



**PAMIBIA UNIVERSITY**  
OF SCIENCE AND TECHNOLOGY

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

**Department of Governance and Management Sciences**

<b>QUALIFICATION: Bachelor of Business and Information Administration</b>	
<b>QUALIFICATION CODE: 07BBIA</b>	<b>LEVEL: 6</b>
<b>COURSE: Medical Office Applications 2B</b>	<b>COURSE CODE: MOA621S</b>
<b>DATE: January 2024</b>	<b>SESSION: Practical Paper</b>
<b>DURATION: 3 Hours</b>	<b>MARKS: 150</b>

<b>SECOND OPPORTUNITY - QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	<b>Ms L Beukes</b>
<b>MODERATOR:</b>	<b>Ms P Witbeen</b>

<b>INSTRUCTIONS</b>
<ol style="list-style-type: none"><li>1. Answer ALL the questions.</li><li>2. Read all the questions carefully before answering.</li><li>3. Make sure your name, surname, question number and the date appear in the Header and Footer.</li></ol>

**THIS TEST PAPER CONSISTS OF 9 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.

**INSTRUCTIONS:**

1. Change the font of the Document to Comic Sans, 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 (Comic Sans, Black, Font size 16, Bold)  
Paragraph Headings 1, 2, 3 and 4 – Heading 2 (Comic Sans, Black, and Font size 14, Bold)  
Paragraph Headings 4.1, 4.2 and 4.3 – Heading 3 (Comic Sans, Black, Font size 12)
4. Insert Page numbers except for the first page (Top of page – center)
5. Insert diagonal watermark: ORIGINAL (keep default font, transparent)
6. Use Automatic Table2 for the Table of Content.
7. Insert Network World Computer Logo in the top right corner (Find logo in the same folder as the link).
8. Insert Reference List

Capricorn Tours

Commented [BL1]: Insert Word Art to create a letterhead: 1<sup>st</sup> column, last row

Date  
331 Sam Nujoma Road  
Klein Windhoek  
WINDHOEK  
Namibia

Introduction

We are thrilled to welcome you to Capricorn Tours. On behalf of the entire team, I want to express our excitement about having you join us.

Commented [BL2]: Delete the underline and bold the word.

Here are a few details to help you prepare for your first day:

1. Start Date

Your first day of work will be on 01 January 2024 and we kindly request that you arrive at the Head Office at 08:00. Please reach out to Mr Green our HR officer at 061-232325 if you have any questions or need any assistance before your start date.

Commented [BL3]: Font: Times New Roman, size 12 and bold

Commented [BL4]: Font: Times New Roman, size 12 and bold

2. Orientation

We have a comprehensive orientation program planned for you, which will include an introduction to our company culture, policies, and procedures. This will help you get acclimated to your new role and surroundings.

Commented [BL5]: Font: Times New Roman, size 12 and bold

Commented [BL6]: Font: Times New Roman, size 12 and bold

3. Team Introduction

You will have the opportunity to meet your colleagues and team members on your first day. We encourage open communication and collaboration, so please don't hesitate to reach out to anyone if you have questions or need assistance.

Commented [BL7]: Insert Bullets, D/S

4. Employee Handbook

Along with this letter, we have enclosed our employee handbook. This handbook ~~comprises~~contains important information about our company policies and benefits. Please take some time to review it before your start date.

5. Parking/Transportation

If you need information about parking or public transportation options, please contact Mr Green, your HR officer for ~~support~~ assistance.

We believe that your skills and experiences align perfectly with our company's goals and vision, and we look forward to seeing the positive impact you will have on our team.

Commented [BL8]: Insert Drop Cap, 2 lines, bold

Formatted: Font: (Default) Times New Roman, Italic

Formatted: Font: (Default) Times New Roman, Italic

Once again, welcome to Capricorn Tours. We are delighted to have you on board and look forward to working together to achieve our shared success.

Commented [BL9]: Delete the underline and bold the word.

If you have any questions or need further information before your start date, please feel free to reach out to our HR officer.

Yours sincerely, Marilyn Goagoses. Manager

Commented [BL10]: Display correctly

Commented [BL11R10]:

**Question 2****TOTAL: 35**

Retrieve the following spreadsheet named “**Food Lovers Produce**” and adhere to the following instructions. Change font to Comic Sans and size 12.

**INSTRUCTIONS:**

1. Food Lovers Produce use a few outlets for their produces. A few of these outlets are in the Khomas area and a few in the Hardap area. The prices of the products differ slightly from the two areas. Insert another sheet for the total prices.

