



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**

QUALIFICATION: BACHELOR OF BUSINESS & INFORMATION ADMINISTRATION	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE CODE: MOA611S	COURSE NAME: MEDICAL OFFICE APPLICATIONS 2A
SESSION: JULY 2025	PAPER: PRACTICAL
DURATION: 3 HOURS	MARKS: 150

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Ms Lindie Tripodi
MODERATOR:	Ms Petrina Louw

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Read all the questions carefully before answering.3. Number the answers clearly

THIS QUESTION PAPER CONSISTS OF 8 PAGES (Including this front page)



Question 1 – Project Planning
Marks: 30

De Beers Namibia is organising its **Annual General Meeting (AGM)** to discuss key financial performance, sustainability initiatives, and future strategic plans. As the event coordinator, you are responsible for ensuring the successful execution of this high-profile corporate event. Event date: 16 August 2025. Start planning: 21 July 2025

Consider the following tasks:

NR	NAME OF TASK	TASK DURATION	RESOURCES
1.	Booking the Venue	1 Day	Adelaide
2.	Arrangement for Catering	2Day	Philemon
3.	Technology (audio-visual equipment, live streaming)	2 Days	Chris
4.	Arrange for Security and Risk Management	2 Days	Chris
5.	Materials (reports, presentations)	2 Days	Philemon
6.	Stakeholder Communication & Invitations	2 Days	Adelaide
7.	Arrange for Meeting Facilitator	3 Days	Adelaide
8.	Confirm Attendees	2 Days	Chris
9.	Arrange for Meeting Administrator	2 Days	Chris
10.	Final check-ups and logistics	2 Days	Philemon

1. The Milestones for this event will be the following:

Deposit of 70 % to be paid for the:

- (a) Venue
- (b) Catering
- (c) Security and Risk Management

Full Payments to be made for the:

- (a) Use of Technology
- (b) Communication and Invitations

- 2. Please add predecessors for each milestone.
- 3. Assign resources to the tasks as indicated above.
- 4. Insert your Name in the Header, save your document and print only page 1 and page 2 in landscape orientation.

Question 2**Marks: 30**

You are an administrative officer at NUST, responsible for sending personalized invitation letters to graduating students. Using the given information below complete the mail merge process. Type the following Main Document in font Comic Sans, size 12 and make use of the information at the end of the document to create a standardised letter for each student.

Print the letter for **Ms Emily White**, the Excel Spreadsheet as well as the Mail merged document.

Date: <Date>

Student Number: <Student Number>

Degree Programme: <Programme>

Dear <Full Name>

Congratulations! We are pleased to inform you that you have successfully completed your degree programme and are invited to attend the upcoming Graduation Ceremony. The details are as follows:

Date: <Date>

Time: <Time>

Venue: <Venue>

Please arrive at least 30 minutes before the scheduled time. Kindly confirm your attendance by 12th of May 2025.

We look forward to celebrating your achievement with you!

Best regards

Registrar
Namibia University of Science & Technology

Student Nr	Full Name	Programme	Date	Time	Venue
2024001	John Doe	Computer Science	24 May 2025	10:00	Safari Hotel
2024002	Jane Smith	Office Management	24 May 2025	10:00	Safari Hotel
2024003	Michael Brown	Data Analytics	24 May 2025	2:00	Safari Hotel
2024004	Emily White	Business Administration	24 May 2025	2:00	Safari Hotel
2024005	David Johnson	BCom Accounting	24 May 2025	5:00	Safari Hotel

Instructions for Mailing List:

1. Type the spreadsheet in font Calibri, size 12.
2. Column Headings – Font size 14, Bold, u/c
3. Records – font size 12.
4. Row Height: Column Headings 40 pixels
Rest of Rows.30 pixels
5. Sort Full Name in ascending order.
6. Insert all borders.
7. Print excel spreadsheet in Portrait.

QUESTION 3**MARKS: 40**

Type the Pivot Table (**Pupkewitz Megatech**) below and adhere to the instructions that follow.

Date	Store Location	Product Name	Category	Sales Amount
1 Jan 2024	New York	Laptop	Electronics	1500
2 Jan 2024	Los Angeles	Phone	Electronics	900
3 Jan 2024	Chicago	Tablet	Electronics	600
4 Jan 2024	Houston	Monitor	Accessories	400
5 Jan 2024	Phoenix	Keyboard	Accessories	250
6 Jan 2024	Philadelphia	Mouse	Accessories	180
7 Jan 2024	San Antonio	Printer	Office	500
8 Jan 2024	San Diego	Desk	Office	350
9 Jan 2024	Dallas	Chair	Office	300
10 Jan 2024	San Jose	Headphones	Accessories	220
11 Jan 2024	Austin	Camera	Electronics	800
12 Jan 2024	Jacksonville	Smartwatch	Electronics	1200

Instructions:

1. Save the workbook as: Question 3 - Pivot Table
2. Rename sheet1 to Original
3. Copy the Original sheet, rename the new sheet as **Pupkewitz Megatech Store Sales**.
4. Insert 2 rows above the column headings.
5. Insert Main Heading in row 1 - **Pupkewitz Megatech Store Sales**
(U/C, Bold, Merge & Centre, Algerian , size 18)
6. **Edit the table as follows:**
 - 6.1 Change the font of the entire table to Arial 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 55), Row Height for column heading 40 pixels.
 - 6.4 Resize columns headings and change the row height of the rest of the table to 35 pixels.
 - 6.5 Print formatted table in landscape.
7. **Pivot Table:**
 - 7.1 Select the **Original sheet** and create a PivotTable.

