

Studying For The Certified Administrative Professional Exam

The Administrative Professional Exam Study Guide 2013 Covering the CAP Exam and the Technology Applications Specialty in Outlook Messaging and Scheduling Exam REVIEW 2013-04-04 According to the International Association of Administrative Professionals (IAAP), both the Certified Professional Secretary (CPS) exam and the Certified Administrative Professional (CAP) exam are multiple choice based. Starting from Nov 2011 the CAP exam will be offered as a single part exam. The CAP Examination covers a wide range of topics. The new exam covers: Communication Organization and Planning Information Distribution Records Management Physical and Information Resources Document Production Financial Functions Human Resources As a CAP candidate, you are expected to know almost EVERYTHING. You do not have to be an expert in everyting, but your peers will ell expect you to have knowledge on almost everything. Keep in mind, the phrase administrative professional is a general title associated with administrative support staff - you need to provide support whenever requested. Support request can come from different sources and may involve different disciplines. Even though you may not always need to provide hands-on help, you do need to know how to properly "redirect" and "allocate" the help requests to the proper places. Administrative professionals are expected to greet and assist company visitors and customers as well as managers, executives and their staff. They serve BOTH as frontline personnel and as backend personnel. They need to be good communicators. They need to be able to adapt to different personalities and work styles of bosses and peers. There isn't any affordable "official" self study pack in the market, so we fill the gap here by releasing the CAP ExamEssentials Study Guide. The CAP ExamEssentials Study Guide provides extensive and in-depth coverage on a wide variety of business and office management topics to help you prepare for the exam. Our CAP Study Guide goes the expert-advice way. Instead of just giving you the hard facts, we also give you information that covers the best tricks and practices. With these information, you will always be able to make the most appropriate expert judgment in the exam. As of the time of this writing, after obtaining the CAP rating you can apply for a TA Specialty by passing one of the Microsoft Office certifications. This Study Guide provides full coverage on the Microsoft MOS Outlook exam, which can satisfy the TA Specialty exam requirement. We use Outlook 2013 for demonstration in this book. [CPS and CAP Part 3 Management Exam Secrets Study Guide](#) Mometrix Media 2011-08-19 CPS and CAP Part 3 Management Exam Secrets helps you ace the Certified Professional Secretary and Certified Administrative Professional Exams, without weeks and months of endless studying. Our comprehensive CPS and CAP Part 3 Management Exam Secrets study guide is written by our exam experts, who painstakingly researched every topic and concept that you need to know to ace your test. Our original research reveals specific weaknesses that you can exploit to increase your exam score more than you've ever imagined. CPS and CAP Part 3 Management Exam Secrets includes: The 5 Secret Keys to CPS and CAP Test Success: Time is Your Greatest Enemy, Guessing is Not Guesswork, Practice Smarter, Not Harder, Prepare, Don't Procrastinate, Test Yourself; General strategies and Overview including: Testing Tips, Certification, Why Certify?; Part 3 - Management: Administrative Management, Management Science Theory, Tactical and Contingency Plans, Deming's Absolutes of Quality, Principles of Organization, Leadership Styles, Herzberg's Theory, Theories of Motivation, Four Channels of Communication, Programmed and Non-Programmed Decisions, Workplace Safety, Employee Performance Appraisals, Task Analysis, Training Programs, Human Resource Management, Labor Union Relationships, Employee Development, Workplace Counseling and Discipline, Separation Process, Compensation and Benefits, Accounting, Budgets, Goal Setting, Delegation, Personal Communication Barriers, Business Etiquette, and much more...

