



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE; HUMAN SCIENCE AND EDUCATION

**DEPARTMENT OF GOVERNANCE AND SCIENCES, HOSPITALITY, TECHNICAL AND
VOCATIONAL EDUCATION AND TRAINING**

QUALIFICATION: Bachelor of Business and Information Administration	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE: Medical Office Applications 2B	COURSE CODE: MOA621S
DATE: December 2025	SESSION: Practical Paper 2
DURATION: 3 Hours	MARKS: 160

SECOND OPPORTUNITY - QUESTION PAPER	
EXAMINER(S)	Ms L Tripodi
MODERATOR:	Ms P Louw

INSTRUCTIONS
<ol style="list-style-type: none">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 TEST PAPER CONSISTS OF 9 PAGES (Excluding this front page)

Question 1

Total: 40

Retrieve Question 1 with the Track Changes from your folder and adhere to the instructions.

Digital Transformation

Commented [LT1]: Insert Word Art (Col 2, Row 3, u/c, font size 26, cent).

1. Introduction to Digital Transformation

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The digital transformation of organisations has become one of the most influential forces reshaping the way we work, learn, and connect-communicate. The integration of information-Information Technology into everyday operations has changed how businesses approach:

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- Efficiency
- Decision-making
- Collaboration

2. Microsoft Office Tools:

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Tools such as Microsoft Office have become essential for managing information, producing professional documents, and maintaining effective communication across teams.

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2.1 Managing information

2.2 Producing professional documents

2.3 Maintaining effective communication across teams

Commented [LT4]: Use the following link to insert a reference for the article:
https://www.researchgate.net/publication/389206650_Promoting_collaboration_in_the_modern_workplace_A_path_to_productivity_and_resilience

Commented [LT5]: Insert as Heading 2, black, size 14,

3. Microsoft Word as a Professional Tool

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In particular, Microsoft Word is more than a typing tool; it is a comprehensive platform that supports the creation of academic reports, policy documents, and professional business communication

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4. Enhancing Document Design

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Features such as dropped capital letters (drop caps) not only enhance the design of a document but also draw attention to the introduction of key sections. Similarly, the use of WordArt allows headings and titles to stand out, making documents visually appealing while still professional.

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5. Using Visual Elements

The following visual elements with furthermore, enhance layout and display of any document of letter:

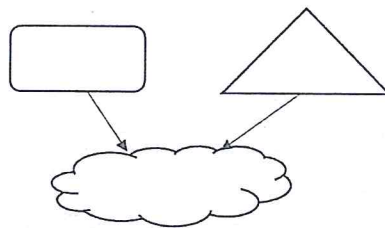
- Clip Art, Icons, and Drawings
- Watermarks
- Comments

In conclusion, mastering advanced features in Microsoft Word is not simply about learning technical skills but about understanding how these tools contribute to effective communication, professional presentation, and academic integrity.

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INSTRUCTIONS:

- Type document in Arial, font size 12, s/s.
- Insert page numbers (Bottom of page – centre) except for the first page.
- Insert Digital Transformation Logo in the top left corner: size 0.98"
- Insert diagonal watermark: Transformation (u/c, default font).
- Use Automatic Table2 for the TOC.
- Insert Reference List
- Use the drawing tools and to draw the image below.
Group image as one and resize the height to 2" and centre image.



Insert the following text:

Rectangular rounded corners: Computers

Triangle: People

Cloud: Data Storage

Question 2

TOTAL: 40

Type the following Spreadsheet in one book and name "Office Solutions 2025" and adhere to the following instructions.

Sheet 1 – AdminPro Office Solutions

Sheet 2 – Office Smart Services

AdminPro Office Solutions:

	A	B	C	D	E	F
	ServiceID	ClientName	ServiceType	ServiceDate	ServiceFee	Status
1	A001	Alpha Trading	Filing	5 January 2025	850.00	Completed
2	A002	Beta Logistics	Data Entry	12 January 2025	1,200.00	Pending
3	A003	Gamma Supplies	Reception	1 February 2025	600.00	Completed
4	A004	Delta Holdings	Filing	5 February 2025	950.00	Completed
5	A005	Omega Finance	Data Entry	10 February 2025	2,100.00	Cancelled
6	A006	Vision Consult	Typing	15 February 2025	700.00	Completed
7	A007	Nova Properties	Filing	1 March 2025	1,300.00	Pending
8	A008	Zeta Transport	Data Entry	4 March 2025	1,750.00	Completed
9	A009	Metro Traders	Typing	10 March 2025	1,150.00	Completed
10	A010	Star Insurance	Filing	18 March 2025	1,050.00	Completed
11	A011	Quick Print	Data Entry	22 March 2025	1,800.00	Pending
12	A012	Global Freight	Reception	1 April 2025	900.00	Completed

