



**PAMIBIA UNIVERSITY**  
OF SCIENCE AND TECHNOLOGY

**FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION**

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

<b>QUALIFICATION: BACHELOR OF BUSINESS &amp; INFORMATION ADMINISTRATION</b>	
<b>QUALIFICATION CODE: 07BBIA</b>	<b>LEVEL: 6</b>
<b>COURSE CODE: MOA611S</b>	<b>COURSE NAME: MEDICAL OFFICE APPLICATIONS 2A</b>
<b>SESSION: JUNE 2025</b>	<b>PAPER: PRACTICAL PAPER 1</b>
<b>DURATION: 3 HOURS</b>	<b>MARKS: 150</b>

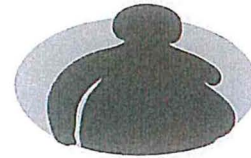
<b>FIRST OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	Ms Lindie Tripodi
<b>MODERATOR:</b>	Ms Petrina Louw

<b>INSTRUCTIONS</b>
1. Answer ALL the questions. 2. Read all the questions carefully before answering.

**THIS QUESTION PAPER CONSISTS OF 7 PAGES (Including this front page)**



## OBESITY AWARENESS CONFERENCE



### Question 1

**Marks: 20**

With its strong corporate social responsibility initiatives, MTC has supported health awareness campaigns in the past. They could partner with health organisations to promote an obesity awareness conference.

The event will take place on the 28th of June 2025. Start with the preparations on the 29th of May 2025. As the event planner, you are responsible for organising of this very important conference

NR	NAME OF TASK	TASK DURATION	RESOURCES
1.	Conduct a Needs Assessment	2 Days	Anzelle
2.	Book a Venue	1 Day	Aune
3.	Design Social Media Campaigns	3 Days	John
4.	Develop Educational Materials	3 Days	Aune
5.	Arrange for Gifts and Snacks	2 Days	Anzelle
6.	Programme Design	2 Days	Aune
7.	Engage Local Influencers	2 Days	John
8.	Partner with Local Organisations	2 Days	Aune
9.	Programme Director	2 Days	Anzelle
10.	Confirm guest list	2 Days	Aune
11.	Final check-ups and logistics	1 Days	John

- Create the following milestones for this event:

Deposit of 50 % to be paid for the:

  - Venue
  - Design Social Media Campaigns
  - Gifts and Snacks

Full Payments to be made for the:

  - Development of the Educational Materials
  - Local Influencers
- Please add predecessors for each milestone.
- Assign resources to the tasks as indicated above.
- Insert your Name in the Header, save your document and print only page 1 and 2 in landscape.

**QUESTION 2** **MARKS: 30**

In Ms Word create the following form on one sheet. Adhere to typing rules and instructions Given on the next page. Use the font Arial, size 12.

Ai In Education Conference 2025 → Font: Aptos, size 18, bold, u/c, cent  
 Attendee Registration Form → Font: Times New Roman, size 12, bold, cent

≠  
 Thank you for your interest in attending the AI in Education Conference 2025. Please complete the form below to register.

Personal Information → u/c, bold, font: Arial, size 12

d/s	<b>Full Name:</b> Plain Text Control - Strong	<i>Replace content controls with the following information:</i> Full name: Your own name and surname Designation: Student Institution: NUST Country: Namibia
	<b>Designation/Job Title:</b> Plain Text Control - Strong	
	<b>Institution/Organization:</b> Plain Text Control Emphasis	
	<b>Country:</b> Rich Text Control – Intense Emphasis	

Conference Participation → u/c, bold

1. **Attendance Mode (select one):**
- In-Person
  - Virtual (Online)
  - Hybrid
- } Insert Check Boxes on the left of the different options.

2. **Which sessions are you interested in?**
- AI in Personalised Learning
  - Ethical Considerations of AI in Education
  - AI-Powered Assessment and Feedback
  - Future Trends of AI in Education
- } Insert Check Boxes on the left of the different options.

Agreement & Consent → u/c, bold, cent

By submitting this form, I confirm that the information provided is accurate. I agree to comply with the event’s guidelines and privacy policies.

