 Province of the

EASTERN CAPE

EDUCATION

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

**HOME SCHOOLING SELF-STUDY WORKSHEET**

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| **SUBJECT** | **BUSINESS STUDIES** | **GRADE** | **12** | **DATE** | **06/04/2020** |
| **TOPIC** | **BUSINESS ENVIRONMENT** | **TERM 1**  **REVISION** | **X** | **TERM 2 CONTENT** | (Please tick) |
| **TIME ALLOCATION** | **30 MINUTES MARKS: 40** | **TIPS TO KEEP HEALTHY**  1. **WASH YOUR HANDS** thoroughly with soap and water for at least 20 seconds. Alternatively, use hand sanitizer with an alcohol content of at least 60%.  2. **PRACTICE SOCIAL DISTANCING** – keep a distance of 1m away from other people.  3. **PRACTISE GOOD RESPIRATORY HYGIENE**: cough or sneeze into your elbow or tissue and dispose of the tissue immediately after use.  4. **TRY NOT TO TOUCH YOUR FACE.** The virus can be transferred from your hands to your nose, mouth and eyes. It can then enter your body and make you sick.  5. **STAY AT HOME.** | | | |
| **INSTRUCTIONS** | INSTRUCTIONS AND INFORMATION 1   1. Answer ALL questions in the ANSWER BOOK 2. 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 3. Read the instructions for each question carefully and take particular note of what is required. 4. Except where other instructions are given, answers must be in full sentences. 5. Use the mark allocation and nature of each question to determine the length and depth of an answer. 6. Write neatly and legibly. |

**QUESTION 1: BUSINESS ENVIRONMENT (LEGISLATION)**

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| Many consumers have welcomed the introduction of the Consumer Protection Act (CPA), 2008 (Act 68 of 2008) and the National Credit Act (NCA), 2005 (Act 34 of 2005) as they protect them against unfair business practices. Some businesses believe that the NCA reduces their market share and therefore they do not want to comply with this Act. |

As an expert on recent legislation, write an essay on the following aspects:

* Outline the purpose of the CPA.
* Discuss the impact of the CPA on businesses.
* Recommend ways in which businesses could promote the following consumer rights, as stipulated in the CPA:
* Right to privacy and confidentiality
* Right to information about products and agreements
* Right to fair value/good quality and safety
* Advise businesses on penalties/consequences that may be imposed for non-compliance with the NCA.

**[40]**

**(NSC DBE NOV 2018)**

**TOTAL MARKS: 40**