 Province of the

EASTERN CAPE

EDUCATION

**DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)**

**HOME SCHOOLING SELF-STUDY ANSWER SHEET**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SUBJECT** | **BUSINESS STUDIES** | **GRADE** | **12** | **DATE** | **15/05/2020** |
| **TOPIC** | **BUSINESS OPERATIONS**  | **TERM 1****REVISION** | **X** | **TERM 2 CONTENT** | **X** |

|  |  |
| --- | --- |
| **QUESTION 1: BUSINESS OPERATIONS**  |  |
| 1.1 | **Recruitment** |  |
|  |  |  |
|  | 1.1.1 | Job analysis

|  |  |
| --- | --- |
| **COMPONENTS** | **EXAMPLES** |
| A Job description√√ | 1. The receptionist is responsible for making bookings and arranging transport for guests. √2. He / She manages the system for the safe-keeping of the guests' valuables. √ |
| B Job specification√√ | 1. Applicants must have a Diploma in Administration Management. √2. Speaking, reading and writing in English are compulsory. √3. Three years' experience in the hospitality industry will be an advantage. √ |
|  Sub-max (4)  |  Sub-max (4)  |

**NOTE: Do not allocate marks for examples that are not linked to components. Max** | (8) |
|  |  |  |  |
|  | 1.1.2 | **External recruitment**√√**Motivation**The post has been advertised in the local newspaper. √ Identification (2)  Motivation (1)  Max (3) | (3) |
|  |  |  |
|  | 1.1.3 | **Role of the interviewee/applicant during the interview*** Greet the interviewer by name√ with a solid handshake and a friendly smile. √
* Listen carefully to the questions√ before responding. √
* Make eye contact√ and have good posture/body language. √
* Show confidence√ and have a positive attitude/and be assertive. √
* Be inquisitive√ and show interest in the business. √
* Ask clarity seeking√ questions. √
* Show respect√ and treat the interview with its due importance. √
* Be honest about mistakes√ and explain how you dealt with it. √
* Know your strengths and weaknesses√ and be prepared to discuss them. √

Any other relevant answer related to the role of the interviewee/applicant during the interview. Max | (8) |
|  |  |  |  |
| 1.2 | **Screening** * Check application documents√ against the requirements of the job. √
* Candidates who meet the minimum requirements√ are separated from others. √
* Do background/credit/reference checks of applicants√ who qualify for the job. √
* Prepare a shortlist√ of suitable candidates after screening. √

Any other relevant answer related to screening as part of the selection procedure. Max | (4) |
|  |  |  |
| 1.3 | **Benefits of a good quality management system.*** Effective customer services are rendered√, resulting in increased customer satisfaction. √
* Time and resources√ are used efficiently. √
* Productivity increases√ through proper time management/using high quality resources. √
* Products/Services are constantly improved√ resulting in increased levels of customer satisfaction. √
* Vision/Mission/Business goals√ may be achieved. √
* Business has a competitive advantage√ over its competitors. √
* Regular training√ will continuously improve the quality of employees' skills/knowledge. √
* Employers and employees will have a healthy working relationship√ resulting in happy/productive workers. √
* Increased market share/more customers√ improves profitability. √
* Improves business image√, as there is less defects/returns. √

Any other relevant answer related to the benefits of a good quality management system.  Max | (8) |
| 1.4 | **Distinguish between quality control and quality assurance.** |  |
|  |

|  |  |
| --- | --- |
| **QUALITY CONTROL** | **QUALITY ASSURANCE** |
| * Inspection of the final product√ to ensure that it meets the required standards. √
 | * Carried out during and after the production process√ to ensure required standards have been met at every stage of the process. √
 |
| * Includes setting targets/measuring performance√ and taking corrective measures. √
 | * Ensure that every process is aimed at getting the product right first time√ and prevent mistakes from happening again. √
 |
| * Any other relevant answer related to quality control.
 | * Any other relevant answer related to quality assurance.
 |
|  Sub-max (2)  |  Sub-max (2)  |

