



# IAAP Certified Administrative Professional (CAP) Exam 2016 Body of Knowledge

The IAAP Certified Administrative Professional (CAP®) is an assessment-based professional certification for office management and business administrative professionals. It is the only recognized certification that encompasses the duties, responsibilities, and knowledge required of the administrative professional in the 21st Century. The responsibilities of those working in administrative professions are as varied and vast as the number of firms employing them. Whether a first-level support for the manager of a community non-profit, the project lead for a city in the Midwest, or the executive assistant for the chief executive officer of a Fortune 500 corporation, administrative professionals must possess many skills and talents, which are assessed through this certification.

The Certified Administrative Professional exam is aligned with the CAP Body of Knowledge, which demonstrates the knowledge needed by today's administrative professional. The CAP Body of Knowledge is updated periodically to ensure it is consistent with current practices.

The CAP Body of Knowledge was created by academic subject matter experts and validated by administrative professionals working across multiple industries through a series of extensive research studies. Under each of the seven functional area domains are performance outcomes. Performance Outcomes (POs) are detailed, measurable knowledge goals based on the most significant information and skills administrative professionals should know in order to be successful in their positions, in support of the well-being of the organization.

IAAP's Domains and POs represent the expected body of knowledge for the administrative professional. This Body of Knowledge was revised in the summer of 2015, effective for the spring 2016 examination.

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## CAP Exam Domains

1. **Organizational Communication (25%)**
2. **Business Writing and Document Production (20%)**
3. **Technology and Information Distribution (15%)**
4. **Office and Records Management (15%)**
5. **Event and Project Management (12%)**
6. **Human Resources (8%)**
7. **Financial Functions (5%)**

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## The CAP Core Resources

Each domain lists subject-specific recommended readings, however these five textbooks contain a wide variety of content covered on the CAP examination, thus are good general reference material when studying.

Bovee, C. L. & Thill, J. V. (2015). *Business Communication Today*. Pearson Prentice-Hall.

Guffey, M. E. & Loewy, D. (2015). *Essentials of Business Communication*. South-Western Publishing Co.

Shockley-Zalabak, Pamela. (2015). *Fundamentals of Organizational Communication*. Pearson.

Stulz, K. M., Shumack, K. A. & Fulton-Calkins, P. (2012). *Procedures and Theory for Administrative Professionals*. South-Western Publishing Co.

Vermaat, M. E., Sebok, S. L., Freund, S. M., Campbell, J. T., & Frydenberg, M. (2015). *Enhanced Discovering Computers*. Cengage Learning.

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# DOMAIN ONE: ORGANIZATIONAL COMMUNICATION

## Recommended Readings for Organizational Communication:

- Bovee, C. L. & Thill, J. V. (2015). *Business Communication Today*. Pearson Prentice-Hall.
- Guffey, M. E. & Loewy, D. (2015). *Essentials of Business Communication*. South-Western Publishing Co.
- Robbins, S. P. & Coulter, M. (2015). *Management*. Pearson Prentice-Hall.
- Shockley-Zalabak, Pamela. (2015). *Fundamentals of Organizational Communication*. Pearson.
- Smith, L. R. (2013). *English for Careers*. Pearson Prentice-Hall.

## Applicable college courses:

- Introduction to Business Communication
- Introduction to Business Writing
- Business English
- Introductory Oral Communication
- Introduction to Organizational Leadership
- Principles of Business Management

### **PO 1: Understand and accurately use the basic terminology associated with communication and management/leadership theories within organizations.**

- Understand the various types of communication (written, verbal, nonverbal, interpersonal, group, public) and which is the most effective for different business situations.
- Describe management/leadership theories and how they relate to effective organizational communication.
- Understand basic communication theories and their usage in the workplace.

### **PO 2: Identify and describe basic interactive steps involved when dealing with customers of an organization (telephone, in-person, conflict resolution, etc.).**

- Demonstrate a basic knowledge and proficiency in managing and resolving conflict within an organization.

### **PO 3: Explain the importance of professional networking and what can be accomplished through social networks.**

- Describe how networking (both in-person and virtual) has changed the way people find jobs and companies recruit new employees.