CAP Certified Administrative Professional Exam Study Guide 2015 ExamREVIEW 2014-12-29 According to the International Association of Administrative Professionals (IAAP), both the Certified Professional Secretary (CPS) exam and the Certified Administrative Professional (CAP) exam are multiple choice based. Starting from Nov 2011 the CAP exam will be offered as a single part exam. The new exam covers: Communication Organization and Planning Information Distribution Records Management Physical

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The Administrative Professional Exam Study Guide 2013 Covering the Cap Exam and the Technology Applications Specialty in PowerPoint Presentation ExamREVIEW 2013-04-02 According to the International Association of Administrative Professionals (IAAP), both the Certified Professional Secretary (CPS) exam and the Certified Administrative Professional (CAP) exam are multiple choice based. Starting from Nov 2011 the CAP exam will be offered as a single part exam. The CAP Examination covers a wide range of topics. The new exam covers: Communication Organization and Planning Information Distribution Records Management Physical and Information Resources Document Production Financial Functions Human Resources As a CAP candidate, you are expected to know almost EVERYTHING. You do not have to be an expert in everyting, but your peers will ell expect you to have knowledge on almost everything. Keep in mind, the phrase administrative professional is a general title associated with administrative support staff - you need to provide support whenever requested. Support request can come from different sources and may involve different disciplines. Even though you may not always need to provide hands-on help, you do need to know how to properly "redirect" and "allocate" the help requests to the proper places. Administrative professionals are expected to greet and assist company visitors and customers as well as managers, executives and their staff. They serve BOTH as frontline personnel and as backend personnel. They need to be good communicators. They need to be able to adapt to different personalities and work styles of bosses and peers. There isn't any affordable "official" self study pack in the market, so we fill the gap here by releasing the CAP ExamEssentials Study Guide. The CAP ExamEssentials Study Guide provides extensive and in-depth coverage on a wide variety of business and office management topics to help you prepare for the exam. Our CAP Study Guide goes the expert-advice way. Instead of just giving you the hard facts, we also give you information that covers the best tricks and practices. With these information, you will always be able to make the most appropriate expert judgment in the exam. As of the time of this writing, after obtaining the CAP rating you can apply for a TA Specialty by passing one of the Microsoft Office certifications. This Study Guide provides full coverage on the Microsoft MOS PowerPoint exam, which can satisfy the TA Specialty exam requirement. We use PowerPoint 2013 for demonstration in this book.

The Administrative Professional Exam Study Guide 2013 Covering the Cap Exam Examreview 2013-03-26 According to the International Association of Administrative Professionals (IAAP), both the Certified Professional Secretary (CPS) exam and the Certified Administrative Professional (CAP) exam are multiple choice based. Starting from Nov 2011 the CAP exam will be offered as a single part exam. The CAP Examination covers a wide range of topics. The new exam covers: Communication Organization and

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Advanced Organizational Management Mark D. Garrison 2006 The Certified Professional Secretary (CPS) and Certified Administrative Professional (CAP) Examination Review Series, a four-volume set of review manuals that consists of one review manual for the first three parts of the CPS and CAP Examinations and one for Part 4 of the CAP Examination, is a joint publication of Prentice Hall and the International Association of Administrative Professionals (IAAP). The content of each review manual is based on the current Certification Review Guide published by the IAAP. An overview introducing the reader to the chapter contents./Key terms that reinforce essential vocabulary./Key examples emphasized/Difficult concepts illustrated/Check Point sections offer reviews of key concepts/For Your Review: Practice questions similar to those found on the CPS and CAP Examinations./Comprehensive practice exam. Solutions to all check points and review questions.KEY Administrative professionals preparing for the CPS and CAP Examinations.

