MERCURY

Certified Administrative Professional (CAP) Exam Preparation Course

3 – 7 October 2027
Amman (Jordan)



Dubai - UAE: +971 4 450 5697
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Ref: 26_1082023 **Date:** 3 – 7 October 2027 **Location:** Amman (Jordan) **Fees:** 3300 Euro

The Certified Administrative Professional CAP Exam Preparation Course is a one-week professional course for executive assistants, office managers, and administrative coordinators preparing to master executive operations and exam domains. Working through governance frameworks, business communications, operational records, and meeting administration, you construct an Executive Operations and Compliance Manual. This course is delivered by Mercury Training Center to ensure rigorous operational readiness.

About This Course

Administrative professionals often face fragmented filing systems, evolving statutory records requirements, and complex executive communication workflows without a structured framework. To follow this course, you must already manage office correspondence, executive scheduling, and departmental records. Through guided domain reviews and operational scenarios, you align workplace practices with established administrative standards and exam specifications.

Who It Is For

- Professionals responsible for executive office administration, confidential leadership support, and corporate workflow management
- Professionals responsible for business correspondence drafting, executive deliverable production, and internal communication standards
- Professionals responsible for electronic document management systems, archival retention schedules, and personal data handling compliance
- Professionals responsible for corporate event logistics, board meeting minutes, and cross-functional administrative project tracking

This course is not for entry-level clerical clerks who require foundational keyboarding and typing instruction, nor is it for senior corporate directors seeking enterprise governance and investor relations leadership frameworks.

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Competencies You Will Build

- Organizational Leadership Alignment: Directing administrative operations to support corporate culture, ethical codes, and leadership priorities.
- Executive Business Communication: Drafting structured executive briefings, formal corporate correspondence, and high-impact business deliverables.
- Records and Information Governance: Establishing compliant file structures, retention intervals, and lawful data-destruction protocols.
- Meeting and Project Coordination: Managing parliamentary procedures, executive agendas, meeting minutes, and project milestone tracking.
- Digital Office Administration: Leveraging collaborative productivity suites, digital signature platforms, and secure file repositories.
- Operational Workflow Oversight: Superintending daily administrative budgets, procurement requisitions, and statutory workplace compliance logs.

What You Will Be Able to Do

By the end of the course you will be able to:

- From organizational charts and leadership mandates, structure executive office workflows that reflect corporate strategic goals and ethical standards.
- Given executive correspondence requests, compose professional memorandums, executive summaries, and formal business letters following established communication standards.
- Using records lifecycle guidelines, design electronic document filing structures that integrate regulatory retention mandates and secure data disposal schedules.
- From board and committee requirements, organize executive meetings, compile detailed minutes, and track action items using project management tools.
- Given operational expenditure records, monitor departmental administrative budgets, reconcile expense allocations, and administer vendor contracts.
- Using compliance checklists, audit workplace administrative records against statutory timekeeping rules and personal data protection regulations.

Course Content

Day 1: Organizational Leadership and Culture

- IAAP CAP Exam Structure and Domain Weighting Breakdown
- Organizational Culture, Professional Ethics, and Code of Conduct Administration
- Executive Leadership Support, Stakeholder Mapping, and Change Management Principles
- Human Resource Fundamentals and Workplace Performance Management Support
- Statutory Workplace Compliance Frameworks and Training Hour Tracking Requirements

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Day 2: Business Communication and Digital Office Tools

- Professional Business Writing Techniques for Executive Briefings and Reports
- Interpersonal Communication, Conflict De-escalation, and Presentation Delivery
- Microsoft 365 and SharePoint Digital Workspace Management
- Cloud Data Security, Document Encryption, and Electronic Signature Workflows
- Corporate Digital Archiving and Cloud File Repository Organization

Day 3: Office and Records Management

- Records Lifecycle Management: Creation, Maintenance, Archival, and Disposition
- Personal Data Protection Principles, Processing Registers, and Privacy Notices
- Statutory Retention Rules for Electronic Timekeeping and Personnel Documentation
- Data Incident Escalation Pathways and Breach Response Administrative Protocols
- Office Space Planning, Ergonomics, and Physical Security Controls

Day 4: Meeting, Event, and Project Coordination

- Meeting Planning Frameworks, Agendas, and Formal Minute-Taking Procedures
- Parliamentary Procedures, Motion Handling, and Executive Resolutions
- Corporate Event Budgeting, Venue Logistics, and Vendor Contract Administration
- Project Management Foundations: Scope Definition, Timelines, and Work Breakdown
- Project Risk Monitoring, Task Delegation, and Milestone Verification

Day 5: Applied Administration and Manual Finalization

- Exercise on Executive Correspondence Drafting and High-Stakes Deliverable Review
- Exercise on Document Retention Auditing and Statutory Archival Reconciliation
- Exercise on Board Meeting Coordination, Agenda Assembly, and Minutes Drafting
- Exercise on Simulated Exam Scenarios and Operational Domain Case Questions
- Finalization of the Executive Operations and Compliance Manual

Case Studies and Exercises

These suggested activities provide practical application of administrative principles across diverse sectors:

- Case study: A private healthcare system reorganizing clinic administrative support, where you establish patient data handling boundaries and coordinate appointment scheduling workflows across departmental units.
- Case study: A regional commercial logistics firm facing rapid restructuring, where you design an executive communication protocol and align administrative operations with updated leadership hierarchies.
- Exercise: A records compliance audit where you review five years of corporate attendance logs, overtime approvals, and sensitive personnel documentation to correct filing discrepancies.
- Exercise: An executive event crisis simulation where you manage sudden venue cancellations, adapt project task milestones, and update board member travel itineraries under tight deadlines.

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What You Take Back

The Executive Operations and Compliance Manual equips you to standardize office routines, align documentation procedures with statutory rules, and streamline executive support during your first month back at work. You will use it to ensure procedural consistency, maintain administrative audit readiness, and elevate office efficiency.

- Standardized executive meeting agenda, minutes template, and action tracking log
- Office records retention schedule template with statutory disposal triggers
- Personal data handling and administrative breach notification checklist
- Executive travel, scheduling, and correspondence quality control rubric

Quick Answers FAQ

What background is required before attending the Certified Administrative Professional CAP Exam Preparation Course?

You need practical experience in administrative support, secretarial responsibilities, or office coordination. Familiarity with standard word processing, executive calendar management, and workplace filing systems will ensure you follow the operational scenarios effectively.

How does this course differ from general administrative assistant training?

General training focuses on basic typing, standard phone etiquette, and introductory software tasks. This course emphasizes advanced executive support, governance frameworks, formal business communication deliverables, statutory compliance records, and exam domain competencies.

What administrative records require strict retention oversight in corporate operations?

Corporate operations require strict retention oversight for personal data registers, formal meeting minutes, contractual agreements, and verified employee attendance records, which must align with regulatory archiving schedules and data-destruction rules.

What work product do you take back from the Certified Administrative Professional CAP Exam Preparation Course?

You take back an Executive Operations and Compliance Manual containing standardized meeting minute templates, record retention schedules, data handling checklists, and executive correspondence rubrics to implement in your workplace immediately.

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For Your Manager

This course equips your team member to deliver higher-level executive support, streamline office operations, and prepare thoroughly for professional administrative benchmarks. They return with a completed Executive Operations and Compliance Manual, which will be implemented immediately to standardize department recordkeeping, improve meeting governance, and ensure administrative processes comply with corporate policies.