



education

**Lefapha la Thuto la Bokone Bophirima
Noord-Wes Departement van Onderwys
North West Department of Education
NORTH WEST PROVINCE**

PROVINCIAL ASSESSMENT

GRADE 11

BUSINESS STUDIES P1

MARKING GUIDELINES

NOVEMBER 2019

MARKS: 150

This marking guideline consist of 15 pages.

SECTION A (COMPULSORY)

QUESTION 1

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

- 1.2.1 E ✓✓
- 1.2.2 C ✓✓
- 1.2.3 F ✓✓
- 1.2.4 A ✓✓
- 1.2.5 H ✓✓ (5 x 2) (10)

- 1.3.1 Scheduling ✓✓
- 1.3.2 Merger ✓✓
- 1.3.3 Demographics ✓✓
- 1.3.4 Trade mark ✓✓
- 1.3.5 SABS ✓✓ (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

QUESTION 2: BUSINESS ENVIRONMENTS

- 2.1.1 Inflation ✓✓
- 2.1.2 Dumping ✓✓
- 2.1.3 Piracy ✓✓ (6)

Business Environment 2.2.1	Example from the scenario	Challenges 2.2.2	Extent of control 2.2.3
Micro environment ✓✓	Ora Creations has employed ten stylists who are always late for work ✓	Difficult employees ✓	The business has full control ✓
	Ora Creations has a poor marketing strategy and has lost their clients to Blessings fashion design ✓	Lack of adequate management skills ✓	

Market environment ✓✓	The management of Ora Creations purchases their material at Rex Clothing who charge high prices for their material ✓	Shortage of supply ✓	The business has partial/limited control ✓
	Blessings fashion design has just entered a fashion design industry with new exclusive designs that attracts many clients ✓	Competition ✓	
Macro environment ✓✓	Ora Creations is situated in a location that consists of a high rate of unemployment and crime ✓	Socio-economic issues ✓	The business has no control ✓
	The government has increased import tariffs making it difficult for Ora Creations to continue importing designs from Dubai ✓	Contemporary legal legislation ✓	
Sub max (6)	Sub max (3)	Sub max (3)	Sub max (3)

[15]

2.3.1 **Definition of a strike**

A strike takes place when workers refuse to work because they are unhappy about elements in the workplace e.g. wages or working conditions ✓✓ (2)

2.3.2 **Definition of a go-slow**

This is when employees show up at work ✓ but they work very slow ✓ and produce fewer goods than usual (2)

2.4 **Explain networking**

Networking is the process of meeting new people ✓ and sharing information resulting in effective business functioning ✓ Sub max (2)

Importance of networking

- It plays an important role in the marketing ✓ and expansion of an organisation ✓
- It builds alliances with other people, ✓ because you might need their services in the future ✓
- It helps to discover new business opportunities ✓ and meet new clients ✓
- To find new job opportunities ✓ and also helps to advertise our businesses ✓

Sub max (4)

Max (6)

2.5 **Three types of lobbying**

Hedging against inflation ✓✓

- The business can use hedging by buying bonds, shares, property or by buying precious metals like gold to protect capital from the effects of inflation ✓
- Any other relevant answer related to lobbying

Sub max (3)

Bargaining sessions between management and unions ✓✓

- These sessions enable each individual worker, who is powerless on their own, to negotiate with employers as a group and ensure that workers’ rights are protected ✓

Influencing the supervisory body/regulators ✓

- Any other relevant answer related to bargaining sessions between management and unions Sub max (3)

Influencing supervisory body/regulators ✓✓

- The business should take an active role in professional bodies ✓
- Through their membership, advocacy and submissions, they must be able to influence changes to existing regulations ✓
- Any other relevant answer related to how businesses can influence regulators Sub max (3)

NOTE: Mark the first THREE (3) only (3 x 3) (9)

[40]

