - Original
 - A different approach is used

NOTE: There is only ONE correct answer in SECTION A.

4. Take note of other relevant answers provided by candidates, which are relevant within the context of a particular question, and allocate marks accordingly. (In cases where the answer is unclear or indicates some understanding, part-marks should be awarded, for example, one mark instead of the maximum of two marks.)
5. The word 'Sub-max' is used to facilitate the allocation of marks within a question or sub-question.
6. The purpose of circling marks (guided by 'max' in the breakdown of marks) on the right-hand side is to ensure consistency and accuracy in the marking of scripts as well as for calculation and moderation purposes.
7. Subtotals to questions must be written in the right-hand margin. Circle the subtotals as indicated by the allocation of marks. This must be guided by 'max' in the marking guidelines. Only the total for each question should appear in the left-hand margin next to the appropriate question number.

8. In an indirect question, the theory as well as the response must be relevant and related to the question.
9. Correct numbering of answers to questions or sub-questions is recommended in SECTIONS A and B. However, if the numbering is incorrect, follow the sequence of the candidate's responses. Candidates will be penalized if the latter is not clear.
10. No additional credit must be given for the repetition of facts. Indicate with an 'R'.
11. The differentiation between 'evaluate' and 'critically evaluate' can be explained as follows:
 - 11.1 When 'evaluate' is used, candidates are expected to respond in either a positive/negative manner or take a neutral (positive and negative) stance, e.g. Positive: 'COIDA eliminates time and costs spent ✓ on lengthy civil court proceedings.' ✓
 - 11.2 When 'critically evaluate' is used, candidates are expected to respond in either a positive/negative manner or take a neutral (positive and negative) stance. In this instance candidates are also expected to support their responses with more depth, e.g. 'COIDA eliminates time and costs spent ✓ on lengthy civil court proceedings ✓, because the employer will not be liable for compensation to the employee for injuries sustained during working hours as long as it can be proved that the business was not negligent.' ✓

NOTE: 1. The above could apply to 'analyse' as well.
2. Note the placing of the tick (✓) in the allocation of marks.

12. The allocation of marks must be informed by the nature of the question, cognitive verb used, mark allocation in the marking guideline and the context of each question.

Cognitive verbs, such as:

- 12.1 Advise, name, state, outline, motivate, recommend, suggest, (list not exhaustive) do not usually require much depth in candidates' responses. Therefore, the mark allocation for each statement/answer appears at the end.
 - 12.2 Define, describe, explain, discuss, elaborate, distinguish, differentiate, compare, tabulate, analyse, evaluate, critically evaluate (list not exhaustive) require a greater depth of understanding, application and reasoning. Therefore, the marks must be allocated more objectively to ensure that assessment is conducted according to established norms so that uniformity, consistency and fairness are achieved.
13. Mark only the FIRST answer where candidates offer more than one answer for SECTION B and C questions that require only one answer.



14. SECTION B

14.1 If for example, FIVE facts are required, mark the candidate's FIRST FIVE responses and ignore the rest of the responses. Indicate by drawing a line across the unmarked portion.

NOTE: 1. This applies only to questions where the number of facts is specified.
2. The above also applies to responses in SECTION C (where applicable).

14.2 If two facts are written in one sentence, award the candidate FULL credit. Point 14.1 above still applies.

14.3 If candidates are required to provide their own examples/views, brainstorm this at the marking centre and refer to the DBE internal moderator to finalise the alternative answers in consultation with the UMALUSI external moderators.

14.4 Use of the cognitive verbs and allocation of marks:

14.4.1 If the number of facts are specified, questions that require candidates to 'describe/discuss/explain' may be marked as follows:

- Fact: 2 marks (or as indicated in the marking guidelines)
- Explanation: 1 mark (two marks will be allocated in Section C)

The 'fact' and 'explanation' are given separately in the marking guideline to facilitate mark allocation.

14.4.2 If the number of facts required is not specified, the allocation of marks must be informed by the nature of the question and the maximum mark allocated in the marking guideline.

14.5 ONE mark may be awarded for answers that are easy to recall, requires one word answers or is quoted directly from ascenario/case study. This applies to SECTIONS B and C in particular (where applicable).

15. SECTION C

15.1 The breakdown of the mark allocation for the essays is as follows:

Introduction	Maximum:32
Content	
Conclusion	
Insight	8
TOTAL	40



15.2 Insight consists of the following components:

Layout/Structure	Is there an introduction, paragraphs and a conclusion?	2
Analysis and interpretation 	Is the candidate able to break down the question into headings/subheadings/interpret it correctly to show understanding of what is being asked? Marks to be allocated using this guide: All headings addressed: 1 (One "A") Interpretation (16 to 32 marks for facts): 1 (One "A")	2
Synthesis	Are there relevant decisions/facts/responses made based on the questions?	2
	Option 1: Only relevant facts: 2 marks (No '-S') Where a candidate answers 50% or more (two to four sub-questions) of the question with only relevant facts; no '-S' appears in the left margin. Award the maximum of TWO (2) marks for synthesis.	
	Option 2: Some relevant facts: 1 mark (One '-S') Where a candidate answers less than 50% (only one sub-question) of the question with only OR some relevant facts; one '-S' appears in the left margin. Award a maximum of ONE (1) mark for synthesis.	
	Option 3: Some relevant facts: 1 mark (One '-S') Where a candidate answers FOUR sub-questions, but one/two/three sub-questions with no relevant facts; one '-S' appears in the left margin. Award a maximum of ONE (1) mark for synthesis.	
	Option 4: No relevant facts: 0 mark (Two '-S') Where a candidate answers less than 50% (only one sub-question) of the questions with no relevant facts, two '-S' appears in the left margin. Award a ZERO mark synthesis.	
Originality	Is there evidence of one or two examples, not older than two (2) years, per topic/subtopic that are based on recent information, current trends and developments?	2
TOTAL FOR INSIGHT:		8
TOTAL MARKS FOR FACTS:		32
TOTAL MARKS FOR ESSAY (8 + 32):		40

