

COURSE OVERVIEW SS0782
Certified Administrative Professional (CAP)
(IAAP Exam Preparation Training)

Course Title

Certified Administrative Professional (CAP)
(IAAP Exam Preparation Training)

Course Date/Venue

August 26-30, 2024/TBA Meeting Room,
 Grand Millennium Al Wahda Hotel, Abu
 Dhabi, UAE

Course Reference

SS0782

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.



This course is designed to provide participants with a detailed and up-to-date overview of Certified Administrative Professional (CAP) *(IAAP Exam Preparation Training)*. It covers the concepts and applications of management models within organizations and individuals' leadership styles; the process of effective interaction with internal and external stakeholders of an organization; the team dynamics within organizations; and the characteristics of successful teams.



Further, the course will also discuss the business and strategic planning; the benefits and strategies of professional development; the effective communication, presentation skills, proofreading, editing and finishing documents; the systematic process and techniques of gathering, compiling and analyzing data; using online platforms like social media and online search engines; the common file types and various conversion methods; and the basic records management.

During this interactive course, participants will learn the resources necessary to efficiently manage an office and support others; planning and managing events; coordinating and organizing domestic and international travel; the project management and the different forms of harassment in the workplace; responding appropriately to workplace situations; the different perspectives within an organization and the benefits of diversity, equity and inclusion (DEI) within an organization; the basic financial functions of the organization; and the elements of the banking process and transactions.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Get prepared for the next IAAP-CAP exam and have enough knowledge and skills to pass such exam in order to get the Certified Administrative Professional (CAP) certification from the International Association of Administrative Professionals (IAAP)
- Discuss the concepts and applications of management models within organizations and individuals' leadership styles
- Describe the process of effective interaction with internal and external stakeholders of an organization
- Recognize team dynamics within organizations and the characteristics of successful teams
- Carryout business and strategic planning as well as identify the benefits and strategies of professional development
- Employ effective communication, presentation skills, proofreading, editing and finishing documents covering binding, collations, coloring and graphics
- Implement systematic process and techniques of gathering, compiling and analyzing data
- Use online platforms like social media and online search engines
- Identify common file types and various conversion methods and apply basic records management
- Recognize the resources necessary to efficiently manage an office and support others
- Plan and manage events, coordinate and organize domestic and international travel and apply project management
- Recognize the different forms of harassment in the workplace and respond appropriately to workplace situations
- Discuss the different perspectives within an organization and the benefits of diversity, equity and inclusion (DEI) within an organization
- Identify the basic financial functions of the organization and the elements of the banking process and transactions

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor’s actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of administrative professional for administrative assistants, executive assistants, office managers, secretaries, HR assistants, other technical and management staff.

Eligibility Requirements

To be eligible to take the CAP exam, you must meet one of the following education/experience categories at the time of application submittal:-

- Two years working experience at least 34 hours a week or 3,536 hours* of relevant work experience with a 4-year degree
- Three years working experience at least 34 hours a week or 5,304 hours* of relevant work experience with a 2-year degree
- Four years working experience at least 34 hours a week or 7,072 hours* of relevant work experience without a degree

*These amounts are based off a 34-hour work week or 1,768 hours per year

*All experience must be earned within the past 10 years. Work studies and/or internships do not qualify as relevant work experience

Relevant Work Experience must include the majority of the following:-

- Organizational communication (both verbal and written)
- Conducting business writing, including proofreading and editing
- Maintaining office functions and record keeping
- Planning meetings, events, and arranging travel
- Managing projects
- Supporting human relations activities, such as hiring and compliance issues
- Maintaining budgets and basic accounting functions
- Managing time and other resources for themselves and others
- Utilizing technology, including virtual and mobile, with strong computer and internet research skills
- Coordinating communications between internal staff and/or external clients

