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GRADE 12

HIGH SCHOOL OLYMPIAD PREPARATION STUDY GUIDE

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ROUND 1 & 2



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NATIONAL HIGH SCHOOL OLYMPIAD

2021

Dear Olympiad Learner,

Thank you for entering the Proverto National High School Olympiad.

Proverto Educational Publishers designed this guide to help you prepare for the National Olympiad.

The guide consist of Olympiad Past Papers Round One and Round Two, 2020.

Study Tip:

Print the Red Answer Sheet provided or use a pen and paper to answer all questions, for example Section A, Question 1. A (answer A)

A memo is included for each question paper.

We hope this guide will help you prepare for the exams this year. The papers are 100 % aligned to the latest Curriculum.

Proverto designed online, interactive self tests (past papers) so that you can familiarise yourself with the olympiad exam papers.

Visit the website: www.proverto.co.za for more information and old past papers.

If you have any queries email your request to: school@proverto.co.za

Good luck with your studies preparing for the Olympiad!

Best wishes,

The Organiser,



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INSTRUCTIONS

- Use an HB pencil only
- Colour a circle completely
- Erase any faulty marks completely
- Do not make any stray marks on this form
- Do not fold, tear or damage this form

CORRECT MARK



INCORRECT MARKS



SURNAME

FIRST NAME INITIALS

SCHOOL NAME

TODAY'S DATE

DAY	MONTH	YEAR
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1	1	1
2	2	2
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SCHOOL CODE

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DATE OF BIRTH

DAY	MONTH	YEAR
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RACE

Asian ☐

Black ☐

Coloured ☐

Indian ☐

White ☐

Other ☐

GRADE

Grade 10 ☐

Grade 11 ☐

Grade 12 ☐

GENDER

Female ☐

Male ☐

EMAIL

Select the subject/s that you are answering
(Mark all that apply)

Accounting ☐

Business Studies ☐

Economics ☐

ACCOUNTING

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PERIODIC TABLE OF THE FIGURES OF SPEECH



1 M Metaphor					2 S Simile
3 Sy Synecdoche	4 My Metonymy				
10 An Anthimeria	11 Ph Periphrasis	5 P Personification	6 A Antanacsis	7 Pa Paronomasia	8 Sp Syllepsis
		9 O Onomatopoeia	12 H Hyperbole	13 Au Auxesis	14 L Litotes
			15 Me Meiosis	16 Rq Rhetorical Question	
17 I Irony	18 Ox Oxymoron	19 Px Paradox	20 Pm Parallelism	21 As Antithesis	22 C Climax
			23 Ae Anastrophe	24 Pa Parenthesis	25 Ap Apposition
				26 E Ellipsis	27 Ay Asyndeton
				28 B Brachylogia	
29 Py Polysyndeton	30 Al Alliteration	31 Ac Assonance	32 Pt Polypoton	33 At Antanacsis ¹	34 Aa Anaphora
				35 Ep Epistrophe	36 Es Epanalepsis
				37 Ad Anadiplosis	38 Cx Climax ²
				39 Ab Antimetabole	40 Ch Chiasmus

Tropes

Reference

1. **Metaphor:** Reference of one thing to imply another
2. **Simile:** Explicit comparison of two unlike things
3. **Synecdoche:** A part is used for a whole or a whole is used for a part
4. **Metonymy:** Naming an object or concept to refer to another, related object or concept
5. **Personification:** Referencing inanimate objects with human-like qualities or abilities

Wordplay & Puns

6. **Antanacsis:** Repetition of a word with two different definitions
7. **Paronomasia:** Use of words similar in sound but different in meaning (punning)
8. **Syllepsis:** Use of the same word differently to modify two or more objects
9. **Onomatopoeia:** Forming a word to imitate a sound

Substitutions

10. **Anthimeria:** Substitution of one part of speech for another
11. **Periphrasis:** Circumlocution; use of a descriptive phrase or proper noun to stand for qualities of the phrase or noun

Overstatement/Understatement

12. **Hyperbole:** Exaggeration for effect

What Are Figures of Speech?

Figures of speech are the fantastic little quirks in our language that make writing interesting. Typically divided into two types – tropes and schemes – figures of speech are structural and content-driven stylistic choices that add character and clarity to the way readers interpret writing.

What Are Tropes?

Tropes are figures of speech that deviate in some way from the literal or ordinary meaning of words and phrases. You've probably heard of things like metaphors and similes – these are two of the many tropes you have at your disposal to enhance complexity, interest, and literary allusion to your writing.