- NOTE:**
1. No marks will be awarded for contents repeated from the introduction and conclusion.
 2. The candidate forfeits marks for layout if the words **INTRODUCTION** and **CONCLUSION** are not stated.
 3. No marks will be allocated for layout, if the headings **INTRODUCTION** and **CONCLUSION** are not supported by an explanation.

- 15.3 Indicate insight in the left-hand margin with a symbol, e.g. ('L, A, S and/or O').
- 15.4 The breakdown of marks is indicated at the end of the suggested answer/marketing guideline to each question.
- 15.5 Mark all relevant facts until the SUBMAX/MAX mark in a subsection has been attained. Write SUBMAX/MAX after maximum marks have been obtained, but continue reading for originality 'O'.
- 15.6 At the end of each essay indicate the allocation of marks for facts and marks for insight as follows:
 (L – Layout, A – Analysis, S – Synthesis, O – Originality) as in the table below.

CONTENT	MARKS
Facts	32 (max.)
L	2
A	2
S	2
O	2
TOTAL	40

- 15.7 When awarding marks for facts, take note of the sub-maxima indicated, especially if candidates do not make use of the same subheadings. Remember, headings and subheadings are encouraged and contribute to insight (structuring/logical flow/sequencing) and indicate clarity of thought.
 (See MARK BREAKDOWN at the end of each question.)
- 15.8 If the candidate identifies/interprets the question INCORRECTLY, then he/she may still obtain marks for layout.
- 15.9 If a different approach is used by candidates, ensure that the answers are assessed according to the mark allocation/subheadings as indicated in the marking guideline.
- 15.10 15.10.1 Award TWO marks for complete sentences. Award ONE mark for phrases, incomplete sentences and vague answers.
 15.10.2 With effect from November 2015, the TWO marks will not necessarily appear at the end of each completed sentence. The ticks (√) separated and indicated next to each fact, e.g. 'Product development is a growth strategy,√ where businesses aim to introduce new products into existing markets.'√
 This will be informed by the nature and context of the question, as well as the cognitive verb used.
- 15.11 With effect from November 2017, the maximum of TWO (2) marks for facts shown as headings in the marking guidelines, will not necessarily apply to each question. This would also depend on the nature of the question.

SECTION A

QUESTION 1

- 1.1 1.1.1 B ✓✓
 - 1.1.2 A ✓✓
 - 1.1.3 B ✓✓
 - 1.1.4 C ✓✓
 - 1.1.5 A ✓✓
- (5 x 2) (10)**

- 1.2 1.2.1 unfair ✓✓
 - 1.2.2 privacy ✓✓
 - 1.2.3 founders ✓✓
 - 1.2.4 grievance ✓✓
 - 1.2.5 decision-making ✓✓
- (5 x 2) (10)**

- 1.3 1.3.1 C ✓✓
 - 1.3.2 F ✓✓
 - 1.3.3 J ✓✓
 - 1.3.4 H ✓✓
 - 1.3.5 B ✓✓
- (5 x 2) (10)**

TOTAL SECTION A: 30

BREAKDOWN OF MARKS

QUESTION 1	MARKS
1.1	10
1.2	10
1.3	10
TOTAL	30

SECTION B

Mark the answers to the first TWO questions only.

QUESTION 2

2.1 **Examples of short term insurance**

- Property insurance ✓
- Money in transit ✓
- Theft ✓
- Burglary ✓
- Fire ✓

NOTE: Mark the first FOUR (4) only. (4 x 1) (4)

2.2 **Difference between ordinary and preference shares**

ORDINARY SHARES	PREFERENCE SHARES
- Ordinary shares only receive dividends when profit is made. ✓✓	- Some of these types of shares receive dividends regardless of profit made. ✓✓
- Normally the higher the profit, the higher the dividend. ✓✓	- A fixed rate of return is paid on this type of shares. ✓✓
- Shareholders are last paid, if the company is declared bankrupt/liquidated. ✓✓	- Shareholders have a preferred claim on company assets in the event of bankruptcy/liquidation. ✓✓
- Ordinary share are standard shares with no special rights or restrictions. ✓✓	- These shareholders enjoy preferential rights to dividends/repayment over ordinary shares. ✓✓
- Dividends vary from year to year according to profits made as determine by the company. ✓✓	- Dividends are payable according to the type of preference share. ✓✓
- Any other relevant answer related to ordinary shares.	- Any other relevant answer related to preference shares.
Sub max 2	Sub max 2

- NOTE:**
1. **The answer does not have to be in a tabular format.**
 2. **The differences does not have to link, but must be clear.**
 3. **Award a maximum of TWO (2) marks if the difference is not clear./Mark either ordinary shares or preference shares only.**

Max (4)



2.3 Leadership style

2.3.1 Type of leadership style from the scenario

Autocratic ✓✓

(2)

2.3.2 Negative impact of autocratic leadership style

- Leaders and followers may become divided ✓ and may not agree on ways to solve problems. ✓
- Workers can become demotivated if their opinions/ideas ✓ are not considered. ✓
- Demotivated workers impact negatively ✓ on productivity. ✓
- New/Creative/Cost reducing ideas may not be used/implemented/never ✓ be considered. ✓
- Followers may feel that they are not valued ✓ resulting in high absenteeism/high employee turnover. ✓
- Experienced/Highly skilled workers will resist an autocratic leadership style ✓ because it results in slow growth/low participation/less creativity. ✓
- Any other relevant answer related to negative impact of autocratic leadership style.