Cap Parts 1-4 Exam Secrets Study Guide Media Mometrix 2009-01-01

Cap Certified Administrative Professional Exam Study Guide 2014 Examreview 2013-10-20 According to the International Association of Administrative Professionals (IAAP), both the Certified Professional Secretary (CPS) exam and the Certified Administrative Professional (CAP) exam are multiple choice based. Starting from Nov 2011 the CAP exam will be offered as a single part exam. The new exam covers: Communication Organization and Planning Information Distribution Records Management Physical and Information Resources Document Production Financial Functions Human Resources As a CAP candidate, you are expected to know almost EVERYTHING. You do not have to be an expert in everything, but your peers will expect you to have knowledge on almost everything. Keep in mind, the phrase administrative professional is a general title associated with administrative support staff - you need to provide support whenever requested. Support request can come from different sources and may involve different disciplines. Even though you may not always need to provide hands-on help, you do need to know how to properly "redirect" and "allocate" the help requests to the proper places. In fact, administrative professionals are expected to greet and assist company visitors and customers as well as managers, executives and their staff. They serve BOTH as frontline personnel and as backend personnel. They need to be good communicators. They need to be able to adapt to different personalities and work styles of bosses and peers. There isn't any affordable "official" self study pack in the market, so we fill the gap here by releasing this product, which provides extensive and in-depth coverage on a wide variety of business and office management topics to help you prepare for the exam. If you are new to office procedures and administration, use this study guide TOGETHER WITH other sources of information to prepare for the exams. The exams are not difficult provided that you are experienced in office administration. If you are not, then lots of readings would have to be done. The books listed below provide good coverage on the various office administration topics and procedures. The Professional Secretary Volume 1: Communication

Skills, by John Spencer and Adrian Pruss (1995) The Professional Secretary's Handbook: Management Skills, by John Spencer and Adrian Pruss (1995) The Complete Office Handbook, by Mary A Devries (1987) Procedures for the Office Professional / 4 ed, by Patsy Fulton-Calkins and Joanna D Hanks (2000) *Cap Administrative Professional Certification With Technology Applications Specialty in Word Exam Study Guide 2014* Examreview 2013-10-20 According to the International Association of Administrative Professionals (IAAP), both the Certified Professional Secretary (CPS) exam and the Certified Administrative Professional (CAP) exam are multiple choice based. Starting from Nov 2011 the CAP exam will be offered as a single part exam. The new exam covers: Communication Organization and Planning Information Distribution Records Management Physical and Information Resources Document Production Financial Functions Human Resources As a CAP candidate, you are expected to know almost EVERYTHING. You do not have to be an expert in everything, but your peers will expect you to have knowledge on almost everything. Keep in mind, the phrase administrative professional is a general title associated with administrative support staff - you need to provide support whenever requested. Support request can come from different sources and may involve different disciplines. Even though you may not always need to provide hands-on help, you do need to know how to properly "redirect" and "allocate" the help requests to the proper places. In fact, administrative professionals are expected to greet and assist company visitors and customers as well as managers, executives and their staff. They serve BOTH as frontline personnel and as backend personnel. They need to be good communicators. They need to be able to adapt to different personalities and work styles of bosses and peers. There isn't any affordable "official" self study pack in the market, so we fill the gap here by releasing this product, which provides extensive and in-depth coverage on a wide variety of business and office management topics to help you prepare for the exam. Also, as of the time of this writing, after passing the CAP exam you can apply for a TA Specialty by passing one of the Microsoft Office certifications. This Study Guide provides full coverage on the Microsoft MOS Word 2013 exam, which can satisfy the TA Specialty exam requirement. The exams are not difficult provided that you are experienced in office administration. If you are not, then lots of readings will have to be done. *CAP Exam Secrets Study Guide* Cap Exam Secrets Test Prep 2018-04-12 ***Includes Practice Test Questions*** CAP Exam Secrets helps you ace the Certified Administrative Professional Exam, without weeks and months of endless studying. Our comprehensive CAP Exam Secrets study guide is written by our exam experts, who painstakingly researched every topic and concept that you need to know to ace your test. Our original research reveals specific weaknesses that you can exploit to increase your exam score more than you've ever imagined. CAP Exam Secrets includes: The 5 Secret Keys to CAP Test Success: Time is Your Greatest Enemy, Guessing is Not Guesswork, Practice Smarter, Not Harder, Prepare, Don't Procrastinate, Test Yourself; General strategies and Overview including: Testing Tips, Certification, Why Certify?, Information Processing Cycle, Mainframe Computers, Telecommunication Processors, Telephone Services and Features, Computer Networks, Network Topologies, Computer Conferences and Chat Rooms, Communication Tools, Coordination Tools, Search Engines and Information Systems, Intentional Threats to Computers, E-Commerce Security, Systems Life Cycle, Types of User Interface, Databases, Operations Applications, Software Procurement, Spreadsheets, Types of Secondary Storage, Panel Folding, Binding Processes, Planning an Office, Ergonomics, Lighting and Sound Control, Types of System Analyses, Typesetting and Digital Duplicating, Desktop Publishing, Electronic Commerce, Record Cycle Steps, Business Reports and Forms, Card Systems, Filing Arrangements, Electronic Records Systems, Retrieval Systems, Protecting File Integrity, Records Managers, Forms Management Factors, Filing Rules, Geographic and Subject Filing Systems, Verbal Communication Skills, Voice Mail, Cell Phone Etiquette, Listening Sequence, and much more...

