

THE EXAM GUIDE



Certification
For The
Administrative
Professional



Certified Administrative Professional

Using this Guide

General Info

This guide provides complete information about the CAP exam. All applicants need a complete copy in order to apply for approval to take the exam. Included are:

- Regulations for applying
- Deadline dates
- Fee structure
- Exam outline
- Suggestions on how to prepare
- Complete bibliography
- Sample questions

Examination Outline

The outline provides the content areas that will be tested on the CAP exam. All courses of study should follow the outline.

Examination Bibliography

References listed in the Examination Bibliography are college-level textbooks used in writing actual examination questions. References for Broad Overview are intended for use as a review of material previously learned. They may be used *in conjunction with* the references listed in the Examination Bibliography.

Examination Sample Questions

Sample questions are a means of acquainting candidates with the CAP examination.

The examination includes a mix of three levels of questions designed to test (1) basic knowledge such as facts and terminology; (2) understanding of concepts, procedures, and principles; and (3) application of concepts. Examination questions appear in the multiple choice format (one best response).

Summary

Every effort is made in the CAP examination to adhere to the common office experience familiar to any effective administrative professional. However, some of the examination is necessarily based on information which must be obtained through formal education and informal reading. The Institute believes that a top-level administrative professional should have basic knowledge of office systems, technology, office administration, and management from which to draw as required on the job.

The suggested plans and sample questions in this guide should assist in intelligent preparation for the CAP examination; however, they do not guarantee passing the examination.

IAAP also offers the Organizational Management specialty exam. The guide to that program is found [here](#).



The International Association of Administrative Professionals, the premier association for administrative professionals, offers the Certified Administrative Professional rating and the Organizational Management specialty exam.

Benefits of Certification

- Improve your professional qualifications
- Increase your skills and knowledge
- Earn a higher salary
- Raise your professional self-esteem
- Possible college credit

Today's administrative professional needs a wide base of knowledge ranging from technical skills to expert communication abilities. As you prepare to take the certification exam, you'll increase your aptitude in key areas of organization and planning, information distribution and administration skills. Employers expect their admin to be familiar with current technologies as well as advanced practices and procedures that are integral in business today. Be in the know. **Get certified.**

Applying

for the CAP exam

Taking The Exam

The first time you apply to take the CAP exam, you must submit an application, verification of administrative experience and the appropriate fees. If you don't pass the exam, you only have to submit a new application and fees to retake.

Frequently Asked Questions

What do I study to prepare for the exam?

Each candidate must decide which method or methods of preparation work best for them. Use the information in this packet to direct your study for the exam. The guide includes outlines, sample questions, bibliography of recommended study materials and suggestions on exam review. College texts listed in the bibliography are the materials used to write the exams.

Are there review materials available specific to the CAP exam?

Yes. Review materials by Metcalf Educational Services can be used as one tool to prepare for the exam. However, the review materials should not be a candidate's primary source of study. Any review materials used should be in conjunction with college texts listed. Using a variety of materials is key in successfully preparing for the exam.

Dates To Remember

Application Deadline

Exam Date

Received by Feb. 15
Received by Aug. 15

First Saturday of May
First Saturday of Nov.

The CAP exam is a 4½-hour exam administered Saturday morning. Certain international centers have been approved to give the exam on days other than Saturday.

Late applications will be accepted February 16-28 and August 16-31 with a late fee of \$50. No applications will be accepted beyond those dates.

Find The Exam Dates Online:

www.iaap-hq.org/certification/exams.html

Experience Requirements

Education	Experience Required
No Degree	4 years
Associate Degree	3 years
Bachelor's Degree	2 years

No matter how much education you have before undertaking the CAP exam, administrative experience is required. Any experience or degree you have will be enhanced through IAAP's CAP rating. For specific answers to questions on requirements, see below.

How far back can I go to support my administrative experience?

All experience submitted must be within the past 15 years. Also, you must have held each position at least two months.

Does all experience have to be with one employer?