**NOTE: 1. The answer does not have to be in tabular format.**  **2. The distinction must be clear. Max**  | (4) |
| 1.5 | **Business functions** |  |
|  |  |  |  |
|  | 1.3.1 | **Quality indicators for the general management function*** Develop/Implement/Monitor effective strategic plans. √√
* Efficient organisation/allocation of business resources to provide for the successful achievement of long-term and short-term plans. √√
* Structured standards/norms are in place to implement control mechanisms. √√
* Continuously aware of/Understand changes in the business environment. √√
* Establishes priorities to give clear direction. √√
* Shared vision, mission and values are communicated effectively. √√
* The general management sets an example of the behaviour that is expected from employees in terms of ethics as well as productivity. √√
* Employees have the necessary resources needed to do their work/Effective allocation of resources. √√
* The business is proactive and always seeks to improve competitive advantage over competitors. √√
* Ensure that all departments/the business meet their deadlines/targets. √√
* Management must plan/organise/control/lead effectively. √√

Any other relevant answer related to the quality indicators of the general management function. Max | (4) |
|  |  |  |  |
|  | 1.3.2 | **Quality indicators for purchasing function*** Buying raw materials in bulk at lower prices. √√
* Required quantities are delivered at the right time and place. √√
* Selecting reliable suppliers that render the best quality raw materials/capital goods at reasonable prices. √√
* Placing orders timeously and ensuring regular follow-ups so that goods are delivered on time. √√
* Effective co-ordination between purchasing and production departments so that purchasing staff understand the requirements of the production process. √√
* Implementing and maintaining stock control systems to ensure the security of stock. √√
* Maintaining optimum stock levels to avoid overstocking/reduce out-dated stock. √√
* Monitoring/Reporting on minimum stock levels to avoid stock-outs. √√
* Effective use of storage space/Maintain product quality while in storage. √√
* Involving suppliers in strategic planning/product design/material selection/quality control process. √√
* Ensuring that there is no break in production due to stock shortages. √√
* Establishing relationships with suppliers so that they are in alignment with the business's vision/mission/values. √ √
* Having a thorough understanding of supply chain management. √√

Any other relevant answer related to the quality indicators for the purchasing function. Max | (4) |
|  |  |  |  |
| 1.6 | Total Quality Management (TQM) |  |
|  |  |  |  |
|  | 1.6.1 | Total client/customer satisfaction√√Motivation* The marketing department conducted customer surveys to analyse the needs of customers. √
* Customers were requested to comment on the quality of CL's bags/after sale services. √

 Identification (2)  Motivation (1)  Max | (3) |
|  |  |  |  |
|  | 1.6.2 | **Impact of Total client/customer satisfaction on CL as a large business****Positives/Advantages*** Market research/Customer surveys√ measure/monitor customer satisfaction/ analyse customers' needs to keep customers informed. √
* Increased competitiveness√ as CL is aware of market changes. √
* Increased profitability√ as more goods and services are sold/sales increase. √
* Continuously promote√ a positive business image. √
* Achieve a state of total customer satisfaction, as CL applies sound business practices √ that include all stakeholders. √
* Align cross-functional teams across critical processes√ to fulfil customer expectations. √
* Higher customer loyalty/retention√ as CL satisfies more needs. √
* Charge higher prices√ as high quality products/services are rendered. √
* Gain access√ to the global market. √

Any other relevant answer related to the positives/advantages of total client/customer satisfaction on CL as a large business.**AND/OR****Negatives/Disadvantages*** Employees often do not have a clear idea of what will satisfy customers' needs √, as they seldom come into contact with them. √
* Monopolistic companies have increased bargaining power√, as they do not necessarily have to please customers. √
* Not all employees√ may be involved in/committed to total client satisfaction. √

Any other relevant answer related to the negatives/disadvantages of total client/customer satisfaction on CL as a large business. Max | (6) |
|  |  |  |  |
|  | 1.6.3 | PDCA model/cycle in the continuous improvement to processes and systems* Plan√
	+ CL should identify the problem. √
	+ Develop a plan for improvement to processes and systems. √
	+ Answer questions such as 'what to do' and 'how to do it'. √
	+ Plan the method and approach. √ Sub-max (2)
* Do√
	+ CL should implement the change on a small scale. √
	+ Implement the processes and systems. √