Office Smart Service

	A	B	C	D	E	F
	ServiceID	ClientName	ServiceType	ServiceDate	ServiceFee	Status
1	B001	Orion Retail	Typing	12 March 2025	1,000.00	Completed
2	B002	Titan Services	Filing	20 March 2025	900.00	Pending
3	B003	Crest Energy	Data Entry	2 April 2025	1,600.00	Completed
4	B004	Apex Tech	Typing	8 April 2025	2,250.00	Completed
5	B005	Zenith Traders	Filing	15 April 2025	1,400.00	Completed
6	B006	Unity Bank	Reception	20 April 2025	800.00	Pending
7	B007	Prime Consult	Data Entry	25 April 2025	1,950.00	Completed
8	B008	Green Foods	Typing	2 May 2025	1,300.00	Completed
9	B009	Bright Motors	Filing	10 May 2025	1,100.00	Completed
10	B010	Sky Telecom	Data Entry	12 May 2025	2,400.00	Pending
11	B011	Aqua Services	Reception	18 May 2025	950.00	Completed
12	B012	Silver Mining	Typing	22 May 2025	1,750.00	Completed

INSTRUCTIONS:

Two office administration companies, AdminPro Office Solutions and OfficeSmart Services, provided their service records for January–April 2025. Each company's data is stored on a separate worksheet. Students must use filtering to analyze the data and then calculate totals in the summary sheet.

1. For both tables:
 - 1.1. Insert two-line space on top and add the heading:
Sheet 1 – AdminPro Office Solutions in the first line (Merge and Centre, Bold, Font Size 16, Font Arial).

Sheet 2 - Office Smart Service in the first line (Merge and Centre, Bold, Font Size 16, Font Arial).
 - 1.2. Insert All Borders (excluding the Main headings).
 - 1.3. Change the **Row Height**:
Column Headings - 60 pixels.
Rest of table – 45 pixels.
 - 1.4. Column Headings - bold the column headings and insert background color – White Background 1, Darker 15%.
 - 1.5. Use the correct formula to add the N\$ to all figures in the ServiceFee column, with 2 decimals.
2. Open another sheet, sheet 3 and rename it as **Service Fees - 2025**. Copy the sheet of AdminPro Office Solutions to sheet 3. Delete all columns except the ServiceID column. Add another column and name it ServiceFee. Please calculate the service fee of both companies for each ServiceID and insert the results in the ServiceFee column. Rename sheet 3 to **ServiceFee 2025**.
2. Formatting - **ServiceFee 2025** sheet:
 - 2.1. Insert two rows on top:
1st Row – Insert Heading – Service Fees – 2025 (u/c, Bold, font Comic Sans, size 16, merge & centre). Font size for the rest of the table must be size 11.
 - 2.2. Change the Row Height:
Column Headings row height – 50 pixels
Rest of rows – 45 pixels

Question 2
2nd Opportunity

November 2025

2.3 Column Headings (Comic Sans, Bold, Font size 14) with background color of White background 1, 15%.

2.4

Use the correct formula to add the N\$ to all figures in the ServiceFee column, with 2 decimals.

Filter:

Copy the Sheet named AdminPro Office Solutions to a new workbook and rename the sheet as Original.

Copy the Original sheet six times and do the following filtering with the renaming accordingly:

3.1 Sheet 1 - Display the first top six ServiceID's

3.2 Sheet 2 – Show only the Clients who's first names contain the letter "o".

3.3 Display the service types that ends with the letter "g".

3.4 Display the service dates between 5 February 2025 - 10 March 2025.

3.5 Display only the ServiceFee greater than N\$1100.

3.6 Display only the completed statuses.

4. Insert the header for each sheet.

5. Resize all columns to fit on one sheet and print following sheets in portrait:

- ServiceFee 2025 sheet
- All filtered sheets.

Question 3

Question 3

TOTAL: 20

Retrieve the "All League Players" database and adhere to the instructions that

INSTRUCTIONS

1. Use the table "Players" to create a simple query that will display the Name, Surname and Team.
2. Use the table "All League Players" to create an action query that will display the Player ID of the players who transferred externally.
3. Use the table "Details of All League Players" and Teams. Create a joint table query that will display the players who belongs to the SKW Fc Team.
4. Use the table "Players" and "Teams". Create a Crosstab Query that display:
Player ID – Group By: Count
Crosstab: Value
Transfer Type – Column Heading
Team – Row Heading

REPORT:

Use the Action Query you created to create a report - format it as follows:

1. Delete Time and Date and insert new Date only (full date) in the Report Footer (right corner).
2. Insert a title in the header "Namibian Football"- Font Arial, Size 20, Bold, u/c, cent).
3. Insert page numbers which shows the current page and total number of pages at the bottom centre position.
4. Go to layout view and resize all columns to fit perfectly.
5. Insert Namibian Football Logo (top right corner).

