



ΠΑΜΙΒΙΑ 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: November 2025	SESSION: Practical Paper 1
DURATION: 3 Hours	MARKS: 160

FIRST 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 PAPER CONSISTS OF 7 PAGES (Excluding this front page)

Question 1

Total: 40

You are working as an administrative assistant in the Faculty of Health and Applied Sciences. Your supervisor has requested you to prepare a professional research report in Microsoft Word.

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

Research Report

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1. INTRODUCTION

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1.1 Office ~~management~~Administration

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It has evolved significantly with the introduction of new technologies. Traditional methods of filing, correspondence, and communication have been replaced with digital systems that improve efficiency and accuracy. However, these advancements also bring challenges such as:

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- Data security concerns
- Staff training needs
- High system upgrade costs

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2. TECHNOLOGY AND PRODUCTIVITY

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2.1 Modern Office Applications

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Modern office software applications improve productivity by automating repetitive tasks.

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2.2 Examples include:

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https://api.pageplace.de/preview/DT0400.9781292340890_A39573352/preview-9781292340890_A39573352.pdf

Scheduling systems help coordinate meetings without lengthy email exchanges, while cloud storage ~~document management systems~~ → reduce paper usage and streamline record-keeping enables remote access to files and supports flexible work environments. In addition, document management systems reduce paper usage and streamline record-keeping.

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- ~~Cloud storage~~ → enables remote access to files and supports flexible work environments.
- ~~Document management systems~~ → reduce paper usage and streamline record-keeping.

3. CHALLENGES

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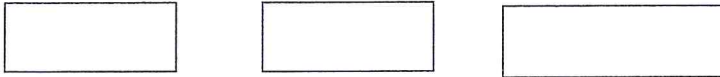
3.1 Although technology increases efficiency, it also comes with difficulties such as:

- ~~Cybersecurity risks~~ which require constant updates and monitoring.
- ~~High costs~~ of upgrading systems and maintaining modern infrastructure.
- Continuous staff training** which is often time-consuming and expensive.

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Commented [LT15]: Use the Arrow: Pentagon shape to replace textboxes. Centre and bold the text inside.

Commented [LT16]: In the three textboxes, please add the following content:
1st Text box: Cybersecurity risks
2nd Textbox: High Cost
3rd Textbox: Continuous staff training



4. CONCLUSION

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- 4.1 The role of technology in modern office administration cannot be ignored.
- 4.2 ~~While it improves productivity and communication, organizations must carefully balance the benefits with the costs and risks involved.~~
- 4.3 ~~Proper training, effective policies, and security measures are essential to maximize the benefits of technology in the workplace.~~

While it improves productivity and communication, organizations must carefully balance the benefits with the costs and risks involved.

Commented [LT18]: Insert Drop Cap, 2lines, bold

INSTRUCTIONS:

- Type document in Calibri, font size 12, s/s.
- Insert page numbers (Bottom of page – centre) except for the first page.
- Insert diagonal watermark: Research Report (u/c, default font).
- Use Automatic Table2 for the TOC.
- Insert Reference List

Question 2**TOTAL: 40**

Retrieve the following spreadsheet named "Student Registration 2025" and adhere to the following instructions. Change font to Calibri and size 12.

In front of you, you have Sheet 1 and Sheet 2

INSTRUCTIONS:

1. The following two sheets focus on the student registration for the BIA students. The registered students owe the University for 2024 and 2025.
2. As the Administrative Manager, you are tasked to combine the total outstanding balances of the two academic years.

Insert a new sheet. Copy sheet 1, Student Marks to sheet 3. Delete all columns except Student ID, Student Name, Semester, Year. Add another column and rename it as **Total Outstanding Balance**. Please calculate the outstanding amounts of both sheets and insert it in the **Total Outstanding Balance** sheet.

3. Formatting Sheet 3 (Total Outstanding Balance):
 - 3.1 Insert two rows on top:
1st Row – Insert Heading – Total Outstanding Balance (u/c, Bold, size 16, merge & centre).
 - 3.2 Column Headings (Calibri, Bold, Font size 14) with background color of White background 1, 15%.
 - 3.3 Please apply a custom number format for the numbers to show a comma separator for the Total Outstanding Balance Colum and add two decimals.
 - 3.4. Apply a custom number format to show the N\$ currency sign to all the figures.
 - 3.5 Row Height:
Column Headings row height – 40 pixels
Rest of rows – 30 pixels
Insert all borders to the table.
4. Copy Sheet 2, Course Registration, to a new workbook and rename the sheet as Original.
 - 4.1 Apply a custom number format to show the N\$ currency sign on all the figures.
 - 4.2 Change the font to Arial, Font size 12.

- 4.3 Resize column headings to fit. Wrap Text the following column headings:
Student ID, Registration Status, Credits Registered, Academic Year, Outstanding Amount 2024.
- 4.4 Centre align the content in the following columns:
Student ID, Credits Registered, Academic Year.
- 4.4 Change the Row Height:
Column Headings - 60 pixels
Rest of table – 30 pixels
- 4.5 Column Headings - bold the column headings and insert background color –
White Background 1, Darker 15%

Filters:

5. Copy the Original sheet seven times and do the following filtering and rename accordingly:
 - 5.1 Sheet 2 (Student ID) - Display the ID's between 110 – 116.
 - 5.2 Sheet 3 (Student Name) – Show only the names that ends with the letter “n”.
 - 5.3 Sheet 5 (Registration Status) – Please display all students that are inactive.
 - 5.4 Sheet 6 (Credit Registered) - Display credits less than 12.
 - 5.5 Sheet 7 (Academic Year) – Display only the students registered in 2025.
 - 5.6 Sheet 8 (Outstanding Amount) – Show the amounts greater than N\$1000.
6. Insert the header for each sheet.
7. Resize all columns to fit on one sheet.
8. Print all filtered sheets in portrait.