13. **Auxesis:** Use of a term to describe something disproportionately less significant than the term implies
14. **Litotes:** Deliberate understatement
15. **Meiosis:** Use of a term to describe something disproportionately greater than the term implies

Inversions

16. **Rhetorical Question:** Asking a question for a purpose other than to get an answer
17. **Irony:** Use of terms to convey a meaning opposite of the terms' literal meaning
18. **Oxymoron:** Placing two opposing terms side by side
19. **Paradox:** Contradictory phrase that contains some measure of truth

Schemes

Balance

20. **Parallelism:** Similarity in structure between words and phrases
21. **Antithesis:** Juxtaposing two contradictory ideas
22. **Climax:** Ordering words and phrases in order of increasing importance

Word Order

23. **Anastrophe:** Inversion of natural speaking word order
24. **Parenthesis:** Insertion of terms or phrases that interrupt the natural syntactical flow

25. **Apposition:** Addition of words to clarify or elaborate what came before

Omission/Inclusion

26. **Ellipsis:** Omission of words implied by context
27. **Asyndeton:** Omission of conjunctions between clauses
28. **Brachylogia:** Omission of conjunctions between a series of words
29. **Polysyndeton:** An overabundance of conjunctions

Repetition

30. **Alliteration:** Repetition of consonants in two or more words
31. **Assonance:** Repetition of similar vowel sounds
32. **Polyptoton:** Repetition of words derived from the same root
33. **Antanacsis:** Repetition of a word used with more than one meaning
34. **Anaphora:** Repetition of the same word or phrase at the beginning of successive clauses
35. **Epistrophe:** Repetition of the same word or phrase at the end of successive clauses
36. **Epanalepsis:** Repetition of a word at the end of a clause that was used at the beginning of the clause
37. **Anadiplosis:** Repetition of the last word of one clause at the beginning of the following clause
38. **Climax:** Repetition of anadiplosis at least three times, arranged so as to increase in importance each time
39. **Antimetabole:** Repetition of words in successive clauses, but in reverse grammatical order
40. **Chiasmus:** Repetition of grammatical structures in reverse order in successive phrases or clauses

What Are Schemes?

Schemes are rhetorical adjustments to writing that make text read more smoothly and even sound more persuasive. Schemes deal with the structure of your sentences and where you position words and clauses.

Why Should I Care?

If the purposes of writing are to engage your readers, help them understand, and persuade them, then you need to know the tools at your disposal to be all three of those things: engaging, comprehensible, and persuasive. Beyond the basic ability to use grammar correctly, the figures of speech are among your most valuable tools to becoming a fantastic writer.

Reference: <http://rhetoric.byu.edu/figures/Schemes%20and%20Tropes.htm> TheVisualCommunicationGuy.com | 2014

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Proverto National Olympiad 2020

Grade 12 - Round 1

Instructions to Candidates:

1. Make sure you have the correct paper for your grade.
2. The question paper consists of 3 sections with 30 multiple choice questions per section: Section A – Accounting; Section B – Business Studies; and Section C – Economics. You can choose which sections you want to complete. *(You can write 1, 2 or all 3 sections.)*
3. The answer sheet has 3 sections. Please answer the section on the space provided for the subject; Example if you are answering the Accounting questions you must mark the correct answer in the Accounting block on the answer sheet. Each section will be marked separately.
4. Each question have 4 possible answers (A, B, C, or D). Only one answer is correct.



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WHEN YOU
DARE TO BE
DIFFERENT,
YOUR
FUTURE
CAN BE
ANYTHING...

BRILLIANT
INNOVATIVE
creative
ADAPTIVE
VISIONARY
BRIGHT

CREATE, INNOVATE, BE A VISIONARY,
APPLY YOUR **BRILLIANT** MIND, **ADAPT**
TO AN EVER-CHANGING WORLD AND
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INYUVESI YASETHEKWINI YEZOBUCHWEPHESHE

Impact of recent legislation on business – response to demands for redress and equity

1. Refer to the following extract:

Melville recommended that all suppliers covered by the Act, which will [apply] to virtually every business transaction and to manufacturers, retailers, professional service providers, franchises, NGOs, trade unions and municipalities, start preparing for its implementation without delay.

(<https://www.bizcommunity.com/Article/196/307/45701.html>, accessed 05/03/2020)

Identify the Act mentioned in the above extract.

- | | |
|---------------------------------------------|----------------------------------|
| A Basic Conditions of Employment Act | B Employment Equity Act |
| C Consumer Protection Act | D Consumer Correction Act |
2. Miriam is a supervisor in a grocery store. Her normal working hours are from 07:00 to 19:00 and from 19:00 to 07:00 on alternative weeks. She also works every second weekend from 07:00 to 19:00 and she receives no overtime for these hours. Which Act is being violated by the employer?
- | | |
|---------------------------------------------|---------------------------------------------|
| A Occupational Health and Safety Act | B Basic Conditions of Employment Act |
| C Employment Equity Act | D Skills Development Act |
3. John owns a grocery store and has three employees. Janice earns R10 000 per month, Jake earns R5 000 per month and Eunice earns R12 000. John aims to constantly improve his employees and contributes towards the skills development levy. Calculate how much John contributes to UIF for his three employees.
- | | | | |
|---------------|-----------------|---------------|-----------------|
| A R270 | B R2 700 | C R540 | D R5 400 |
|---------------|-----------------|---------------|-----------------|
4. Affirmative action placements are as a result of this Act.
- | | |
|-----------------------------------------|-----------------------------------------|
| A Skills Development | B Basic Conditions of Employment |
| C Occupational Health and Safety | D Employment equity |

Professionalism and ethics

5. Refer to the following extract:

Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.