BREAKDOWN OF MARKS

QUESTION 2	MARKS
2.1.1	2
2.1.2	2
2.1.3	2
2.2.1	9
2.2.2	3
2.2.3	3
2.3.1	2
2.3.2	2
2.4	6
2.5	9
TOTAL	40

QUESTION 3: BUSINESS OPERATIONS

3.1 Six marketing activities

- Standardisation and grading ✓
- Storage ✓
- Transport ✓
- Financing ✓
- Risk-bearing ✓
- Buying and selling ✓

(6)

3.2.1 Requirements of good packaging

Good packaging aims to:

- Protect ✓ and promote the product. ✓
- Link the product ✓ to its promotion strategy. ✓
- Draw the attention ✓ of consumers. ✓
- Inform consumers ✓ on how to use the product. ✓

- Prevent spoiling ✓ or damage. ✓
- Reduce storing costs ✓ by minimising breakage. ✓
- Be easy to handle ✓ and display on the shelves in the store. ✓
- Indicate the correct mass or volume ✓ of the contents of the product. ✓
- Indicate the ingredients ✓ of the product, if applicable. ✓
- Indicate the name and contact details ✓ of the manufacturer. ✓

Max (6)

3.2.2 Different kinds of packaging

Form of packaging	Description	Example
Packaging for immediate use ✓	Also known as unit packaging. Packaging needs to be cheap, ✓ because once the product is consumed, the packaging is thrown away ✓	<ul style="list-style-type: none"> • A chocolate bar wrapper • Potato crisps packet ✓
Packaging for double use ✓	Packaging can be re-used for purposes other than storing the original contents. ✓ Consumers will thus be reminded of the particular brand ✓ after the original contents have been consumed ✓	<ul style="list-style-type: none"> • Tubs originally used to pack ice-cream, margarine or washing powder that can later be used to store other products ✓
Packaging for resale ✓	Retailers buy products in bulk ✓ from wholesalers or suppliers. Often these products are packaged in bulk. ✓ Retailers then unpack the products to sell them separately or in smaller quantities ✓	<ul style="list-style-type: none"> • A big box containing many boxes of washing powder ✓ – washing powder boxes are then taken out from the original big packaging to be sold separately • A case of beer – cans of beer are then taken from the original packaging to be sold one by one
Kaleidoscopic packaging ✓	Also known as frequently changing packaging. ✓ Although the basic colours and design of the packaging remain unchanged, ✓ some details of the package change to advertise ✓ an important sporting event or a competition ✓	<ul style="list-style-type: none"> • Cold drink cans that advertise the Soccer World Cup or the Olympic Games ✓ • Health cereal that advertises a new diet on its packaging
Speciality packaging ✓	Packaging must suit the product. ✓ Smart products, such as jewellery, must be packaged in ways that suit the price and nature of the product ✓	<ul style="list-style-type: none"> • An expensive watch in a smart jewellery box ✓

<p>Combination packaging ✓</p>	<p>Complementary products are packed together ✓ because such products are usually purchased together. ✓ Combination packaging is a strategy to increase profits ✓ because consumers who were only interested in buying one product now spend more money buying a complementary product as well ✓</p>	<ul style="list-style-type: none"> • Shower gel and sponge • Matching perfume and hand cream • Baby nappies and baby wipes ✓
<p>Sub max (2)</p>	<p>Sub max (2)</p>	<p>Sub max (2)</p>

[6]

Note: Mark the first TWO (2) only

3.3 The impact of electronic marketing

Advantages/Positives

- Costs are lower ✓ and there is better return on investment ✓
- Quicker process to get message ✓ to customers ✓
- Able to measure and use data ✓ from target market ✓
- More interaction ✓ with the user ✓
- Reduce costs ✓ of intermediaries ✓
- Fast and successful ✓ way of brand visibility ✓
- Allows for immediate feedback ✓ to the business on consumer views ✓
- Any other relevant answer related to advantages of electronic marketing