Question 3**Total: 20**

Retrieve NUST Student Records and adhere to the instructions below:

Question 1:

Create a Simple query that displays the following information of all students enrolled in the "Faculty of Science":

- First Name
- Last Name
- Faculty

Save the query as: Question 3 – Simple Query (Name & Student Nr)

Question 2:

Create an Action query that displays the following information of all students enrolled in the "Faculty of Science":

Save the query as: Question 3 – Action Query (Name & Student Nr)

Question 3:

Create a Crosstab Query to display the number of students registered per as male and female, grouped by Faculty.

- Row Heading: Faculty
- Column Heading: Gender
- Value: Count of StudentID

Save the query as: Question 3 – Crosstab Query (Name & Student Nr)

Question 4:

Create a query to display the different faculties who write exam in the basement in the different semesters:

Save the query as: Question 3 – Joint Table Query (Name & Student Nr).

Question 5:

Design a report using the Students Table.

- Use the layout view to resize all columns to fit on one sheet.
- Replace the current title with "NUST Student Records" (u/c, bold, size 16, cent)
- Insert NUST logo – top right corner (find logo in the folder)
- Insert current date – bottom, right corner
- Page numbers – bottom, centre

Question 4
1st Opportunity

November 2025



You have been appointed as the new **Office Administrator** at **Swakopmund Family Health Centre**; a modern medical practice recently opened to serve the coastal community. The doctors rely on you to ensure that the Elixir database is set up correctly and that all patients, providers, and procedures are accurately captured.

MARKS: 60

Instructions:

It is your first week on the job. The Practice Manager has left you a list of urgent tasks to complete before the weekly review meeting. Accuracy and attention to detail are critical, as errors in setup could delay patient treatment and financial reporting.

1. **Service Providers:** Capture the following providers into the Elixir system.

Provider Name	Discipline	HPCSA No.	Cellular	Email	Dispensing Registration	
					Yes	1413
Dr Carla Mouton	General Practitioner	562314	0814457812	cmouton@sfhc.na	Yes	1413
Dr Elias Kandume	Urologist	562427	0812339001	ekandume@sfhc.na	No	
Dr Taryn Swart	Cardiologist	673981	0819087762	tswart@sfhc.na	No	
Dr Victor Amutenya	Dermatologist	783210	0816674500	vamutenya@sfhc.na	Yes	1475

2. **Patient Accounts:** Register the following patients.

Patient Name	National ID	Provider	Medical Aid	Medical Aid Nr	Email
Linda Cloete	8503050010800	Dr Carla Mouton	Prosperity	912456	lcloete@gmail.com
Mark Hamutenya	9009210010900	Dr Elias Kandume	NMC Ruby	912478	mhamutenya@outlook.com
Ruth Pieterse	7607140010700	Dr Taryn Swart	Investmed	912489	rpieterse@yahoo.com
Fabian Engel	0211300010200	Dr Victor Amutenya	Vitality	912493	fengelbrecht@sfhc.na
Naomi Shivute	9801120010900	Dr Carla Mouton	Nammed Essential	912507	nshivute@gmail.com

3. **Dependants:** Add the following dependants to existing accounts:
- **Leah Cloete**, DOB: 09-05-2015, Medical Aid nr: 912456, Allergies: Citric Acid
 - **Ethan Engel**, DOB: 17-02-2018, Medical Aid nr: 912493, Allergies: None
4. **Clinics & Accounting Setup:** Add the following clinics:
- Swakopmund Clinic
 - Mondesa Clinic
 - Tamariskia Clinic
- Insert accounting groups:
 - Normal – White
 - Rejection – Orange
 - Arrears – Green (Financial Block)

7

Question 4
1st Opportunity

November 2025

- Add Rejection Reasons:
 - Limits Exceeded
 - Membership Suspended

5. **Colleagues:** Load the following external specialists:

- Dr Gertrude Uirab, Practice nr 445213, Dietician, Referring doctor – Cell: 0813320022
- Dr Stefanus Boois, Practice nr 445678, Orthopaedic Surgeon, Assisting doctor – Cell: 0812289911
- Dr Anne-Marie Louw, Practice nr 987654, Radiologist, Assisting doctor – Cell: 0814598765

6. **Appointments:** Book the following appointments:

- Linda Cloete requires an urgent appointment on Tuesday, 5th November 2025 at 11:00 with Dr Carla Mouton.
- Markus Hamutenya is a first-time patient. Schedule him on Thursday, 7th November 2025 at 09:30 with Dr Elias Kandume.
- Naomi Shivute requested an extended consultation on Wednesday, 3rd of December 2025 from 14:00 to 15:00 with Dr Taryn Swart.
- Linda moved her appointment to Friday, 5th December, same time.

7. **Procedures (Macros):** Create the following macros:

Macro Code	Procedure	Description
Gast1001	Gastroscopy	<ul style="list-style-type: none">• Endoscopy Delivery Device• Gloves PEHA Soft• Syringe – 1 ml SNG BS1ml
Hern1002	Hernia Repair	<ul style="list-style-type: none">• Suture Vicryl Sut• Anaesthetic Sys Maple• Surgical Spirit Lit 1000ml
Dial1003	Dialysis	<ul style="list-style-type: none">• Dialysis Intralock• Heparin INJ 1000u/ml• IV Tray

8. **Posting:** The following to patients:

- Ruth Pieterse – Gast1001
- Naomi Shivute – Hern1002
- Fabian Engel – Dial1003

9. **Credit Payments**

- Process all payments as **cash payments**.

10. **Daily Transaction Report** for submission to the practice manager.