(www.kznhealth.gov.za, accessed 05/03/2020)

Identify the professional guideline described in the above extract.

- | | |
|--------------------------------|-------------------------------|
| A Batho Pele Principles | B Professionalism Code |
| C South African Code | D King Code |
6. A well-known retail chain stated the following in their annual report:
“Effective governance is considered to be a vital component and contributor to the Group’s sustained performance, which makes it mandatory regardless of the financial position the company finds itself in.”

This approach to ethics can be said to be ...

- | | |
|-------------------------------------------------|--------------------------------------|
| A a narrative-based theory. | B a consequence-based theory. |
| C according to a principle-based theory. | D none of the above. |

7. The following statement is FALSE. Correct the underlined word to make it TRUE.

Utilitarian theory is the ethical theory that is based on the idea that the end justifies the means.

- | | | | |
|----------|---------------------------------------|----------|--------------------------|
| A | A consequence-based theory | B | A narrative-based theory |
| C | According to a principle-based theory | D | Theological-based theory |
8. Validate why when the term *Cyberslacker* is used to describe an employee, that employee is being unethical.
- A** Term is used to identify people who incorrectly conduct Web-based research.
B Term is used to identify people who never reference research conducted using the Web.
C Term is used to identify people who surf the Web when they should be working.
D None of the above.
9. Identify the unprofessional action.
- A** Over-billing customers
B Designing phones so that users accidentally accept data charges
C Exploiting tax loopholes
D All of the above

Creative thinking and problem solving

10. Globalisation is a problem faced by most organisations. Why is it critical to solve this problem?
- | | | | |
|----------|------------------------|----------|-----------------------|
| A | Environmental problems | B | Increased competition |
| C | Energy shortage | D | Changing technology |
11. Which one of the following statements are **not true** of a creative thinker? Creative thinkers are likely to:
- | | | | |
|----------|--------------------|----------|---------------------------------------|
| A | develop new ideas. | B | take risks. |
| C | be goal focused. | D | see things in the same way as others. |
12. A problem-solving technique where advantages and disadvantages are weighed up and a decision is made based on these is called:
- | | | | |
|----------|-----------------------|----------|------------------|
| A | PESTLE analysis | B | SWOT analysis |
| C | pro's and con's chart | D | Delphi technique |
13. The following statement is FALSE. Correct the underlined word to make it TRUE.
- Delphi is a problem-solving strategy which emphasises the ethical solution to a problem.
- | | | | | | | | |
|----------|------|----------|-----|----------|-----|----------|---------------|
| A | RIMS | B | LSM | C | USP | D | Decision tree |
|----------|------|----------|-----|----------|-----|----------|---------------|

14. Identify the following famous creative thinker and identify what they are famous for.



Figure 1: <https://www.theverge.com>

- A Steve Jobs, inventor, designer and entrepreneur for Microsoft.
- B Steve Jobs, inventor, designer and entrepreneur for Apple.
- C Elon Musk, inventor, designer and entrepreneur for Apple.
- D Elon Musk, inventor, designer and entrepreneur for Tesla.

Challenges of the macro business environment

Questions 15,16 and 17 relate to information taken from the 2020 Budget speech delivered by Tito Mboweni.

15. Identify the expected 2020 overall GDP growth rate for South Africa, as discussed in the 2020 Budget speech by Tito Mboweni.
- A 1,0% B 0,9% C 10,0% D 0,1%
16. Identify the expected 2020 inflation rate for South Africa.
- A 4,7% B 4,1% C 5,5% D 4,5%
17. The Fuel levy will increase on 1 April by ... cents per litre.
- A 16 B 9 C 18 D 20
18. Woolworths stores are all equipped with high-tech electronic point-of-sales systems. This strategy is in response to pressure from which macro environmental factor?
- A Social B Environmental C Technological D Legal
19. Assess which of the following definitions best describes Vertical integration.
- A The process of a company increasing production of goods or services at the same part of the supply chain.
 - B The process of combining and rearranging businesses to materialise potential efficiencies.
 - C An agreement between two or more parties to pursue a set of agreed-upon objectives.
 - D An arrangement in which the supply chain of a company is owned by that company.

Citizenship roles and responsibilities

20. Which of the following best explains the implications of corporate social responsibility for the nearby disadvantaged community?
- A Employees are happier knowing they are making a positive difference in the lives of many others.
 - B There is an increase in media attention and publicity.
 - C It creates a healthier environment with better control over diseases.
 - D It assists in scoring higher on the JSE SRI.