AND/OR

Disadvantages/Negatives

- It is dependable ✓ on technology ✓
- Very competitive ✓ global market ✓
- Maintenance of the technology ✓ and systems ✓
- Less flexible pricing ✓ structures ✓
- Security not guaranteed ✓ due to phishing and fraud ✓
- Spam emails can irritate people ✓ and earn the business a bad reputation ✓
- Bad PR ✓ where anyone can spread their negative opinion about a business e.g. on Hello Peter or on Twitter ✓
- Potential customers who do not have internet can be excluded ✓ from e-marketing ✓
- Any other relevant answer related to electronic marketing

Max (8)

3.4 Definition of quality control

- Quality control refers to the process of ensuring ✓ that goods or services are made to consistently high standards ✓
- It involves control of the materials, ✓ workmanship and machinery used in the production ✓ process
- Any other relevant answer related to the definition of quality control

Max (2)

- 3.5 **Ways to comply with the Occupational Health and Safety Act (No. 85 of 1993)**
- Employers who employ more than twenty employees must appoint at least one health and safety representative for every 100 employees ✓✓
 - Ensure health and safety of persons at work and during the use of plants and machinery ✓✓
 - Workers must be provided with protective gear to protect themselves against dangerous situations ✓✓
 - First-aid boxes must be available at the workplace and in the factory ✓✓
 - Machinery must be maintained at regular intervals and repaired promptly ✓✓
 - Any other relevant answer related to ways in which businesses can comply with the Occupational Health and Safety Act, (No. 85 of 1993) Max (4)
- 3.6 **Role of the interviewer during the interviewing process**
- Allocate the same amount of time to each candidate ✓✓
 - Introduce members of the interviewing panel to each candidate/interviewee ✓✓
 - Make the interviewee feel at ease ✓✓
 - Do not mislead the interviewee ✓✓
 - Provide an opportunity for the interviewee to ask questions ✓✓
 - Close interview by thanking the interviewee for attending the interview ✓✓
 - Only ask work related questions ✓✓
 - Do not ask female employees about their plans to get married or have children ✓✓
 - Avoid asking questions that the candidate can experience as discriminatory ✓✓
 - Any relevant answer related to the role of an interviewer during the interviewing process Max (8)

[40]

BREAKDOWN OF MARKS

QUESTION 3	MARKS
3.1	6
3.2.1	6
3.2.2	6
3.3	8
3.4	2
3.5	4
3.6	8
TOTAL	40

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS ENVIRONMENTS****4.1.1 Business sectors**

Business sector	Quote from the scenario
Primary ✓✓	Spax Vineyards has strong minerals in the soil which cultivates wonderful grapes ✓
Secondary ✓✓	Molly Producers buy grapes from Spax Vineyards and uses it to produce wine in the country ✓
Tertiary ✓✓	Miracle Retail Traders is one of their loyal customers who enjoy their speedy delivery services and reasonable prices ✓
Sub max (6)	Sub max (3)

NOTE: Do not allocate marks for responses that are not quoted from the scenario.

Max (9)

4.1.2 Link between the primary, secondary and tertiary sectors

- The secondary sector depends on the primary sector for raw materials and products ✓
- The secondary sector processes the raw materials ✓ obtained from the primary sector into more useful products ✓
- The primary sector in turn depends on the secondary sector for manufactured goods ✓ such as machinery/equipment/fertilisers ✓
- The primary sector is dependent on the tertiary sector for its customer needs ✓
- The tertiary sector depends on the primary sector for raw materials ✓ that do not need processing by the secondary sector ✓
- The secondary sector depends on the tertiary sector for a variety of services ✓ such as banking and insurance cover ✓
- The tertiary sector depends on the secondary sector for manufactured goods ✓ such as office machines/office furniture/stationery etc. ✓
- Any relevant answer related to the link between the primary, secondary and tertiary sector.