Print all queries as well as the form and the report.

Question 4

Marks: 60



You have been appointed as the new Office Administrator at **Walvis Bay Medical Practice**; a modern healthcare facility situated on the coast. The practice has recently opened its doors and aims to provide high-quality, patient-centred medical services to the community.

As part of your role, you are required to assist with the setup and management of the Elixir database to ensure smooth operations. Your tasks will include creating service providers, patient accounts, dependants, medical aid references, and appointments. You will also need to update accounting groups, set up rejection reasons, capture colleagues, and post procedures (macros) to patients, followed by processing payments and generating reports.

1. Create the following Service Providers for Walvis Bay Medical Practice.

Provider	Discipline	HPCSA NR	Cellular	E-mails	Dispensing	Registered Nr
Dr Daniel Brown	Dermatologist	755374	0812425149	daniel.brown@gmail.com	No	
Dr David Garcia	Dentist	717320	0814810091	david.garcia@healthmail.com	Yes	1314
Dr Amelia Williams	Orthopaedic Surgeon	494496	0813158620	amelia.williams@outlook.com	Yes	1315
Dr James Miller	Dermatologist	320269	0818341761	james.miller@medicare.na	No	
Dr Sophia Johnson	Paediatric Surgeon	954970	0816154549	sophia.johnson@healthmail.com	Yes	1316
Dr Daniel Jones	Cardiologist	156307	0811413328	daniel.jones@gmail.com	Yes	1317

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

Patient Name	Date of Birth	Provider	Medical Aid	Medical Aid Nr	E-mail
Kevin Andreas	26-02-1976	Dr Amelia Williams	NHP GOLD	NHP200	kevin.andreas@yahoo.com
Ruth Gertze	24-02-2004	Dr Daniel Brown	PROSPERITY	PROS121	ruth.gertze@healthmail.com
Riaan Jantjies	02-11-1980	Dr Daniel Jones	NAPOTEL	NA141	r.jantjies@gmail.com
John Gobs	09-01-1962	Dr David Garcia	INVESTMED	INVES151	john.gobs@yahoo.com
Lucy Kashihakumwa	21-08-1968	Dr James Miller	NHP SILVER	SIL212	lucy.kashihakumwa@outlook.com
Aiden Kisting	28-06-2001	Dr Amelia Williams	NAMDEB	NAM161	aiden.kisting@gmail.com

3. Insert the following accounting groups to your Database and delete others.

- 4.1 Normal – White
- 4.2 Rejection – Blue
- 4.3 Overdue Payment – Yellow (Financial Block)

4. Set up the following Clinics:

- 5.1 Walvisbay Town Clinic
- 5.2 Dolphin Coast Clinic
- 5.3 Narraville Clinic

5. Add the following reasons to the Suspension list and delete the others.

- 6.1 Expired Membership
- 6.2 Invalid ICD-10 Code

6. Load the following Colleagues:

- 6.1 Dr Sylvia van Rooi, Practice nr 321456, Neuro Surgeon, Referring doctor – Cell: 0812109090.
- 6.2 Dr Reinhard Cloete, Practice nr 321789, Cardiologist, Assisting doctor – Cell: 0813344556.
- 6.3 Dr Monica Shipanga, Practice nr 932147, General Surgeon, Assisting doctor – Cell: 0814789654.

7. From your existing accounts add the following dependants on their accounts.

- Elmarie Jantjies, DOB: 14 February 2012, Allergies: Cimetidine
- Jade Andreas, DOB: 30 August 2016, Allergies: Atenolol

8. Please set the following appointments for the patients.

- 8.1 Mr Riaan Jantjies urgently needs an appointment for Monday, 11th November 2024 with Dr Sophia Johnson. The only available time is at 10:30.
- 8.2 A new patient, Ms Hildegard Job, needs a first-time appointment. Book her for Wednesday, 13th November 2024 with Dr Reinhard Cloete at 08:30.
- 8.3 Ms Mr Jantjies called back to request a longer consultation. Please extend her appointment from 11:00 until 12:00.

9. Please create the following Macros:

Macro	Procedure	Description
Tons1001	Tonsillectomy	<ul style="list-style-type: none">• FHZ9• ENT1• U893• YK11

Question 4
2nd Opportunity

December 2025

Append1002	Appendectomy	<ul style="list-style-type: none">• 29T8• J187• 5MCI
Dial1003	Dialysis Session	<ul style="list-style-type: none">• T996• 5HEP• 7CLA

10. Post the following Macro's to these patients:
 - Ruth – Tons1001
 - Aiden – Append1002
 - Lucy – Dial1003
11. Settle all the Payments as cash payments.
12. Print the Daily Transaction Report to verify all the transactions for the day.