21. An independent institution that has made it their mission to develop an acceptable guideline on sustainable reporting is known as the ...
- A Global Reporting Initiative. B Consumer Protection Act.
C International Reporting Initiative. D Delphi Reporting Initiative.
22. Identify the management competency in the extract below:
- Leaders take a broad, long-range approach to problem-solving and decision-making that involves objective analysis, thinking ahead, and planning.*
- A Global awareness B Organisational awareness
C Strategic thinking D Customer service orientation
23. How would you classify the majority of South Africa's poverty status?
- A Extreme poverty B No poverty
C Cultural poverty D Moderate poverty
24. According to the 2019 Stats SA, South Africa has a population of 58,78 million and a labour force of 23,1 million. Calculate how many people are unemployed if the current unemployment rate is 29%.
- A 35.68 million B 23,10 million C 17,04 million D 6,69 million

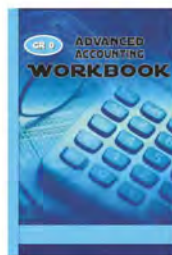
Business functions (Marketing, Human Resources and Production)

25. As an HR manager, you need to make sure that a contract is signed between the business and the new employee. Name the law that you would use to base your contract on.
- A Labour Legislation B Skills Development Act
C Employment Act D Basic Conditions of Employment Act
26. ... refers to the use of an established brand to launch products in an unrelated market.
- A Brand extension B Brand stretching
C Market mapping D Market intervention
27. A technique specifically used to analyse the cost of components of a product with the ultimate aim of reducing those costs.
- A Balanced Score Card B Cost breakdown analysis
C RIMS D SWOT
28. Evaluate the production process used in the extract.

For the vast majority of cruise ships, all of their cabins are built separately from the rest of the vessel, on a construction line akin to a car factory. ... These cabins are then transported to the shipyard, where they are slotted into the vessel using the magnetic force.

(<https://www.cruise1st.co.uk/blog/cruise-ships/how-are-cruise-ships-built/>, accessed 05/03/2020)

- A Jobbing production B Mass production
C Batch production D Combination production



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**ALLE TEORIE, VOORBEELDE, OEFENINGE
WORD IN DETAIL VERDUIDELIK**

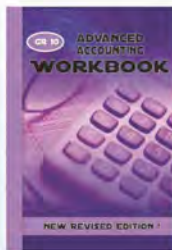


**Rekeningkunde lesse
op USB met werkboek -
Graad 8 tot 12**



Geen rede om jou
huis te verlaat nie!!!

No reason to leave
your home!!!

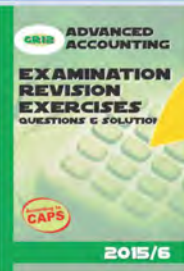
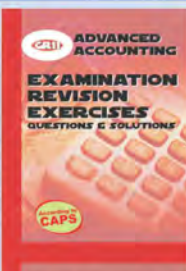
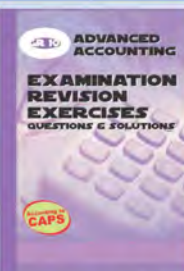
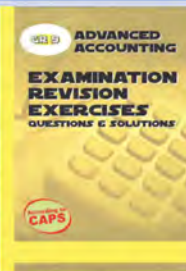
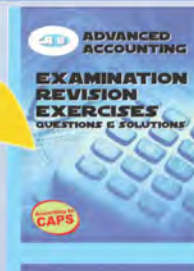
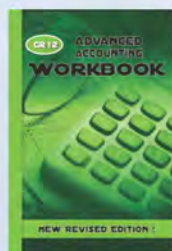


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29. Define the term LSM as it relates to market segmentation used by the marketing department.

- | | | | |
|----------|----------------------------|----------|-------------------------------|
| A | Leading Standard Marketing | B | Living Standard Measurement |
| C | Living Standard Marketing | D | Logistic Standard Measurement |

30. Which **TWO** statements are **FALSE**?

1. Employees must be given encouragement and emotional support to be creative.
2. Top-level management is involved in strategic planning and is not involved with innovation and new ideas.
3. Employees should not receive material rewards for making new suggestions, because it is part of their job.
4. Positive feedback is very important to encourage creativity.

Choose the correct combination:

- | | |
|----------|---------|
| A | 1 and 4 |
| B | 2 and 3 |
| C | 2 and 4 |
| D | 1 and 3 |



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GRADE 12

ROUND TWO

Instructions to Candidates:

1. Make sure you have the correct paper for your grade.
2. The question paper consists of 3 sections with 30 multiple choice questions per section: Section A – Accounting; Section B – Business Studies; and Section C – Economics. You can choose which sections you want to complete. (You can write 1, 2 or all 3 sections.)
3. The answer sheet has 3 sections. Please answer the section on the space provided for the subject; Example if you are answering the Accounting questions you must mark the correct answer in the Accounting block on the answer sheet. Each section will be marked separately.
4. Each question have 4 possible answers (A, B, C, or D). Only one answer is correct.

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PROVERTO EMS OLYMPIAD 2020 – GRADE 12

