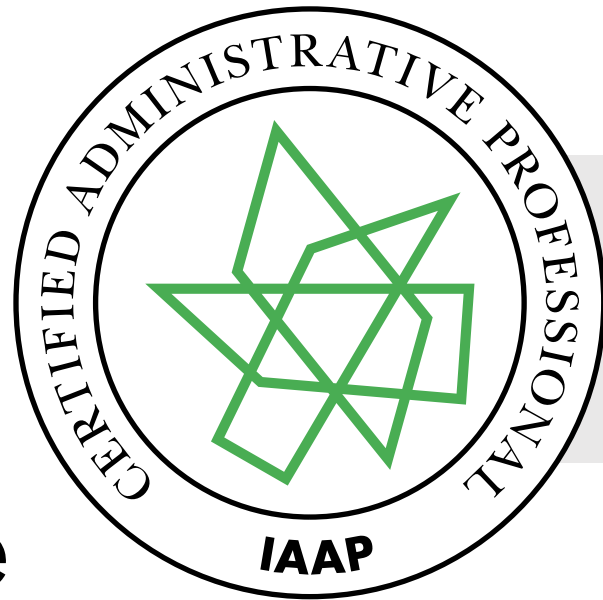


CAP

Body of Knowledge Self-Assessment



One of the most important steps in preparing for the CAP exam is realistically evaluating your current level of competency and familiarity with the subject matter; it helps you create your study plan and devote time to areas you need to build your knowledge.

Don't be too generous when assuming your level of expertise. It is better to underestimate and then discover you know more than you thought.

Use the below assessment to help you determine how best to begin preparing for the CAP exam.

- ❶ = **BASIC LEVEL OF KNOWLEDGE.** You might know some of the key terms and concepts, but it is not an area you use often or in which you have had any formal training.
- ❷ = **INTERMEDIATE KNOWLEDGE.** You have some professional knowledge and experience in the subject area, but you are not strong in the concepts and application.
- ❸ = **ADVANCED KNOWLEDGE.** You have extensive professional experience or formal training in this area and can apply concepts easily.
- ❹ = **CAP KNOWLEDGE.** Your daily tasks encompass and are outlined in this subject matter. You can name the official theories your tasks correlate with in this area.

DOMAIN ONE: ORGANIZATIONAL COMMUNICATION	1	2	3	4
PERFORMANCE OUTCOME 1: Describe the concepts and applications of communication, management, and leadership models/theories within organizations.	☐	☐	☐	☐
Identify the various types of communication (written, verbal, nonverbal, interpersonal, group, public) and which is the most effective for different business situations.	☐	☐	☐	☐
Describe management/leadership theories and how they relate to effective organizational communication.	☐	☐	☐	☐
PERFORMANCE OUTCOME 2: Describe the process of effective interaction with internal and external stakeholders of an organization.	☐	☐	☐	☐
Demonstrate a basic knowledge and proficiency in managing and resolving conflict within an organization.	☐	☐	☐	☐
PERFORMANCE OUTCOME 3: Recognize the importance and utilization of professional networking.	☐	☐	☐	☐
Describe how networking (both in person and virtual) has changed the way people find jobs and companies recruit new employees.	☐	☐	☐	☐
PERFORMANCE OUTCOME 4: Demonstrate an understanding of team dynamics within organizations.	☐	☐	☐	☐
Identify different types of teams and their purposes.	☐	☐	☐	☐
Describe the specific kinds of dynamics within teams and how they can be managed.	☐	☐	☐	☐
Demonstrate knowledge in effective decision making, communication, and team building.	☐	☐	☐	☐
PERFORMANCE OUTCOME 5: Describe the positive and negative types of interpersonal interactions existing within an organization.	☐	☐	☐	☐
Explain how human motivation affects organizational dynamics.	☐	☐	☐	☐
Demonstrate basic knowledge of the differences between managing and leading.	☐	☐	☐	☐
Explain the dynamics of mentorship and coaching, including the effect on performance.	☐	☐	☐	☐
PERFORMANCE OUTCOME 6: Demonstrate knowledge in the techniques of creating and giving presentations.	☐	☐	☐	☐
Describe how to apply methods of coping with communication anxiety.	☐	☐	☐	☐

