



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

HEALTH SERVICES MANAGEMENT

SUBJECT: Health Law

PAPER NO: 507/23/M04

DURATION: 3 hours

MAY/JUNE 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer any five (5) questions.

This paper consists of 2 printed pages.

QUESTION 1

Examine any six (6) rights of patients and clients as indicated by Patients Charter. (20 marks)

QUESTION 2

Elaborate any five (5) reasons why food and drug industries should be regulated. (2 marks)

QUESTION 3

Health services administrators are responsible for most of the medico- legal hazards in health institutions. Discuss this assertion. (20 marks)

QUESTION 4

With special reference to food and Food Standards Act Chapter 15:04, elaborate five roles of each of the following and their importance in regulating the food industry:

- a) Inspector (10 marks)
- b) Analysts (10 marks)

QUESTION 5

Justify giving six reasons for the need of an infection control policy in health institutions. (20 marks)

QUESTION 6

Analyse any six (6) provisions of Public Health Act Chapter 15:17 that specifically aim to protect health of the general public. (20 marks)

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HIGHER EDUCATION EXAMINATIONS COUNCIL
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NATIONAL DIPLOMA

IN

HEALTH SERVICES MANAGEMENT

SUBJECT: Health Law

PAPER NO: 507/15/S02
507/23/M04

DURATION: 3 hours

OCTOBER/NOVEMBER 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer any five (5) questions.

This paper consists of 2 printed pages.

PAPER NO: 507/15/S02 - HEALTH LAW
507/23/M04 - HEALTH LAW

QUESTION 1

Elaborate six (6) qualities of a good health law. (20 marks)

QUESTION 2

- a) Outline five (5) major causes of medico legal hazards in health institutions. (15 marks)
- b) State five (5) purposes of health law. (5 marks)

QUESTION 3

- a) Explain five (5) issues that constitute bioethics in health services delivery. (10 marks)
- b) As a health services administrator explain five (5) ways you would implement to ensure privacy and confidentiality in health institutions. (10 marks)

QUESTION 4

Analyse six (6) provisions of Food and Food Standards Act Chapter 15:04 of 1996 that safeguard the health of the general public against illnesses that are a result of food. (20 marks)

QUESTION 5

Highlight the process of policy formulation. (20 marks)

QUESTION 6

Outline some of the challenges faced in Zimbabwe in the implementation of health laws in an attempt to protect the health of the general public. (20 marks)

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NATIONAL DIPLOMA

IN

HEALTH SERVICES MANAGEMENT

MODULE: Epidemiology

PAPER NO: 507/23/M02

DURATION: 3 hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer any five (5) questions.
- 2) Each question carries 20 marks.

This paper consists of 2 printed pages.

PAPER NO: 507/23/M02 - EPIDEMIOLOGY

QUESTION 1

Elaborate any five (5) achievements of epidemiological studies. (20 marks)

QUESTION 2

Critically examine any five (5) factors that promote the spread of diseases. (20 marks)

QUESTION 3

- a) Explain any four (4) uses of surveillance data. (12 marks)
- b) Outline any four (4) reasons why screening programmes are important. (8 marks)

QUESTION 4

Examine any five (5) probability sampling techniques used in epidemiological research. (20 marks)

QUESTION 5

Outline any six (6) roles of a health services administrator in epidemiology. (20 marks)

QUESTION 6

Analyse five (5) major causes of disasters. (20 marks)

QUESTION 7

Evaluate any six (6) reasons of having an Emergency Preparedness and Response Plan (EPR). (20 marks)

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NATIONAL DIPLOMA

IN

HEALTH SERVICES MANAGEMENT

MODULE: Health Economics

PAPER NO: 507/23/M03

DURATION: 3 hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions.
2. Each question carries 20 marks.

This paper consists of 2 printed pages.