Subject: Business Studies

ROUND 2

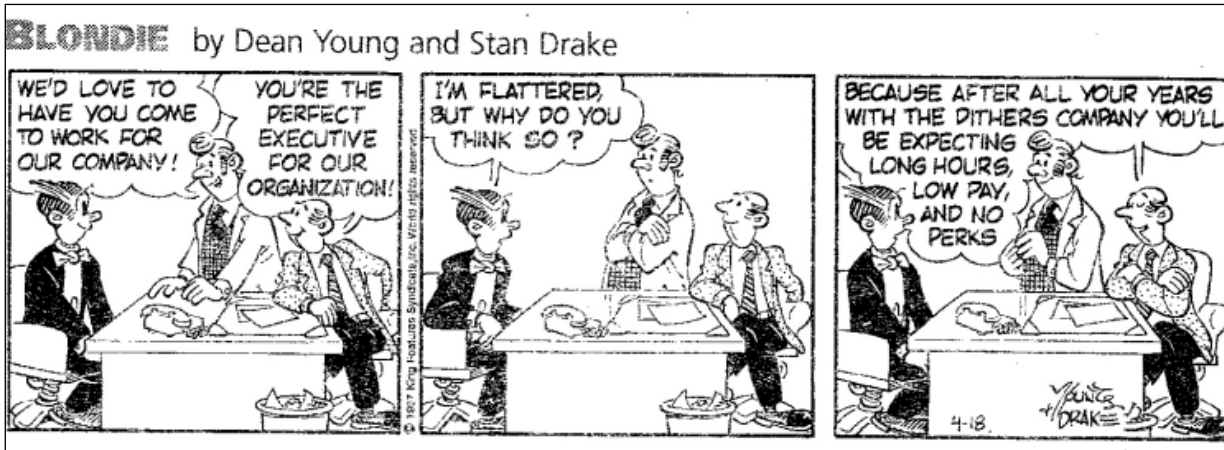
Legislation and demands for redress and equity

Use the information below and answer question 1:

Article 19(3) of the ICCPR states: 'The exercise of the rights to [freedom of expression], carries with it special duties and responsibilities. It may therefore be subject to certain restrictions, but these shall only be such as are provided by law and are necessary, (a) For respect of the rights or reputations of others; (b) For the protection of national security or of public order or of public health or morals.'

(<http://constitutionnet.org>)

1. The extract above is an example of what?
 - A Code of Ethics
 - B Limitation clause
 - C Conduct clause
 - D Labour Relations Act
2. Describe the effect that the Compensation for Occupational Injuries and Diseases Act (COIDA) has on employers.
 - A Provides for compensation for disablement and/or injuries caused by injuries or diseases sustained or contracted by employees.
 - B An accident arising out of and in the course of an employee's employment.
 - C Employees have a duty to take no precautions.
 - D Employers have a duty to take reasonable precautions.
3. Use the cartoon to answer the question that follows:



From the above cartoon, it is clear that the employer makes his own rules. Which specific Act is ignored in the interview above?

- A Skills Development Act
- B Broad-Based Black Economic Empowerment
- C National Credit Act
- D Basic Conditions of Employment Act

Human Resource function

Use the information below and answer questions 4, 5 and 6.

Amy is a cashier at a local retail business. The information below appears on Amy's payslip:			
Employee:	Amy Johnson		
Gross salary:	R10 000		
Deductions:		Contributions:	
Tax:	R2500		
UIF:	R100	UIF:	R100
Pension fund:	R750	Pension fund:	R100
Net salary: Unknown			

4. What type of remuneration structure does Amy receive?
 - A Cost to company
 - B Gross salary structure
 - C Cost plus benefits
 - D Net salary structure

5. What is Amy's net salary?
 - A R12 500
 - B R6 650
 - C R10 200
 - D R10 750

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6. Explain the UIF deduction and contribution.
- A 1% of net salary contributed by employee and employer.
 - B 2% of gross salary contributed by employee.
 - C 2% of net salary contributed by employee.
 - D 1% of gross salary contributed by employee and employer.

Professionalism and Ethics

Each of the statements in question 7 and 8 is FALSE. Change the bold word(s) in each statement to make the statement TRUE.

7. The **Principle-based** theory states that the ethical decision should be based on what is best for the greatest number of people.
- A Consequence-based
 - B Narrative-based
 - C Charismatic-based
 - D Utilitarian-based
8. A **conflict of interest** is when someone is offered a reward to give a third party an unfair advantage to which he is not entitled.
- A Tax avoidance
 - B Bribery
 - C Piracy
 - D Bootlegging

Use the extract below to answer question 9.

Consultation

Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.

Service standards

Citizens should be told what level and quality of public service they will receive so that they are aware of what to expect.

Access

All citizens should have equal access to the services to which they are entitled.

(localgovernmentaction.org.dedi6.cpt3.host-h.net)

9. Identify the document containing guidelines for regulating ethics within the government.
- A Nelson Mandela Principles
 - B Batho Pele Principles
 - C National Ethics Principles
 - D GAAP Principles

10. Define the term Indigenous thinking.
- A The ways of knowing, seeing and producing things which have been passed down from generation to generation in a particular area or country.
 - B The ways of knowing, seeing and producing things which look the same all over the world.
 - C The ways of knowing, seeing and producing things which have been copied.
 - D The ways of knowing, seeing and producing things you personally like.
11. Identify the problem-solving technique from the follow description:
Look at the idea or problem from the 'other side'.
- A Association
 - B 5W and H
 - C Decision tree
 - D Problem Reversal
12. Solve the Rebus puzzle below:

JANOB

- A No Jab
- B An inside job
- C Outside Job
- D None of the above

Challenges in the Macro environment

Use the information below and answer questions 13 and 14.

