

Certified Administrative Professional (CAP)

Cape Town (South Africa)

23 - 27 February 2026

UK Traininig

PARTNER



Certified Administrative Professional (CAP)

Code: SA28 From: 23 - 27 February 2026 City: Cape Town (South Africa) Fees: 3300 Pound

Introduction

Welcome to the Certified Administrative Professional CAP training course, the ultimate program designed to enhance your expertise and elevate your career in administrative professional roles. Whether you are looking to understand what administrative professionals do, refine your skills, or earn the prestigious administrative professional certification, this course provides you with the tools, knowledge, and strategies to thrive in today's evolving workplaces.

By enrolling in this administrative professional training, you will gain hands-on experience in office management, strategic planning, time management, and professional ethics. Additionally, this program prepares you for the CAP administrative certification, a recognized credential that demonstrates excellence in administrative professional duties.

If you have ever wondered what are administrative professionals, their responsibilities, and how they contribute to organizational success, this course will define and enhance your understanding of the administrative professional meaning and set you on a path toward becoming a certified administrative professional.

Course Objectives

- Define the role of an administrative professional and understand the administrative professional definition in modern workplaces.
- Master administrative professional duties crucial for effective office management and productivity.
- Develop strategic planning, problem-solving, and critical thinking skills for tackling complex administrative challenges.
- Enhance communication skills to interact effectively with executives, teams, and clients.
- Implement time management techniques and workflow optimization strategies to increase efficiency.
- Understand ethical considerations, confidentiality, and professional standards in administrative roles.
- Prepare for the CAP administrative certification and gain a competitive edge in the job market.

Course Outlines

Day 1: Modern Office Management Trends

- Introduction to administrative professional meaning and evolving workplace responsibilities.
- Exploring what do administrative professionals do in remote work and virtual office environments.
- Adapting to fast-paced workplaces with flexibility and problem-solving skills.

A graphic of a chessboard with several chess pieces, including a king, queen, and pawns, arranged on the board. The text 'UK Training PARTNER' is overlaid on the image.

UK Training
PARTNER

- Case studies on best practices in administrative professional training.

Day 2: Advanced Communication Skills

- Mastering verbal and non-verbal communication techniques for administrative professionals.
- Developing active listening skills to enhance workplace relationships.
- Crafting professional emails and refining workplace etiquette.
- Managing conflicts and handling high-stress conversations with confidence.
- Role-playing exercises to practice effective communication in real-world scenarios.

Day 3: Strategic Planning and Problem-Solving

- Understanding strategic planning principles for administrative professional duties.
- Setting SMART goals aligned with organizational objectives.
- Utilizing data analysis for informed decision-making.
- Applying problem-solving techniques to administrative challenges.
- Collaborative activities for real-time planning and decision-making.

Day 4: Time Management and Productivity

- Exploring time management principles for certified administrative professionals.
- Identifying common productivity barriers and eliminating time-wasters.
- Prioritizing tasks and balancing multiple deadlines efficiently.
- Leveraging digital tools and automation for workflow management.
- Designing personalized productivity plans for increased efficiency.

Day 5: Professionalism and Ethics in Administration

- Understanding the importance of ethics in administrative professional training.
- Maintaining confidentiality and professionalism in office management.
- Resolving conflicts of interest and ethical dilemmas in administration.
- Managing workplace stress and achieving a healthy work-life balance.
- Final review and exam preparation for the CAP administrative certification.

Why Attend This Course? Wins & Losses!

- A comprehensive understanding of administrative professional roles and industry best practices.
- Mastery of strategic planning, problem-solving, and communication skills to enhance office efficiency.
- Preparation for the CAP administrative certification, adding credibility to your expertise.
- Increased job opportunities and career advancement as a certified administrative professional.
- A structured approach to time management and productivity in administrative tasks.

Conclusion

This Certified Administrative Professional CAP training course is designed to transform participants into highly skilled, confident, and efficient administrative professionals. Through a structured curriculum covering office management, communication, ethics, and strategic planning, you will be equipped with the expertise to thrive in

UK Training
PARTNER





administrative roles and earn a valuable administrative professional certification.

Whether you are new to the field or seeking to refine your skills, this course sets you on a path to define administrative professional success and become an invaluable asset to any organization.

Take the next step in your career—enroll now and unlock your full potential as a Certified Administrative Professional!

Head Office: +44 7480 775 526
Email: Sales@blackbird-training.com
Website: www.blackbird-training.com

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) in the bottom right corner. The text 'UK Training' is above the word 'PARTNER' in a large, bold, sans-serif font.

UK Training
PARTNER

Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



Florence (Italy)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

ASIA



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training
PARTNER

Blackbird Training Cities

AFRICA



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients

| | | | | |
|---|---|--|--|--|
|  <p>MANNAI CORPORATION MANNAI Trading Company WLL, Qatar</p> |  <p>GAC UNE FILIALE D' EGA Alumina Corporation Guinea</p> |  <p>Booking.com Booking.com Netherlands</p> |  <p>OXFAM Oxfam GB International Organization, Yemen</p> |  <p>Capital Markets Authority Kuwait</p> |
|  <p>WS Waltersmith Petroman Oil Limited Nigeria</p> |  <p>QNB Qatar National Bank (QNB), Qatar</p> |  <p>Qatar Foundation Qatar</p> |  <p>AFRICAN UNION ADVISORY BOARD ON CORRUPTION Tanzania</p> |  <p>KFAS KFS Kuwait</p> |
|  <p>Reserve Bank of Malawi Malawi</p> |  <p>Central Bank of Nigeria Nigeria</p> |  <p>Ministry of Interior Kingdom of Saudi Arabia Ministry of Interior, KSA</p> |  <p>Mabruk Oil Company Libya</p> |  <p>Saudi Electricity Company KSA</p> |
|  <p>BPKH Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia</p> |  <p>NATO Italy</p> |  <p>ENI ENI CORPORATE UNIVERSITY, Italy</p> |  <p>Gulf Bank Kuwait</p> |  <p>General Organization for Social Insurance KSA</p> |
|  <p>Defence Space Administration Nigeria</p> |  <p>National Industries Group (Holding) Kuwait</p> |  <p>Hamad Medical Corporation Qatar</p> |  <p>USAID Pakistan</p> |  <p>STC STC Solutions, KSA</p> |
|  <p>North Oil Company North Oil company,</p> |  <p>EKO Electricity</p> |  <p>Oman Broadband Oman Broadband</p> |  <p>UNITED NATIONS UN.</p> |  <p>Authority for Electricity Regulation, Oman Authority for</p> |

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