7.2 From the options: select Count of Store Location to be *displayed* in the Report.

8. **Add:**

Product Name and Sales Amount.

9. **Move:**

Columns - Values

Rows - **Category** and **Product Name**

Values - **Count of Store Location** and **Sum of Sales Amount**

Rename the sheet tab - **Report**

10. **Chart:**

10.1 Create a Stacked Column chart from the Report.

10.2 Insert the following Chart Elements:

Chart Title - Pupkewitz Megatech Store Sales (Bold, u/c, centre)

Axes: Primary Horizontal & Vertical

Data Labels - Inside End

Legend - Insert on the Right

Gridlines

10.3 Select Style 7 from the chart styles.

10.4 Make sure both the table and chart fit on one sheet and print in portrait.

QUESTION 4**MARKS: 60**

The Keetmanshoop Health Centre, located in the Karas Region, has requested your assistance as a Medical Office Administrator to set up their new medical practice. Your task is to ensure the smooth setup of the practice by completing the following steps. Please use the provided details to carry out the required tasks.



1. Create the following service Providers:

Provider	Discipline	HPCSA NR	Cellular	Dispensing	Dispensing Registration
Dr. Leonard G. Louw	General Practitioner	L12345	081 234567	Yes	987654321
Dr. Christina Garas	General Practitioner	CG0001	081 345678	No	N/A
Dr. Gabriel Hawaseb	Optometrist	GH3112	081 456789		
Dr. Sophia Engelbrecht	General Surgeon	SE4221	081 567890	Yes	2232321
Dr. Neriene Goreses	Homeopath	NG5522	081 1255698		

2. Create the following accounts for each patient.

Surname	Initials	First Name	Address	Town	Medical Aid Scheme	ID Number	Provider	Email
Awaseb	P.J.	Phillip	PO Box 12	Keetmanshoop	Nammed	8501230500123	Dr Louw	phillip@domain.com
Uiseb	C.	Cheryl	PO Box 323	Tses	Investmed	9002010740234	Dr Garas	cheryl.u@gmail.com
Nekongo	G.	Niel	PO Box 258	Berseba	Vitality	7801120134567	Dr Hawaseb	nnekongo@gmail.com
Witbooi	N.	Neriene	PO Box 222	Koës	NHP Gold	7003280538790	Dr Engelbrecht	nwitbooi@gmail.com
Mouton	S.	Sophia	PO Box 124	Aroab	Napotel	8512240670982	Dr Goreses	sophia.m@gmail.com

3. Insert the following **accounting groups** to your Database:
- 3.1 Bad Debts - Orange
 - 3.2 Normal - White
 - 3.3 Private Patients - Pink
 - 3.4 Payment overdue - Yellow
 - 3.5 Benefits Exceeded - Green
4. Set up the following **Clinics**:
- 4.1 Keetmanshoop Clinic
 - 4.2 Private Clinic
5. Load the following **Colleagues**:
- 5.1 Dr. Cedric Hammond - HPCSA: CH2345 - Neurosurgeon, Referring Doctor
 - 5.2 Dr. Cynthia Helmut - HPCSA: CH2001 - Neurologist, Referring Doctor
 - 5.3 Dr. Kevin Beukes - HPCSA: KB77800 - Anaesthetist, Assisting Doctor
6. Add the following medical aid numbers (references) to the existing accounts.

Surname	Medical Aid Scheme	Numbers
Awaseb	Namdeb	NAM144
Uiseb	Investmed	INV445
Nekongo	Vitality	VIT787
Witbooi	NHP Gold	NHP4789
Mouton	Napotel	NAP3696

- 7. You have to add the following reasons to the **Suspension** list.
 - 7.1 Account Overdue
 - 7.2 Emigrated
 - 7.3 Deceased
- 8. Select the Account group "Benefits exceeded" and place a **financial block** on it.
- 9. From your existing accounts, please open the following accounts and add the following children as dependants on their accounts.

Patient	Dependent	Relationship	Date of Birth	Allergies
Phillip Awaseb	Nerro Awaseb	Child	12 December 2012	Citric Acid
Sophia Mouton	Aiden Mouton	Child	10 September 2009	Ibuprofen

- 10. Please create a new practice **template** called **Wellness Awareness Day** and type the following details on it.

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

Dear <PATIENTTITLE> <PATIENTSURNAME>

We are pleased to invite you to our upcoming Wellness Awareness Day on 10th of July 2025 at our Clinic premises in Keetmanshoop.

This community event will focus on Healthy living, nutrition, and managing chronic conditions, with talks from our medical professionals, free screenings, and wellness tips.

Join us and take a step toward better health!

Yours in good health,

Name of Student
 PRACTICE MANAGER

- 11. Use the Mail Merge function and Merge the account of Cheryl Uiseb with this letter. Type your student number and name in brackets at the end of the letter and print a copy.