Identify the different types of presentations and appropriate usage of each.	☐	☐	☐	☐
Demonstrate knowledge of how to prepare for and deliver a presentation.	☐	☐	☐	☐
PERFORMANCE OUTCOME 7: Demonstrate the ability to conduct business with diverse cultures.	☐	☐	☐	☐
Describe international business practices with regard to cultural norms and rituals.	☐	☐	☐	☐
Demonstrate knowledge of the importance of multicultural communication in today's workplace.	☐	☐	☐	☐
PERFORMANCE OUTCOME 8: Demonstrate a basic knowledge in organizational structure, systems, and strategies including their role in productivity and effective management.	☐	☐	☐	☐
Describe the parts of a strategic plan and how it affects organizational performance.	☐	☐	☐	☐
Define various organizational management systems that examine productivity (such as Six Sigma and TQM).	☐	☐	☐	☐
PERFORMANCE OUTCOME 9: Describe how confidentiality, legality, and ethics are important for the functioning of an organization.	☐	☐	☐	☐
Understand basic employer and employees' rights with regard to legality.	☐	☐	☐	☐
DOMAIN TWO: BUSINESS WRITING AND DOCUMENT PRODUCTION	1	2	3	4
PERFORMANCE OUTCOME 1: Demonstrate knowledge of terminology associated with business writing and document production.	☐	☐	☐	☐
Identify the different functions of correspondence, documents, and reports within an organization.	☐	☐	☐	☐
Describe which method is best for creating and distributing reports and documents within an organization.	☐	☐	☐	☐
Identify best practices for developing business communications such as research, audience analysis, and composition.	☐	☐	☐	☐
PERFORMANCE OUTCOME 2: Exhibit proficiency in proofreading and editing documents.	☐	☐	☐	☐
Demonstrate knowledge of document readability for business communication.	☐	☐	☐	☐
Identify and describe the most important steps when editing and proofreading.	☐	☐	☐	☐

Apply the basics of copy editing for various types of documents.	☐	☐	☐	☐
PERFORMANCE OUTCOME 3: Demonstrate proficiency in the use of grammar, spelling, and sentence construction.	☐	☐	☐	☐
Demonstrate ability to apply basic rules of English grammar, especially spelling, punctuation, capitalization, and sentence construction.	☐	☐	☐	☐
PERFORMANCE OUTCOME 4: Describe the steps required to create and edit different types of business documents.	☐	☐	☐	☐
Demonstrate an ability to determine and develop materials for the appropriate audience for different types of business documents.	☐	☐	☐	☐
Exhibit knowledge of which software applications are appropriate for the production of common business documents (e.g., MS Word, MS Publisher, Adobe Acrobat).	☐	☐	☐	☐
Demonstrate proficiency in spreadsheet creation, including simple formulas and data manipulation.	☐	☐	☐	☐
Understand the application and usage of presentation software (e.g., MS PowerPoint, Prezi).	☐	☐	☐	☐
PERFORMANCE OUTCOME 5: Describe the features and tools used in desktop publishing for newsletters, flyers, etc.	☐	☐	☐	☐
Exhibit knowledge of desktop design software including features and functions.	☐	☐	☐	☐
Identify important aspects of layout and design.	☐	☐	☐	☐
Demonstrate a familiarity with online tools for web publishing.	☐	☐	☐	☐
Recognize basic graphic design tools for office and web publishing.	☐	☐	☐	☐
PERFORMANCE OUTCOME 6: Identify the necessary elements needed to create and present effective charts and graphs.	☐	☐	☐	☐
Demonstrate knowledge of software applications used to create, format, and insert charts, tables, and graphs into business documents and presentations.	☐	☐	☐	☐
PERFORMANCE OUTCOME 7: Identify the important elements necessary for finishing a document (e.g., binding, collation, stapling, coloring, graphics).	☐	☐	☐	☐
Describe the key differences and requirements for electronic versus hardcopy output of documents.	☐	☐	☐	☐

