



*Training Course:
Certified Administrative Professional (CAP Exam
Prep)*

*21 - 25 July 2025
Milan (Italy)*

Training Course: Certified Administrative Professional (CAP Exam Prep)

Training Course code: OM234891 From: 21 - 25 July 2025 Venue: Milan (Italy) - Training Course Fees: 5500 € Euro

Course Introduction

Efficient office running is fundamental to the success of a business. Dynamic office management, prompt organization, and administrative skills, proficient business communication are some of the elements needed for delivering required services in the office at the right time.

A certified administrative professional is one such specialist who culminates various competencies and aptitudes within and caters to the diverse concerns of an office. Offices are adopting modernization and turning more technology-driven which has generated the necessity for a versatile professional with a wide range of office skills.

Course Objectives

The Certified administrative professional course aims to fulfil the following objectives:

- Enhance the professional qualifications of the participants and transform them into valuable assets for their corporations
- To highlight the range of duties and responsibilities that fall under the position of an administrative professional
- Widen the skill set of the participants and develop their knowledge base
- Deepen the self-esteem and confidence of the participants with the familiarity of the latest trends and techniques
- Strengthen the communication abilities of the participants with a special focus on business communication modes
- Allow the participants to gain more traction in their careers with industry-recognized certification
- Enhanced productivity in the office with better coordination among various activities

Course Methodology

- Interactive sessions and lectures
- Presentations
- Management games
- Roleplaying/modelling

- Case studies
- Group discussions
- Problem-solving sessions

Organisational Impact

Successful completion of the Certified Administrative Professional course shall benefit the organization in the following ways:

- Smooth flow of work with better coordination among different activities of the office
- Timely performance of different activities such as conducting meetings, payments, communicating office policies, filing documents, etc.
- Better management of physical resources such as inventory, office supplies
- Enhanced supervision of employees with regard to training, conflict resolution, counselling, etc.
- Improved planning and organization will result in reduced costs of activities, less wastage of resources
- Build better public relations through improved communication and dynamics with customers
- Ensure optimum use of technology through virtual meetings, use of the internet, and appropriate software to maintain office records

Personal Impact:

- A better understanding of managerial and administrative concepts along with their application in real-life scenarios
- Develop a versatile range of skill sets in organizing, scheduling, business communication, supervising, and administration
- Cultivate a flexible attitude that will help adjust better to the dynamic business environment
- Gain a competitive edge over peers with enhanced practical knowledge and skills
- Boost their resumes with the certification and negotiate better remuneration

Target Audience

- Office administrators
- Office assistants
- Office clerk

- Office secretary
- Administrative assistant
- Front office managers
- Receptionists
- Supervisors
- General managers
- Entrepreneurs and start-up founders

Course Outline

Day 1: Introduction to Administrative Duties & Professional Skills

- Office administration and its role in today's business setting
- Business environment evolution
- Administrative roles in the office
- Administrative professional duties
- Managing meetings and travel arrangements
- Developing problem-solving approach
- Clerical and bookkeeping skills

Day 2: Business Communication & Organizational Skills

- Attending guests, phone calls, handling queries
- Business correspondence and drafting letters
- Responding to emails professionally
- Scheduling appointments and time management
- Event and project management
- Preparing office manuals

Day 3: Supervision & Team Coordination

- Developing team dynamics
- Maintaining employee files and records
- Training and coaching others
- Employee counselling techniques
- Cultivating natural leadership skills

Day 4: Records & Information Management

- Organizing financial records
- Developing and maintaining filing systems electronic & manual
- Preparing minutes and official documentation
- File retrieval, retention, and data compilation
- Researching, analyzing, and distributing information
- Backing up critical office data

Day 5: Managing Resources & Enhancing Efficiency

- Maintaining office supplies and inventory
- Developing an efficient purchasing system
- Preventing burnout and ensuring workplace well-being
- Building transparency in office procedures
- Leveraging technology for optimal efficiency

Registration form on the Training Course: Certified Administrative Professional (CAP Exam Prep)

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Full Name (Mr / Ms / Dr / Eng):
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Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):
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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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