### **PO 4: Demonstrate an understanding of team dynamics within organizations.**

- Identify and describe different types of teams and their purpose.
- Describe the specific kinds of dynamics within teams and how they can be managed.
- Identify and describe both the personal and professional aspects of team management.
- Understand and display the ability to identify and evaluate the skills and competencies of team members.
- Demonstrate knowledge and proficiency in effective decision-making, communication, and team building.

### **PO 5: Describe the positive and negative forms of interpersonal interactions existing within an organization and the ways to manage.**

- Explain how human motivation affects organizational dynamics.
- Demonstrate basic knowledge of the differences between managing and leading.
- Understand the dynamics of mentorship and coaching, including the effect on performance.
- Describe power and how it can be used in organizations and interpersonal interactions.
- Demonstrate proficiency in change management and its role in organizational development.

**PO 6: Demonstrate a basic knowledge and proficiency in the techniques of speaking in public.**

- Describe and know how to apply methods of coping with public speaking anxiety.
- Identify the different types of speeches and appropriate usage of each.
- Demonstrate knowledge of how to prepare for and deliver a presentation.

**PO 7: Demonstrate awareness and understanding of communicating with diverse cultures.**

- Describe international business practices with regard to cultural norms and rituals.
- Demonstrate knowledge of the importance of multi-cultural communication in today's workplace.

**PO 8: Demonstrate a basic knowledge in organizational structure, systems, and strategies including their role in effective management and productivity.**

- Describe the parts of a strategic plan and how it affects organization performance.
- Understand various organization management systems that examine productivity (such as TQM – Total Quality Management).

**PO 9: Describe the ways in which confidentiality, legality, and ethics are important for the functioning of an organization.**

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## **DOMAIN TWO: BUSINESS WRITING AND DOCUMENT PRODUCTION**

**Recommended Readings for Business Writing and Document Production:**

Bovee, C. L. & Thill, J. V. (2015). *Business Communication Today*. Pearson Prentice-Hall.

Guffey, M. E. & Loewy, D. (2015) *Essentials of Business Communication*. South-Western Publishing Co.

Smith, L. R. (2013). *English for Careers*. Pearson Prentice-Hall.

Stulz, K. M., Shumack, K. A. & Fulton-Calkins, P. (2012). *Procedures and Theory for Administrative Professionals*. South-Western Publishing Co.

Vermaat, M. E., Sebok, S. L., Freund, S. M., Campbell, J. T., & Frydenberg, M. (2015). *Enhanced Discovering Computers*. Cengage Learning.

**Applicable college courses:**

Introduction to Business Writing  
Document Formatting  
Introduction to Word Processing  
Desktop Publishing for the Office

**PO 1: Understand and accurately use the basic terminology associated with business writing and document production.**

- Describe the different functions of correspondence, documents, and reports within an organization.
- Identify and describe which method is best for creating and distributing reports and documents within an organization.
- Demonstrate a basic knowledge and proficiency in creating, preparing, editing, and drafting correspondence, documents, and reports within an organization.
- Describe the difference between formal and informal documents and the formats and styles used for each.

**PO 2: Demonstrate knowledge of and proficiency in proofreading and editing documents.**

- Demonstrate knowledge of document readability for business communication.
- Identify and describe the most important steps when editing and proofreading.
- Apply the basics of copy editing for various types of documents.

**PO 3: Demonstrate knowledge and proficiency in the use of grammar, spelling, and sentence construction.**

- Demonstrate ability to apply basic rules of English grammar, especially spelling, punctuation, capitalization, and sentence construction.

**PO 4: Identify and describe the steps required to create and edit different types of business documents from start to finish.**

- Demonstrate an ability to determine and develop materials for the appropriate audience for different types of business documents.
- Identify the parts of a document and why each is important.
- Explain corporate branding and describe its role in copyright protection and plagiarism.
- Know which software applications are appropriate for the production of common business documents (e.g. MS Word, MS Publisher, Adobe Acrobat).
- Demonstrate knowledge of and proficiency with spreadsheet creation, including simple formulas and data manipulation.
- Understand the application and usage of presentation software (e.g. MS PowerPoint, Prezi, etc.).