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

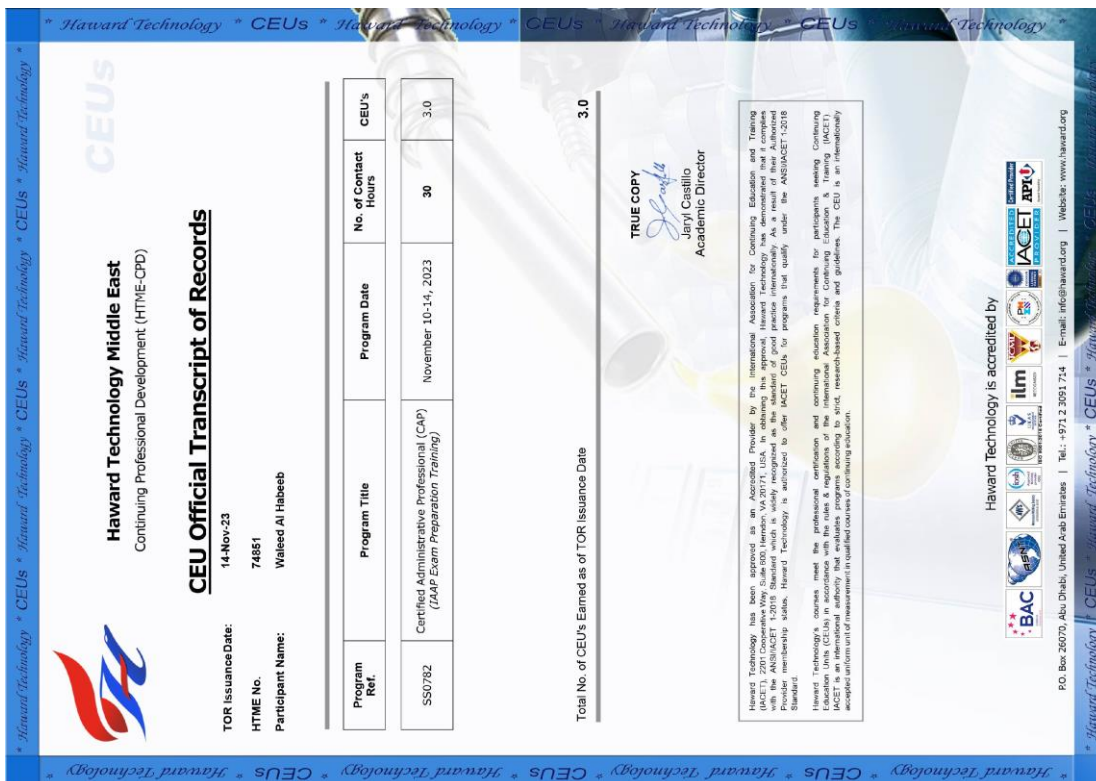
In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

IAAP-CAP Certificate(s)

IAAP-CAP certificates will be issued to participants who have successfully passed the IAAP-CAP examination.




- (2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.



Certificate Accreditations


Certificates are accredited by the following international accreditation organizations: -

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Training Fee

US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Exam Fee

US\$ 770 per Delegate + **VAT**.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, PMI-CAPM is a **Senior Project & Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling & Control, Project Management, Project Delivery & Governance Framework, Project Management Practices, Project Management Disciplines, Project Risk Management, Risk Identification Tools & Techniques, Project Life Cycle, Project Stakeholder & Governance, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management, Project Communications Management, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Myers-Briggs Type Indicator (MBTI), Organization Development Consultation, Advanced Debriefing of Emotional Trauma, Interpersonal Motivation, Model Based Interviewing, Leadership Orientation Programme, Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Business Writing (Memo & Report Writing), Leadership & Team Building, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Office Management & Administration Skills, Controlling Your Time & Managing Stress, Crisis Management, Strategic Human Resources Management, Change Management, Negotiation Skills, Strategic Planning, Risk Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management and Financial Administration. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist & Project Manager** wherein he was responsible in the project management and private psychology practices.**

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director, Medico Legal Assessor Psychologist, Training & Development General Manager, Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior HR Consultant, Senior Lecturer, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD in Commerce Major in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional (PMI-PMP)**, a **Certified Associate in Project Management (PMI-CAPM)**, a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Monday, 26th of August 2024