April is an important month in the fuel price calendar to revise road and pipelines tariffs as well as fuel and Road Accident Fund (RAF) levies, to be implemented into the price structures of petrol, diesel and Illuminating paraffin (IP), the Department of Energy said.

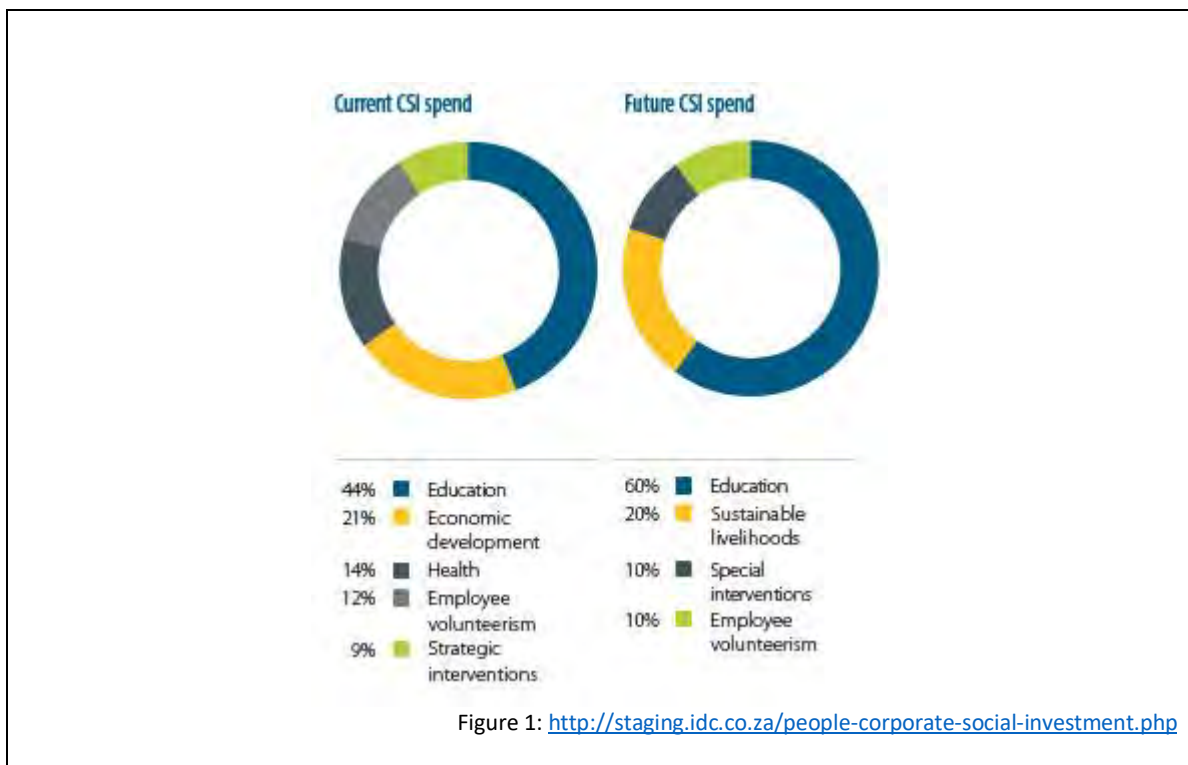
(<https://businesstech.co.za/news/energy/308090/here-is-the-official-petrol-price-for-april-2019>)

13. Identify the social challenge created by the information above.
- A Decreased pressure on citizens' income, leading to an increase in standard of living and decrease in poverty.
 - B Increased pressure on citizens' income, leading to a decrease in standard of living and increase in poverty.
 - C More jobs are created, leading to an increased standard of living.
 - D International investors see South Africa as a favourable and stable economy.

14. What could be a possible solution for retail businesses in response to the challenge mentioned above?
- A Move factories further from retail stores to increase transportation cost.
 - B Participate in an unprotected strike.
 - C Move manufacturing factories closer to retail stores to limit transportation of goods.
 - D Negotiate for lower petrol price from local supplier.

Corporate Social Responsibility

Use the information below and answer questions 15, 16 and 17.



15. What are the challenges of corporate social investment faced by businesses?
- A Businesses are seen doing good for the community.
 - B CSI projects are not directly profitable.
 - C Promotes good relationships with the community.
 - D By law, it is a requirement to give 10% of profits to CSI.
16. What is a possible reason for the increase in education contributions?
- A Education leads to relief in other areas, such as poverty and unemployment.
 - B Triple Bottom Line requirements.
 - C Education failed in CSR, now they have to implement it in CSI.
 - D Businesses receive special Skills Development points when they invest in education.

17. Evaluate the impact of the Employment Equity Act on CSI programmes.
- A Ethical and legal codes for CSI.
 - B Improvement of productivity.
 - C Many CSI initiatives aim to develop skills that link back to the Employment Equity Act.
 - D The Employment Equity Act promotes SETAs in the business.

Human Rights, Inclusivity and environmental issues

Use the picture below to answer questions 18 and 19.