QUESTION 1

Explain the basic economic problem faced in the provision of health care using relevant illustrations. (20 marks)

QUESTION 2

Elaborate on the importance of good health to an economy like Zimbabwe. (20 marks)

QUESTION 3

- a) Distinguish between health inequality and health inequity. (10 marks)
- b) Explain any five (5) causes of health inequity. (10 marks)

QUESTION 4

Discuss any five (5) factors influencing household healthcare decisions. (20 marks)

QUESTION 5

Outline the steps in the Cost Benefit Analysis. (20 marks)

QUESTION 6

Elaborate any five (5) interventions put by the Zimbabwean Government in an attempt to address market failures in healthcare. (20 marks)

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NATIONAL DIPLOMA

IN

HEALTH SERVICES MANAGEMENT

MODULE: Health Sector Stakeholder Relations PAPER NO: 507/23/M06

DURATION: 3 hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions.
2. Each question carries 20 marks.

This paper consists of 2 printed pages.

PAPER NO: 507/23/M06 – HEALTH SECTOR STAKEHOLDER RELATIONS

QUESTION 1

Discuss any five (5) ways of maintaining good relations with stakeholders. (20 marks)

QUESTION 2

Examine any five (5) reasons why stakeholders matrix grid is important. (20 marks)

QUESTION 3

Discuss any five (5) considerations when evaluating a potential partner of a healthcare organisation. (20 marks)

QUESTION 4

Examine any six (6) measures of ensuring health services are patient centred. (20 marks)

QUESTION 5

Elaborate any six (6) reasons why communication with stakeholders is important. (20 marks)

QUESTION 6

Describe any five (5) sources of conflicts with stakeholders. (20 marks)

QUESTION 7

Describe any five (5) types of information to be exchanged between a healthcare organisation and stakeholders. (20 marks)

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NATIONAL DIPLOMA

IN

HEALTH SERVICES MANAGEMENT

**MODULE: Health Sector Monitoring
and Evaluation**

PAPER NO: 507/23/M08

JUNE 2026 EXAMINATION

DURATION: 3 Hours

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five questions.
2. Each question carries 20 marks.

This paper consists of 2 printed pages.

PAPER NO: 507/23/M08 – HEALTH SECTOR MONITORING AND EVALUATION

QUESTION 1

Examine any five principles of monitoring and evaluation. (20 marks)

QUESTION 2

Analyse any five benefits of signing a memorandum of understanding among stakeholders. (20 marks)

QUESTION 3

Outline any six components of a monitoring and evaluation plan. (20 marks)

QUESTION 4

Evaluate any five reasons why it is important to monitor any immunisation programme. (20 marks)

QUESTION 5

Describe any five negative impacts of failing to evaluate programs in health care. (20 marks)

QUESTION 6

Examine any six roles of a health services administrator in monitoring and evaluation. (20 marks)

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IN

HEALTH SERVICES MANAGEMENT

**MODULE: Health Sector Procurement
and Supply**

PAPER NO: 507/23/M05

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions.
2. Each question carries twenty (20) marks.

This paper consists of 2 printed pages.

QUESTION 1

Discuss five (5) sources of data for quantification of healthcare goods for procurement. (20 marks)

QUESTION 2

Analyse any six (6) characteristics of essential medicines according to the World Health Organisation. (20 marks)

QUESTION 3

Evaluate any four (4) procurement methods. (20 marks)

QUESTION 4

Analyse any six (6) risks associated with procurement of healthcare goods. (20 marks)

QUESTION 5

Examine any five (5) ways to improve the supply chain of essential health commodities. (20 marks)

QUESTION 6

Examine any five (5) effects of unethical practices in procurement of healthcare commodities. (20 marks)

QUESTION 7

Evaluate any six (6) ways of maintaining good relations with suppliers of healthcare goods. (20 marks)

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NATIONAL DIPLOMA

IN

HEALTH SERVICES MANAGEMENT

SUBJECT: Health Policy

PAPER NO: 507/23/M07

DURATION: 3 hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer any five (5) questions.
- 2) Each question carries twenty (20) marks.

This paper consists of 2 printed pages.