Max (4)

2.4 Principles of insurance

2.4.1 Indemnification/Indemnity ✓✓

- Usually applies to short term insurance, as the insured is compensated for specified/proven harm/loss. ✓
- Insurer agrees to compensate the insured for damages/losses specified in the insurance contract, in return for premiums paid by the insured to the insurer. ✓
- Protects the insured against the specified event that may occur. ✓
- Pay-outs from insurance companies/insurer will only be made; if there is proof that the specified event took place/if the insured can prove the amount of the loss/damage. ✓
- The amount of indemnification/compensation is limited to the amount of provable loss/damage, even if the amount in the policy/insurance contract is higher. ✓
- The insured must be placed in the same position as before the occurrence of the loss/damage/The insured may not profit from insurance. ✓
- Any other relevant answer related to indemnification/Indemnity as a principle of insurance.

Heading 2
Discussion 1
Sub max 3



2.4.2 **Security/Certainty** √√

- Applies to long-term insurance where the insurer undertakes to pay out an agreed upon amount in the event of loss of life. √
- A predetermined amount will be paid out when the insured reaches a predetermined age/or gets injured due to a predetermined event. √
- Aims to provide financial security to the insured at retirement/the dependents of the deceased. √
- Any other relevant answer related to security/certainty as a principle of insurance

Heading 2
Discussion 1
Sub max 3

2.4.3 **Utmost good faith** √√

- Insured has to be honest in supplying details when entering in an insurance contract. √
- Both parties/insurer and insured must disclose all relevant facts. √
- Insured must disclose everything that may affect the extent of the risk. √
- Details/Information supplied when claiming should be accurate/true √
- Any other relevant answer related to utmost good faith as a principle of insurance

Heading 2
Discussion 1
Sub max 3

2.4.4 **Insurable interest** √√

- Insured must prove that he/she will suffer a financial loss if the insured object is damaged/lost/ceases to exist. √
- An insurable interest must be expressed in financial terms. √
- Insured must have a legal relationship with the insured object in the contract. √
- Any other relevant answer related to utmost good faith as a principle of insurance

Heading 2
Discussion 1
Sub max 3

NOTE: Mark the first TWO (2) only.

(2 x 3) (6)



2.5 **Forms of ownership**
 2.5.1 **Forms of ownership from scenario**

NAME OF BUSINESS	FORM OF OWNERSHIP	MOTIVATIONS
Soccer Zone Traders (SZT)	Sole trader ✓✓	SZT is owned by Thabo Jones. ✓
Sportswear Manufacturers Ltd	Public company ✓✓	SZT purchases its stock from Sportswear Manufacturers Ltd that is owned by shareholders who have a limited liability. ✓
	Sub max 4	Sub max 2

(6)

- NOTE**
1. Mark the first TWO (2) only.
 2. Award marks for forms of ownership even if the motivations were incomplete.
 3. Do not award marks for the motivations if forms of ownership were incorrectly identified.

2.5.2 **Meaning of limited liability**

- Losses are limited to the amount ✓ that the owner invested in the business. ✓
- The owner's personal assets are protected ✓ against the debts of the business. ✓
- Limited liability is applicable to companies ✓ that have a separate entity/personality. ✓
- Any other relevant answer related to the meaning of limited liability.

Max (4)



2.6 **The impact of NPO as a form of ownership**

ADVANTAGES	AND/OR	DISADVANTAGES
- Profits are used solely for the primary objective of the organisation. ✓		- Need professional assistance to set up this organisation. ✓
- They provide social services to various communities. ✓		- Does not generate enough capital to cover their expenses. ✓
- Donors receive tax deductions. ✓		- Donations may not always be enough. ✓
- The liability of the members is limited. ✓		- Assets are not distributed to the members upon closing down. ✓
- Has continuity of existence. ✓		- Creating a non-profit company takes time/effort/money. ✓
- Most of the income of a non-profit company is free from income taxes. ✓		- Obtaining grants can be a slow and tiring process. ✓
- Can receive grants/aid. ✓		- Incorporators cannot take along the assets accumulated by the NPC if they decide to leave. ✓
- Surplus of income is retained to further the goals of the business. ✓		- They are not allowed to pay bonuses to members. ✓
- Any other relevant answer related to positives/advantages of a non-profit company.		- Any other relevant answer related to negatives/disadvantages of a non-profit company.

- NOTE**
1. The answer does not have to be in a tabular format.
 2. Mark either positive and/or negatives.

Max (4)

2.7 **Areas of improvement for the next presentation**

- The presenter should revise objectives that were not achieved. ✓✓
- Infuse humour at the appropriately time/s in your presentation. ✓✓
- Always be prepared to update/keep the information relevant. ✓✓
- Reflect on any problem/criticism and avoid it in future presentations. ✓✓
- Any information that the presenter receives as feedback from a presentation should be analysed and where relevant, incorporated/used to update/amend his presentation. ✓✓
- Reflect on the time/length of the presentation to add/remove content. ✓✓
- Increase/Decrease the use of visual aids or replace/remove aids that do not work well. ✓✓
- Reflect on the logical flow of the format/slides/application of visual aids. ✓✓
- Any relevant answer related to suggestions to areas of improvement for the next presentation.