 Sub-max (2)* Check/Analyse√
	+ Use data to analyse the results of change. √
	+ Determine whether it made a difference. √
	+ Check whether the processes are working effectively. √
	+ CL should assess, plan and establish if it is working/if things are going according to plan. √ Sub-max (2)
* Act as needed√
	+ Institutionalise the improvement. √
	+ Devise strategies on how to continually improve. √
	+ If the change was successful, implement it on a wider scale. √
	+ Continuously revise the process. √

 Sub-max (2)Any other relevant answer related to how CL can use the PDCA model/cycle to continuously improve their processes and systems.**NOTE: 1. Do not award marks for the impact of continuous improvement to** **processes and systems.** **2. The step could be integrated in the explanation.** **Step (1)** **Explanation (1)** **Max****BREAKDOWN OF MARKS**

|  |  |
| --- | --- |
| **1.1.1** | **8** |
| **1.1.2** | **3** |
| **1.1.3** | **8** |
| **1.2** | **4** |
| **1.3** | **8** |
| **1.4** | **4** |
| **1.5.1** | **4** |
| **1.5.2** | **4** |
| **1.6.1** | **3** |
| **1.6.2** | **6** |
| **1.6.3** | **8** |
| **TOTAL** | **60** |

 | (8) |
|  |  |  | **[60]** |
|  |  |  |  |
| **QUESTION 2 BUSINESS OPERATIONS (HUMAN RESOURCES)** |  |
|  |  |  |  |
| 2.1 | **Introduction*** Induction is the process of introducing new employees to a business/work environment. √
* A good induction programme will enable the new employee to settle in quickly. √
* Businesses should ensure that induction is done before the employee starts in his/her new position. √
* Placement is the process of assigning employees in/to a vacant position where they will function optimally. √
* All training programmes should be conducted within the framework of the Skills Development Act to develop the skills of the employees. √
* Employers and employees should adhere to the terms and conditions of the employment contract. √

Any other relevant answer related to induction/placement/Skills Development Act/employment contract. Max (2) |  |
|  |  |  |  |
| 2.2 | **Purpose of induction/Content of an induction programme** |  |
|  | **2.2.1 Purpose of induction** |  |
|  | * Introduce new employees to management/colleagues√ to establish relationships with fellow colleagues at different levels. √
* Create opportunities for new employees√ to experience/explore different departments. √
* Explain safety regulations and rules√, so that new employees will understand their role/responsibilities in this regard. √
* Communicate information√ about the products/services of Sipho Traders. √
* Allow new employees the opportunity to ask questions√ that will put them at ease/reduce insecurity/anxiety/fear. √
* Make new employees feel welcome√ by introducing them to their physical work space. √
* Give new employees a tour/information√ about the layout of the building/office. √
* Improve skills√ through in-service training. √
* Familiarise new employees√ with the organisational structure/their supervisors. √
* Ensure that employees understand their roles/responsibilities√ so that they will be more efficient/productive. √
* Communicate business policies√ regarding ethical/professional conduct/procedures/employment contract/conditions of employment √, etc.

Any other relevant answer related to the purpose of induction. Sub-max (10) | [40] |
|  |  | **[100]** |
|  | **2.2.2 Aspects to be included in an induction program*** Safety regulations and rules. √√
* Overview of the business. √√
* Information about the business products/services. √√
* Meeting with senior management who will explain the company's vision/values/job descriptions/daily tasks. √√
* Tour of the premises. √√
* Introduction to key people and immediate colleagues. √√
* Conditions of employment, e.g. working hours/leave application process/ disciplinary procedures √√, etc.
* Administration details on systems/processes/logistics. √√
* Discussion of the employment contract and conditions of service. √√
* Discussion on personnel policies, e.g. making private phone calls/using the internet √√, etc.
* Discussion on employee benefits. √√
* Corporate social responsibility programmes. √√

Any other relevant answer related to aspects that should be included in the induction program. **NOTE: Mark the first FIVE (5) only. (5 x 2) (10) Max (20)** |  |
|  |  |  |
| 2.3 | **Placement procedure*** Sipho Traders should outline specific responsibilities/expectations of Kobie's new position. √√
* Determine the employee's strengths/weaknesses/skills/ interests by subjecting him to various psychometric tests. √√
* Sipho Traders should determine the relationship/similarities between the expectations of the position and the competencies of Kobie. √√