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QUESTION 1

Examine six (6) ways in which politics can affect implementation of health policies. (20 marks)

QUESTION 2

Justify giving five (5) reasons why drafting institutional policy in accordance to national policy is necessary. (20 marks)

QUESTION 3

Discuss any six (6) issues an infection control policy will address in a health institution. (20 marks)

QUESTION 4

Evaluate any five (5) sources of information for health care policy formulation. (20 marks)

QUESTION 5

Examine any five (5) models of policy making. (20 marks)

QUESTION 6

Analyse any six (6) skills required by a health service administrator in policy formulation. (20 marks)

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NATIONAL DIPLOMA

IN

HEALTH SERVICES MANAGEMENT

MODULE: Health law

PAPER NO: 507/23/M04

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any 5 questions.
2. Each question carries 20 marks.

This paper consists of 2 printed pages.

QUESTION 1

- a) Elaborate 5 sources of health law. (20marks)

QUESTION 2

- a) Describe any six goals of food and drug law. (20marks)

QUESTION 3

- a) Examine any five (5) reasons how the Patient's Charter supports health organisations in service delivery. (20marks)

QUESTION 4

- a) Highlight any five (5) measures that can be put in place in health institutions to promote privacy and confidentiality. (20marks)

QUESTION 5

- a) Justify giving six (6) reasons why education and training helps in reducing medico legal hazards. (20marks)

QUESTION 6

- a) Analyse any (5) measures to ensure food safety according to the Food and Standards Act in Zimbabwe. (20marks)

QUESTION 7

- a) Discuss any six factors necessary for effective implementation of health policy. (20marks)

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NATIONAL DIPLOMA

IN

HEALTH SERVICES MANAGEMENT

MODULE: Health Law

**PAPER NO: 507/23/M04
507/15/S02**

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five questions.
2. Each question carries 20 marks.

This paper consists of 2 printed pages.

QUESTION 1

Explain any five reasons why health policies should be evaluated regularly.
(20 marks)

QUESTION 2

Elaborate any five implications of medico-legal hazards to the hospital.
(20 marks)

QUESTION 3

Highlight any five Provisions of the Medicines and Allied Substances Control Act Chapter 15:03.
(20 marks)

QUESTION 4

Explain any five importance of Patients Rights as outlined in the Patient's Charter.
(20 marks)

QUESTION 5

Explain any four sources of health law.
(20 marks)

QUESTION 6

Elaborate any five reasons why principles of Bioethics are significant in the delivery of healthcare services.
(20 marks)

QUESTION 7

Examine any five measures being implemented by the Government of Zimbabwe to address the burden of Non Communicable Diseases according to the Provisions of the Public Health Act Chapter 15:17.
(20 marks)

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NATIONAL DIPLOMA

IN

HEALTH SERVICES MANAGEMENT

MODULE: Epidemiology

PAPER NO: 507/23/M02

DURATION: 3 Hours

NOVEMBER/ DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions.
2. Each question carries twenty (20) marks).

This paper consists of 2 printed pages.

QUESTION 1

Analyse any five (5) achievements of Epidemiology. (20 marks)

QUESTION 2

Describe how the Epidemiology Triad can be applied in the prevention and control of malaria. (20 marks)

QUESTION 3

Discuss the importance of each of the following types of surveillance:

- a) Sentinel surveillance (4 marks)
- b) Active surveillance (4 marks)
- c) Passive surveillance (4 marks)
- d) Laboratory – based surveillance (4 marks)
- e) Syndromic – based surveillance (4 marks)

QUESTION 4

Elaborate any five (5) methods used to collect Epidemiological data. (20 marks)

QUESTION 5

Justify giving five (5) reasons why it is important to have an Emergency Response Plan in Place. (20 marks)

QUESTION 6

Analyse any five (5) types of disasters. (20 marks)

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NATIONAL DIPLOMA

IN

HEALTH SERVICES MANAGEMENT

**SUBJECT: Health Sector Monitoring and PAPER NO: 507/23/M08
Evaluation**

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer any five (5) questions.
- 2) Each question carries 20 marks.

This paper consists of 2 printed pages.

This paper consists of 2 printed pages.