No. However, total experience submitted must include at least 12 months continuous with one employer in the past five years.

Must all of the experience be complete before I apply to take the exam?

Yes. CAP exam applicants must have all experience complete and verified at the time they submit their application.

Is only full-time administrative experience acceptable?

No. Administrative experience of at least 20 hours per week is also considered.

How is experience verified?

Administrative experience is verified using the Job Function & Employer's Statement included in this packet. A letter from the supervisor listing dates of employment, job title and job duties is also acceptable.



Fees

for the CAP exam

Member **\$200**

Nonmember **\$300**

Submit Your Application:

Submit completed application, Job Function & Employer's Statement (or letters from employers) and fees

The application is found at:

www.iaap-hq.org/certification/exams

By Mail: IAAP
10502 Ambassador Drive
PO Box 20404
Kansas City, MO 64195-0404

By E-mail: Scan and send documents to
certification@iaap-hq.org

Notification:

You will be notified by e-mail within three business days when the Certification Department has received the application. Those who do not have e-mail will be notified by mail.

Transfer Policy:

Exam fees are nonrefundable. If you apply for the exam and decide you will not be prepared in time or if other obligations or health issues prevent you from taking the exam, you may request a transfer to the next examination. Candidates who transfer to the next exam must pay a \$50 transfer fee. Neither the transferred exam fee nor the \$50 transfer fee are refundable.

Your request to transfer must be submitted in writing or e-mail to the IAAP Certification Department by April 1 if registered for the May exam or October 1 if registered for the November exam.

No transfers are given without prior written notice to the IAAP Certification Department.

Job Function & Employer's Statement

new CAP candidates only

To be submitted with application to verify all experience required.
Please Type Or Print Legibly.

<p>Employer Information:</p> <hr/> <p>Name of Employer</p> <hr/> <p>Street Address</p> <hr/> <p>City State Zip</p> <hr/> <p>Telephone Number</p>	<p>Applicant Information:</p> <hr/> <p>Name of Applicant</p> <hr/> <p>Street Address</p> <hr/> <p>City State Zip</p> <hr/> <p>Name While Employed</p>
<p>Your cooperation is needed so that I may submit my application to take the Certified Administrative Professional examination.</p> <p>The Institute for Certification requests verification of my experience and the duties I perform(ed). My comments are made where applicable, and to the best of my ability I have supplied pertinent information regarding my position. If I have made an error, it is not intentional. The facts indicated by you and/or your company records should be accepted as official.</p> <p>I appreciate you completing the employer's portion of this form and returning it to me promptly.</p>	
<p>_____ Signature of Applicant</p>	

Employers, please initial confirmation of dates provided in Section A, complete Sections B-D, sign and date this form.

Employer's Statement

SECTION A

Name of firm where employed: _____

	Applicant's Statement From (month, day, year) To	Employer's Verification (initial)
Employed in an administrative position by your firm:	_____-_____ (start date) (end date)	_____
Employed as your secretary/admin		
Full-Time:	_____-_____	_____
Part-Time:	_____-_____	_____
If part-time, how many hours per week?	_____-_____ (hours per week)	_____

To Be Completed By Employer

Applicant's Name: _____

SECTION B

All of these duties do not apply to all administrative positions. Those listed are merely examples of the types of duties performed under the Job Functions listed. Please check below each job function performed by applicant.

JOB FUNCTIONS	Frequently	Occasionally	Never
Interpersonal Communications (phone calls, direct visitors, update management, etc.)			
Written Communication (compose correspondence, edit documents, respond to e-mail, etc.)			
Information Distribution (communicate office policies and procedures, etc.)			
Document Production (create documents using word processing, spreadsheet, presentation software, etc.)			
Scheduling and Planning (maintain calendar, schedule appointments/meetings, etc.)			
Records Management (set up/maintain/update file systems, etc.)			
Financial Records Management (budgeting, invoices, financial software, etc.)			
Meeting Management (arrange meetings, facility contracting, travel arrangements, etc.)			
Managing Physical Resources (inventory/order supplies, etc.)			
Conducting Research (gather information for reports/managers, etc.)			
Supervising and Managing Human Resources (prioritize staff work, train others, personnel, etc.)			
Leadership (serve as team leader, develop liaisons [internal and external], conduct meetings, etc.)			
Computer Hardware, Systems and Configuration (execute basic commands on an operating system, back-ups, networking, etc.)			