Max (6)

4.2 How contemporary legislation can affect business operations

- Failure to comply ✓ with legislation has serious consequences ✓
- The enterprise might either face harsh fines ✓ or the business owners ✓ might be sentenced to prison ✓

(5)

BUSINESS OPERATIONS

4.3.1 Penetration pricing ✓✓

4.3.2 Promotional pricing ✓✓

4.3.3 Psychological pricing ✓✓

(6)

4.4 Definition of the distribution channel

- The path by which the product is moved ✓ from the producer to the consumer. ✓ It consists of all the organisations ✓ through which the product passes from being produced to being consumed. ✓ The organisations involved in the distribution channel are known as channel intermediaries ✓ or just intermediaries.
- Any other relevant answer related to the definition of the distribution channel.

Max (2)

4.5 Reasons for direct distribution methods by manufacturers

- Manufacturer prefers to negotiate with the consumer ✓ because the manufacturer needs to demonstrate the product/provide after sales service ✓
- Intermediaries are not willing ✓ to distribute the manufacturer's goods ✓
- No auxiliary services ✓ are offered by the intermediaries ✓
- Intermediaries cannot deliver the product to the consumer ✓ soon enough as the product is perishable ✓
- Retailers and consumers prefer the manufacturer to supply directly to them ✓ because the products will be cheaper ✓
- Any other relevant answer related to the reasons why manufacturers may prefer to make use of direct distribution methods.

Max (8)

4.6 Safety management in the workplace

- Working in a production plant ✓ or factory can be dangerous ✓
- Workers may handle dangerous machinery, ✓ equipment or chemicals on a daily basis, and if correct safety measures are not followed, ✓ accidents can easily occur
- Safety management aims to prevent workplace accidents from occurring ✓ by controlling worker performance, machine performance and the working environment ✓

Max (4)

[40]**BREAKDOWN OF MARKS**

QUESTION 4	MARKS
4.1.1	9
4.1.2	6
4.2	5
4.3.1	2
4.3.2	2
4.3.3	2
4.4	2
4.5	8
4.6	4
TOTAL	40

TOTAL SECTION B: 80

SECTION C**QUESTION 5: BUSINESS ENVIRONMENT
(MARKET ENVIRONMENT)****Introduction**

- The business environment consists of the micro, market and macro environments ✓
- The market environment is part of the external business environment ✓
- The business has limited control over the components/challenges of the market environment ✓
- The challenges related to the components of the market environment are directly influenced by events in the macro environment ✓
- Any other relevant introduction related to the market environment (2 x 1) (2)

Components of the market environment

- Customers/buyers ✓ are the final users of the product/services ✓
- Suppliers ✓ include factories/providers of goods/services that businesses would obtain/buy from in order to operate their business ✓
- Intermediaries/agents ✓ who help to promote, sell and distribute products to consumers ✓
- Competitors ✓ which sell the same/similar products/services may have a greater impact on the market of the business ✓
- Regulators ✓ is a person/organisation with official power to control an activity and make sure that it is done in a satisfactory way/make rules by which the enterprise in the different industries must abide ✓
- Strategic allies ✓ refers to two or more businesses that work together to allow them to obtain the expertise they lack from another business ✓
- Unions ✓ are the employees' organisations that aim to improve working conditions of the labour force ✓
- Any other relevant answer related to the components of the market environment

Max (8)

Note: Mark the first FOUR (4) components only**Challenges of the market environment****Shortages of supply ✓✓**

- Essential for a business to have regular supplies ✓ of all the materials that are inputs in the production process ✓
- Any shortage ✓ can have a seriously negative effect on production and profits ✓
- Dissatisfied customers can damage the reputation ✓ and threaten the future of the business ✓
- The business needs to plan and communicate ✓ well so that any change in goods and services needed is fulfilled on time ✓
- Any other relevant answer related to shortage of supply.

