

Certified Administrative Professional

Online Administrative Professional Training



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Overview

Become a Certified Administrative Professional and Microsoft Office Master

As the business world evolves, many administrative assistants are earning their Certified Administrative Professional (CAP) and Microsoft Office Master credentials. This 100% online course will help you gain the technical skills and knowledge needed to gain these valuable industry certifications.



Jobs

- The Bureau of Labor Statistics (BLS) reports that the median annual wage for administrative assistants is over \$39,000.
- According to PayScale.com, holders of the Microsoft certification earn an average of \$54,000 per year.

FAQ

DO ADMINISTRATIVE PROFESSIONALS NEED CERTIFICATION?

No. However, as the modern office shifts to becoming more technology driven, having formal training is key to advancing your skill set and staying ahead of the curve. Employers want candidates that can hit the ground running in their organizations without further training, which certification proves.

HOW VALUABLE IS THE CAP FOR ADMINISTRATIVE PROFESSIONALS?

CAP is an assessment-based certification for office and administrative professionals. As an industry-recognized certification, it designates that you understand the duties, responsibilities and knowledge required of an administrative professional in the today's workplace.

HOW MANY EXAMS ARE REQUIRED FOR THE CAP CERTIFICATION?

To be eligible for the CAP exam, candidates must meet the following requirements:

- No College Degree — 4 years of relevant work experience
- Associates Degree — 3 years of relevant work experience
- Bachelor's Degree — 2 years of relevant work experience

WHAT IS RELEVANT WORK EXPERIENCE?

Relevant work experience includes typical duties for office and administrative professionals including:

- Conducting business communication, including emails and memos
- Overseeing office functions and record keeping
- Managing projects, budgets and meeting schedules
- Coordinating between staff and clients

HOW VALUABLE IS THE MICROSOFT OFFICE (MOS) MASTER FOR ADMINISTRATIVE PROFESSIONALS?

MOS Master is the top computer skills certification for professionals. Globally, Microsoft Office is the leading office software with many organizations heavily invested in Microsoft technology.

HOW MANY EXAMS ARE REQUIRED FOR THE MICROSOFT OFFICE MASTER CERTIFICATION?

To earn your MOS certification, you must pass the following exams: MOS 77-727 and 77-728 (Excel), 77-725 and 77-726 (Word), 77-729 (PowerPoint), and 77-731 (Outlook).

Curriculum

Prerequisites

There are no prerequisites to take this course.

CURRICULUM

Certified Administrative Professional

ORGANIZATIONAL COMMUNICATION (PART 1)

Communication essentials; interacting with stakeholders and teams

ORGANIZATIONAL COMMUNICATION (PART 2)

Organizational structure and systems; networking, interpersonal interactions and public speaking

BUSINESS WRITING AND DOCUMENT PRODUCTION

Business writing; publishing web documents, hard-copy documents, and meeting minutes

TECHNOLOGY AND INFORMATION DISTRIBUTION

Researching, gathering, compiling, and analyzing data and information; networks for information distribution and maintaining, backing-up, and storing data

OFFICE AND RECORDS MANAGEMENT

The basics of creating functioning and productive workspaces; obtaining and managing resources for your office and working in a virtual office

EVENT AND PROJECT MANAGEMENT

Event and travel management: coordinating virtual meetings; project management, time management and negotiations

HUMAN RESOURCES

Human resources functions, duties, and processes; employee files, records and training

FINANCIAL FUNCTIONS

Organizational finance: budgeting, financial statements, and financial transactions; banking process and the bank statement reconciliation process

WORKPLACE BEHAVIORS

Goal setting and creativity; problem solving, decision making and time management

BECOMING AN ADMINISTRATIVE ASSISTANT AND ADVANCING YOUR CAREER

Job duties, responsibilities and personal characteristics of administrative assistants

Microsoft Office Master 2019

INTRODUCTION

Learn about best communication practices, expectations and how to make yourself a viable asset to any team.

EXCEL

Understand how to work within Microsoft Excel. Enter data and create worksheets, cover advanced topics like using formulas, visualizing data and how to collaborate with other Excel users.

WORD

Create and edit Word documents. Learn to use tables, images, illustrations, and change page layout. Additionally, you'll cover how to review and collaborate on documents, manage mailings and protect documents.

POWERPOINT

Develop PowerPoint presentations from start to finish. Understand how to format your presentations, and include advanced elements like effects, illustrations and tables.

OUTLOOK

Master Microsoft Outlook by learning to work with messages, organize contacts, manage an inbox and work across multiple email accounts.

Instructors

Becky Swaim

Becky Swaim has taught since 2000, focusing on Administrative Assistant Fundamentals, Administrative Assistant Applications, and Individual Excellence. She holds a bachelor of arts in speech communication from California State University, Long Beach. Her experience includes managing large staff in medical billing and collections and as a program manager to various medical practices.

Tracy Berry

Tracy Berry has been a senior graphic designer/programmer, instructor, and consultant since 1993. She helps organizations optimize and streamline data solutions. She teaches both onsite and online courses and has her CTT (Certified Technical Trainer) certification. Tracy specializes in teaching graphics, desktop publishing, web design, reporting/productivity applications, Microsoft Office, as well as the creation of online courses with software from leading vendors.

Objectives

Certified Administrative Professional

- Prepare to take the Certified Administrative Professional (CAP)
- Master the CAP body of knowledge
- Understand administrative fundamentals including financial responsibilities and project management

Microsoft Office Master 2019

- Prepare for the Microsoft Office Master Certification exams for Word, Excel, PowerPoint and Outlook
- Gain the highest level of proficiency in the Microsoft Office 2019 suite
- Understand how these program fit into today's office and how to best use them

Enrollment & Registration

This course is 100% online. Start anytime.

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