**PO 5: Identify and describe the technical aspects of office and web publishing (i.e. typefaces, printing styles, graphics, fonts, etc.).**

- Know which software is appropriate for office design and publishing in addition to their features and functions.
- Identify important aspects of layout and design.
- Demonstrate a familiarity and proficiency with online tools for web publishing.

**PO 6: Identify the necessary elements needed to create and present effective charts and graphs.**

- Demonstrate a basic knowledge of and proficiency with software applications needed to create, format, and insert charts, tables and graphs into business documents and presentations.

**PO 7: Identify and describe the important elements necessary for finishing a document (e.g. binding, collation, stapling, coloring, graphics, etc.).**

- Describe the key differences and requirements for electronic versus hard copy output of documents.

**PO 8: Demonstrate a basic knowledge of and proficiency with the creation of minutes for meetings.**

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## **DOMAIN THREE: TECHNOLOGY AND INFORMATION DISTRIBUTION**

**Recommended Readings for Technology and Information Distribution:**

Bovee, C. L. & Thill, J. V. (2015). *Business Communication Today*. Pearson Prentice-Hall.

Guffey, M. E. & Loewy, D. (2015). *Essentials of Business Communication*. South-Western Publishing Co.

Stulz, K. M., Shumack, K. A. & Fulton-Calkins, P. (2012). *Procedures and Theory for Administrative Professionals*. South-Western Publishing Co.

Vermaat, M. E., Sebok, S. L., Freund, S. M., Campbell, J. T., & Frydenberg, M. (2015). *Enhanced Discovering Computers*. Cengage Learning.

Wempen, F. (2014). *Computing Fundamentals IC3 Edition*. Wiley & Sons.

**Applicable college courses:**

Computerized Office Applications

Introduction to Computing

Office Systems Concepts

**PO 1: Understand and accurately use the basic terminology associated with information distribution.**

**PO 2: Identify and describe the important differences between traditional and electronic distribution of information and when to use the appropriate process and format.**

- Demonstrate basic knowledge and proficiency in creating appropriate email and traditional letters with regard to communication and etiquette.
- Demonstrate knowledge and proficiency of different email interface types.
- Demonstrate the knowledge and ability to determine the purpose and use of information to be distributed.
- Know what software and technology is available for distributing information.
- Know the traditional forms of information distribution (e.g. postal services, telephone, flyers, etc.).

**PO 3: Identify and describe copyright laws, regulations regarding intellectual property, and ways to maintain confidentiality when distributing information.**

**PO 4: Identify and describe the process and techniques of gathering, compiling, and analyzing data.**

- Identify and describe the appropriate methods of research for gathering and analyzing data.
- Know which software applications are appropriate for compiling, storing, and analyzing data.
- Demonstrate a clear understanding of which data is appropriate to collect and why.
- Demonstrate a proficiency in creating a well-organized report with regard to organization and data visualization.

**PO 5: Demonstrate a basic knowledge and proficiency in the use of the Internet as a way of communicating with others inside and outside of the organization.**

- Identify and describe the important characteristics of sending email (e.g. etiquette, attachments, formatting, etc.).
- Demonstrate a basic knowledge and proficiency in social media usage and etiquette.
- Know which social media applications are appropriate for a specific task and how to use them.

**PO 6: Demonstrate a basic knowledge and proficiency in installation, maintenance, and troubleshooting both equipment and software problems.**

- Know the types of both company and online resources for identifying and troubleshooting equipment and software problems.
- Identify various computer hardware used in an office.
- Demonstrate knowledge of basic office software and functions.
- Know appropriate types of software for equipment training and usage.
- Identify and describe available online resources for equipment training and usage.

**PO 7: Demonstrate a basic knowledge and proficiency in the use of different types of computer operating systems.**

**PO 8: Identify and describe common ways of storing and transferring data and the types of media appropriate for each.**

- Demonstrate a basic knowledge and proficiency in identifying file types and the appropriate ways of converting documents.
- Know types of software programs used for document conversion.
- Identify and describe common procedures of backing up electronic information and databases.

