

CERTIFIED BUSINESS ADMINISTRATOR (CBA)



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TRAINING CENTER



Introduction

Business administration holds together the systems that let an organization plan, spend, staff, and deliver without constant crisis. Administrators coordinate budgets, records, procurement, people processes, and compliance obligations, often across several departments at once. This Certified Business Administrator (CBA) Training Course builds that breadth deliberately. Furthermore, it covers business planning, budgeting and cost control, office and records systems, procurement basics, HR and compliance administration, and performance reporting. Participants also work on real administrative problems from their own organizations. As a result, they leave able to administer business operations to a professional standard.

Certified Business Administrator (CBA) Course Objectives

- Apply business administration principles across planning, organizing, and controlling.
- Build annual business and operational plans with clear targets.
- Prepare budgets, monitor expenditure, and control costs.
- Apply basic accounting and financial reporting for administrative decisions.
- Design office systems covering documents, records, and information.
- Manage procurement, contracts, and supplier coordination at administrative level.
- Support HR processes including records, attendance, and onboarding administration.
- Apply compliance, health and safety, and risk administration duties.
- Measure administrative performance with operational and service KPIs.
- Apply professional ethics, governance, and confidentiality standards.

Course Methodology

- Interactive workshops built around real administrative business problems.

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- Guided practice in planning, budgeting, and performance reporting.
- Process mapping and office systems design exercises.
- Role-play for supplier, staff, and compliance situations.
- Case studies from corporate, government, and service organizations.
- Action planning that links each skill to the participant's own responsibilities.

Who Should Take This Course

- Business administrators and administration officers.
- Office and operations managers in small and mid-sized organizations.
- Administrative supervisors handling budgets and procurement.
- Executive assistants with business administration duties.
- Public sector administrative officers managing compliance tasks.
- Administrative staff preparing for professional certification.

Certified Business Administrator (CBA) Course Outlines

Day 1: Business Administration Foundations

- Defining business administration and its core functions.
- Applying planning, organizing, leading, and controlling principles.
- Understanding organizational structures and reporting lines.
- Mapping administrative responsibilities across departments.
- Applying professional ethics, governance, and confidentiality.
- Assessing administrative capability and gaps.
- Completing an administrative competency self-assessment.





Day 2: Business Planning, Budgeting, and Cost Control

- Building annual business and operational plans.
- Setting departmental targets and administrative KPIs.
- Preparing budgets and monitoring expenditure.
- Applying variance analysis to spending.
- Controlling costs and managing cost centres.
- Understanding financial statements for administrative decisions.
- Preparing a departmental budget outline.

Day 3: Office Systems, Documents, and Information

- Designing office processes with Lean and PDCA principles.
- Applying document control for versions and approvals.
- Building filing and records systems with retention rules.
- Managing digital storage, permissions, and backups.
- Coordinating meetings, correspondence, and reporting rhythms.
- Applying 5S organization and workplace standards.
- Drafting an administrative systems manual.

Day 4: Procurement, Contracts, and HR Administration

- Applying procurement basics including specification and evaluation.
- Coordinating suppliers, quotations, and purchase orders.
- Managing contract administration and renewals.
- Supporting HR administration: records, leave, and onboarding.
- Applying compliance, health and safety, and risk duties.

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- Handling audits and administrative evidence requests.
- Preparing a procurement and HR administration checklist.

Day 5: Performance Reporting and Continuous Improvement

- Building administrative dashboards and service indicators.
- Reporting performance to management clearly.
- Reviewing processes and identifying improvement opportunities.
- Managing administrative risk and contingency arrangements.
- Training and guiding administrative team members.
- Reviewing development and setting next goals.
- Preparing a 90-day business administration action plan.

Conclusion

By successfully completing Certified Business Administrator (CBA), participants will gain the knowledge to plan, budget, and administer business operations across office, procurement, records, and HR support functions. They will acquire skills in business planning and budgeting, administrative systems design, procurement and compliance administration, and performance reporting that meet recognised professional standards. Gentex Training Center builds this course around real administrative problems, so learners return ready to administer business operations with control and confidence.

FAQs





Q1 What is the "Certified Business Administrator (CBA)" course about?

It develops the broad administrative skillset needed to run business operations support. The course covers business planning and budgeting, cost control, office and records systems, procurement and contract administration, HR and compliance administration, and performance reporting.

Q2 What are the key benefits of the "Certified Business Administrator (CBA)" course?

Participants plan and control departmental spend more tightly, keep office and records systems organized, and manage procurement and compliance duties with fewer errors. They also report performance clearly to management and strengthen their position for senior administrative responsibility.

Q3 What skills will I gain from the "Certified Business Administrator (CBA)" course?

You will gain business planning and budgeting, administrative systems and document control, procurement and compliance administration, and performance reporting and continuous improvement. These four skills work together to make business administration reliable and measurable.



Q4 What tools, methods, or standards are covered in the "Certified Business Administrator (CBA)" course?

The course covers planning, organizing, leading and controlling principles, annual business and operational plans, budget preparation and variance analysis, cost centre management, financial statement reading, Lean thinking and PDCA cycles, document control for versioning and approvals, records retention rules, 5S organization, procurement specification and evaluation methods, purchase order and contract administration, HR administrative records processes, compliance and health and safety duties, administrative dashboards and KPIs, and professional ethics standards.

Q5 How is the "Certified Business Administrator (CBA)" course applied in real-world practice?

Participants prepare a departmental budget outline, draft an administrative systems manual, and build a procurement and HR administration checklist for their own organization. They also design an administrative dashboard and complete a 90-day plan for their business administration role.