Any other relevant answer related to the placement procedure. Max (6) |  |
|  |  |  |
| 2.4 | **Implication of the Skills Development Act (SDA) on the Human Resources function*** The human resources function should interpret the aims and requirements of the SDA√ and adapt workplace skills training programmes accordingly. √
* Identify the training needs of the employees√ and provide them with training opportunities so that they will perform their tasks efficiently. √
* Use the National Qualification Framework/NQF√ to assess the skills levels of employees. √
* Interpret/Implement the aims/requirements of the framework√ for the National Skills Development Strategy. √
* Assist managers in identifying skills/training needs√ to help them to introduce learnerships. √
* Sipho Traders should contribute 1% of their salary bill√ to the Skills Development Levy/SDL. √
* Ensure training in the workplace√ is formalised /structured. √
* Appoint a full/part time consultant√ as a Skills Development Facilitator. √

Any other relevant answer related to the implications of the Skills Development Act on the Human Resources function. **Max (8)** |  |
|  |  |  |
| 2.5 | **Aspects to be included in the employment contract*** Personal details of the employee. √√
* Details of the business/employer e.g. name/address √√, etc.
* Job title/Position. √√
* Job description. √√
* Job specification. √√
* Date of employment/commencement of employment. √√
* Place where employee will spend most of his/her working time. √√
* Hours of work, e.g. normal time/overtime. √√
* Remuneration, e.g. weekly or monthly pay. √√
* Benefits/Fringe benefits/Perks/Allowances. √√
* Leave, e.g. sick/maternity/annual/adoption leave. √√
* Employee deductions (compulsory/non-compulsory). √√
* Period of contract/Details of termination. √√
* Probation period. √√
* Signatures of both the employer and employee. √√
* List of documents that form part of the contract, e.g. appointment letter/code of conduct/ethics. √√
* Disciplinary policy, e.g. rules and disciplinary procedure for unacceptable behaviour. √√

Any other relevant answer related to the aspects of the employment contract. **NOTE: 1. Mark the first SIX (6) aspects only.**  **2. Allocate a maximum of TWO (2) marks for each aspect when examples are used** **as recommendations. Max (12)** |  |
|  |  |  |
| 2.6 | **Conclusion*** Employees are one of the most important resources in any business, therefore their success should be guaranteed by an effective induction programme. √√
* Effective placement procedures will ensure that skilled and competent employees are retained. √√
* The human resources function has to co-ordinate and facilitate skills development in the workplace to ensure a competent staff. √√
* It is important that the employer and employees sign the employment contracts. √√

Any other relevant conclusion related to induction/placement/Skills Development Act/employment contract. Max (2) |  |
|  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| PDCA model/cycle in the continuous improvement to processes and systems* Plan√
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	+ CL should assess, plan and establish if it is working/if things are going according to plan. √ Sub-max (2)
* Act as needed√
	+ Institutionalise the improvement. √
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 Sub-max (2)Any other relevant answer related to how CL can use the PDCA model/cycle to continuously improve their processes and systems.**NOTE: 1. Do not award marks for the impact of continuous improvement to** **processes and systems.** **2. The step could be integrated in the explanation.** **Step (1)** **Explanation (1)** **Max****BREAKDOWN OF MARK ALLOCATION**

|  |  |  |
| --- | --- | --- |
| **DETAILS** | **MAXIMUM** | **TOTAL** |
| **Introduction** | **2** | **Max 32** |
| **Induction: Purpose/Aspects** | **20** |
| **Placement procedure** | **6** |
| **Implication of the SDA on the Human Resources Function** | **8** |
| **Aspects in the employment contract** | **12** |
| **Conclusion** | **2** |
| **INSIGHT** |  | **8** |
| **Layout** | **2** |
| **Analysis, interpretation** | **2** |
| **Synthesis** | **2** |
| **Originality/Examples** | **2** |
| **TOTAL MARKS** |  | **40** |
|  |  |  |

 |

  | **[40]** |
|  | DBE Nov 2016 | **[100]** |
|  |  |  |