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Page Formatting and Typeface

To accommodate the needs of those with weaker vision, we use LARGER PRINT throughout the book whenever practical. The text in this book was created using Garamond (size 16). A little bit of page resizing, however, may have happened along the actual book printing process.

Exam topics covered in this book

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 PowerPoint 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 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)

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