SECTION C

If there are (were) other major duties performed, please list below. Also, include any additional comments you may wish to make concerning applicant's performance.

SECTION D

If you are (were) not the applicant's immediate supervisor, please state circumstances and relationship.

Date _____

Signed _____

Name (Print Legibly) _____

Title _____

Name of Firm _____

Business Phone Number (_____) _____

E-mail _____

Certification

Frequently Asked Questions

What information will be included on the exams?

18%	Communication
16%	Organization and Planning
14%	Information Distribution
14%	Records Management
13%	Physical and Information Resources
13%	Document Production
8%	Financial Functions
4%	Human Resources

Useful Websites:

IAAP Certification Online:
www.iaap-hq.org/certification

Exam Review Materials:
www.iaap-hq.org/certification/exams

IAAP Membership Information:
www.iaap-hq.org/join

Am I required to be a member of IAAP before taking the CAP exam?

No, although members of IAAP do receive discounts on exam fees and some study materials. Details on member benefits are on the IAAP website (www.iaap-hq.org).

How do I find out where the exams are given?

The list of exam centers can be found on the IAAP website at www.iaap-hq.org/certification/exams. Not all centers listed are used for each exam, so candidates are asked to make three choices of possible centers. Candidates will be notified of their center assignment approximately one month before the exam.

Do I need to attend college classes before I take the exam?

To prepare for the CAP exam, candidates may need three to six hours of course work at community college level in the areas tested on the CAP exam. General knowledge of management theories will also be needed.

What happens after the exam?

About 45 days after the exam you'll receive a performance report showing either a "pass" or "need." Those who pass will receive a certificate dated for five years and a certification pin. Scoring is determined by the educators on the Institute for Certification and a psychometric consultant using psychometric data.

How long is my certification active?

CAP holders are required to recertify every five years to keep their certification active.

How is recertification achieved?

Recertification is achieved by earning 60 points every five years in the categories of continuing education, other certifications and leadership. Complete details on recertification can be found on the IAAP website at www.iaap-hq.org/certification/recertification.

Is it possible to attain college credit after passing the CAP exam?

That will be determined after a review by the American Council on Education (ACE) probably in 2013.

1. Plan your study around this guide. This guide, which should be used to direct any course of study, includes the outline, bibliography, references for broad review and sample questions.

Comparing the outline with your own background helps you determine what course of study will work best for you.

2. Obtain at least one or two comprehensive textbooks in the areas tested (these are listed in the bibliography). Check public libraries, college libraries, publishers, Amazon.com, book stores, etc., for these references. **It is important to use several sources when studying for the CAP exam.**

References listed in the bibliography are actual college texts used to write examination questions.

3. Plan your study schedule for each area tested. Plan to spend five to ten hours per week for four to six months, dedicated to intensive study of each area. Without a good background, candidates may need course work at community college level in the areas tested.

4. Some IAAP chapters have study groups. These courses are intended strictly as a review of materials previously studied. Check the IAAP website under About > Chapter Locator for information on IAAP chapters in your area. IAAP does not endorse any particular course of study.

5. Review materials are available in various forms. Metcalf Educational Services has audio CD-ROMs, a PC tutorial, PC mock exams, and flash cards. Keep in mind these are intended strictly for review of materials previously learned. These materials are not intended to teach or to cover everything that will be on the exams. These materials are not used to write the actual examination questions. Any review materials should be used **in conjunction** with the bibliographic references listed in this guide.