CAP Administrative Professional Certification with Technology Applications Specialty in Word Exam Study Guide 2015/16 Examreview 2015-12 According to the International Association of Administrative Professionals (IAAP), the CAP exam is offered as a single part exam. The exam covers: 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%) As a CAP candidate, you are expected to know almost EVERYTHING. You do not have to be an expert in everything, but your peers will expect you to have

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Medical Administrative Assistant Exam Prep Jane John-Nwankwo 2016-05-19 The Medical Administrative Assistant Exam Prep is a bank of 350 practice test questions similar to those that would be seen on the actual national certification exams for Certified Medical Administrative Assistant.

CAP Exam Success Lewis Morris 2018-10-27 Now you can instantly improve your score on the CAP Exam! Ever wonder why learning comes so easily to some people? This remarkable workbook reveals a system that shows you how to learn faster, easier and without frustration. By mastering the hidden language of the exam, you will be poised to tackle the toughest of questions with ease. We've discovered that the key to success on the Certified Administrative Professional exam lies with mastering the Insider's Language of the subject. People who score high on their exam have a strong working vocabulary in the subject tested. They know how to decode the exam vocabulary and use this as a model for test success. People with a strong CAP Exam Insider's Language consistently: Perform better on the IAAP CAP Exam Learn faster and retain more information Feel more confident in their preparation Perform better at work Gain more satisfaction in learning The Certified Administrative Professional Success Guide is different from traditional review books because it focuses on the exam's Insider's Language. It is an outstanding supplement to a traditional review program. It helps your preparation for the exam become easier and more efficient. The strategies, puzzles, and questions give you enough exposure to the Insider Language to use it with confidence and make it part of your long-term memory. The IAAP CAP Success Guide is an awesome tool to use before a course of study as it will help you develop a strong working Insider's Language before you even begin your review. Learn the Secret to Success on the CAP Exam! After nearly 20 years of teaching Lewis Morris discovered a startling fact: Most students didn't struggle with the subject, they struggled with the language. It was never about brains or ability. His students simply didn't have the knowledge of the specific language needed to succeed. Through experimentation and research, he discovered that for any subject there was a list of essential words, that, when mastered, unlocked a student's ability to progress in the subject. Lewis called this set of vocabulary the "Insider's Words". When he applied these "Insider's Words" the results were incredible. His students began to learn with ease. He was on his way to developing the landmark series of Books and applications to teach this "Insider's Language" to students around the world. Our books and applications are helpful to any student. They are especially helpful to struggling students, English language learners, and students beginning a course of study. The strongest students will also enjoy the puzzle and game aspect of the books. In all cases, the books provide an enjoyable break from the tedious and mundane experience of traditional test preparation. Get your copy today!