PERFORMANCE OUTCOME 8: Demonstrate proficiency in the creation of minutes for meetings.	☐	☐	☐	☐
Identify how to prepare minutes for a meeting, capturing the essence of agenda items and actions taken.	☐	☐	☐	☐
DOMAIN THREE: TECHNOLOGY AND INFORMATION DISTRIBUTION	1	2	3	4
PERFORMANCE OUTCOME 1: Describe the process of information distribution within an office environment.	☐	☐	☐	☐
Demonstrate knowledge in how to organize distribution lists for various types of communications.	☐	☐	☐	☐
PERFORMANCE OUTCOME 2: Identify the important differences between traditional and electronic distribution of information.	☐	☐	☐	☐
Demonstrate knowledge and proficiency of different email interface types.	☐	☐	☐	☐
Know what software and technology is available for distributing information.	☐	☐	☐	☐
PERFORMANCE OUTCOME 3: Identify copyright laws, regulations regarding intellectual property, and ways to maintain confidentiality when distributing information.	☐	☐	☐	☐
Identify proper attribution of quotations from published documents.	☐	☐	☐	☐
PERFORMANCE OUTCOME 4: Describe the process and techniques of gathering, compiling, and analyzing data.	☐	☐	☐	☐
Exhibit knowledge of which software applications are appropriate for compiling, storing, and analyzing data.	☐	☐	☐	☐
Demonstrate a clear understanding of which data are appropriate to collect and why.	☐	☐	☐	☐
Demonstrate a proficiency in creating a well-organized report with regard to organization and data visualization.	☐	☐	☐	☐
PERFORMANCE OUTCOME 5: Demonstrate knowledge in the use of the Internet, including social media, as a way of distributing information.	☐	☐	☐	☐
Identify and describe the important characteristics of sending email (e.g., etiquette, attachments, formatting).	☐	☐	☐	☐
Demonstrate knowledge and proficiency in social media usage and etiquette.	☐	☐	☐	☐
Exhibit knowledge of which social media applications are appropriate for a specific task and how to use them.	☐	☐	☐	☐

PERFORMANCE OUTCOME 6: Demonstrate basic knowledge in installation, maintenance, and troubleshooting both equipment and software.	☐	☐	☐	☐
• Identify various computer hardware components used in an office.	☐	☐	☐	☐
• Demonstrate knowledge of basic office software and functions.	☐	☐	☐	☐
• Identify available online resources for equipment and software training and usage.	☐	☐	☐	☐
PERFORMANCE OUTCOME 7: Demonstrate basic knowledge in the use of different types of computer operating systems.	☐	☐	☐	☐
• Identify potential issues with compatibility of different operating systems such as Microsoft and Apple .	☐	☐	☐	☐
PERFORMANCE OUTCOME 8: Describe common ways of storing and transferring data and the types of media appropriate for each.	☐	☐	☐	☐
• Demonstrate knowledge and proficiency in identifying file types and the appropriate ways of converting documents.	☐	☐	☐	☐
• Exhibit knowledge of software programs used for document conversion.	☐	☐	☐	☐
• Identify and describe common procedures of backing up electronic information and databases, including cloud storage.	☐	☐	☐	☐
PERFORMANCE OUTCOME 9: Explain appropriate security procedures for maintaining, backing up, and storing information.	☐	☐	☐	☐
• Demonstrate knowledge of legal issues regarding the storing of electronic information.	☐	☐	☐	☐
DOMAIN FOUR: OFFICE AND RECORDS MANAGEMENT	1	2	3	4
PERFORMANCE OUTCOME 1: Demonstrate knowledge of basic terminology associated with records management using ARMA guidelines.	☐	☐	☐	☐
• Prove knowledge of terms such as metadata, records retention, and data archiving.	☐	☐	☐	☐
• Demonstrate familiarity with terms used by ARMA and general records management.	☐	☐	☐	☐
PERFORMANCE OUTCOME 2: Identify the key advantages and disadvantages of electronic and manual (paper) file management using ARMA guidelines.	☐	☐	☐	☐
PERFORMANCE OUTCOME 3: Demonstrate knowledge of both electronic and manual (paper) filing rules and standards using ARMA guidelines.	☐	☐	☐	☐