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	<p>Domain One: Organizational Culture & Leadership: PO 1: Describe the Concepts & Applications of Management Models Within Organizations & Individuals Leadership Styles</p> <p>Identify Management Models to Support Organizational Culture & Structure • Identify Leadership Styles to Support Team Performance • Understand the Application of Various Organizational Structures • Demonstrate Basic Knowledge of the Difference Between Managing & Leading</p>
0930 – 0945	Break
0945 – 1100	<p>Domain One: Organizational Culture & Leadership: PO 2: Describe the Process of Effective Interaction with Internal & External Stakeholders of an Organization</p> <p>Demonstrate Situational Discretion with Internal & External Stakeholders • Identify Effective Ways to Manage Conflict Within an Organization • Identify Ways to Build Positive Relationships with External Stakeholders</p>
1100 – 1230	<p>Domain One: Organizational Culture & Leadership: PO 3: Demonstrate an Understanding of Team Dynamics within Organizations</p> <p>Identify the Different Types & Functions of Teams (e.g., Cross-Functional) • Identify How to Navigate Team Dynamics to Support Outcomes • Recognize Characteristics of Successful Teams (e.g., Effective Decision Making, Communication, Team Building) • Understand the Dynamics of Mentorship & Coaching, Including the Effect on Performance</p>
1230 – 1245	Break
1245 – 1330	<p>Domain One: Organizational Culture & Leadership: PO 4: Demonstrate Basic Knowledge of Business & Strategic Planning</p> <p>Identify the Parts of a Strategic Plan • Identify How a Strategic Plan Affects Organization Performance • Recognize Various Organization Management Systems that Examine Productivity (e.g., Six Sigma, TQM)</p>
1330 – 1430	<p>Domain One: Organizational Culture & Leadership: PO 5: Identify Benefits & Strategies of Professional Development</p> <p>Understand How Networking Affects Job Seeking & Professional Development • Identify the Benefits of Developing a Professional Network • Identify the Resources & Strategies for Professional Development</p>
1420 – 1430	<p>Recap</p> <p>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</p>
1430	End of Day One



Day 2: Monday, 27th of August 2024

0730 – 0930	<p>Domain Two: Business Communication & Deliverables: PO 1: Describe the Concepts & Applications of Communication <i>Identify the Various Types of Communication (e.g., Written, Verbal, Nonverbal, Interpersonal, Group, Internal, Public) • Identify Which Communication Channel is Most Effective for Different Situations • Identify & Describe the Important Characteristics of Sending Email (e.g., Etiquette, Formatting, Attachments • Identify Virtual Communication Strategies</i></p>
0930 – 0945	Break
0945 – 1100	<p>Domain Two: Business Communication & Deliverables: PO 2: Demonstrate Knowledge in the Techniques of Presenting Information <i>Identify Methods of Coping with Communication Anxiety • Demonstrate Knowledge of How to Prepare & Deliver Information (e.g., Presentation, Email, Phone, One-On-One) • Identify the Different Functions of Written Correspondence, Documents, & Reports (e.g., Scope of Work, Memo, Executive Summary) • Identify Ways to Effectively Create & Distribute Reports, Documents, & Business Communications (e.g., File Format, Distribution Method, Contact List) • Identify How to Prepare Agendas & Meeting Minutes</i></p>
1100 – 1230	<p>Domain Two: Business Communication & Deliverables: PO 3: Exhibit Proficiency in Proofreading, Editing, & Finishing Documents <i>Demonstrate Knowledge of Document Readability • Identify Important Steps When Editing & Proofreading</i></p>
1230 – 1245	Break
1245 – 1300	<p>Domain Two: Business Communication & Deliverables: PO 3: Exhibit Proficiency in Proofreading, Editing, & Finishing Documents (cont'd) <i>Demonstrate the Ability to Apply Basic Rules of English Grammar (e.g., Spelling, Punctuation, Capitalization, Sentence Construction) • Identify the Important Elements Necessary for Finishing a Document (e.g., Binding, Collations, Coloring, Graphics</i></p>
1300 – 1420	<p>Domain Three: Software, Data, & the Internet: PO 1: Identify the Process & Techniques of Gathering, Compiling, & Analyzing Data <i>Identify Types of Software Appropriate for Use in Various Business Applications • Identify Sources of Data & Collection Methods (e.g., Physical Files, Intranet, Library, Survey) • Demonstrate Proficiency in Data Manipulation, Organization, & Visualization (e.g. Showing & Manipulating Data in a Pie Chart, Percentage, Creating Fliers & Advertisements</i></p>
1420 – 1430	<p>Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i></p>
1430	End of Day Two

Day 3: Tuesday, 28th of August 2024

0730 – 0815	<p>Domain Three: Software, Data, & the Internet: PO 2: Demonstrate Knowledge in the Use of Online Platforms (e.g., Social Media, Search Engines) <i>Demonstrate Knowledge of How to Use Social Media Platforms • Demonstrate Proficiency with Online Search Engines (e.g., Optimization, Credibility Check)</i></p>
0815 – 0930	<p>Domain Three: Software, Data, & the Internet: PO 3: Describe Common File Types & Required Software for Accessibility <i>Identify Common File Types • Identify Various File Conversion Methods</i></p>