Max (6)





BREAKDOWN OF MARKS	
QUESTION 2	MARKS
2.1	4
2.2	4
2.3.1	2
2.3.2	4
2.4	6
2.5.1	6
2.5.2	4
2.6	4
2.7	6
TOTAL	40

QUESTION 3: BUSINESS ROLES

3.1 Stages of team development

- Forming ✓
- Norming ✓
- Storming ✓
- Performing
- Adjourning/Mourning ✓

NOTE: Mark the first TWO (2) only.

(2 x 1) (2)

3.2 Causes of conflict in the workplace

- Lack of proper communication between management and workers. ✓✓
- Ignoring rules/procedures may result in disagreements and conflict. ✓✓
- Management and/or workers may have different personalities/backgrounds. ✓✓
- Different values/levels of knowledge/skills/experience of managers/workers. ✓✓
- Little/no co-operation between internal and/or external parties/stakeholders. ✓✓
- Lack of recognition for good work such as managers who may not show appreciation for extra hours worked to meet deadlines. ✓✓
- Lack of employee development may increase frustration levels as workers may repeat errors due to a lack of knowledge/skills. ✓✓
- Unfair disciplinary procedures such as favouritism/nepotism. ✓✓
- Little/no support from management with regards to supplying the necessary resources and providing guidelines. ✓✓
- Leadership styles used such as autocratic leadership which may not consider workers inputs. ✓✓
- Unrealistic deadlines/Heavy workloads lead to stress resulting in conflict. ✓✓
- Lack of agreement on mutual matters such as remuneration/working hours. ✓✓
- Unhealthy competition/Inter-team rivalry may cause workers to lose focus on team targets. ✓✓
- Lack of commitment/Distracted by personal objectives which may lead to an inability to meet pre-set targets. ✓✓
- Constant changes may cause instability. ✓✓

- Lack of clarity regarding employees' roles and responsibilities. ✓✓
- Any other relevant answer related to causes of conflict in the workplace.

Max (6)

3.3 Elements of triple bottom line from scenario

TRIPLE BOTTOM LINE ELEMENTS	MOTIVATIONS
People/Social ✓✓	KE offers educational resources to needy children in the community. ✓
Planet ✓✓	The business also use recycled containers to package their products. ✓
Sub max 4	Sub max 2

- NOTE:**
1. Mark the first TWO (2) only.
 2. Award marks for triple bottom line elements even if the motivations were incomplete.
 3. Do not award marks for the motivations if triple bottom line elements were incorrectly identified.

Max (6)

3.4 Ways in which businesses can deal with difficult employees in the workplace

- Get perspective from others who have experienced the same kind of situation ✓ to be able to understand difficult employees. ✓
- Act pro-actively if possible ✓, as a staff/personnel problem is part of a manager's responsibilities. ✓
- Regular meetings with supervisors/departmental heads should help ✓ to identify difficult/problem behaviour. ✓
- Ask someone in authority ✓ for their input into the situation. ✓
- Identify the type of personality ✓ which is creating the problem. ✓
- Meet privately with difficult employees ✓, so that there are no distractions from other employees/issues. ✓
- Make intentions and reasons for action known ✓, so that difficult person/people feel at ease. ✓
- Employees should be told what specific behaviours are acceptable ✓ by giving details about what is wrong/unacceptable/an opportunity to explain their behaviour. ✓
- A deadline should be set for improving ✓ bad/difficult behaviour. ✓
- The deadline date should be discussed with the difficult employee ✓ and his/her progress should be monitored/assessed prior to the deadline. ✓
- Guidelines for improvements ✓ should be given. ✓
- Do not judge the person ✓ but try to understand him/her ✓/Understand his/her intentions ✓ and why he/she reacts in a certain way. ✓
- Keep communication channels open/encourage employees ✓ to communicate their grievances to management. ✓
- Build rapport/sound relations ✓ by re-establishing personal connection with colleagues. ✓
- Help difficult employees to be realistic ✓ about the task at hand ✓/Be supportive of them ✓ and their issues. ✓

- Remain calm and in control of the situation ✓ to get the person(s) to collaborate ✓ / Don't become difficult ✓ yourself. ✓
- Treat people with respect ✓, irrespective of whether they are capable/competent or not ✓ / Don't try to change them ✓, rather see where you can use them effectively. ✓
- Sometimes it may be necessary to ignore ✓ and only monitor a difficult person ✓ / Take a step back and analyse the situation ✓ before you respond. ✓
- Identify and provide an appropriate support programme ✓ to address areas of weakness. ✓
- Any other relevant answer related to ways in which businesses can deal with difficult employees in the workplace.

Max (6)

3.5 Types of unprofessional business practices from scenario

TYPES OF UNPROFESSIONAL BUSINESS PRACTICES	MOTIVATIONS
Sexual harassment ✓✓	The personnel in the sales department promise employees promotions if they agree to have a relationship with them. ✓
Abuse of work funds and resources ✓✓	John, the driver, usually takes extended personal trips after doing deliveries. ✓
Sub max 4	Sub max 2

- NOTE:**
1. Mark the first TWO (2) only.
 2. Award marks for types of unprofessional business practices even if the motivations were incomplete.
 3. Do not award marks for the motivations if types of unprofessional business practices were incorrectly identified.