6. Review each outline category separately. Whatever methods of study are used, take notes, re-read chapters, use flash cards, and quiz yourself after completing the study of each area.

7. After completing your initial study for an area, again compare what you've studied with the outline found in this guide. Make sure all areas in the outline have been covered. Quiz yourself.

Tips

to assist you in preparing for the exam

8. Spend a few days before the exam, going over your notes again. Some candidates like to spend this time taking quizzes from the review materials they have used. Remember though, you will not see those same questions on the exam. Exam day is not the day to cram.

9. Get a good night's sleep the night before the exam.

If you are not familiar with the location of the exam center, take a test drive to avoid any delays exam day. For those candidates traveling a distance to take the exam, make sure you check into the hotel early and have time to relax. You should take time to calmly arrive at the exam center. Eat a nutritious breakfast.

10. When the exam starts, listen carefully to the proctor's instructions. Properly fill out the answer sheets. Relax. Take a deep breath. Read each question carefully. Do your best.

11. After the exam, don't try to rehash how well you did. Enjoy the evening with your family and friends.

12. Relax and wait for the performance report that will be mailed to you approximately 45 days after the exam.



Suggestions

for establishing a study group



A group leader may assign one or more study sessions to one course or several. One or more courses may be completed during one year. The study group may be scheduled once a week for three hours, or the instructor can plan options to fit student or instructor requirements.

Participation in a study group is not mandatory prior to taking the exam. Study groups are designed to refresh, update, and help candidates prepare to take the examination. **Group participants are expected to have a basic knowledge of the topics to be covered in the study.** When potential participants do not have this knowledge, they should be encouraged to enroll in a regularly-scheduled course in a postsecondary institution. Candidates may select the option of attending courses offered in schools to prepare for the exam or may find review courses to be more appropriate for them as an alternative means of preparation.

1. Location

Select a location which will encourage participation by the greatest number of people in your area. Check with educational institutions or businesses in your city for appropriate facilities.

2. Textbooks for Review

Appropriate textbooks and references are listed in the bibliography of each Exam Guide. **It is important to use references in those guides.**

Group leaders need to correlate the text material with the topics on the Outline section of the guidebooks. **Textbooks which have the broadest coverage of the topics listed will be most suitable for use.** Use of other reference materials should be encouraged and may be shared.

3. Planning

Adapt the schedule to the needs of the group.

In all cases, the course of study/discussion should relate to the current exam outline.

Meet as a group.

Review the outline.

Review the study tips.

Establish the schedule. It could be four weeks for two hours a week, six weeks for 90 minutes a week; see what works best for the group.

Reiterate this is a study group to review materials already known.

Outside study is necessary for each group member.

Group leader is not there to teach—leader is there to guide the discussion.

Group leaders may want to assign outline categories to a variety of people. Group leaders need to be prepared to step in if that individual has to drop out. Group leaders need to touch base with each candidate from time-to-time throughout the time the group is meeting.

4. Suggested Time Schedule

Two to three hours a week is suggested for meeting with the group. A recommended schedule of 30–40 group hours is recommended for each exam.

This schedule should provide adequate time to review all areas of the outline. Group leaders should encourage candidates to study and read liberally from supplemental sources in addition to course requirements. All students should have a copy of this guide to assist in their exam preparation.

5. Notify IAAP

Approval must be gained from IAAP before using trademarks and logos. IAAP does not endorse any particular study group.

