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Certified Administrative Professional CAP Exam Preparation Course

26 – 30 September 2027
Amman (Jordan)



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Introduction:

This Certified Administrative Professional CAP Exam Preparation Program equips you to master executive office administration and credential competencies across one week. You will construct an Administrative Operations and Governance Readiness Portfolio containing compliance audit matrices, workflow protocols, and exam domain performance trackers. You need operational experience supporting administrative functions and familiarity with organizational records management, as this practitioner-level course strengthens professional execution across all certification domains. You will practise through case study scenarios, evaluating administrative decisions, resolving procedural bottlenecks, and defending operational strategies against standard industry criteria.

Course Objectives:

- Build administrative governance alignment matrices using the IAAP CAP Body of Knowledge framework
- Draft executive business communication protocols and document templates using standard visual design principles
- Map data governance and information security controls using Traffic Light Protocol classification rubrics
- Score records management schedules against statutory personal data access request response timelines
- Run project and event coordination schedules using work breakdown structures and critical path methods
- Test operational financial controls and petty cash reconciliations using standard variance analysis sheets

Target Audience:

- You coordinate multi-departmental administrative operations and manage executive office workflows across business functions
- You prepare formal business documents, executive presentations, and confidential reports for leadership teams
- You oversee records retention, information archiving schedules, and regulatory data subject access requests
- You organise corporate events, board meetings, and cross-functional administrative project timelines



Course Outline:

Day 1: Structuring Organizational Culture and Executive Leadership

- Analyzing organizational culture models using the IAAP CAP Body of Knowledge
- Mapping human resources workflow protocols using standard organizational structure charts
- Evaluating leadership communication styles using workplace emotional intelligence rubrics
- Benchmarking ethical decision frameworks using administrative professional conduct guidelines
- Build: Organizational Culture Assessment and Leadership Alignment Map

Day 2: Standardizing Business Communication and Digital Information Deliverables

- Drafting formal executive correspondence using structured document design templates
- Structuring technical business reports using standard executive summary guidelines
- Classifying electronic documents using Traffic Light Protocol information security standards
- Auditing digital collaboration tools using software productivity assessment matrices
- Build: Business Deliverables Style Guide and Information Sharing Matrix

Day 3: Managing Office Records and Regulatory Operational Compliance

- Implementing records lifecycle controls using digital records retention schedules
- Processing personal data access requests within statutory thirty-day compliance windows
- Structuring workforce attendance records to meet mandatory digital archiving requirements
- Managing physical and digital filing architectures using standard indexing schemes
- Build: Records Retention Schedule and Compliance Verification Checklist

Day 4: Coordinating Corporate Projects, Events, and Financial Operations

- Developing project execution timelines using work breakdown structure templates
- Planning executive corporate events using logistical milestone tracking matrices
- Reconciling operational department budgets using petty cash ledger templates
- Conducting procurement vendor evaluations using standard supplier scoring matrices
- Build: Project Event Milestone Plan and Financial Reconciliation Sheet

Day 5: Applying Domain Mastery Through Administrative Case Study Scenarios

- Resolving operational administration bottlenecks through multi-departmental case study analysis
- Assessing information management risks using regulatory data protection frameworks
- Evaluating domain practice scenarios against NCCA accredited test specifications
- Auditing administrative operational performance using objective domain scoring rubrics
- Build: Administrative Operations and Governance Readiness Portfolio



Skills You Will Gain:

- IAAP CAP Domain Alignment
- Executive Document Architecture
- Traffic Light Protocol Classification
- Records Retention Auditing
- Work Breakdown Structure Scheduling
- Petty Cash Variance Reconciliation
- Administrative Case Analysis

Why Attend This Course:

- Align your administrative practices directly with the six core domains of the IAAP CAP Body of Knowledge
- Implement structured records management processes that ensure compliance with statutory data privacy deadlines
- Enhance executive communication and event planning workflows using proven project management templates
- Construct an Administrative Operations and Governance Readiness Portfolio to benchmark operational excellence across your organisation

Conclusion:

Returning to your organisation, you will immediately present your Administrative Operations and Governance Readiness Portfolio to your direct manager to validate operational standards and records retention schedules. You will guide executive support colleagues through the standardized communication templates and information security protocols during weekly operational coordination meetings. After completing your office's first monthly administrative cycle under the updated frameworks, you will check records compliance logs and task management tracking sheets to confirm that executive operations run efficiently within established benchmarks.

Frequently Asked Questions FAQ:

What will you be able to do after this Certified Administrative Professional CAP Exam Preparation Program?

You will be able to align executive office operations with the IAAP CAP Body of Knowledge. You will establish compliant records retention workflows, enforce information security classification protocols, structure executive communications, manage corporate event schedules, and audit departmental administrative processes against accredited industry standards.



What do you need to know before starting this Certified Administrative Professional CAP Exam Preparation Program?

You need professional operational experience in secretarial or administrative roles supporting executive or departmental functions. Familiarity with standard office software, business correspondence formats, meeting coordination, and basic records handling ensures you can actively participate in case studies and portfolio builds.

What deliverable do you build during this Certified Administrative Professional CAP Exam Preparation Program?

You build an Administrative Operations and Governance Readiness Portfolio. This comprehensive deliverable incorporates an organizational culture assessment, executive communication templates, a records retention schedule with statutory compliance timelines, project tracking sheets, financial reconciliation templates, and domain case study evaluations.

How does this Certified Administrative Professional CAP Exam Preparation Program differ from a general office management course?

This course focuses specifically on the six domains defined by the IAAP CAP Body of Knowledge rather than basic office administration. You examine regulatory compliance rules, information classification protocols, structured project tools, and case study assessments tailored to formal credential preparation.