≠  
**Signature (Full Name and Surname):** → Insert rich content control (Strong) and replace with your title, initial and surname.

**Date:** \_\_\_\_\_ → Delete the line and replace with full date (today's date)

## Question 3

**Question 3****Marks: 25**

Retrieve the MS Word Template from your templates in Ms Word and adhere to all instructions.

1. Open the MS Word template "Circle Flyer."
2. Replace "EVENT NAME" with Summer Sale Extravaganza (Font: Aptos, font size 36, U/C, Bold, Cent). Type each word in separate line (Centre Horizontally).
3. Use the drawing tool and draw the following table in the space below the main heading. Type the content in font: Calibri, Size 10.

Item	Unit Price	Quantity	Total Price
Laptop	560	3	
Headphones	40	7	
Smartphone	300	4	
Tablet	250	3	

**Instructions for Table:**

- 3.1 Type column headings in u/c and bold.
- 3.2 Use the correct formula and calculate the Total Price of each item (Unit Price x Quantity).
- 3.3 Insert a row at the end. Type the word Total in (u/c, bold) and calculate the total of the Unit Price, Quantity and Total columns.
- 3.4 Autofit table to content.
- 3.5 Distribute rows evenly.
- 3.6 Centre table.
4. Delete "Add Key Event Info Here" and replace with "Take Note!" (bold, cent)  
Delete the text and replace with the following. No Textbox:

**TAKE NOTE!** → Font: Candara, Size 20, Bold, Cent

The Summer Sale Extravaganza is the ultimate event of the season, offering incredible discounts on the latest tech gadgets and accessories. Type in two lines, cent position. Type "Summer Sale Extravaganza" in bold, s/s. Type the rest of the sentence (Font: Comic Sans, Size: 10).

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Date: 15 August 2025  
Location: Ongwediva Sports Field } bold, s/s  
Time: 08:00 – 17:00

≠

Don't miss out on discounts of up to 50% off - experience the future of technology!

Type in one line, bold, italics, centre.

**QUESTION 4****MARKS: 25**

Retrieve Question 4 – Pivot Table from your X-drive and adhere to the instructions that follows.

**Instructions:**

1. Retrieve the following table in Excel and save the workbook as: Question 4 -Pivot Table
2. Rename sheet1 to Original
3. Copy the Original sheet, and rename the new sheet as **ABC Retail Store**
4. Insert 2 rows above the column headings.
5. Insert Main Heading in row 1 - **ABC Retail Store**  
(U/C, Bold, Merge & Centre, Arial Black, 20)
6. **Edit the table as follows:**
  - 6.1 Change the font of the entire table to Calibri font size 12.
  - 6.2 Change the column headings to bold, u/c
  - 6.3 Fill the background of the Column Headings (White Background 1, Darker 15%, row height pixel 50)
  - 6.4 Resize columns headings and change the row height of the rest of the table to 30 pixels.
7. **Pivot Table:**
  - 7.1 Select the **Original sheet** and create a PivotTable.
  - 7.2 From the options, select Sum of Sales Amount by Region to be *displayed* in the Report.
8. **Add:**  
Region, Item, Unit Price and Sales Amount.
9. **Move:**  
**Regions** - Columns  
**Item and Values** - Rows  
**Sum of Unit Price and Sum of Sales Amount** - Values
10. Rename the sheet tab - **Report**
11. **Chart:**
  - 11.1 Create a Pie chart from the Report.
  - 11.2 Insert the following Chart Elements:  
Chart Title (at the bottom)- ABC RETAIL STORE - 2025 (Bold, u/c, centre)  
Data Labels - Inside  
Legend - Insert on the left
  - 11.3 Make sure both the table and chart fit on one sheet and print in portrait.



## QUESTION 4

MARKS: 50

Oshakati Medical Centre is preparing to open its doors to the public. You, as a newly appointed Medical Office Administrator trained in Elixir, have been assigned to set up the practice.