QUESTION 1

Examine any six (6) reasons why indicators are important in monitoring and evaluation in health services. (20 marks)

QUESTION 2

Highlight five (5) importance of drafting a memorandum of understanding. (20 marks)

QUESTION 3

Elaborate any six (6) components of a monitoring and evaluation plan. (20 marks)

QUESTION 4

Analyse any five (5) stakeholders and outline their roles in monitoring health programmes. (20 marks)

QUESTION 5

Discuss any five (5) tools used for evaluation. (20 marks)

QUESTION 6

Evaluate any six (6) principles of monitoring and evaluation. (20 marks)

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NATIONAL DIPLOMA

IN

HEALTH SERVICES MANAGEMENT

MODULE: Health Economics

**PAPER NO: 507/23/M03
507/15/S01**

DURATION: 3 Hours

NOVEMBER / DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions.
2. Each question carries 20 marks.

This paper consists of 2 printed pages.

QUESTION 1

Discuss the following terms as they apply to health economics:

- a) Scarcity (4 marks)
- b) Opportunity cost (4 marks)
- c) Utility (4 marks)
- d) Allocative efficiency (4 marks)
- e) Consumer sovereignty (4 marks)

QUESTION 2

Elaborate any five positive impacts of policies on the quality of healthcare in Zimbabwe. (20 marks)

QUESTION 3

Discuss the following methods of economic evaluation:

- a) Cost minimisation Analysis (5 marks)
- b) Cost Utility Analysis (5 marks)
- c) Cost effectiveness Analysis (5 marks)
- d) Cost Benefit Analysis (5 marks)

QUESTION 4

Examine six (6) measures taken in Zimbabwe aimed at promoting equity in health care systems. (20 marks)

QUESTION 5

Analyse any six (6) negative impacts of market failure in health care. (20 marks)

QUESTION 6

Describe any six (6) benefits to the community for practising Household Production Model. (20 marks)

QUESTION 7

Highlight any six (6) factors affecting consumer sovereignty. (20 marks)
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NATIONAL DIPLOMA

IN

HEALTH SERVICE MANAGEMENT

MODULE: Health Policy

PAPER NO: 507/23/M07

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any 5 questions.**
- 2. Each question carries 20marks.**

This paper consists of 2 printed pages.

QUESTION 1

Examine six areas addressed by social policies. (20marks)

QUESTION 2

Outline any five (5) principles of evidence-based policy making. (20marks)

QUESTION 3

Evaluate any 5 reasons why hospital policies are important to patients. (20marks)

QUESTION 4

Examine any five (5) factors that influence policy formulation. (20marks)

QUESTION 5

Elaborate any five (5) models of policy formulation. (20marks)

QUESTION 6

Discuss any five (5) challenges faced in the implementation of health policies. (20marks)

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NATIONAL DIPLOMA

IN

HEALTH SERVICES MANAGEMENT

MODULE: Health Sector Estate Management PAPER NO: 507/23/M01
SUBJECT: Estate Management PAPER NO: 507/15/S04

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer any five (5) questions.
- 2) Each question carries 20 marks.

This paper consists of 2 printed pages.

QUESTION 1

Elaborate any six (6) roles of a health services administrator as an Estate manager. (20 marks)

QUESTION 2

Examine any five (5) roles of a health services administrator in mortuary management. (20 marks)

QUESTION 3

Analyse any six (6) factors necessary for the successful implementation of a project. (20 marks)

QUESTION 4

Elaborate any six (6) security measures commonly used to secure hospital assets. (20 marks)

QUESTION 5

- a) Analyse any five (5) methods of disposing assets. (10 marks)
- b) Elaborate any five (5) reasons for disposing obsolete assets. (10 marks)

QUESTION 6

Describe any six (6) methods of estate valuation. (20 marks)

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**IN
HEALTH SERVICES MANAGEMENT**

**MODULE: Health Sector Estate
Management**

PAPER NO: 507/23/M01

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any 5 questions.**
- 2. Each question carries carries 20marks.**

QUESTION 1

Discuss any six (6) local authorities' construction by- laws (20marks)

QUESTION 2

Analyse any five (5) factors necessary for successful completion of a project. (20marks)

