

CONTENT OUTLINE
 One-Part Certified Administrative Professional Exam
Effective November 2011 Exam

Domain	Outline Category	Percentage	Topics
1	Communication	18%	Correspondence, documents & reports
	Including general knowledge of management/theories		Grammar (in creating communications)
			Customer service
			Networking
			Team dynamics
			Policies & procedures
			Confidentiality, ethics & legality
2	Organization and Planning	16%	Meeting & travel preparation (Incl virtual & e-vents)
	Including general knowledge of management/theory		Time management
			Data compilation
3	Information Distribution	14%	Electronic & traditional processes
			Research
			Security, ethics, legality
4	Records Management	14%	Electronic & manual file management & systems
			Filing rules and standards
			Security & confidentiality of records
			File retrieval, retention, transfer & maintenance
5	Physical and Information Resources	13%	Purchasing decisions
			Maintaining inventory of supplies, forms & software
			Software and equipment training/usage
			Installation & maintenance of equipment/software
			Troubleshoot software & hardware problems
			Office layout
			Basic computer operating & system commands
			Transfer data using various media sources
			Convert documents from one software to another
			Performance of backup & security functions
6	Document Production	13%	Proofreading/editing documents
			Create & edit documents
			Create charts & graphs
			Document finishing
			Preparation of meeting minutes

Domain	Outline Category	Percentage	Topics
7	Financial Functions	8%	Cash & banking transactions
	Including general knowledge of budgeting and financial statements		Make journal entries
			Reconcile electronic fund transfers and bank statements
8	Human Resources	4%	Employee relations
	Including general knowledge of HR legal issues		Maintain production & project records
			Prepare training & procedures manuals
			Participate in the staffing process
			Maintain employee records

Candidates for the new CAP exam will need a general knowledge base in the eight areas listed on this content outline.

The CAP exam will be approximately 350 items.

The testing time will be 4 ½ hours.

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New CAP Examination Bibliography

Author	Title	Publisher
Bateman, Thomas S. & Scott A. Snell	Management: The New Competitive Landscape	Irwin/McGraw Hill
Bovee and Thill	Business Communication Today	Pearson Prentice Hall
Calkins-Fulton, Patsy J	Technology & Procedures for Administrative Professionals	South-Western Publishing Co
Certo, Samuel	Supervision	Irwin/McGraw Hill
Dessler, Gary	Human Resource Management	Pearson Prentice Hall
Evans, Poppy and Mark A Thomas	Exploring the Elements of Design	Thomson Delmar Learning
Fulton-Calkins	The Administrative Professional Technology & Procedures	Thomson/South-Western
Graham, Lisa	Basics of Design: Layout & Typography for Beginners	Thomson Delmar Learning
Guffey, Mary Ellen	Essentials of Business Communication	South-Western Cengage
Horgren, Harrison, and Oliver	Accounting	Pearson Education
Norton, Peter	Computing Fundamentals	Glencoe McGraw Hill
Oliverio, Pasewark & White	The Office: Procedures and Technology	Prentice Hall Inc.
Read, Judith and Mary Lea Ginn	Records Management	Thomson/South-Western Publishing
Robbins, Stephen P. and Mary Coulter	Management	Pearson Prentice Hall
Schermerhorn	Management	Wiley
Shelly, Cashman & Vermaat	Discovering Computers 2008 Complete	Thomson
Smith, Leila R.	English for Careers	Pearson Prentice Hall

The references listed are actual college texts used to write the examination questions. 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.

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