1. Start by creating Service Providers for the practice.

Provider	Discipline	HPCSA NR	Cellular	Dispensing	Dispensing Registration	Email Address
Dr Emilia litula	General Practitioner	EI1123	0812567890	Yes	DR100234	elitula@gmail.com
Dr Petrus Nghipandu	Paediatric Surgeon	PN3341	0814456782	Yes	DR103211	pnghipandu
Dr Anna Haitembu	Dermatologist	AH2217	0813054762	No	-	ahaitembu
Dr Gabriel Uushona	Dentist	GU7755	0813928471	No	-	guushona
Dr Rosalia Tuhafeni	Chiropractitioner	RT9088	0812245678	Yes	DR104589	rtuhafeni

2. Create the following accounts for each patient.

Account No.	Surname	Initials	First Name	Address	Town	Medical Aid Scheme	ID Number	Provider	Email
1001	Shivute	P.N.	Paulus	PO Box 120	Oshakati	NMC Ruby	87061200345	Dr Emilia litula	p.shivute@gmail.com
1002	Amutenya	L.K.	Leena	PO Box 45	Ondangwa	Namdeb	92030800678	Dr Petrus Nghipandu	leena.amutenya@yahoo.com
1003	Tjizu	R.M.	Rina	PO Box 8014	Windhoek	NMC Opal	85052200089	Dr Anna Haitembu	tjizurina@gmail.com
1004	Haimbodi	K.L.	Katrina	PO Box 2145	Walvis Bay	Prosperity	78010100321	Dr Gabriel Uushona	katrina.haimbodi@outlook.com
1005	Garoos	T.J.	Theopolina	PO Box 17	Swakopmund	NMC Topaz	93092300456	Dr Rosalia Tuhafeni	theogaroos@live.com

3. Add the following Accounting groups to your Database:

- 3.1 Normal – White
- 3.2 Bad Debts – Yellow
- 3.3 Benefits Exceeded – Orange
- 3.4 Overdue Payments – Green

4. Set up the following clinics:

Oshakati Clinic  
Ongwediva Practice  
Outapi Clinic

5. Load the following Colleagues:

- 5.1 Dr Lydia Gowases, Discipline: Biokinetics, HPCSA: LG3319, Mobile: 0813456789, Referring Doctor,
- 5.2 Dr Theo Kambonde, Discipline: Anaesthetist, HPCSA: TK2215, Mobile: 0815566778, Assisting Doctor.

6. Add the following medical aid numbers (references) to the existing accounts.
- 1001 - NMC-8745
  - 1002 - MET-9203
  - 1003 - NMC-8505
  - 1004 - REN-7801
  - 1005 - NMC-9309
7. You have to add the following reasons to the **Rejection** list.
- 7.1 Medical Aid Not Active
- 7.2 Account closed
8. Select the Account group “Bad Debts” and place a **financial block** on it.
9. Please create a new practice **template** called **Reminder of Appointment** and type the following details on it.

**OSHAKATI MEDICAL CARE CENTRE**

<PATIENTFIRSTNAME> <PATIENTSURNAME>  
<ADDRESSA>  
<ADDRESSB>

DEAR <PATIENTTITLE> <PATIENTSURNAME>

This is a reminder of your upcoming appointment:

Date: Tuesday, 30th May 2025

Time: 10:30 am

Location: Health Care Medical Practice, Maerua Mall

<PATIENTFIRSTNAME> please arrive 15 minutes early to complete check-in. If you need to reschedule, call us at (061) 2012255 at least 24 hours in advance.

Thank you for choosing Oshakati Medical Care Centre for your health care needs. We are committed to providing you with the highest quality care.

Name of Student  
RECEPTIONIST

10. Use the Mail Merge function and merge the account of Ms Rina Tjizua with this letter. You are the receptionist, add your personal detail and your student number in brackets at the end of the letter and print a copy.
11. From your existing accounts, please open the following accounts and add the following children as dependants on their accounts.

Main Member	Dependants	Allergies	Date of Birth
Paulus Shivute	Anna Shivute	Sulindac	15/04/2015
	Michael Shivute	None	03/09/2018
Leena Amutenya	Lukas Amutenya	Amiloride	28/11/2012