Max (6)

3.6 Ways how business deal with poverty as a socio-economic issue

- Donate money/food parcels ✓ to local NGOs ✓
- Support poverty alleviation programmes ✓ that are offered by the government. ✓
- Invest in a young starting SMME ✓ that can be a business competitor, buyer or supplier. ✓
- Attract the best employees ✓ by being socially responsible and offering the best volunteering programs. ✓
- Any other relevant answer related to ways how business deal with poverty as a socio-economic issue.



Max (4)

3.7 Communication as a criteria for successful team performance

- A clear set of processes/procedures for team work√ ensure that every team member understand his/her role. √
- Efficient/good communication between team members√ may result in quick decisions. √
- Quality feedback improves the moral√ of the group. √
- Open/honest discussions lead to effective solutions√ of problems.√
- Continuous review of the team progress ensures that team members can rectify mistakes/act√ pro-actively to ensure that goals targets are reached. √
- Any relevant answer related to communication as a criteria for successful team performance.

Max (4)

3.8 Ways in which businesses can create an environment that promotes creative thinking

- Emphasise the importance of creative thinking to ensure that all staff know that management wants to hear their ideas.√√
- Make time for brainstorming sessions to generate new ideas such as regular workshops/build on one another's ideas.√√
- Place suggestion boxes around the workplace and keep communication channels open for new ideas.√√
- Train staffing innovative techniques/creative problem solving skills/mind-mapping/lateral thinking.√√
- Encourage job swops within the organisation√√/Study how other businesses are doing things.√√
- Encourage alternative ways of working/doing things.√√
- Respond enthusiastically to all ideas and never let anyone feel less important.√√
- Any other relevant answer related to ways in which businesses can create an environment that promotes creative thinking in the workplace.

Max (6)

BREAKDOWN OF MARKS

QUESTION 3	MARKS
3.1	2
3.2	6
3.3.1	6
3.4	6
3.5	6
3.6	4
3.7	4
3.7	6
TOTAL	40



QUESTION 4

BUSINESS VENTURES

4.1 Types of preference shares

4.1.1 Redeemable preference shares $\checkmark\checkmark$ (2)

4.1.2 Cumulative preference shares $\checkmark\checkmark$ (2)

4.2 Role of personal attitude in successful leadership

- Positive attitude releases leadership potential. $\checkmark\checkmark$
- A leader's good/bad attitude can influence the success/failure of the business. $\checkmark\checkmark$
- Leaders must know their strengths and weaknesses to apply their leadership styles effectively. $\checkmark\checkmark$
- Great leaders understand that the right attitude will set the right atmosphere. $\checkmark\checkmark$
- Leaders' attitude may influence employees'/teams' thoughts/behaviour. $\checkmark\checkmark$
- Leaders should model the behaviour that they want to see in team members. $\checkmark\checkmark$
- Successful leaders consider the abilities/skills of team members to allocate tasks/roles effectively. $\checkmark\checkmark$
- Enthusiasm produces confidence in a leader. $\checkmark\checkmark$
- A positive attitude is critical for good leadership because good leaders will stay with the task regardless of difficulties/challenges $\checkmark\checkmark$
- Any other relevant answer related to role of personal attitude in successful leadership

Max (6)

4.3

4.3.1 Average clause $\checkmark\checkmark$ (2)

4.3.2 Calculation of average clause \checkmark

Insured amount

Market value X Loss/Damage \checkmark

R500 000 \checkmark

R800 000 X R300 000 \checkmark

= R187 500 $\checkmark\checkmark\checkmark\checkmark$

- NOTE:**
1. Award full marks (4) if the answer is correct and no workings are shown.
 2. If formula and workings were shown correctly, but the final answer is wrong, award a maximum of THREE (3) marks.
 3. If the workings and the answer are incorrect, award a maximum of ONE mark for the correct formula.

Max (4)

4.4 **Contribution of legislation to the success and/or failure of sole trader**

SUCCESS	AND/OR	FAILURE
- It is easy/inexpensive ✓ to start ✓		- The owner is personally liable for the loss of the business ✓ and must budget carefully ✓
- There are limited regulatory requirements ✓ regarding the name of the business ✓		- The business is not a juristic person, ✓ therefore the owner has unlimited liability for the debts of the business ✓
		- Personal debts and business debts ✓ are one ✓
		- The business has no continuity ✓ because it depends on the life of the owner ✓
		- Business may only qualify for more loans ✓ if they are licenced ✓
		- Loans re not easily ✓ obtainable ✓
- Any other relevant answer related to legislation as a success of a sole trader		- Any relevant answer related to legislation as a failure of a soletrader
	Sub max 2	Sub max 2

- NOTE:** 1. The answer does not have to be in tabular format.
 2. Mark either success AND/OR failure.