QUESTION 3

Examine any five (5) components of a maintenance plan. (20marks)

QUESTION 4

Discuss any 5 reasons why decommissioning of a project is necessary in Estate management. (20marks)

QUESTION 5

Analyse any 5 specific roles of a mortuary attendant. (20marks)

QUESTION 6

Examine any 5 methods of disposing obsolete assets. (20marks)

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NATIONAL DIPLOMA

IN

BUSINESS AND MANAGEMENT STUDIES

MODULE: Business Research Methods PAPER NO: 500/23/M13

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

- 1) Scientific calculator.
- 2) Graph paper.
- 3) Formulae list.

INSTRUCTIONS TO CANDIDATE

- 1) Answer any five (5) questions.
- 2) All questions carry equal marks.
- 3) Each question to start on a new page.

This paper consists of 3 printed pages.

QUESTION 1

- a) Define the following terms as they are applied in research:
- i) Hypothesis (2 marks)
 - ii) Questionnaire (2 marks)
 - iii) Sampling (2 marks)
 - iv) Census (2 marks)
 - v) Secondary data (2 marks)
- b) Describe five (5) principles to be considered in questionnaire design. (10 marks)

QUESTION 2

- a) State and explain two (2) merits and two (2) demerits of using telephone interviews as a means of collecting primary data. (8 marks)
- b) Describe the four (4) levels of measurement. (12 marks)

QUESTION 3

- a) Describe any five (5) characteristics of a good research. (10 marks)
- b) State and explain three (3) advantages and two (2) disadvantages of primary data in research. (10 marks)

QUESTION 4

- a) Describe any five (5) characteristics of scientific research. (10 marks)
- b) Explain five (5) reasons why a researcher may prefer using a sample instead of the whole population. (10 marks)

QUESTION 5

- a) Define the term research design (2 marks)
- b) Write brief notes to explain the following research designs:
- i) Exploratory (4 marks)
 - ii) Experimental (4 marks)
- c) Describe any five (5) characteristics of quantitative research. (10 marks)

QUESTION 6

- a) When an organisation engages a researcher to carry out a research, they always request a research proposal. Explain five reasons why management always require the research proposal before the research commences. (10 marks)
- b) The 2024 enrolment figures for a polytechnic were as given in the table below:

COURSE	LEVEL		
	NC	ND	HND
Accountancy	160	90	50
Banking	120	70	40
HRM	90	50	30
Purchasing	180	100	70

Present the data on a

- i) Multiple bar chart
- ii) Component bar chart (10 marks)

QUESTION 7

A company monitored the amount of business generated by 76 of its sales representatives and the following results were obtained:

Sales	No of sales representatives
0-<50	4
50-<100	11
100-<150	22
150-<200	16
200-<250	15
250-<300	8

- a) Calculate:
- i) Mean sales values (3 marks)
- ii) Median sales values (4 marks)
- iii) Modal sales values (4 marks)
- iv) Standard deviation of sales values (5 marks)
- b) Determine the Pearson's coefficient of skewness and comment. (4 marks)
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IN

HEALTH SERVICES MANAGEMENT

SUBJECT: Health Law

PAPER NO: 507/23/M04

DURATION: 3 hours

MAY/JUNE 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer any five (5) questions.

This paper consists of 2 printed pages.

QUESTION 1

Examine any six (6) rights of patients and clients as indicated by Patients Charter. (20 marks)

QUESTION 2

Elaborate any five (5) reasons why food and drug industries should be regulated. (2 marks)

QUESTION 3

Health services administrators are responsible for most of the medico- legal hazards in health institutions. Discuss this assertion. (20 marks)

QUESTION 4

With special reference to food and Food Standards Act Chapter 15:04, elaborate five roles of each of the following and their importance in regulating the food industry:

- a) Inspector (10 marks)
- b) Analysts (10 marks)

QUESTION 5

Justify giving six reasons for the need of an infection control policy in health institutions. (20 marks)

QUESTION 6

Analyse any six (6) provisions of Public Health Act Chapter 15:17 that specifically aim to protect health of the general public. (20 marks)

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