



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

*10 - 14 May 2027
Milan (Italy)*

Training Course: Certified Administrative Professional (CAP Exam Prep)

Training Course code: OM234891 From: 10 - 14 May 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

This program, designed by Global Horizon Training Center, is structured to prepare participants for the **Certified Administrative Professional CAP** exam while enhancing their practical administrative competencies.

Efficient office management is a cornerstone of organizational success. In today's technology-driven and fast-paced environment, administrative professionals are expected to demonstrate versatility across communication, coordination, documentation, and operational support. This program equips participants with the knowledge, tools, and techniques required to meet modern administrative demands and succeed in professional certification.

Course Objectives

By the end of this program, participants will be able to:

- Strengthen their professional qualifications and readiness for CAP certification
- Understand the full scope of administrative roles and responsibilities
- Expand their knowledge base across modern office management practices
- Build confidence through exposure to current tools, trends, and techniques
- Enhance business communication skills written and verbal
- Improve productivity and coordination within the workplace
- Develop a competitive advantage through certification and practical skills

Target Audience

- Office Administrators
- Administrative Assistants
- Office Clerks and Secretaries
- Front Office Managers
- Receptionists
- Supervisors and Managers
- Entrepreneurs and Startup Founders

Training Program Outline

Day 1: Administrative Foundations and Professional Skills

- Role of office administration in modern organizations
- Evolution of the business environment
- Key responsibilities of administrative professionals
- Managing meetings and travel arrangements
- Problem-solving approaches in administration
- Introduction to clerical and basic bookkeeping skills

Day 2: Business Communication and Organizational Effectiveness

- Managing calls, visitors, and inquiries professionally
- Business correspondence and professional writing
- Email communication standards
- Scheduling and time management techniques
- Event and project coordination basics
- Preparing office manuals and documentation

Day 3: Supervision and Team Coordination

- Building and managing team dynamics
- Maintaining employee records and documentation
- Training and coaching fundamentals
- Employee counseling techniques
- Developing leadership and supervisory skills

Day 4: Records and Information Management

- Organizing and managing financial and administrative records
- Developing filing systems manual and electronic
- Preparing reports, minutes, and official documents
- Data retrieval, retention, and analysis
- Research and information distribution
- Data backup and information security

Day 5: Resource Management and Operational Efficiency

- Managing office supplies and inventory systems
- Procurement and purchasing processes
- Preventing burnout and improving workplace well-being
- Enhancing transparency in administrative procedures
- Leveraging technology for productivity and efficiency
- Final review and CAP exam preparation guidance

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

Delegate Information

Full Name (Mr / Ms / Dr / Eng):
Position:
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Personal E-Mail:
Official E-Mail:

Company Information

Company Name:
Address:
City / Country:

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):
Position:
Telephone / Mobile:
Personal E-Mail:
Official E-Mail:

Payment Method

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