Max (4)

4.5 **Human rights from statement**

4.5.1 Dignity ✓✓

(2)

4.5.2 Information ✓✓

(2)

4.6 **Implications of equality, respect and dignity in the workplace**

- Employees must be treated equally, ✓ regardless of their race, colour, age, gender, disability, and so on. ✓
- Equal access to opportunities, ✓ positions, and resources must be available to all employees. ✓
- Legislation concerning equal opportunities ✓ and human rights in the workplace must be implemented by employers and employees. ✓
- Businesses should develop equity programmes that promote strategies ✓ to ensure that all employees are treated equally regardless of status, rank, or power. ✓
- The mission statement of the business ✓ should include values of equality and respect. ✓
- Businesses should include issues such as diversity, ✓ discrimination, and harassment in their training, information, or business policies. ✓
- Incidents of discrimination must be reported, ✓ and employers should respond swiftly and fairly to these issue in the workplace. ✓
- Employers must ensure that the workplace environment is safe, ✓ fair, and free from embarrassment. ✓

- Employers must give orders or tasks respectfully[√] and if appropriate, allow the employees to have a say in the way the task should be performed. [√]
- Workers should be treated with respect[√] and dignity by recognising work well done. [√]
- Any relevant answer related to the implications of equality, respect and dignity in the workplace

Max (4)

4.7 **Problem solving technique**

4.7.1 **Problem solving technique from the scenario**

Delphi technique ^{√√}

(2)

4.7.2 **Application of Delphi technique to solve business problems**

- OMM must invite a panel of experts[√] to research the challenge/s it might be facing. [√]
- Experts do not have to be in one place [√] and will be contacted individually. [√]
- A questionnaire consisting of questions to gather information [√] from the experts regarding the challenge/s of the business must be designed. [√]
- The experts will then be requested to send individual responses[√] to the questionnaire. [√]
- OMM then needs to summarise the responses [√] from the experts using a feedback report. [√]
- This feedback report is sent back to the experts and, if necessary, [√] a second set of questions/questionnaire based on the feedback report to the panel members will be developed. [√]
- Panel members will then be requested to provide further input/ideas [√] on how to solve the challenge/s of the business. [√]
- If necessary, send a third questionnaire [√] based on feedback from the second around will be developed. [√]
- Finally, the business will summarise all the feedback[√] from the expert's in a report. [√]
- After reaching a consensus,[√] the business should then choose the best solution/proposal based on the report.[√]
- Any other relevant answer related to the application of the Delphi technique.

Max (4)



4.8 Importance of team dynamic theories in improving team performance

- Team dynamic theories are used to explain the effectiveness and importance of teamwork. √√
- Tasks are allocated to team members consistent with the role the team member performs within the team. √√
- The skills/experiences/talent of the team member determines the role that will be allocated to him/her. √√
- Individuals are given the chance to perform optimally within the team, given the roles allocated to them. √√
- Individuals within the team with similar skills may compete for certain responsibilities. √√
- Team dynamic theories allow team leaders to know the personality type of individuals and enable them to allocate tasks more effectively. √√
- Disagreements amongst team members may be reduced when team members specialise in their roles/task √√
- Any other relevant answer related to the importance of team dynamics theories in improving team performance.

Max (6)

BREAKDOWN OF MARKS

QUESTION 4	MARKS
4.1.1	2
4.1.2	2
4.2	6
4.3.1	2
4.3.2	4
4.4	4
4.5.1	2
4.5.2	2
4.6	4
4.7.1	2
4.7.2	4
4.8	6
TOTAL	40

TOTAL SECTION B: 80



SECTION C

Mark only the FIRST question.

QUESTION 5: BUSINESS VENTURES (PRESENTATION AND DATA RESPONSE)

5.1 Introduction

- A multimedia presentation refers to a verbal presentation that is complemented with the use of slides and audio. ✓
- PowerPoint and hand-outs can be used in enhancing the quality of the presentation. ✓
- Various factors need to be considered when designing a multimedia presentation to make it effective/eye-catching/memorable. ✓
- An honest reflection of the presentation will provide the presenter with the necessary information to improve the next presentation. ✓
- Any other relevant introduction related to aspects to be considered when designing a multimedia presentation/advantages PowerPoint and hand-outs/factors to be considered while presenting/handling feedback in a non-aggressive and professional manner.

(2 x 1) (2)

5.2 Body

Aspects for designing a multimedia presentation

- Start with the text which forms the basis of the presentation. ✓✓
- Select the background to complement/enhance the text. ✓✓
- Choose images that may help to communicate the message. ✓✓
- Include/Create graphics to assist the information which is conveyed. ✓✓
- Add special effects/sound/pictures/animation to make it interesting for the audience. ✓✓
- Create hyperlinks to allow quick access to other files/documents/video clips. ✓✓
- Use legible font and font size so that it is easy to see/read ✓✓
- Keep slides/images/graphs/font simple by not mixing different styles/colours. ✓✓
- Make sure there are no language/spelling errors. ✓✓
- Use bright colours to increase visibility. ✓✓
- Structure information in a logical sequence so that the audience can easily follow the content/presentation. ✓✓
- Limit the information on each slide by using key words and not full sentences. ✓✓
- Any other relevant answer related to aspects that must be considered when designing a multimedia presentation.

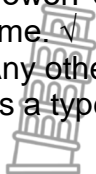
Max (10)

5.3. Advantages of visual aids

5.3.1 Advantages of PowerPoint

- Graphic programmes have the capacity to convey ideas ✓ and support what the presenter says. ✓
- Easy to combine ✓ with sound/video clips. ✓
- Simple/Less cluttered slides ✓ may capture the interest of the audience. ✓
- Video clips can provide variety ✓ and capture the attention of the audience. ✓

- Variations of colour/background/sound immediately capture the attention of the audience ✓ and retain their interest throughout the presentation. ✓
- Slides should only be used ✓ where they can enhance the facts or summarise information. ✓
- PowerPoint slides can help to convey a large number of facts ✓ in a short time. ✓
- Any other relevant answer related to the advantage of PowerPoint slides as a type of visual aid.



