

**CERTIFIED
ADMINISTRATIVE
PROFESSIONAL**



GENTEX[®]
TRAINING CENTER



Introduction

Administrative professionals hold together the daily operations that everyone else depends on. They manage schedules, information, documents, meetings, and relationships, often without recognition, and their accuracy determines how smoothly an organization runs. This Certified Administrative Professional Training Course builds that capability in a structured, verifiable way. Furthermore, it covers time and priority management, professional correspondence, document and records control, meeting and event coordination, communication, and office technology. Participants also work through the standards and ethics the profession expects. As a result, they leave with both practical skill and a professional benchmark to work against.

Certified Administrative Professional Course Objectives

- Manage time, priorities, and workload with the Eisenhower Matrix and time blocking.
- Apply professional business writing standards to correspondence and reports.
- Control documents, records, and filing systems consistently.
- Coordinate meetings, events, and travel with clear documentation.
- Apply administrative technology tools including spreadsheets and collaboration platforms.
- Communicate professionally with executives, colleagues, and clients.
- Handle confidential information with discretion and information security awareness.
- Support decision-making with accurate briefings, minutes, and records.
- Apply professional ethics and conduct standards to daily work.
- Measure administrative performance with service and accuracy indicators.

Course Methodology

- Interactive workshops built around real administrative tasks.
- Guided practice in correspondence, documentation, and meeting coordination.



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- Role-play for executive support, client handling, and difficult requests.
- Case studies from corporate, government, and service environments.
- Self-assessment against professional administrative competency standards.
- Action planning that links each skill to the participant's own role.

Who Should Take This Course

- Administrative assistants and office coordinators.
- Executive secretaries and personal assistants.
- Team administrators and departmental support staff.
- Front desk, reception, and guest relations professionals.
- Records, filing, and documentation officers.
- Administrative staff preparing for professional certification.

Certified Administrative Professional Course Outlines

Day 1: The Administrative Profession and Competency Standards

- Defining the modern administrative professional role.
- Reviewing administrative competency frameworks and standards.
- Understanding professional conduct, ethics, and discretion.
- Building effective working relationships with leadership.
- Assessing personal strengths and development gaps.
- Setting professional development goals.
- Completing a competency self-assessment.





Day 2: Time, Priority, and Workload Management

- Tracking how administrative time is actually spent.
- Prioritizing with the Eisenhower Matrix and the ABCDE method.
- Planning daily and weekly work with time blocking.
- Managing interruptions, drop-ins, and urgent requests.
- Setting boundaries politely and professionally.
- Delegating and escalating appropriately.
- Building a personal planning system.

Day 3: Business Writing and Document Control

- Writing professional emails, memos, and official letters.
- Applying plain-language principles and active voice.
- Drafting reports, notices, and briefing notes.
- Applying document control for versions and approvals.
- Building folder structures and naming conventions.
- Managing digital storage, backups, and access permissions.
- Practicing correspondence and document control.

Day 4: Meetings, Events, and Administrative Technology

- Planning meetings with agendas and clear objectives.
- Writing accurate minutes and tracking actions to closure.
- Coordinating events, travel, and visitor arrangements.
- Using spreadsheets for tracking, budgets, and reporting.

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- Applying collaboration platforms and calendar tools productively.
- Managing records retention and archiving basics.
- Preparing a meeting and event coordination plan.

Day 5: Communication, Confidentiality, and Performance

- Communicating professionally with executives, clients, and colleagues.
- Handling difficult calls, complaints, and sensitive requests.
- Applying information security and confidentiality practices.
- Organizing workspaces with 5S principles.
- Measuring performance with service and accuracy indicators.
- Reviewing development progress and setting next goals.
- Preparing a 90-day administrative excellence action plan.

Conclusion

By successfully completing Certified Administrative Professional, participants will gain the knowledge to manage time and priorities, produce professional documentation, and coordinate meetings, events, and technology with confidence. They will acquire skills in administrative planning, business writing and document control, meeting and event coordination, and professional communication that meet recognised competency standards. Gentex Training Center builds this course around real office tasks, so learners return ready to perform at a professional administrative standard.

FAQs





Q1 What is the "Certified Administrative Professional" course about?

It develops the full skillset expected of a professional administrative role. The course covers competency standards and ethics, time and priority management, business writing and document control, meeting, event and travel coordination, administrative technology, and professional communication.

Q2 What are the key benefits of the "Certified Administrative Professional" course?

Participants complete work more accurately and with less stress, produce documentation that meets professional standards, and coordinate meetings and events with fewer errors. They also protect confidential information properly, apply recognised competency benchmarks, and strengthen their standing for senior administrative roles.

Q3 What skills will I gain from the "Certified Administrative Professional" course?

You will gain time and priority management, business writing and document control, meeting, event and technology coordination, and professional communication and confidentiality. These four skills work together to make administrative performance consistent and professionally credible.



Q4 What tools, methods, or standards are covered in the "Certified Administrative Professional" course?

The course covers administrative competency frameworks, professional conduct and ethics standards, the Eisenhower Matrix, the ABCDE prioritization method, time blocking, plain-language writing principles, email and memo formats, document control for versioning and approvals, naming conventions and folder structures, meeting agendas and minute formats, spreadsheet and collaboration tools, 5S workspace organization, information security practices, and service performance indicators.

Q5 How is the "Certified Administrative Professional" course applied in real-world practice?

Participants build a personal planning system, draft real correspondence and documents, and prepare a meeting and event coordination plan for their own office. They also practise client and executive support through role-play and complete a 90-day action plan for their administrative role.