NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE; HUMAN SCIENCE AND EDUCATION

DEPARTMENT OF GOVERNANCE & MANAGEMENT SCIENCES

QUALIFICATION: BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION	
QUALIFICATION CODE: 07BBIA	**LEVEL:** 6
COURSE: Medical Office Applications 2B	**COURSE CODE:** MOA621S
DATE: NOVEMBER 2022	**SESSION:** PRACTICAL
DURATION: 3 Hours	**MARKS:** 160

FIRST OPPORTUNITY - QUESTION PAPER	
EXAMINER(S)	**Ms L Beukes**
MODERATOR:	**Ms A Schroeder**

INSTRUCTIONS

1. Answer ALL the questions.
2. Read all the questions carefully before answering.
3. Make sure your name, surname, question number and the date appear in the Header and Footer.

THIS QUESTION PAPER CONSISTS OF 10 PAGES (Excluding this front page)

Question 1 **Marks: 35**

Retrieve Question 1 with the Track Changes from your folder and adhere to the instructions. Ensure that you execute all the instructions and that you don't leave out any important information. Use normal margins and the font.

FANCY HANDS

~~When you decide to hire a virtual assistant, you're likely going to be hiring a 1099 contractor.~~
Introduction

A virtual assistant typically provides low-cost solutions to easy, one-off tasks whereas a remote executive assistant will proactively look for ways to add value and enhance your efficiency (while effectively managing your schedule, inbox, and other complex or sensitive tasks).

1. Schedule

Virtual Assistants work their own ~~schedules~~programs and take on clients as they want and need. There's wiggle room with project management and the responsibilities they decide to take on based on their ***skill level*** and ***deliverables***.

1.1 Specialized Fields

Some virtual assistants only specialize in specifics like:
graphic design work,
web development,
data entry, or
add copy.

2. Executive Requirements

It's important to match the right VA with your specific executive support needs, and all the responsibilities that come with it.

2.1 Difference between Executive Assistant and Virtual Assistant

2.1.1 The ~~next~~succeeding difference between an EA and VA is the requirement for education. This again, is dependent on what you need them to do. 2.1.2 High-profile clients might want to see a lengthy resume before making a decision. 2.1.3 Others might not be as ~~stringent~~strict. ~~Some light experience, a diploma, or some college might be all that's needed to secure the job.~~ 2.1.4 Virtual assistants have a wide range of education and skill levels. ~~But because they are~~

Commented [BL(1]: Use the link below to insert logo on the top left corner: https://www.google.com/search?q=fancy+hands+logo&rlz=1C1GCEU_enNA967NA967&oq=&aqs=chrome.0.69i59i450l8.264825900j0j15&sourceid=chrome&ie=UTF-8

Commented [BL(2]: Insert Word Art: Fill: Black, Text 1, Outline – Background 1, Hard Shadow – Background 1

Commented [BL(3]: Please use the following link to insert reference for website https://www.linkedin.com/pulse/executive-assistant-virtual-whats-difference-emilie-given

Formatted: Line spacing: Multiple 1.15 li, Numbered + Level: 1 + Numbering Style: 1, 2, 3, … + Start at: 1 + Alignment: Left + Aligned at: 0.25" + Indent at: 0.5"

Formatted: Font: Bold, Italic

Formatted: Font: Bold, Italic

Commented [BL(4]: Insert bullets, s/s

Formatted: Numbered + Level: 1 + Numbering Style: 1, 2, 3, … + Start at: 1 + Alignment: Left + Aligned at: 0.25" + Indent at: 0.5"

Commented [BL(5]: Type in Full, Bold

Commented [BL(6]: Type abbreviation in full, Bold

Commented [BL(7]: Type in full, Bold

FANCY HANDS

~~When you decide to hire a virtual assistant, you're likely going to be hiring a 1099 contractor.~~
Introduction

A virtual assistant typically provides low-cost solutions to easy, one-off tasks whereas a remote executive assistant will proactively look for ways to add value and enhance your efficiency (while effectively managing your schedule, inbox, and other complex or sensitive tasks).

1. Schedule

Virtual Assistants work their own ~~schedules~~programs and take on clients as they want and need. There's wiggle room with project management and the responsibilities they decide to take on based on their ***skill level*** and ***deliverables***.

1.1 Specialized Fields

Some virtual assistants only specialize in specifics like:
graphic design work,
web development,
data entry, or
add copy.

2. Executive Requirements

It's important to match the right VA with your specific executive support needs, and all the responsibilities that come with it.