Items: *Approximately 350*

Time: *4½ Hours*

(1) Communication	18%
Including general knowledge of management/theories	
Correspondence, documents and reports	
Grammar (in creating communications)	
Customer service	
Networking	
Team dynamics	
Policies and procedures	
Confidentiality, ethics and legality	
(2) Organization and Planning	16%
Including general knowledge of management/theory	
Meeting and travel preparation (including virtual and e-events)	
Time management	
Data compilation	
(3) Information Distribution	14%
Electronic and traditional processes	
Research	
Security, ethics, legality	
(4) Records Management	14%
Electronic and manual file management and systems	
Filing rules and standards	
Security and confidentiality of records	
File retrieval, retention, transfer and maintenance	
(5) Physical and Information Resources	13%
Purchasing decisions	
Maintaining inventory of supplies, forms and software	
Software and equipment training/usage	
Installation and maintenance of equipment/software	
Troubleshoot software and hardware problems	
Office layout	
Basic computer operating and system commands	
Transfer data using various media sources	
Convert documents from one software to another	
Performance of backup and security functions	
(6) Document Production	13%
Proofreading/editing documents	
Create and edit documents	
Create charts and graphs	
Document finishing	
Preparation of meeting minutes	
(7) Financial Functions	8%
Including general knowledge of budgeting and financial statements	
Cash and banking transactions	
Make journal entries	
Reconcile electronic fund transfers and bank statements	
(8) Human Resources	4%
Including general knowledge of HR legal issues	
Maintain production and project records	
Prepare training and procedures manuals	
Participate in the staffing process	
Maintain employee records	

Bibliography

CAP exam

Numbers correlate to the sections of the test listed in the outline on page 11

Bateman, Thomas S. and Scott A. Snell. <i>Management: The New Competitive Landscape</i> . Irwin/McGraw Hill.	1, 2, 5
Bovee and Thill. <i>Business Communication Today</i> . Pearson Prentice-Hall.	1, 3
Certo, Samuel. <i>Supervision</i> . Irwin/McGraw Hill.	1, 2, 8
Dessler, Gary. <i>Human Resource Management</i> . Pearson Prentice-Hall.	8
Evans, Poppy and Mark A. Thomas. <i>Exploring the Elements of Design</i> . Thomson Delmar Learning.	6
Fulton-Calkins. <i>The Administrative Professional Technology and Procedures</i> . Thomson/South-Western Publishing Co.	1, 4, 5
Fulton-Calkins and Stultz. <i>Procedures and Theory for Administrative Professionals</i> . South-Western Publishing Co.	1, 2, 3, 4, 5, 8
Graham, Lisa. <i>Basics of Design: Layout and Typography for Beginners</i> . Thomson Delmar Learning.	6
Guffey, Mary Ellen. <i>Essentials of Business Communication</i> . South-Western Cengage.	1, 2, 6, 8
Horgren, Harrison and Oliver. <i>Accounting</i> . Pearson Education.	7
Kimmel, Weygandt and Kieso. <i>Accounting: Tools for Business Decision Making</i> . John Wiley & Sons, Inc.	7
Norton, Peter. <i>Computing Fundamentals</i> . Glencoe McGraw Hill.	3, 5
Oliverio, Pasewark and White. <i>The Office: Procedures and Technology</i> . Prentice-Hall Inc.	2, 3, 4, 5, 6
Read, Judith and Mary Lea Ginn. <i>Records Management</i> . Thomson/South-Western Publishing Co.	1, 4
Robbins, Stephen P. and Mary Coulter. <i>Management</i> . Pearson Prentice-Hall.	1, 2, 8
Schermerhorn, John R. Jr. <i>Management</i> . John Wiley & Sons, Inc.	1, 2, 8
Shelly, Cashman and Vermaat. <i>Discovering Computers Complete</i> . Thomson.	3, 4, 5, 6
Smith, Leila R. <i>English for Careers</i> . Pearson Prentice-Hall.	1, 6

The references listed are actual college texts used to write the examination questions. Any of these books could cover one or more areas of the exam.

An example of exam areas that may come from each book is listed to the right of the page. This is not an all-inclusive list of what the text covers; to determine that you will want to look at the table of contents of each text.

Use the latest edition (not more than two years old) of at least one of these references or similar college-level textbooks for each major subsection of the CAP examination.

Note: Many of these books are updated on an annual basis and titles are sometimes changed; using books by the same authors with slightly different titles is appropriate.



Sample Questions

CAP exam

Directions: Each of the numbered questions is followed by four suggested answers or completions. Select the **ONE** letter response that is **BEST** in each case. Check your answers with the answer key provided at the end of the exam.