0930 – 0945	Break
0945 – 1100	Domain Four: Office & Records Management: PO 1: Demonstrate Knowledge of Basic Records Management Understand Basic Records Management Terminology (e.g., Metadata, Records Retention, Data Archiving) • Identify Various Filing Methods • Identify Appropriate Security Procedures for Maintaining, Backing Up (e.g., Cloud Storage), Distributing, & Storing Information
1100 – 1230	Domain Four: Office & Records Management: PO 2: Demonstrate Knowledge of Resources Necessary to Efficiently Manage an Office Identify Steps in Maintaining Supply Inventory • Understand the Process of Soliciting Quotes or Creating & Distributing a Request for Proposal (RFP) • Identify the Benefits and/or Differences Between Virtual, Hybrid, & On-Site Office Settings
1230 – 1245	Break
1245 – 1420	Domain Four: Office & Records Management: PO 3: Demonstrate Knowledge of Resources Necessary to Efficiently Support Others Identify Steps in Managing Calendars on Behalf of Others • Identify How to Navigate Conflicting Priorities • Identify Methods to Proactively Prepare Information Necessary for Others' Success
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	End of Day Three

Day 4: Wednesday, 29th of August 2024

0730 – 0930	Domain Five: Meeting, Event, & Project Management: PO 1: Demonstrate Knowledge of Meetings & Event Management Identify the Aspects of Planning Events (e.g., Celebrations, Conferences) • Identify Event Management Terminology (e.g., Logistics, Insurance Riders, Marketing, RFP)
0930 – 0945	Break
0945 – 1100	Domain Five: Meeting, Event, & Project Management: PO 1: Demonstrate Knowledge of Meetings & Event Management (cont'd) Identify the Steps Required in Meeting Planning & Organization • Exhibit Knowledge of Software Applications for Online Meetings)
1100 – 1230	Domain Five: Meeting, Event, & Project Management: PO 2: Demonstrate Knowledge of Travel Coordination Identify the Elements of Planning & Organizing Domestic Travel • Identify the Elements of Planning & Organizing International Travel • Understand Common Terminology Related to Travel (e.g., Expense Reports, Itinerary, Per Diem, Reimbursements)

1230 – 1245	Break
1245 – 1420	Domain Five: Meeting, Event, & Project Management: PO 3: Demonstrate Knowledge of Project Management Identify Time Management Strategies • Understand the Basic Stages of Project Management (e.g., Planning, Execution) • Identify Resource Requirements & Availability (e.g., People, Budget, Technology)
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	End of Day Four

Day 5: Thursday, 30th of August 2024

0730 – 0930	Domain Six: Operational Functions: PO 1: Demonstrate Knowledge of Human Resources Processes Identify Different Forms of Harassment in the Workplace • Identify & Respond Appropriately to Workplace Situations (e.g., Reporting Requirements, Confidentiality) • Identify the Elements of Onboarding & Offboarding • Understand the Purpose of Performance Evaluations • Identify Recruitment, Staffing, & Hiring Practices • Define Different Interview Types & Processes (e.g., Panel, Virtual) • Understand Disability Accommodations
0930 - 0945	Break
0945 – 1100	Domain Six: Operational Functions: PO 2: Recognize Why Diversity, Equity, & Inclusion (DEI) are Important for an Organization Understand Different Perspectives within an Organization (e.g., Cultural, Generational, Racial, Ethnic, Sexual Orientation, Gender, Religion, Disability) • Identify the Benefits of DEI within an Organization • Identify Terminology Associated with DEI (e.g., Microaggressions, Pronouns, Acronyms)
1100 – 1230	Domain Six: Operational Functions: PO 3: Understand Basic Financial Functions of the Organization Identify Basic Financial Terms (e.g., Assets, Liabilities, Overhead, Balance Sheet) • Understand the Types of Financial Reports (e.g., Budget, Profit & Loss Statement, Statement of Cash Flow) • Demonstrate a Proficiency in How to Read & Reconcile a Financial Statement • Identify the Procedures & Management of Handling Petty Cash
1230 – 1245	Break
1245 – 1345	Domain Six: Operational Functions: PO 4: Identify Elements of the Banking Process & Transactions Identify the Appropriate Forms for Financial Transactions (e.g., Depositing, Withdrawing, Transferring Funds) • Understand How to Document & Report Transactions • Understand Safe & Secure Money-Handling Procedures
1345 – 1400	Course Conclusion Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course
1400 – 1415	POST TEST
1415 – 1430	Presentation of Course Certificates
1430	End of Course