Challenge (2)
Explanation (2)
Sub max (4)

Strong competition ✓✓

- Other businesses which sell similar/substitute products ✓ pose a problem to/threaten the success of a business ✓
- Consumers will buy ✓ from the businesses where they get the most value for their money ✓

- If a business is not able to match the quality of service/products and the price of its competitors ✓ it will be in real danger ✓
- Businesses could find that they are unable to make sufficient profit ✓ when the demand is not high enough to support the supply of the same goods/services ✓
- The business must ensure that it differentiates itself from its competitors ✓ in order to gain a competitive advantage ✓
- The challenges around competitors can be industry rivalry where businesses aim to sell more than competitors, ✓ new entrants with better products/cheaper or better substitutes ✓
- Businesses should be aware of competitors ✓ and their prices/influences/operation ✓
- Any other relevant answer related to strong competition.

Challenge (2)
Explanation (2)
Sub max (4)

Changes in consumer behaviour ✓✓

- A business is dependent on its customers ✓ to purchase its products ✓
- Consumers are influenced by many factors ✓ and are mostly unpredictable in their buying behaviour ✓
- Consumers' preferences and tastes can change ✓ as fashions change and as technology advances ✓
- Changes in consumer behaviour, spending habits, tastes and preferences ✓ present an ongoing challenge to businesses ✓
- The challenges include keeping up with changes in consumer tastes and demand by doing research, ✓ finding ways to influence consumer demand and /conducting/ advertising/campaigns and /consumer surveys ✓
- Businesses should be aware of and understand changes in demand ✓ and the behavioural patterns of consumers and adjust accordingly ✓
- Any other relevant answer related to changes in consumer behaviour.

Challenge (2)
Explanation (2)
Sub max (4)

Demographics and psychographic ✓✓

- Consumers' attitude, interest, opinions and lifestyle ✓ determine the characteristics of the consumer ✓
- It is difficult to determine the demographics/psychographics of the target market ✓ because they change frequently ✓
- Business should be aware of the diversity of the markets ✓ and the cultural and social influences on the choices people make ✓
- The challenges include collecting/interpreting information about the target market ✓ and to use the data to develop a marketing strategy ✓
- Business needs to study the attitudes, tastes and desires ✓ of the market ✓
- The demographics and psychographics can change quickly and businesses need to change just as quickly ✓ if they want to retain their customers ✓
- Any other relevant answer related to demographics and psychographics.

Challenge (2)
Explanation (2)
Sub max (4)

Socio-cultural factors ✓✓

- Socio-cultural factors describe the common behaviour and attitudes ✓ of a particular society ✓
- As society changes ✓ so will the cultural values and practices of individuals ✓
- Business must be aware of change ✓ and that they can avoid threats and take advantage of the new opportunities that the change may present ✓
- Businesses should be aware of social trends and influential campaigns ✓ that promote buying ✓
- The challenge is to gather information about changes ✓ and to respond to them by adapting practices to maintain and increase its customer base ✓
- Any other relevant answer related to socio-cultural factors.

Challenge (2)
Explanation (2)
Sub max (4)
(5 x 4) Max (20)

Ways in which the business can overcome competition in the market

- Offering a different product or service ✓✓
- Offering a more personal service ✓✓
- Having the lowest prices ✓✓
- Having products of a superior quality ✓✓
- Having well-trained and knowledgeable staff ✓✓
- Any other relevant answer related to ways a business can overcome competition in the market

Max (10)

Ways in which a business can adapt to challenges in the business environment

- Organisation design and flexibility
 - Refers to the process of organising the employees, ✓ information and technology in a business. ✓
 - Matching the organisation design of the business ✓ to the purpose of the business improves efficiency and increases the ability to respond to challenges. ✓
- Social responsibility
 - Involves taking responsibility for the impact of the business's activities on customers, ✓ employees, shareholders, communities and the environment. ✓
 - It is a way of directly influencing the business environment, ✓ through making a corporate social responsibility investment. ✓

Max (8)