Cap Administrative Professional Certification With Technology Applications Specialty in Powerpoint Exam Study Guide 2014 Examreview 2013-10-20 According to the International Association of Administrative Professionals (IAAP), both the Certified Professional Secretary (CPS) exam and the Certified Administrative Professional (CAP) exam are multiple choice based. Starting from Nov 2011 the CAP exam will be offered as a single part exam. The new exam covers: Communication Organization and Planning Information Distribution Records Management Physical and Information Resources Document Production Financial Functions Human Resources As a CAP candidate, you are expected to know almost EVERYTHING. You do not have to be an expert in everything, but your peers will expect you to have knowledge on almost

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The Administrative Professional Exam Study Guide 2013 Covering the Cap Exam and the Technology Applications Specialty in Spreadsheet ExamREVIEW 2013-03-26 According to the International Association of Administrative Professionals (IAAP), both the Certified Professional Secretary (CPS) exam and the Certified Administrative Professional (CAP) exam are multiple choice based. Starting from Nov 2011 the CAP exam will be offered as a single part exam. The CAP Examination covers a wide range of topics. The new exam covers: Communication Organization and Planning Information Distribution Records Management Physical and Information Resources Document Production Financial Functions Human Resources As a CAP candidate, you are expected to know almost EVERYTHING. You do not have to be an expert in everyting, but your peers will ell expect you to have knowledge on almost everything. Keep in mind, the phrase administrative professional is a general title associated with administrative support staff - you need to provide support whenever requested. Support request can come from different sources and may involve different disciplines. Even though you may not always need to provide hands-on help, you do need to know how to properly "redirect" and "allocate" the help requests to the proper places. Administrative professionals are expected to greet and assist company visitors and customers as well as managers, executives and their staff. They serve BOTH as frontline personnel and as backend personnel. They need to be good communicators. They need to be able to adapt to different personalities and work styles of bosses and peers. There isn't any affordable "official" self study pack in the market, so we fill the gap here by releasing the CAP ExamEssentials Study Guide. The CAP ExamEssentials Study Guide provides extensive and in-depth coverage on a wide variety of business and office management topics to help you prepare for the exam. Our CAP Study Guide goes the expert-advice way. Instead of just giving you the hard facts, we also give you information that covers the best tricks and practices. With these information, you will always be able to make the most appropriate expert judgment in the exam. As of the time of this writing, after obtaining the CAP rating you can apply for a TA Specialty by passing one of the Microsoft Office certifications. This Study Guide provides full coverage on the Microsoft MOS Excel 2013 exam, which can satisfy the TA Specialty exam requirement.

CAP Vocabulary Workbook Lewis Morris Learn the Secret to Success in Certified Administrative Professional Exam! Ever wonder why learning comes so easily to some people? This remarkable workbook reveals a system that shows you how to learn faster, easier and without frustration. By mastering the hidden language of the subject and exams, you will be poised to tackle the toughest of questions with ease. We've discovered that the key to success on the CAP Exam lies with mastering the Insider's Language of the subject. People who score high on their exams have a strong working vocabulary in the subject tested. They know how to decode the vocabulary of the subject and use this as a model for test success. People with a strong Insider's Language consistently: Perform better on their Exams Learn faster and retain more information Feel more confident in their courses Perform better in upper level courses Gain more satisfaction in learning The Certified Administrative Professional Exam Vocabulary Workbook is different from traditional review books because it focuses on the exam's Insider's Language. It is an outstanding supplement to a traditional review program. It helps your preparation for the exam become easier and more

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Certified Professional Secretary (CPS) Examination and Certified Administrative Professional (CAP) Examination Review for Office Administration Betty L. Schroeder 2004-04 The Certified Professional Secretary (CPS®) and the Certified Administrative Professional (CAP®) Examination Review Series provides valuable assistance to anyone preparing for the CPS and CAP Examinations. The Series focuses on key topics test-takers must know in order to pass the exams. It is the only examination preparation series produced in conjunction with the International Association of Administrative Professionals® (IAAP®).