2.1 Difference between Executive Assistant and Virtual Assistant

2.1.1 The ~~next~~succeeding difference between an EA and VA is the requirement for education. This again, is dependent on what you need them to do. 2.1.2 High-profile clients might want to see a lengthy resume before making a decision. 2.1.3 Others might not be as ~~stringent~~strict. ~~Some light experience, a diploma, or some college might be all that's needed to secure the job.~~ 2.1.4 Virtual assistants have a wide range of education and skill levels. ~~But because they are responsible for client acquisition, they often invest in continuing education our assistants in particular, have both college education, and experience.~~

3.

Virtual assistants have more flexibility with their hours and are self-employed meaning you have a lower overhead (employment taxes, benefits, and physical space~~, etc~~). Hours delegated are really dependent upon your budget and need.

Commented [BL(1]: Use the link below to insert logo on the top left corner: https://www.google.com/search?q=fancy+hands+logo&rlz=1C1GCEU_enNA967NA967&oq=&aqs=chrome.0.69i59l450l8.264825900j0j15&sourceid=chrome&ie=UTF-8

Commented [BL(2]: Insert Word Art: Fill: Black, Text 1, Outline – Background 1, Hard Shadow – Background 1

Commented [BL(3]: Please use the following link to insert reference for website https://www.linkedin.com/pulse/executive-assistant-virtual-whats-difference-emilie-given

Formatted: Line spacing: Multiple 1.15 li, Numbered + Level: 1 + Numbering Style: 1, 2, 3, … + Start at: 1 + Alignment: Left + Aligned at: 0.25" + Indent at: 0.5"

Formatted: Font: Bold, Italic

Formatted: Font: Bold, Italic

Commented [BL(4]: Insert bullets, s/s

Formatted: Numbered + Level: 1 + Numbering Style: 1, 2, 3, … + Start at: 1 + Alignment: Left + Aligned at: 0.25" + Indent at: 0.5"

Commented [BL(5]: Type in Full, Bold

Commented [BL(6]: Type abbreviation in full, Bold

Commented [BL(7]: Type in full, Bold

Commented [BL(8]: Insert Paragraph Heading: Flexibility

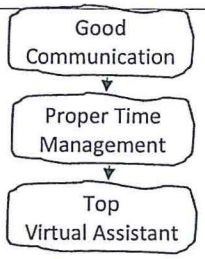
Commented [BL(9]: Insert s/s between sub paragraphs

2.1.4 Virtual assistants have a wide range of education and skill levels. ~~But because they are responsible for client acquisition, they often invest in continuing education our assistants in particular, have both college education, and experience.~~

3.

Virtual assistants have more flexibility with their hours and are self-employed meaning you have a lower overhead (employment taxes, benefits, and physical space~~, etc~~). Hours delegated are really dependent upon your budget and need.

Lastly, the biggest difference between an EA and a VA is salary. The ranges can both be from high to low, all depending on need, requirements, experience, and deliverables. Also worth noting, executive assistants are typically hired for full-time work.



Either way, the value of a good assistant is almost priceless in terms of what they can give back to your business and life.

INSTRUCTIONS:

1. Type Document in Times New Roman, font size 12, s/s.
2. Adhere to all the typing rules.
3. **Use the following Heading styles for the Table of Content:**
   Introduction: Heading 1 (Times New Roman, Black, Font size 16, Bold)
   Paragraph Headings 1, 2, 3 – Heading 2 (Times New Roman, Black, and Font size 14, Bold)
   Paragraph Headings 1.1, 2.1 – Heading 3 (Times New Roman, Black, Font size 12)
4. Insert Page numbers except for the first page (Top of page – center)
5. Insert diagonal watermark: ORIGINAL
6. Use Automatic Table2 for the TOC.
7. Insert Reference List

Commented [BL(8]: Insert Paragraph Heading: Flexibility

Commented [BL(9]: Insert s/s between sub paragraphs

Commented [BL(10]: Delete extra line spaces

Commented [BL(11]: Insert Drop Cap over 2 lines, Bold

Commented [BL(12]: Type abbreviations in full, Bold

Commented [BL(13]: Delete current drawing boxes and replace with your own.
Use the drawing tool, select the Rounded Rectangle to draw the shapes
Outline 2¼
Text inside: Times New Roman, 12
Type last block **Top Management** in Font size 14, Bold

Commented [BL(14]: Format this paragraph: Bold, Italic, center

Question 2	TOTAL: 35
Retrieve the Spreadsheet named "Regional Sales- Households" and adhere to the following instructions.	

Sheet 1 – Erongo Region

Sheet 2 – Omaheke Region

INSTRUCTIONS:

1. The store of these two regions use of the same items/products but they are paying different prices. Open another sheet – Sheet 3 and rename it as Total Cost. Copy the sheet of Erongo Region to sheet 3. Delete all columns except Description column and Price column (please delete the prices in this column). Please calculate the prices of both regions and insert it in the Total Cost sheet.