Sub max (6)

5.3.2 Advantages of hand-outs

- Meaningful hand-outs may be handed out at the start of the presentation ✓ to attract attention. ✓
- Notes/Hard copies of the slide presentation can be distributed at the end of the presentation ✓ as a reminder of the key facts of the presentation. ✓
- Extra information, e.g. contact details/price lists ✓ may be handed out ✓ to promote the services of the business. ✓
- Useful information for improving the next presentation may be obtained ✓, when the audience completes feedback questionnaires after the presentation. ✓
- Any other relevant answer related to the advantages of hand-outs as a type of visual aids.

Sub max 6

Max (12)

5.4 Factors to be considered while presenting

- The presenter must make eye contact with the audience ✓ and look in all directions. ✓
- Be audible ✓ to all listeners/the audience. ✓
- He should adjust his voice level/tone ✓ to avoid monotony. ✓
- Add some appropriate humour ✓ in the presentation. ✓
- Use visuals effectively ✓ to enhance the presentation. ✓
- The presenter should state the aims/main points of the presentation ✓ in the introduction. ✓
- Put the most important information first ✓ to capture the audience attention. ✓
- Summarise the presentation ✓ in the conclusion. ✓
- He should stand upright ✓ during his presentation ✓
- Avoid hiding himself ✓ behind the equipment. ✓
- Pace himself/do not rush/talk ✓ too slowly. ✓
- Keep it short ✓ and simple. ✓
- Make appropriate use of gestures, e.g. hands ✓, to emphasize points. ✓
- Any other relevant answer related to the factors to be considered while presenting.



Max (14)

5.5 **Ways to handle feedback in a non-aggressive and professional manner**

- Presenter should stand throughout the feedback session. √√
- Be polite/confident/courteous when responding to questions. √√
- Ensure that each question/comment is clearly understood. √√
- Before responding/re-phrase questions if uncertain. √√
- The presenter should first listen and then respond. √√
- Provide feedback as soon as possible after the question was asked or after the session. √√
- Be direct/honest/sincere when responding to questions. √√
- Use simple language to support the examples used in the presentation. √√
- Keep answers short and to the point. √√
- Encourage questions from the audience/investors. √√
- Always address the questions and not the person. √√
- Acknowledge good questions to motivate audience to ask more questions. √√
- The presenter should not involve himself in a debate when responding to questions. √√
- Do not avoid the questions if you do not know the answer, but rather promise feedback on it. √√
- Address the full audience/investors and not only the person who posed the question. √√
- Any other relevant answer related to ways to handle feedback in a non-aggressive and professional manner.

Max (10)

5.6 **Conclusion**

- Multimedia presentation can enhance any presentation and captivate the audience. √√
- PowerPoint and hand-outs presentation must be effectively used to retain the attention of the audience. √√
- A well delivered presentation depends on careful consideration of factors listed above. √√
- Being professional during a presentation/feedback/question's session should contribute to the success of the presentation. √√
- Any other relevant conclusion related to aspects to be considered when designing a multimedia presentation/advantages PowerPoint and hand-outs/factors to be considered while presenting/handling feedback in a non-aggressive and professional manner.

(1 x 2) (2)



QUESTION 5: BREAKDOWN OF MARK ALLOCATION

DETAILS	MAXIMUM	TOTAL
Introduction	2	32
Aspects when designing multimedia presentation	10	
Advantages of PowerPoint and hand-outs	12	
Factors to be considered when doing a presentation	14	
Handling feedback in a non-aggressive and professional manner	10	
Conclusion	2	
Layout	2	8
Analysis, interpretation	2	
Synthesis	2	
Originality	2	
TOTAL MARKS		40

LASO – For each component:

Allocate 2 marks if all requirements are met.

Allocate 1 mark if some requirements are met.

Allocate 0 marks where requirements are not met at all.

QUESTION 6: BUSINESS ROLES (ENVIRONMENTAL ISSUES AND DIVERSITY)

6.1 Introduction

- Business operations may have a negative impact on the environment if there are no preventative measures put in place. ✓
- Businesses who have more than twenty employees must appoint one/more health and safety representatives after consultation with employees. ✓
- Businesses that promotes the culture of dignity and respect is able to drive productivity sustainable results. ✓
- Employers and employees have the responsibility of ensuring that workplace environment is free of hazardous material. ✓
- Any other relevant introduction related to responsibilities of employers in protecting the workplace environment/roles of health and safety representatives/ways how business are dealing with age and disability as diversity issues/advantages of diversity in the workplace.

(2 x 1) (2)

6.2 Responsibilities of employers in protecting the workplace environment

- Provide and maintain all the equipment that is necessary to perform the work. ✓✓
- Equipment must be used under the supervision of a designated trained worker. ✓✓
- Keep the systems to ensure that there will be no harmful impact on the health and safety of workers. ✓✓
- Reduce/Remove dangers to workers and provide personal protective clothing. ✓✓
- Ensure that that the workers' health is not damaged by hazards resulting from production/processing/storage/transportation of materials or equipment. ✓✓
- Employers must know where potential dangers might be and take measures to eliminate or limit the harm. ✓✓

- Workers must be informed/instructed/and supervised to limit potential dangers to them./Emergency exit door signs should be visible to all employees. ✓✓
- Comply with safety laws which seek to promote a healthy working Environment. ✓✓
- Any other relevant answer related to responsibilities of employers in protecting the workplace environment.