Rename the sheets as follows:

Sheet 1 – Khomas Food Lovers

Sheet 2 – Hardap Food Lovers

Sheet 3 – Total Prices

The General Manager needs the totals of these areas to make a crucial decision. As the Office Administrator, you are tasked to add the total prices of the two areas.

Copy sheet 2, Hardap Food Lovers to sheet 3. Delete all columns except Suppliers. Add another column and rename it as Total Prices. Please calculate the prices of both shops and insert it in the Total Prices sheet.

2. Formatting Sheet 3 (Total Prices):
  - 2.1 Insert two rows:
    - 1<sup>st</sup> Row – Insert Heading – **Food Lovers Produce** (u/c, Bold, font Comic Sans, size 16, merge & centre).
    - 2.2 Column Headings Comic Sans, Bold, Font size 14) with background color of White background 1, 15%.
    - 2.3 Please apply a custom number format for the numbers to show a comma separator for the Total Prices Colum and add two decimals.
    - 2.4. Apply a custom number format to show the N\$ currency sign on all the figures.
    - 2.5 Row Height:
      - Column Headings row height – 45 pixels
      - Rest of rows – 30 pixels
      - Insert all borders to the table.

**Formatting for Filtering:**

3. Copy Sheet 1, Khomas Food Lovers to a new workbook and rename the sheet as Original.
- 3.1 Change the font to Comic Sans, Font size 12.
- 3.2 Insert two-line spaces on top and add the heading – **Food Lovers Produce** in the first line (Merge and Centre, Bold, Font Size 16, Font Comic Sans).
- 3.3 Insert All Borders (excluding the Main headings)
- 3.4 Row Height:  
Column Headings - 40 pixels  
Rest of table – 35 pixels
- 3.5 Column Headings - bold the column headings and insert background color – White Background 1, Darker 15%
- 3.6 Apply a custom number format to show the N\$ currency sign on all the figures and add two decimals.

**Filter:**

4. Copy the Original sheet five times and do the following filtering and rename accordingly:
  - 4.1 Sheet 2 - Display the Product ID between 500 and 1000.
  - 4.2 Sheet 3 (Fruit) – Show all the fruits that contains the letter “o”.
  - 4.3 Sheet 4 (Suppliers) – Display all suppliers that ends with the letter “e”.
  - 4.4 Sheet 4 (Quantities) – Please display the quantities greater than 3.
  - 4.5 Sheet 5 (Price) – Please extract all prices per kilo above average.
5. Insert the header for each sheet.
6. Resize all columns to fit on one sheet.
7. Print all filtered sheets in portrait.

**QUESTION 3 – PUBLISHER**

**[30]**

The following question is an Information Brochure of the Business and Information Administration section. Please design the Brochure according to the instructions below.

Insert Brochure – Under Informational Templates, Colour Band. Use the Orange Colour Scheme for this brochure.

**Page 1 - Front Page:  
3<sup>rd</sup> Column to the Right:**

1. Insert Logo of the University NUST in the top right corner. Make sure that you centre it properly.
2. Delete picture, and replace Product/Service Information with the following:

<p><b>Bachelor of Business &amp; Information Administration</b></p>	}	<p>Font: Constancia, size 24. Centre Horizontally &amp; Vertically, remove borders</p>
---	---	--

3. Replace Telephone number with Tel: 2079111

**Page 1 - Front Page:  
Middle Column:**

1. Delete Business name and information and replace with the following information below:

<p>Private Bag 13368 Windhoek Namibia</p>	→	<p>Font: Georgia, size 10. Centre, remove borders</p>
---	---	---

2. Delete Organisation and logo and replace with:  
“NUST” logo below the address, centred position.  
Resize logo – Height: 1.64cm, Width 1.9cm

**Page 1 - Front Page:**  
**1<sup>st</sup> Column to the Left:**

1. Insert the image: 1 below in the top left corner.  
Resize: Height: 1.91cm, Width: 2.77cm

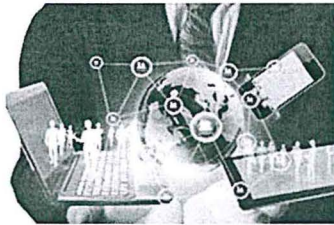


2. Delete Back Panel Heading and Information and replace with:



Font: Georgia, size 14. Centre,  
remove borders

3. Insert the Image 2: (in folder) at the bottom in a center position.



**Page 2 – Back Page** – Delete all information in place holders and replace with the information below:

**1<sup>st</sup> Column to the Left:**

1. Insert Textbox (no borders) and type the following information (Font: Georgia, size 14)

This revised and newly introduced programme Bachelor of Business and Information Administration was approved in 2016 at Senate during the review of the Namibia University of Science and Technology Strategic Planning for 2014-2018.