**PO 9: Explain what security procedures are involved in maintaining, backing up, and storing information.**

- Demonstrate knowledge of legal issues regarding the storing of electronic information.

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## DOMAIN FOUR: OFFICE AND RECORDS MANAGEMENT

### Recommended Readings for Office and Records Management:

Stulz, K. M., Shumack, K. A., & Fulton-Calkins, P. (2012) *Procedures and Theory for Administrative Professionals*. South-Western Publishing Co.

Read, J. & Ginn, M. L. (2015). *Records Management*. Thompson/South-Western Publishing

### Applicable college courses:

Records Management

Office Systems Concepts

**PO 1: Understand and accurately use the basic terminology associated with records management.**

**PO 2: Identify and describe the key advantages and disadvantages of electronic and manual (paper) file management.**

**PO 3: Demonstrate a knowledge and proficiency of both electronic and manual (paper) filing rules and standards.**

- Identify and describe types of electronic files, naming conventions, options for accessing, and methods of altering information.
- Know available software, systems, and services for electronic filing, including characteristics and costs.
- Demonstrate a knowledge and proficiency of common filing rules, standards, styles, and techniques.
- Describe the different methods for creating, storing, and retaining files.

**PO 4: Identify and describe the appropriate security for both electronic and manual files.**

- Identify the key laws regarding record storage and confidentiality.
- Identify both the strengths and weaknesses of types of record and file security.

**PO 5: Demonstrate a knowledge and proficiency of file retrieval, maintenance, and retention.**

**PO 6: Understand and accurately use the basic terminology associated with running an office and providing productive workspaces.**

- Identify and describe the significant elements of office layout and why they are important to efficient and effective working conditions.

**PO 7: Demonstrate knowledge of resources necessary to efficiently manage an office and how to obtain them from appropriate distributors.**

- Demonstrate and describe the steps for placing and receiving supply orders.
- Demonstrate a basic knowledge and proficiency in obtaining supplies within a budget.
- Know the policies and practices regarding purchasing options and procurement.
- Describe the process of creating and distributing a Request for Proposal (RFP).

**PO 8: Identify and describe the important methods of checking and maintaining inventory.**

- Identify the steps involved in creating inventory lists.
- Know the types of software appropriate for maintaining inventory.

**PO 9: Demonstrate a basic knowledge and proficiency in setting up a virtual office.**

- Identify both the advantages and disadvantages of virtual offices versus traditional offices.

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## DOMAIN FIVE: EVENT AND PROJECT MANAGEMENT

### Recommended Readings for Event and Project Management:

Stulz, K. M., Shumack, K. A., & Fulton-Calkins, P. (2012). *Procedures and Theory for Administrative Professionals*. South-Western Publishing Co.

Robbins, S. P. & Coulter, M. (2015). *Management*. Pearson Prentice-Hall.

### Applicable college courses:

Introduction to Office Procedures

Basics of Project Management

### PO 1: Understand and accurately use the basic terminology associated with event and time management.

### PO 2: Demonstrate knowledge of and proficiency in travel preparation.

- Identify and describe the necessary elements for planning and organizing travel both domestically and abroad.

### PO 3: Describe the key requirements for virtual meetings contrasted with those that take place in person.

- Identify and describe the steps required for the organization and planning of professional meetings.
- Know which software applications are appropriate for online meetings.

### PO 4: Demonstrate basic knowledge and proficiency in prioritizing and delegating elements of a project from planning to implementation.

- Identify and describe the important techniques of time management from the planning stage to the implementation of a project.
- Understand and display the ability to identify and evaluate the skills and competencies of others for project delegation.

### PO 5: Describe the steps required in organizing, planning, and managing a project.

- Know which software and technology tools are appropriate for managing a project.
- Demonstrate a basic knowledge of and proficiency in negotiating, budget review, and bill explanation when organizing a project.
- Demonstrate a basic knowledge of and proficiency in prioritizing and organizing work tasks.

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## DOMAIN SIX: HUMAN RESOURCES

### Recommended Readings for Human Resources:

Dessler, G. (2014). *Human Resource Management*. Pearson Prentice-Hall.