Max (10)

6.3 Roles of health and safety representatives in protecting the workplace environment

- Ensure that protective clothing✓ is provided/available to all workers. ✓
- Identify✓ potential dangers in the workplace. ✓
- Initiate/Promote/Maintain/Review measures✓ to ensure the health and safety workers. ✓
- Check/Monitor the effectiveness of health and safety measures✓ with management. ✓
- Ensure that all equipment that is necessary to perform work✓ are provided/maintained regularly. ✓
- Promote safety training✓ so that employees may avoid potential dangers/act pro-actively. ✓
- Ensure that dangerous equipment is used✓ under the supervision of trained/qualified workers. ✓
- Ensure that workers' health and safety is not endangered✓ by hazards resulting from production/processing/storage/transportation of material/equipment. ✓
- Work together with the employer, to investigate any accidents/complaints from the workers✓ concerning health and safety in the workplace. ✓
- Ensure that employers comply✓ with COIDA. ✓
- Any other relevant answer related to the roles of health and safety representatives in workplace environment.

Max (12)

6.4 Dealing with diversity issues in the workplace

6.4.1 Age

- A business may not employ children aged 15 ✓ or younger. ✓
- The ages of permanent workers should vary from 18 to 65 ✓ to include all age groups.✓
- Young employees must be advised to respect ✓ and learn from older employees.✓
- Businesses must encourage older employees to help young employees to develop their potential.✓✓
- Promotions should not be linked to age, ✓ but rather to a specific set of skills.✓
- A business may employ a person who is older than the normal retirement age, ✓ provided that person is the most suitable candidate.✓
- The business should encourage employees to be sensitive ✓ to different perspectives of various age groups.✓
- Any other relevant answer related to ways in which businesses could deal with age as a diversity issue in the workplace.

Sub max 6

6.4.2 Disability

- Businesses should provide employment opportunities ✓ for people who are physically challenged. ✓
- Employees should be trained on how to deal with colleagues ✓ with disabilities. ✓
- Businesses should be well informed ✓ on how to deal with physically challenged employees. ✓
- Accommodate people who are physically challenged ✓ by providing facilities/ramps for wheel-chairs. ✓
- Ensure that workers with special needs ✓ are not marginalised/feel excluded from workplace activities. ✓
- Policies and programmes should accommodate ✓ the needs of people with disabilities. ✓
- Create an organisational culture/climate ✓ that is conducive for people with disabilities. ✓
- Businesses should bring in external experts ✓ to help with disability and accommodation issues. ✓
- Focus on skills/work performance of an employee with disabilities, ✓ rather than his/her disability. ✓
- Any other relevant answer related to ways in which businesses could deal with disability as a diversity issue in the workplace.

Sub max 6

Max (12)

6.5 Benefits of diversity in the workplace

- When employees value each other's diversity, they learn to connect and communicate across barriers and/or differences. ✓✓
- A diverse workforce can improve the morale and motivation of employees. ✓✓
- When people feel respected, accepted and understood, they demonstrate greater loyalty toward the business. ✓✓
- More ideas and inputs from different perspectives of a diverse workforce can give business a competitive advantage, as they can render better services. ✓✓
- When employees respect their diversity and accept that it makes good business sense, it improves the profitability of the business. ✓✓
- When a business ensures that its policies and practices include diversity, it will empower employees to perform at their full potential. ✓✓
- Investors and other stakeholders increasingly evaluate businesses on how they manage diversity in the workplace. ✓✓
- Employees from different backgrounds and indigenous knowledge can bring different perspective to the business. ✓✓
- A debate or brainstorming with a diversified workforce can stimulate new or improved ways of getting things done. ✓✓
- A diverse workforce of employees representing various groups will be able to recognize customer needs and satisfy consumers. ✓✓
- Diversity in the business is more likely to contribute to a good public image and attract more customers. ✓✓
- Any other relevant answer related with the benefits of diversity in the workplace.

Max (12)

6.6 Conclusion

- Businesses must ensure that the health and safety representatives have necessary facilities/assistance/ training in order to represent their members effectively. ✓✓
- Businesses should assess/control/address all the physical, chemical and biological factors in the environment. ✓✓
- A diverse workforce improves the ability of a business to solve problems be more innovative and cultivate diverse markets. ✓✓
- Employees must take responsibility for their own safety and avoid unnecessary injuries. ✓✓
- Any other relevant conclusion related to responsibilities of employers in protecting the workplace environment/roles of health and safety representatives/ways how business are dealing with age and disability as diversity/advantages of diversity in the workplace.

(1 x 2) (2)

QUESTION 6: BREAKDOWN OF MARK ALLOCATION

DETAILS	MAXIMUM	TOTAL
Introduction	2	32
Responsibilities of the employers in promoting human health and safety in the workplace	10	
Roles of health and safety representatives in promoting health and safety in the workplace.	12	
Ways in which business could deal with diversity issues: Age Disability	12	
Benefits of diversity in the workplace	12	
Conclusion	2	
INSIGHT		
Layout	2	8
Analysis/Interpretation	2	
Synthesis	2	
Originality/Examples	2	
	2	
TOTAL MARKS		40

LASO - For each component:

Allocate 2 marks if all requirements are met.

Allocate 1 mark if some requirements are met.

Allocate 0 marks where requirements are not met at all.

TOTAL SECTION C: 40
GRAND TOTAL: 80