Notes

1. Bankston, the owner of a local daycare facility, is sending a report to the management of a local manufacturing firm outlining a plan to provide child-care services for its employees. Which type of informal report should Bankston use?

- A) Recommendation
- B) Feasibility
- C) Progress
- D) Information

2. Analyzing how time is spent helps to identify problem areas in the workplace including common time-wasters such as

- A) disorganization
- B) information overload
- C) time constraints
- D) internal controls

3. Applying the Simplified Filing Standard Rules established by ARMA International for alphabetizing business names, which one of the following is placed first using alphabetical ordering?

- A) \$ One Jewels, Inc.
- B) \$ Discount Store
- C) Dollar or Two Store
- D) The \$ Off Store

4. Which test performed when installing new software verifies that the program works by itself?

- A) Integration
- B) Systems
- C) Acceptance
- D) Unit

5. In a simplified style of letter

- A) the subject line is in all caps
- B) punctuation follows the salutation and complimentary close
- C) the first line of each paragraph is indented 0.5 inches
- D) single spacing is used before and after the subject line

Notes

6. A visual element's size, color, and texture add to perception of which one of the following?

- A) Symmetry
- B) Illusion of weight
- C) Asymmetry
- D) Visual proportion

7. Which one of the following scheduling techniques uses a bar chart to display when tasks are supposed to be done compared to the actual progress on each?

- A) PERT chart
- B) MBO
- C) Gantt chart
- D) Critical Path chart

8. Which one of the following selection procedures can no longer be used legally by private sector organizations?

- A) Drug testing
- B) Personality testing
- C) Integrity testing
- D) Polygraph testing

9. Which one of the following sentences is correct?

- A) All of the 7-year-old office furniture needs to be replaced.
- B) All of the seven year old office furniture needs to be replaced.
- C) All of the 7 year old office furniture needs to be replaced.
- D) All of the seven-year-old office furniture needs to be replaced.

10. You have purchased a music CD and want to remain legal when you make copies of the CD. Which one of the following would be an illegal copy?

- A) For your iPod
- B) For your car
- C) For your husband's MP3 player
- D) For your boss's sales presentation

11. Applying the Simplified Filing Standard Rules established by ARMA International, which one of the following elements would be placed first using alphabetical order?

- A) 77 Sunsent Cafe
- B) 3rd and South Auto Sales
- C) A1 Automotive Supply
- D) County Road Easy Shop

Notes

12. What should a person check to know if software will run on the computer?

- A) Compatibility monitor
- B) Memory
- C) Instructions
- D) System requirements

13. Which one of the following would be an example of a support principle of design?

- A) Unity
- B) Emphasis
- C) Variety
- D) Balance

14. The text describing flight patterns of birds is arranged to look like a bird in flight. This is an example of which one of the following text alignments?

- A) Concrete
- B) Runaround
- C) Justified
- D) Centered

15. For a manufacturing operation, an example of a variable cost is

- A) rent paid for factory building
- B) wood used in furniture production
- C) insurance paid on salesmen's automobiles
- D) salary paid to the personnel department receptionist

16. Which one of the following is an example of a question asked in a direct job interview?

- A) What are your long-range goals
- B) How many years of experience have you had
- C) What is your keyboarding rate
- D) What are your major strengths

17. When a manager prioritizes activities in order to accomplish a goal, the major factors that require attention are

- A) delegating and feedback
- B) training and motivation
- C) importance and urgency
- D) objectivity and control

18. Nichols prefers a direct access records storage system. Which system would best meet his needs?

- A) Alphabetic
- B) Subject
- C) Numeric
- D) Geographic

Notes

19. You need more storage space on your personal computer and have decided to shrink the size of some of your seldom used items. Which one of the following will best accomplish this task?