CPS and CAP Part 1 Office Systems and Technology Exam Secrets Study Guide Mometrix Media 2011-08-19 CPS and CAP Part 1 Office Systems and Technology Exam Secrets helps you ace the Certified Professional Secretary and Certified Administrative Professional Exams, without weeks and months of endless studying. Our comprehensive CPS and CAP Part 1 Office Systems and Technology Exam Secrets study guide is written by our exam experts, who painstakingly researched every topic and concept that you need to know to ace your test. Our original research reveals specific weaknesses that you can exploit to increase your exam score more than you've ever imagined. CPS and CAP Part 1 Office Systems and Technology Exam Secrets includes: The 5 Secret Keys to CPS and CAP Test Success: Time is Your Greatest Enemy, Guessing is Not Guesswork, Practice Smarter, Not Harder, Prepare, Don't Procrastinate, Test Yourself; General strategies and Overview including: Testing Tips, Certification, Why Certify?; Part 1 - Office Systems and Technology: Information Processing Cycle, Mainframe Computers, Telecommunication Processors, Telephone Services and Features, Computer Networks, Network Topologies, Computer Conferences and Chat Rooms, Communication Tools, Coordination Tools, Search Engines and Information Systems, Intentional Threats to Computers, E-Commerce Security, Systems Life Cycle, Types of User Interface, Databases, Operations Applications, Software Procurement, Spreadsheets, Types of Secondary Storage, Panel Folding, Binding Processes, Planning an Office, Ergonomics, Lighting and Sound Control, Types of System Analyses, Typesetting and Digital Duplicating, Desktop Publishing, Electronic Commerce, and much more...

Medical Assisting Exam Review for CMA, RMA & CMAS Certification Helen Houser 2020-06-08 This Fourth Edition of Medical Assisting Exam Review for CMA, RMA & CMAS Certification focuses on the critical most current components of the MA and MAS curricula, making it an indispensable tool for recent graduates, practicing medical assistants, medical administrative specialists and medical administrative assistants preparing to sit for any recognized national certification exams.

[Cap Administrative Professional Certification With Technology Applications Specialty in Excel Exam Study Guide 2014](#) Examreview 2013-10-20 According to the International Association of Administrative Professionals (IAAP), both the Certified Professional Secretary (CPS) exam and the Certified Administrative Professional (CAP) exam are multiple choice based. Starting from Nov 2011 the CAP exam will be offered as a single part exam. The new exam covers: Communication Organization and Planning Information Distribution Records Management Physical and Information Resources Document Production Financial Functions Human Resources As a CAP candidate, you are expected to know almost EVERYTHING. You do not have to be an expert in everything, but your peers will expect you to have knowledge on almost everything. Keep in mind, the phrase administrative professional is a general title associated with administrative support staff - you need to provide support whenever requested. Support request can come

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The CAP (Certified Administrative Professional) Exam Study Guide 2023

Cap Administrative Professional Certification With Technology Applications Specialty in Outlook Exam Study Guide 2014 Examreview 2013-10-20 According to the International Association of Administrative Professionals (IAAP), both the Certified Professional Secretary (CPS) exam and the Certified Administrative Professional (CAP) exam are multiple choice based. Starting from Nov 2011 the CAP exam will be offered as a single part exam. The new exam covers: Communication Organization and Planning Information Distribution Records Management Physical and Information Resources Document Production Financial Functions Human Resources As a CAP candidate, you are expected to know almost EVERYTHING. You do not have to be an expert in everything, but your peers will expect you to have knowledge on almost everything. Keep in mind, the phrase administrative professional is a general title associated with administrative support staff - you need to provide support whenever requested. Support request can come from different sources and may involve different disciplines. Even though you may not always need to provide hands-on help, you do need to know how to properly "redirect" and "allocate" the help requests to the proper places. In fact, administrative professionals are expected to greet and assist company visitors and customers as well as managers, executives and their staff. They serve BOTH as frontline personnel and as backend personnel. They need to be good communicators. They need to be able to adapt to different personalities and work styles of bosses and peers. There isn't any affordable "official" self study pack in the market, so we fill the gap here by releasing this product, which provides extensive and in-depth coverage on a wide variety of business and office management topics to help you prepare for the exam. Also, as of the time of this writing, after passing the CAP exam you can apply for a TA Specialty by passing one of the Microsoft Office certifications. This Study Guide provides full coverage on the Microsoft MOS Outlook 2013 exam, which can satisfy the TA Specialty exam requirement. The exams are not difficult provided that you are experienced in office administration. If you are not, then lots of readings will have to be done.