2. On the **Total Cost Sheet**:

2.1 Insert two rows:
1st Row – Insert Heading – Total Cost (u/c, Bold, font Arial Black, size 16, merge & centre)

2.2 Please apply a custom number format for the numbers to show a comma separator for the Total Cost Colum and add two decimals.

2.3. Apply a custom number format to show the N$ currency sign on all the figures.

2.4 Row Height:
Column Headings row height – 45 pixels
Rest of rows – 35 pixels

2.5 Column Headings (Arial, Bold, Font size 14) with background color of White background 1, 15%.

Formatting:

3. Copy the Sheet named Omaheke Region from the workbook to a new workbook and rename the sheet as Original.

3.1 Change the font to Arial, Font size 12.

3.2 Insert two line space on top and add the heading – REGIONAL PROMOTIONS 2022 in the first line (Merge and Centre, Bold, Font Size 16, Font Arial).

3.4 Insert All Borders (excluding the Main headings)

3.5 Row Height:
Column Headings - 45 pixels
Rest of table – 30 pixels

3.6 Column Headings - bold the column headings and insert background color – White Background 1, Darker 15%

3.7 Apply a custom number format to show the N$ currency sign on all the figures and add two decimals.

3.8 Print the Original sheet of the Omaheke Region.

Filter:

4. Copy the Original sheet five times and do the following filtering with the renaming accordingly:

4.1 Sheet 2 - Display the items with the letter "h" only.

4.2 Sheet 3 – Show only the dates for the year 2009.

4.3 Sheet 4 – Please show the addresses that ends with the letter "s".

4.4 Sheet 5 – Please display only the excellent conditions.

4.5 Sheet 6 - Display only the prices between 800 and 2200.

5. Insert the header for each sheet.

6. Print all filtered sheets in portrait.

Question 3	**TOTAL: 15**
Retrieve the Books2022 and adhere to the instructions that follow:	

INSTRUCTIONS

1. In the Database Books2022 use the table Jobs to create a simple query that will display the **job_id** and **job_desc**.

2. Use the table Books to create an action query that will display the Title, Price and Royalty with a minimum of 10.

3. Use the table Employees and Jobs. Right-click on the current link and press delete. Create a new joint table with **job_id**. Create a query that will display the employees who are publishers.

In the Books2022 database, under Queries use the table Publisher to create a report - format it as follows:

2. Create a header titled "Namibian Publisher"- Font Algerian, Size 20, Bold, u/c, Colour - Blue Green, Theme - Organic

3. Insert page numbers which shows the current page and total number of pages at the bottom centre position.

4. Insert the Date at the right bottom corner.

5. Go to layout view and resize all columns to fit perfectly.

6. Print all queries as well as the report.

Question 4	Marks: 15
As an entrepreneur of a Book Store called The Book Spot, you are planning a campaign to make people aware of your venture. Please create an informative, attractive flyer with tear-offs, using Ms Publisher 2016.	

INSTRUCTIONS:

1. Use the flyer under the heading Built it, under Flyers select Colour Band under the grouping Marketing. Use the option tear-offs for the contact information.
2. Use customize colour scheme to Apex.
3. Please follow all instructions carefully to ensure an attractive Flyer.
4. Delete place holders and replace with the information given through the instructions.
5. Replace **Product/Service Information** with The Book Spot (Font Bodoni, size 26, u/c, bold - Centre).
6. Find the following pic description **The Book Spot** logo and place it at top left corner next to the Title.

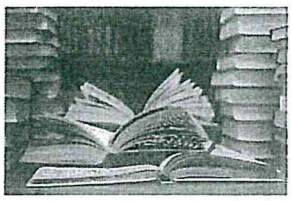
via the search engine Bing with the

7. Delete the content of Product/Service Information and replace with the following:

> About
>
> The Book Spot is a bookstore founded by Reschelle Muller in 2010 which offer the best, and great selection yet affordable books available in the market.
>
> Hello Book Spotters!
>
> We are excited that you are taking this journey with us - whether you are simply curious, interested or just as ecstatic as we are to re-introduce reading as FUNDAMENTAL.
>
> And that is true not only for kids. Reading for entertainment, to unwind, process, learn and grow is equally FUNDAMENTAL for adults.
>
> We believe in the strength of community. So, let's GROW places together!

Type content in Comic Sans MS, font size 10. Type the two paragraph headings in uppercase and bold.

8. Use search engine **Bing** to find the following picture of books and insert under the content I the picture place holder.



9. Use your own Name and Surname for the tear-offs with your cell number.

10. Print your flyer.

ELIXIR QUESTION PAPER MARKS: 60

Start Elixir and log into the General Practice option.

A new practice, **Tsumeb Medical Centre** just opened their doors. Since you are the new appointed Medical Office Administrator, it is your responsibility to assist with the setup of the new practice.

