

The Ak-Sar-Ben Chapter
IAAP®
Certified Administrative Professional®
Exam Study Group



International Association of

Administrative Professionals®

MAY 2012
EXAM SESSION

GETTING STARTED

Go to the International Association of Administrative Professionals (IAAP®) website <http://www.iaap-hq.org/>

Once in the IAAP® web site, click on "Certification" tab at the top of the page
<http://www.iaap-hq.org/certification>

Review the options listed on the right side of the page.

- Certification Links
- Certification Changes
- Recertification
- Exams
- Exam Statistics
- College Credit

It is strongly recommended that each study group participant print their own copy of the *CAP Exam Guide* located in the body of the Exams link located on the right side of the Certification Page.

Application Deadline Dates:

Application in by **February 15** for the May 2012 Exam. The Exam is Saturday, May 5, 2012.

Testing Site: Blue Cross & Blue Shield

Study Group:

Dates and Times: Each Monday, January 9 through Monday, April 16, 2012 from 5:30 - 7:00 PM. We will start the first study group on Monday, January 9 by going over Chapters 1-4 in Unit 1 in Volume 1 of the "Personal Tutorial for Administrative Professionals® Certification Review". Please read these chapters before coming to the Study Group if you can and then as a group we will go over briefly the questions in the Unit 1: Communication Quiz on page 197 of the same book.

Contact: Lynn Kroeger, 402-963-8219 - work; 402-707-9675 - cell phone or lynn.kroeger@csgi.com

Location: Village Inn, 78th and W. Dodge (meeting room if enough attendees, otherwise, booth)

On-site contact: Manager, Village Inn, 78th and W. Dodge, 384-9950

Membership/Certification Committee Contact: Lynn Kroeger, 402-963-8219(wk), 402-697-1653 (h) or 402-707-9675 (cell) or lynn.kroeger@csgi.com

NOTE:

- Beverages and food can be ordered at Village Inn and it is requested by management that a beverage at least is ordered to enable us to use their facility for the study group.

CERTIFIED ADMINISTRATIVE PROFESSIONAL® (CAP®)

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) <i>Document</i>	
<i>Production</i>	13%
Proofreading/editing documents	
Create and edit documents	
Create charts and graphs	
Document finishing	
Preparation of meeting minutes	
(7) <i>Financial Functions</i>	8%
Including general knowledge of budgeting and financial statements	
Cash and banking transactions	
Make journal entries	
Reconcile electronic fund transfers and bank statements	
(8) <i>Human</i>	
<i>Resources</i>	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	

PRIMARY STUDY GUIDE:

Personal Tutorial For Administrative Professionals®-Certification Review

Metcalfe Educational Services

Volumes 1 and 2

SUGGESTED STUDY SCHEDULE FOR MAY 2012 CPS EXAM

The following timeline is based on weekly one and one half hour study sessions.



January 9

Unit 1 Communication

Chapter 1: Correspondence, Documents, and Reports

Chapter 2: Grammar

Chapter 3: Customer Service

Chapter 4: Networking

Unit 1: Practice Communication Quiz



January 16

Chapter 5: Team Dynamics

Chapter 6: Policies and Procedures

Chapter 7: Confidentiality, Ethics, and Legality

Chapter 8: Other Communication Forms

Unit 1: Practice Communication Quiz



January 23

Unit 2: Organization and Planning

Chapter 1: General Management Theories

Chapter 2: Meeting and Travel Preparation

Unit 2: Practice Organization and Planning Quiz



January 30

Chapter 3: Time Management

Chapter 4: Data Compilation

Unit 2: Practice Organization and Planning Quiz



February 6

Unit 3 Information Distribution

Chapter 1: Electronic and Traditional Processes

Chapter 2: Research

Chapter 3: Security, Ethics, and Legality

Unit 3: Practice Information Distribution Quiz



February 13

Unit 4: Records Management

Chapter 1: Electronic and Manual File Management and Systems

Chapter 2: Filing Rules and Standards

Unit 4: Practice Records Management Quiz

**February 15th-CAP/OM
APPLICATION DEADLINE -SEND TO
IAAP HEADQUARTERS**



February 20

Chapter 3: Security and Confidentiality of Records

Chapter 4: File Retrieval, Retention, Transfer, and Maintenance

Unit 4: Practice Records Management Quiz



February 27

Unit 5: Physical and Information Resources

Chapter 1: Purchasing Decisions

Chapter 2: Maintaining Inventory of Supplies, Forms and Software

Chapter 3: Software and Equipment Training and Usage

Chapter 4: Installation and Maintenance of Equipment and Software

Unit 5: Practice Physical and Information Resources Quiz



March 5

Chapter 5: Troubleshooting Software and Hardware Problems

Chapter 6: Office Layout

Chapter 7: Basic Computer Operating and System Commands

Unit 5: Practice Physical and Information Resources Quiz



March 12

Chapter 8: Transferring Data Using Various Media Sources

Chapter 9: Converting Documents from One Software to Another

Chapter 10: Performing Backup and Security Functions

Unit 5: Practice Physical and Information Resources Quiz



March 19

Unit 6: Document Production

Chapter 1: Proofreading and Editing Documents

Chapter 2: Creating and Editing Documents

Chapter 3: Creating Charts and Graphs

Unit 6: Practice Document Production Quiz



March 26

Chapter 4: Document Finishing

Chapter 5: Preparation of Meeting Minutes

Unit 6: Practice Document Production Quiz



April 2

Unit 7: Financial Functions

Chapter 1: Budgeting and Financial Statements

Chapter 2: Cash and Banking Transactions

Unit 7: Practice Financial Functions Quiz



April 9

Chapter 3: Making Journal Entries

Chapter 4: Reconciling Electronic Funds Transfers and Bank Statements

Unit 7: Practice Financial Functions Quiz



April 16

Unit 8: Human Resources

Chapter 1: Human Resources and Legal Issues

Chapter 2: Employee Relations

Chapter 3: Maintaining Production and Project Records

Unit 8: Human Resources Quiz



April 23

Unit 8: Human Resources

Chapter 4: Preparing Training and Procedures Manuals

Chapter 5: Participating in the Staffing Process

Chapter 6: Maintaining Employee Records

Unit 8: Human Resources Quiz

Review also:

Software Applications Glossary

Software Terminology Glossary

Hardware Terminology Glossary

Data Processing Cycle and Related Terminology Glossary



May 5 CAP EXAM DATE



STUDY RESOURCES:

The Accounting Game: *The Lemonade Stand*
(available from Barnes and Noble Book Stores or Amazon)

Personal Tutorial for Administrative Professionals: Volume I and 2
Metcalf 2011-2012

The Administrative Professional
14e Technology & Procedures
Patsy J. Fulton-Calkins, Ph.D., CPS
Dianne S. Rankin
Kellie A. Shumack, Ph.D.
(Available from Amazon - you can purchase very good used books at a much lower price and receive them in 4 days)