Conclusion

- The market environment poses challenges to a business and the business has to pay careful attention to them because they are not as easy to manipulate as the challenges of the micro environment ✓✓
- Business cannot control the market environment and therefore need to adapt to the challenges of the market environment ✓✓
- Any other relevant conclusion related to the market environment

Max (2)
[40]

QUESTION 5: BREAKDOWN OF MARK ALLOCATION

Details	Maximum	Total
Introduction	2	Max 32
Components of the market environment	8	
Challenges of the market environment	20	
Ways of overcoming competition in the market	10	
Ways of adapting to challenges in the business environment	8	
Conclusion	2	
INSIGHT		
Layout / Structure	2	Max 8
Analysis / Interpretation	2	
Synthesis	2	
Originality / Examples	2	
TOTAL MARKS		40

LASO – For each component

Allocate 2 marks if all requirements are met.

Allocate 1 mark if only some requirements are met.

Allocate 0 marks where requirements are not met at all.

**QUESTION 6: BUSINESS VENTURES
(HUMAN RESOURCES)**

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 into a vacant position where they will function optimally ✓
 - 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

Purpose of induction/Content of an induction programme

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 Mojo 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)

Placement procedure

- Mojo Traders should outline specific responsibilities/expectations of Karabo's new position ✓✓
- Determine the employee's strengths/weaknesses/skills interests by subjecting him to various psychometric tests ✓✓
- Mojo Traders should determine the relationship/similarities between the expectations of the position and the competencies of Karabo ✓✓
- Any other relevant answer related to the placement procedure Max (6)

Distinguish between piecemeal and time-related salary determination methods

Piecemeal remuneration	Time-related remuneration
<ul style="list-style-type: none"> • Remuneration for a specific piece of work ✓✓ 	<ul style="list-style-type: none"> • Remuneration according to an agreed hourly rate ✓✓
<ul style="list-style-type: none"> • Means that once an employee has finished the job, they should be remunerated ✓✓ 	<ul style="list-style-type: none"> • Remuneration is based on the time spent at work ✓✓
<ul style="list-style-type: none"> • Any relevant answer related to piecemeal remuneration 	<ul style="list-style-type: none"> • Any relevant answer related to time-Related remuneration

Max (8)

Implications of LRA on the human resources function

- Workers cannot be easily dismissed ✓ as bargaining council/Commission for Conciliation, Mediation and Arbitration (CCMA) ✓
- Provides a framework for bilateral meetings ✓ where employees, trade unions and employers discuss matters relating to employment ✓
- Allow workers to form workplace forums ✓ /trade unions to promote the interests of all employees ✓
- Promotes orderly negotiations and employee participation ✓ in decision-making in the workplace ✓
- Protects the rights of employees/employers ✓ as outlined in the Constitution ✓
- Advances ✓ economic development/social justice/labour peace ✓
- Promotes resolution ✓ of labour disputes ✓
- Clarify the transfer of contracts of employment ✓ /If a business is transferred to another owner then the employee contracts are also transferred ✓
- Provides for unresolved disputes ✓ to be referred to Labour Courts/Labour Appeal Courts ✓
- Any other relevant answer related to the implication of the LRA on the Human Resources Function Max (10)

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)

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)

[40]

QUESTION 6: BREAKDOWN OF MARK ALLOCATION

Details	Maximum	Total
Introduction	2	Max 32
Purpose of induction	10	
Placement procedure	6	
Distinguish between piecemeal and time-related remuneration	8	
Purpose of the LRA (No. 66 of 1995)	10	
Aspects in the employment contract	12	
Conclusion	2	
INSIGHT		
Layout / Structure	2	Max 8
Analysis / Interpretation	2	
Synthesis	2	
Originality / Examples	2	
TOTAL MARKS		40

LASO – For each component
 Allocate 2 marks if all requirements are met.
 Allocate 1 mark if only some requirements are met.
 Allocate 0 marks where requirements are not met at all.

TOTAL SECTION C: 40

GRAND TOTAL: 150