Use the information below to set-up this new practice.

1. Create the following Service Providers for Tsumeb Medical Centre.

1						
2	Provider	Discipline	HPCSA NR	Cellular	E-mails	Dispensing Registration
3	Dr. Marvin Mbeseni	Anaesthetist	656568	0812323000	mmbeseni@gmail.com	5551245
4	Dr Roy Roxin	General Surgeon	756569	0812321111	rroxin@iway.com	0
5	Dr Selma Thesen	Dermatologist	856570	0812323555	sthesen@iafrica.com	5557896
6	Dr Gert Sichimwa	Homeopath	856571	0812321212	gsichimwa@gmail.com	0
7	Dr Erica Drews	Orthopist	856572	0812323233	edrews@hotmail.com	0
8	Dr Bertus Bergh	Radiologist	856573	0812323322	bbergh@gmail.com	5551478

2 Add the following accounts, resize the columns and remove all the unnecessary headings.

1	Account							Medical AID	
2	Number	Surname	Intials	First name	ID Nrs	Address	Town	Scheme	Provider
3	ooo16	Shivute	F	Festus	7001010010700	PO Box 4569	KARASBURG	NAPOTEL	Dr. M Mbeseni
4	ooo17	Samuels	S	Sammy	7518120010700	PO Box 1236	TSUMEB	NMC DIAMOND	Dr R Roxin
5	ooo18	Namukongo	L	Lina	8016100010700	PO Box 4455	ONGWEDIVA	NHP GOLD	Dr S Thesen
6	ooo19	Binga	E	Eva	8512120001200	PO Box 2325	RUNDU	NMC RUBY	Dr G Sichimwa
7	ooo20	Matamu	W	Winnifred	9212100010200	PO BOX 4578	KEETMANSHOOP	PROSPERITY	Dr E Drews

3 Add the following medical aid numbers (references) to the existing accounts.

1	Account	Medical Aid
2	Number	Number
3	ooo16	222356
4	ooo17	222548
5	ooo18	222147
6	ooo19	222458
7	ooo20	222131

4. Insert the following **Accounting groups** to your Database and delete others:
4.1 Normal – White
4.2 Rejection – Blue
4.3 Overdue payment – Yellow

5. Set up the following **Clinics**:
5.1 Town Clinic
5.2 Lady M Clinic
5.3 Kuvukiland Clinic

6. You have to add the following reasons to the **Suspension** list and delete the others.
61 Emigrated
6.2 Membership Terminated
6.3 Account Overdue

7. Load the following **Colleagues**:
7.1 Dr Sheimi Shikulo, Practice nr 2349879, Cardiologist, Referring doctor – Private Bag 7896, Mariental
7.2 Dr Saima Swartbooi, Practice nr 8989678 – Anaesthetist, Assisting doctor – Private Bag 67675, Gobabis
7.3 Dr Helen Heibach Practice nr 8901243 – Chriropractitioner, Assisting doctor – Private Bag 876, Windhoek

8. From your existing accounts add the following dependants on their accounts.
Shivute Gillian, DOB: 20 December 2012, Medical Aid nr: 800125, Allergies: Amiloride
Namukongo Nelcy, DOB: 15 July 2020, Medical Aid nr: 8004545, Allergies: Ibuprofen
Binga John, DOB: 11 March 2011, Med Aid Nr: 700137, Allergies: Atenolol

9. Please set the following appointments for the patients.
9.1 Ms Namukongo urgently needs an appointment for Thursday, 27th October 2022 with the Dermatologist Dr Thesen. The only available time is at 9:00.

9.2 A new patient Ms Sinvula, walks into the practice, her first time visiting the practice. You need to book an appointment for her for this week still. You find an opening on Friday the 28th of October 2022 with Dr Bergh at 14:00.

9.3 Ms Namukongo phoned back and requested a longer appointment. Please extend the appointment until 10:00.

10. Please create the following Macros:

Macro	Procedure	Your Code	Description
Head (011)	Head surgery	KIR2 B8UE LIM2	Biopsy Sterile Pack Limbitrol Cap
Gyn (012)	Gynaecological surgery.	8PHI IJ10 806E 12L3	Aspen Needle Needle Syringe
Abdo (013)	Abdominal surgery	RYM7 Y585	Abdominal Support Gloves
Bypass (014)	Bypass Surgery	XTPI OMR7	Injection Dressing

11. Post the following Macro's to these patients:
Sammy – HEAD011
Lina – GYN012
Eva – ABDO013

12. Settle all the Payments: **Receipt Numbers:**
12.1 Sammy – 00014 12.2 Lina – 1100 12.3 Eva – 1122

13. Print the Daily Transaction Report to verify all the transactions for the day.