Certified Professional Secretary (CPS) and Certified Administrative Professional (CAP) Examination Review for Office Systems and Technology Diane Routhier Graf 2004-04 New 5th Edition! The Certified Professional Secretary (CPS®) Examination Review Series provides valuable assistance to anyone preparing for the CPS Examination. The Series focuses on key topics test-takers must know in order to pass the exam. It is the only examination preparation series produced in conjunction with the International Association of Administrative Professionals (IAAP(tm)). The format of each manual in the Series guides administrative professionals in effective study techniques.

[CAP Administrative Professional Certification with Technology Applications Specialty in Outlook Exam Study Guide 2015/16](#) Examreview 2015-12 According to the International Association of Administrative Professionals (IAAP), the CAP exam is offered as a single part exam. The exam covers: 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%) As a CAP candidate, you are expected to know almost EVERYTHING. You do not have to be an expert in everything, but your peers will expect you to have knowledge on almost everything. Keep in mind, the phrase administrative professional is a general title associated with administrative support staff - you need to provide support whenever requested. Support

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Not Harder, Prepare, Don't Procrastinate, Test Yourself; General strategies and Overview including: Testing Tips, Certification, Why Certify?; Part 2 - Office Administration: Record Cycle Steps, Business Reports and Forms, Card Systems, Filing Arrangements, Electronic Records Systems, Retrieval Systems, Protecting File Integrity, Records Managers, Forms Management Factors, Filing Rules, Geographic and Subject Filing Systems, Verbal Communication Skills, Voice Mail, Cell Phone Etiquette, Listening Sequence, Nonverbal Communication and Body Language, Company-Sponsored Conferences, Planning Conventions, Visual Presentations, In-House Research Services, Business Writing, Intranet Systems, and much more... [CAP Certified Administrative Professional Exam Study Guide 2013 ExamREVIEW 2012-09-22](#) According to the International Association of Administrative Professionals (IAAP), both the Certified Professional Secretary (CPS) exam and the Certified Administrative Professional (CAP) exam are multiple choice based. Starting from Nov 2011 the CAP exam will be offered as a single part exam. The CAP Examination covers a wide range of topics. The new exam covers: Communication Organization and Planning Information Distribution Records Management Physical and Information Resources Document Production Financial Functions Human Resources As a CAP candidate, you are expected to know almost EVERYTHING. You do not have to be an expert in everyting, but your peers will ell expect you to have knowledge on almost everything. Keep in mind, the phrase administrative professional is a general title associated with administrative support staff - you need to provide support whenever requested. Support request can come from different sources and may involve different disciplines. Even though you may not always need to provide hands-on help, you do need to know how to properly "redirect" and "allocate" the help requests to the proper places. Administrative professionals are expected to greet and assist company visitors and customers as well as managers, executives and their staff. They serve BOTH as frontline personnel and as backend personnel. They need to be good communicators. They need to be able to adapt to different personalities and work styles of bosses and peers. There isn't any affordable "official" self study pack in the market, so we fill the gap here by releasing the CAP ExamEssentials Study Guide. The CAP ExamEssentials Study Guide provides extensive and in-depth coverage on a wide variety of business and office management topics to help you prepare for the exam. Our CAP Study Guide goes the expert-advice way. Instead of just giving you the hard facts, we also give you information that covers the best tricks and practices. With these information, you will always be able to make the most appropriate expert judgment in the exam.

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[CMAA Certification Study Guide](#) Key Points Exam Prep Team 2015-01-12 Contents The Medical Assistant Duties and Responsibilities Medical Law, Medical Profession Liability The Patient Care Partnership (Patient's Bill of Rights) The HIPAA Patient Privacy Rule Legal Terms Communication Phone Etiquette

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