



Administration and Office Efficiency

**Certified Administrative Professional
(CAP)**

Course Introduction

The Certified Administrative Professional (CAP) credential by the International Association of Administrative Professionals (IAAP) is the most recognized certification for high-performing administrative professionals.

This training program is designed to ensure mastery of the six CAP exam domains through a structured curriculum, referencing the most relevant textbooks used in the exam question pool.

This training program combines practical content, domain reviews, and exam-style questioning strategies to develop both foundational knowledge and test readiness.

Target Audience

- Executive Assistants, Office Managers, Administrative Professionals, and Personal Assistants.
- Experienced administrators seeking to upgrade their skills to a strategic level.
- Administrative staff aspiring to take on greater leadership and operational responsibilities.

Learning Objectives

- Master the knowledge areas defined in the six CAP domains.

- Apply communication and writing principles to business scenarios.
- Navigate digital tools and records management systems effectively.
- Plan and manage events, meetings, and projects.
- Understand core HR, financial, and operational support functions.
- Prepare confidently for the CAP exam using referenced resources and mock exams.

Course Outline

• DAY 01

Effective Business Communication and Professional Writing

- Principles of clear and impactful communication.
- Writing professional emails, reports, proposals, and meeting minutes.
- Verbal, non-verbal, and digital communication etiquette.
- Building rapport and managing stakeholder relationships.
- Interactive Workshop: Business writing enhancement exercises.

• Day 02

Information and Office Management

- Organizing and managing information and records efficiently.
- Implementing digital and physical filing systems.
- Information security, confidentiality, and data protection essentials.
- Utilizing technology for productivity and collaboration.
- Managing time and setting priorities effectively in dynamic environments.

• Day 03

Event Planning, Meeting Coordination, and Project Support

- Planning and executing internal and external meetings and events.
- Managing logistics for travel, accommodations, and itineraries.
- Coordinating virtual and hybrid meetings.
- Supporting project teams: organizing tasks, timelines, and resources.
- Simulation Exercise: Planning and presenting a business event

• Day 04

Organizational Operations and Office Leadership

- Understanding organizational hierarchies and workflows.
- Supporting HR processes: onboarding, training coordination, and employee engagement.
- Office financial support: budget tracking, procurement processes, and expense management.
- Handling ethical dilemmas and maintaining a professional workplace culture.
- Scenario Workshop: Solving administrative and operational challenges.

• Day 05

Enhancing Leadership Skills and Professional Growth

- Leading without authority: Influencing and inspiring within administrative roles.
- Problem-solving techniques for administrative professionals.
- Building resilience, adaptability, and emotional intelligence.
- Personal branding and career development strategies.
- Action Planning Session: Setting goals for continued growth and leadership impact.

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 19, 2025	May 23, 2025	5 days	4250.00 \$	UAE - Dubai
Aug. 11, 2025	Aug. 15, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Oct. 26, 2025	Oct. 30, 2025	5 days	4250.00 \$	KSA - Al Khobar

FROM	TO	DURATION	FEES	LOCATION
June 30, 2025	July 4, 2025	5 days	4250.00 \$	UAE - Dubai