Robbins, S. P. & Coulter, M. (2015). *Management*. Pearson Prentice-Hall.

### Applicable college courses:

Introduction to Business Human Relations

Human Relations

### PO 1: Understand and accurately use the basic terminology associated with human resources.

### PO 2: Demonstrate a knowledge and proficiency in the basic duties and processes of human resources.

- Describe the ways to address employee situations professionally and legally.
- Describe different forms of sexual harassment in the workplace.
- Identify and describe ways to follow organizational policies and procedures.
- Demonstrate knowledge of and purpose for performance evaluations.

**PO 3: Identify and describe the necessary policies and procedures of maintaining employee files/records.**

- Identify and describe what types of employee records are maintained within an organization.
- Identify the procedures for confidentially maintaining employee records.
- Identify the rights and responsibilities of both the organization and the employee.

**PO 4: Explain why training and procedure manuals are important for an organization.**

- Identify important aspects of effective training programs.
- Describe what elements of organizational procedure should be included in training and procedure manuals.
- Describe the primary differences between policies, procedures, and training programs.

**PO 5: Identify and describe the recruitment process, staffing, and hiring practices.**

- Define and describe different interview types and the interview process of each.
- Demonstrate the ability to determine staffing requirements of an organization.

**PO 6: Explain why diversity in cultural and age groups is an important issue for professional organizations.**

- Identify what should be included in diversity training within an organization.
- Describe how differing cultural and generational perspectives can benefit an organization.
- Identify ways in which cultural diversity can generate conflict and describe how it can be reduced.

**PO 7: Demonstrate a basic knowledge and proficiency in the procedures of onboarding and offboarding employees within organizations.**

- Describe the difference between staff onboarding and offboarding and their impact on the organization.

**PO 8: Identify and describe key elements of human resource law and how they impact the organization.**

- Explain why it is necessary to know the basics of HR law within an organization.

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## **DOMAIN SEVEN: FINANCIAL FUNCTIONS**

**Recommended Readings for Financial Functions:**

Titman, K., & Martin, A. J. (2013). *Financial Management*. Pearson Education.

Warren, C. (2014). *Survey of Accounting*. Cengage Learning.

**Applicable college courses:**

Introduction to Bookkeeping

Introductory Accounting

**PO 1: Understand and accurately use the basic terminology associated with the financial functions of the organization.**

**PO 2: Demonstrate a basic knowledge of and proficiency in budgets and financial statements.**

- Explain the purpose of a budget and why it is necessary.
- Identify and describe the different elements of a budget.
- Demonstrate a basic knowledge and proficiency in how to read a financial statement.
- Describe the key differences between a financial statement, a profit and loss statement, and a statement of cash flows.
- Identify and describe the process of creating, tracking, and balancing a budget.
- Identify and describe the procedures and management of petty cash.

**PO 3: Identify important elements of the banking process and transactions.**

- Identify the appropriate forms for depositing, withdrawing, and transferring cash.
- Know and describe how to record, report, and document cash and checks.
- Describe safe money-handling procedures and how to maintain security of cash funds.

**PO 4: Demonstrate a basic knowledge and ability to make journal entries for financial transactions.**

- Describe the key difference between the debit and credit columns of a financial journal.
- Identify and describe the main types of financial accounts (e.g. chart of accounts, accounts receivable, and accounts payable).
- Identify and describe the difference between a general journal and a combined journal.
- Know software options for creating financial journals.

**PO 5: Identify and describe the reconciliation process of both electronic transfers and bank statements.**

- Know what supporting documents are necessary to perform reconciliation.

**PO 6: Explain why a statistical analysis is necessary and what information it provides.**

- Demonstrate a basic knowledge and proficiency in performing a statistical analysis and reporting the outcomes.
- Know the appropriate software for performing and presenting a statistical analysis.

**PO 7: Demonstrate a basic knowledge and proficiency in organizing, budgeting, and communicating with regards to fundraising for charity.**

- Demonstrate a basic knowledge of the state and federal laws and regulations regarding charitable fundraising.