- A) Backup
- B) File compression
- C) File manager
- D) Personal computer maintenance

20. Which one of the following sentences is grammatically correct?

- A) Please give the finished architectural drawings to whoever requested them
- B) Please give the finished architectural drawings to who requested them
- C) Please give the finished architectural drawings to whomever requested them
- D) Please give the finished architectural drawings to whom requested them

21. The color system that is dependent on light to make all colors visible is known as

- A) incandescent
- B) halogen
- C) subtractive
- D) additive

22. A strongly unified design that utilizes a natural tendency of the eyes to seek to seal gaps of familiar forms is

- A) proximity
- B) closure
- C) continuation
- D) similarity

23. The manufacturing overhead costs would include

- A) insurance on the plant building
- B) commissions of the sales employees
- C) salaries of the assembly line workers
- D) cost of the raw materials

24. High quality decisions made under time pressures can be made quickly by

- A) relying on old data and futuristic forecasts
- B) periodically checking accounting statistics and reports
- C) concentrating on real time information
- D) not consulting other high level managers

Notes

25. Attorney Ronstat has just completed a case she's been working on for six months and no longer needs access to the files. Which type of records transfer would be most appropriate for these files?

- A) Perpetual
- B) Periodic
- C) Nonessential
- D) Permanent

26. The process of setting up software to work with the computer is

- A) running
- B) installing
- C) executing
- D) developing

27. Adjusting the white spaces between words and letters in a line of type is referred to as

- A) reducing
- B) kerning
- C) leading
- D) flushing

28. Development of a half-size or a full-size version within the design process is called a

- A) rough
- B) comprehensive
- C) thumbnail
- D) sketch

29. Which one of the following occurs when type in a layout is similar in typeface size, weight, and color?

- A) Tone
- B) Conflict
- C) Readability
- D) Legibility

30. When Olson was transferred to a new department, she was having a difficult time becoming part of the team. Olson continued to have lunch with those from her former department because of a basic need to be

- A) secure
- B) significant
- C) social
- D) enlightened

Examination Preparation

Listed below are References for Broad Overview that can be used in preparation for the exam. **However, these are not study materials required by the Institute for Certification, and should always be used in conjunction with the other references listed in this guide.** The guide should be used to direct any course of study for the CAP examination.

The CAP examination is not written from the references for broad overview. Books listed in this guide are actual college texts used to write examination questions. It is recommended that candidates use the latest edition of at least one textbook listed in each of the major areas tested.

For those candidates with limited background in the areas tested, the Institute for Certification recommends 3–6 hours of course work at community college level or higher in the areas tested. General knowledge of management theories will also be needed.

References for Broad Overview

Current editions of the following references may be helpful for broad range review:

The Complete Office Handbook. Random House, IAAP.

The Gregg Reference Manual. McGraw Hill/Irwin.

Additionally, current issues of periodicals or business such as the following may be helpful:

OfficePro magazine

Business Week

Research (Google search)

Fortune

Wall Street Journal

Review of common workplace terms

Forbes

Review of general management theories

Metcalfe Educational Services CAP® Exam Review,

available from: PO Box 678, Logan, UT 84323-0678.

Phone 435-753-2222; Fax 435-753-7727

E-mail: support@capreview.com

Website: www.capreview.com

Available materials include: CD and Mock Exam, Audio

CD-ROMs, Flash Cards, Spiral-Bound Textbook



Answer Key

1. B
2. A
3. B
4. D
5. A
6. B
7. C
8. D
9. D
10. D
11. B
12. D
13. B
14. A
15. B
16. C
17. C
18. A
19. B
20. A
21. D
22. B
23. A
24. C
25. A
26. B
27. B
28. A
29. B
30. C

IAAP does not endorse or guarantee any particular course.

Taking a review course does not guarantee passing the CAP exam.

Contact individual publishers for current pricing on the References for Broad Overview.



Certified Professional Secretary®, CPS®, Certified Administrative Professional® and CAP® are registered service marks of the International Association of Administrative Professionals®, IAAP®.

For More Information

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Certification Department
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