MOCK Exam

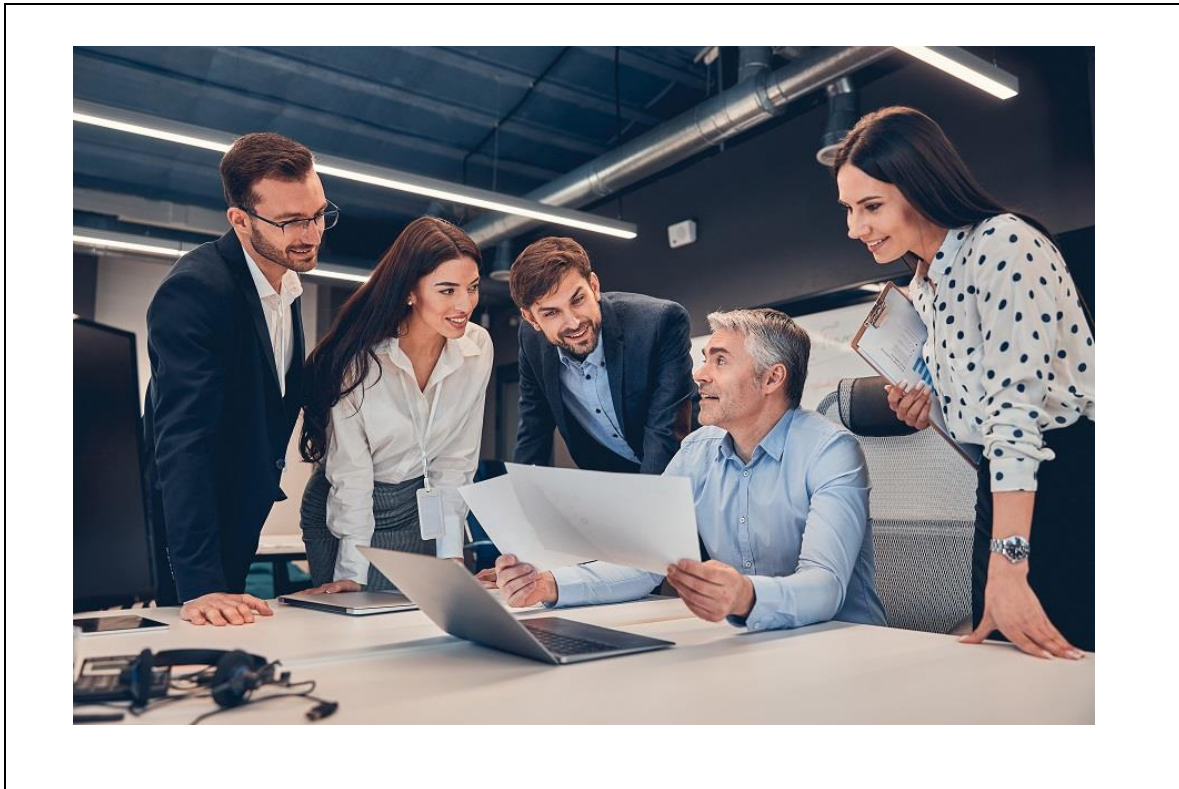
Upon the completion of the course, participants have to sit for a MOCK Examination similar to the exam of the Certification Body through Haward’s Portal. Each participant will be given a username and password to log in Haward’s Portal for the MOCK Exam during the 30 days following the course completion. Each participant has only one trial for the MOCK exam within this 30-day examination window. Hence, you have to prepare yourself very well before starting your MOCK exam as this exam is a simulation to the one of the Certification Body.

CAP Examination

Fall 2024 Exam Dates	Application Due Date	Exam Scheduling Begins	Exam Results Available
Oct 03-28, 2024	Sep 09, 2024	Sep 11, 2024	Nov 30, 2024
Spring 2025 Exam Dates	Application Due Date	Exam Scheduling Begins	Exam Results Available
Mar 20-Apr 14, 2025	Feb 26, 2025	Feb 28, 2025	May 14, 2025

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

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