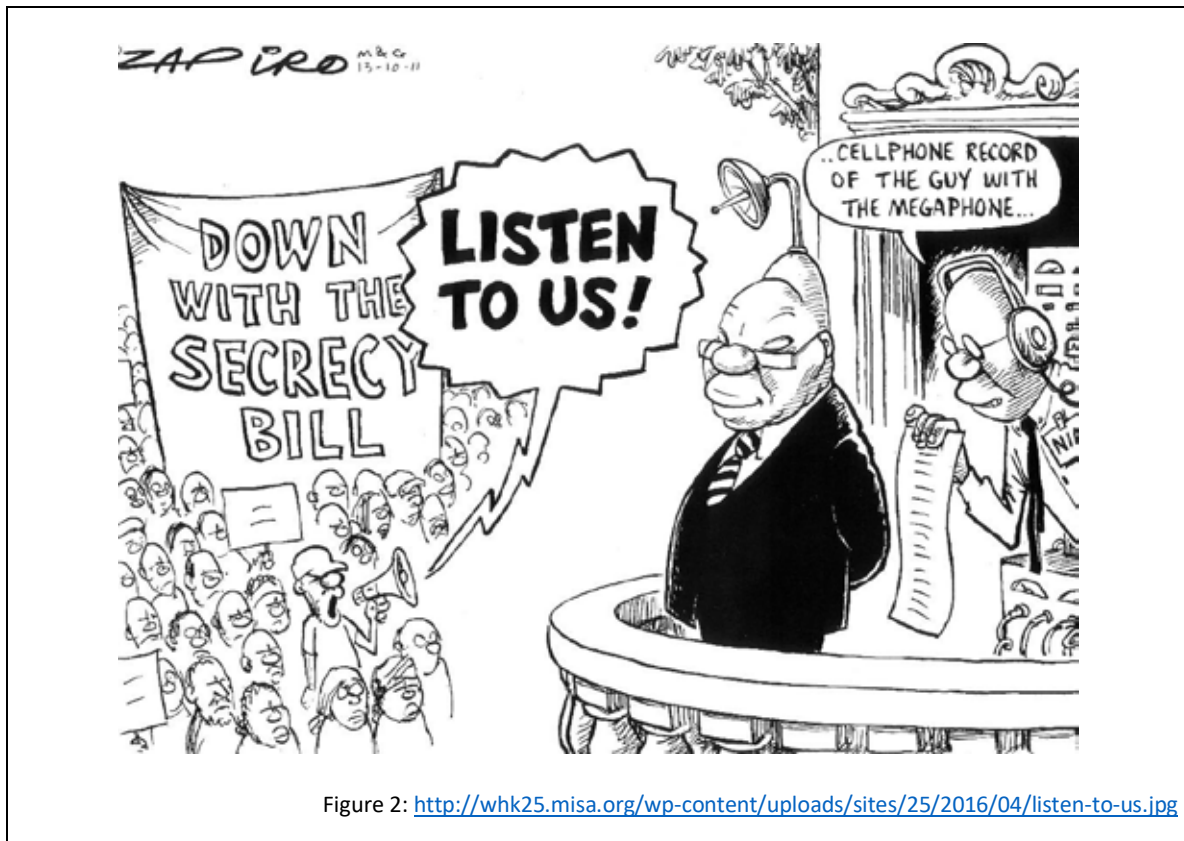


Figure 2: <http://whk25.misa.org/wp-content/uploads/sites/25/2016/04/listen-to-us.jpg>

18. Identify two human rights depicted in the picture.
- A Right to privacy and Freedom of assembly.
 - B Right to education and Right to secrecy.
 - C Labour relations and Access to courts.
 - D Right to Human dignity and Just administrative action.
19. Human rights are listed in which international document?
- A Commission for Conciliation, Mediation and Arbitration
 - B Commission for Human Rights and Dignity
 - C Nations' Commission for Equality
 - D United Nations' Universal Declarations of Human Rights