The review of this programme was necessitated by the need to align the programme and resultant qualifications with the Namibia University of Science and Technology (NUST) curriculum model, the requirements of the National Qualifications Framework (NQF), and international requirements for Office Managers, including applicable software skills.

**Middle Column:**

1. On top in the center position type the following:  
ABOUT THE FACULTY (Font Georgia size 22, cent)
2. Please delete all information. Insert textbox (no borders) and type the following information (Font: Georgia, size 14) Centre position.

**CAREER OPPORTUNITIES** → **Bold**

Graduates of this programme will be able to find employment in the public and private sectors as:

Personal Assistants (PA) Administrative Officers Front Desk Receptionists Event Coordinators/Planners Office Managers	}	Insert round bullets.
---	---	-----------------------

Medical Office Administration graduates may find employment as:

Medical Office Assistants Medical Clinic Administrators Hospital Administrative Hospital Medical Receptionists Medical Billing Clerks Medical Record Clerks Patient Services Representative Health Information Administrator	}	Insert round bullets.
---	---	-----------------------

**Last Column (to the right):**

Delete all information and adhere to the instructions below:

1. In the centre position add textbox (no borders) and add the following text:  
Use Font: Georgia, size 14, cent

**AIM OF PROGRAMME** → **Bold**

The Bachelor Business and Information Administration aims at equipping students with broad cognitive or intellectual skills, key transferable skills, and practical skills, which would enable students to operate effectively as office administrators in all sectors of the economy.

2. At the bottom insert textbox (remove borders) with the information below (Font: Georgia size 10):

Namibia University of Science & Technology  
 13 Jackson Kaujeua Street  
 Windhoek-west  
 Namibia



**QUESTION 1****MARKS: 40**

Start Elixir and log into the General Practice option.

As the Medical Office Administrator of **Omaruru Medical Centre**, you have the responsibility to assist with the setup of the new practice.

The information below will help you to setup this new practice.

1. Service Providers:

1	Provider	First Name	Discipline	HPCSA NR	Cellular	Dispensing	Dispensing Registration
3	Dr S Muteka	Shawn	Physician	1100212	0812323568	No	-
4	Dr P Gaomab	Peter	Orthoptist	1100235	0812323569	Yes	778777
5	Dr W Mberira	Willem	General Surgeon	1100547	0812323570	Yes	898981

2 Add the following accounts accurately.

1	Account Number	Surname	Intials	First name	ID	Postal Address	Town	Medical AID Scheme	Provider	E-mails
3	001	Metzger	K	Karen	8201012200	Private Bag 2211	OMARURU	BANKMED CARE	Dr S Muteka	kmetzger@gmail.com.na
4	002	Namases	T	Thomas	8506060010	PO Box 445	USAKOS	HERITAGE HEALTH	Dr P Gaomab	tnamases@mweb.com
5	003	Doeses	E	Eva	90050500101	Private Bag 2233	KARIBIB	NHP GOLD	Dr W Mberira	edoeses@yahoo.com

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

Account Number	Medical Aid Number
001	44778
002	55889
003	66998

4. Insert the following **Accounting groups** to your Database and delete others:

- 4.1 Normal – White
- 4.2 Bad Debts – Blue
- 4.3 Exceed Benefits – Pink

5. Set up the following **Clinics**:

- 5.1 Omaruru Clinic
- 5.2 Private Clinic

6. You have to add the following reasons to the **Suspension** list and delete the rest.

- 6.1 Deceased
- 6.2 Account overdue

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

MAIN MEMBER	DEPENDANT
Ms Karen Metzger	Zenobia Metzger (001) Date of Birth: 15 April 2008 Medical Aid nr: 44779 Omaruru Clinic Allergies: Cyclizine

8. Please create the following Macros:

Macro	Procedure	Your Code	Description
ANA200	Anaphylaxis	AD 5CM1 JCX0	Administration Fees Gloves Encore Dressing Absorb
CAT202	Cataract Surgery	E354 1J14 48C2 AD	Gloves Vasco Needle Pain Balance Admin Fee
HYS203	Hysteroscopy	76H6 XTP1 AD	Ultra Balance Protein Injection Admin Fee

9. Post the following Macro's to these patients:

Anaphylaxis – Karen Metzger  
Cataract Surgery – Thomas Namases  
Hysteroscopy – Eva Doeses

10. Settle the all accounts as cash payments.
11. Print the Daily Transaction Report to verify all the transactions for the day.