Team performance and conflict management

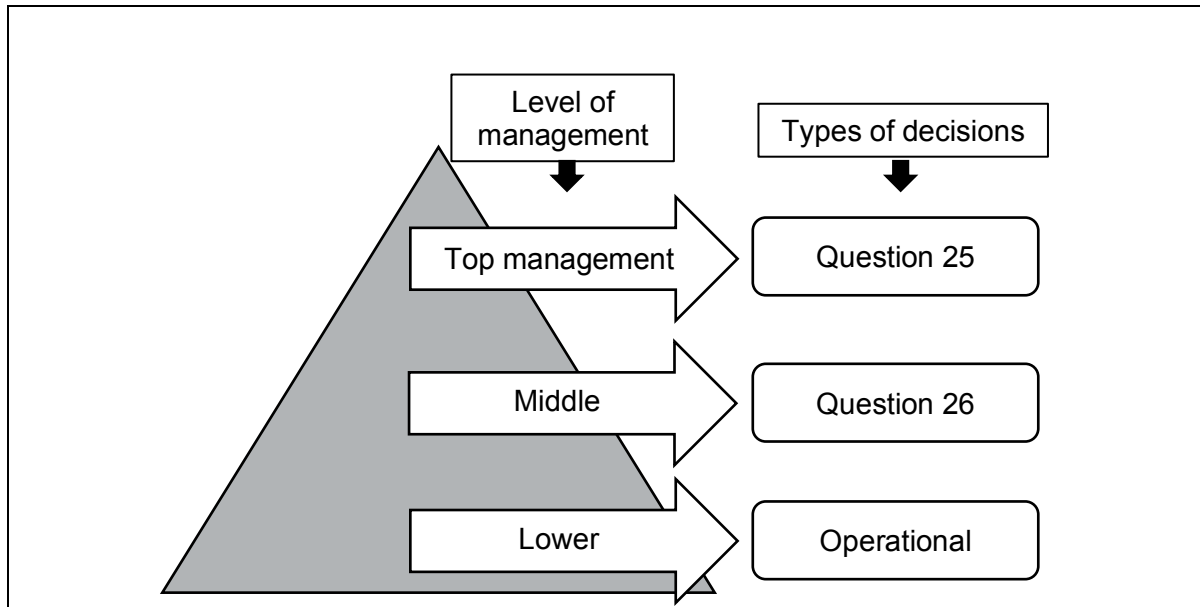
20. Discuss the essence of Collective Bargaining as part of conflict management.
- A The essence of Collective Bargaining is bargaining with secondary industries.
 - B The essence of Collective Bargaining is bargaining between the government and employees.
 - C The essence of Collective Bargaining is bargaining between two or more employees.
 - D The essence of Collective Bargaining is bargaining between interested parties and not from outside parties.
21. Conflict that breeds a climate of mistrust.
- A Functional conflict
 - B Role ambiguity
 - C Collaboration
 - D Dysfunctional conflict
22. ... may lead to unnecessary conflict between teams or departments, and it could hinder productivity.
- A Collaboration
 - B Strategic Alliance
 - C Limited resources
 - D Compromise

Business environments and sectors

23. How can businesses in the secondary sector influence their market environment?
- A The market environment cannot be influenced.
 - B Improve service delivery.
 - C Find highly skilled employees.
 - D Change price to influence supply and demand.
24. Which sector(s) are influenced by BBBEE laws?
- i. Primary sector
 - ii. Secondary sector
 - iii. Tertiary sector
 - iv. Public companies in the tertiary sector
 - v. Private companies in the secondary sector
- A i, ii, iii
 - B i, ii, iii, iv, v
 - C i, ii
 - D v

Management and Leadership

Use the following diagram to answer questions 25 and 26.



25. Name the type of decision taken by top management.
- A Strategic
 - B Tactical
 - C Operational
 - D Day-to-day
26. Name the type of decision taken by middle management.
- A Strategic
 - B Tactical
 - C Operational
 - D Day-to-day

Quality performance

27. Identify how marketing can determine quality of performance.
- A Balance sheet statement
 - B Increased sales
 - C Decreased sales
 - D Productive workforce
28. Explain the concept of discipline as a characteristic of good governance in the corporate environment.
- A A principle of good governance is that stakeholders should be informed about the company's activities.
 - B Willingness by the company to provide clear information to shareholders and other stakeholders.
 - C Commitment by a company's senior management to adhere to behaviour that is universally recognised and accepted to be correct and proper.
 - D Safeguard integrity in financial reporting.
29. Which of the following is NOT part of the King 4 report?
- A Memorandum of Incorporation
 - B Ethical culture
 - C Effective performance
 - D Trust and good reputation
30. Explain how developments in information technology can influence the quality of performance of a restaurant.
- A Instrumental in streamlining your menu.
 - B Instrumental in building loyalty and gaining competitive advantage.
 - C Create specific work stations in the kitchen
 - D Assign daily prep to someone you trust.

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MEMORANDUM

	ANSWER
--	--------

	LOWER LEVEL
--	-------------

	MODERATE LEVEL
--	----------------

	HIGHER LEVEL
--	--------------

ROUND ONE: 30 Questions

TOPICS		A	B	C	D
IMPACT OF RECENT LEGISLATION	1.				
	2.				
	3.				
	4.				
PROFESSIONALISM AND ETHICS	5.				
	6.				
	7.				
	8.				
	9.				
CREATIVE THINKING AND PROBLEM SOLVING	10.				
	11.				
	12.				
	13.				
	14.				
	15.				

TOPICS		A	B	C	D
MACRO ENVIRONMENT	16.				
	17.				
	18.				
	19.				
CITIZENSHIP ROLES AND RESPONSIBILITIES	20.				
	21.				
	22.				
	23.				
	24.				
BUSINESS FUNCTIONS	25.				
	26.				
	27.				
	28.				
	29.				
	30.				

	ANSWER
--	--------

	LOWER LEVEL
--	-------------

	MODERATE LEVEL
--	----------------

	HIGHER LEVEL
--	--------------

ROUND TWO: 30 Questions

	A	B	C	D
1.				
2.				
3.				
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15.				

	A	B	C	D
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27.				
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30.				

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- have achieved:
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 - a minimum academic average of 65% for the required subjects aligned with the qualification you plan to study towards at university; and
- not have completed your grade 12 or senior certificate with mathematics literacy; and
- have successfully obtained admission approval to a South African public university or university of technology for the undergraduate qualification you plan to study towards.

THE APPLICATION PROCESS:

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