Describe types of electronic files, naming conventions, options for accessing, and methods of altering information.	☐	☐	☐	☐
Exhibit knowledge of available software, systems, and services for electronic filing.	☐	☐	☐	☐
Describe the different methods for creating, storing, and retaining files.	☐	☐	☐	☐
PERFORMANCE OUTCOME 4: Identify the appropriate security for both electronic and manual files.	☐	☐	☐	☐
Identify the key laws regarding record storage and confidentiality.	☐	☐	☐	☐
Describe both the strengths and weaknesses of types of record and file security.	☐	☐	☐	☐
PERFORMANCE OUTCOME 5: Demonstrate knowledge of file retrieval, maintenance, and retention.	☐	☐	☐	☐
Describe how to develop a record retention schedule for both electronic and paper files.	☐	☐	☐	☐
PERFORMANCE OUTCOME 6: Identify appropriate ergonomics for a productive personal workspace.	☐	☐	☐	☐
Describe the significant elements of office layout and why they are important to efficient and effective working conditions.	☐	☐	☐	☐
PERFORMANCE OUTCOME 7: Demonstrate knowledge of resources necessary to efficiently manage an office.	☐	☐	☐	☐
Describe the steps in placing and receiving supply orders.	☐	☐	☐	☐
Describe the process of creating and distributing an RFP (request for proposal).	☐	☐	☐	☐
PERFORMANCE OUTCOME 8: Identify the important methods of checking and maintaining inventory.	☐	☐	☐	☐
Identify the steps involved in creating inventory lists.	☐	☐	☐	☐
Recognize types of software appropriate for maintaining inventory.	☐	☐	☐	☐
PERFORMANCE OUTCOME 9: Demonstrate knowledge of functioning in a virtual office.	☐	☐	☐	☐
Identify both the advantages and disadvantages of virtual offices versus traditional offices.	☐	☐	☐	☐

DOMAIN FIVE: EVENT AND PROJECT MANAGEMENT	1	2	3	4
PERFORMANCE OUTCOME 1: Demonstrate knowledge of basic terminology associated with meeting and event management.	☐	☐	☐	☐
Identify the necessary elements in planning events ranging from internal meetings to external conferences.	☐	☐	☐	☐
PERFORMANCE OUTCOME 2: Demonstrate proficiency in travel preparation.	☐	☐	☐	☐
Describe the necessary elements for planning and organizing travel, both domestically and abroad.	☐	☐	☐	☐
PERFORMANCE OUTCOME 3: Describe the key requirements for meetings both in person and virtual.	☐	☐	☐	☐
Describe the steps required in the organization and planning of professional meetings.	☐	☐	☐	☐
Exhibit knowledge of which software applications are appropriate for online meetings.	☐	☐	☐	☐
PERFORMANCE OUTCOME 4: Demonstrate knowledge in prioritizing and delegating elements of a project from planning to implementation.	☐	☐	☐	☐
Identify and describe the important techniques of time management from the planning stage to the implementation of a project.	☐	☐	☐	☐
Demonstrate the ability to identify and evaluate the skills and competencies of others for project delegation.	☐	☐	☐	☐
PERFORMANCE OUTCOME 5: Describe the steps required in organizing, planning, and managing a project.	☐	☐	☐	☐
Identify which software and technology tools are appropriate for managing a project.	☐	☐	☐	☐
Demonstrate knowledge of negotiating, budget review, and bill explanation when organizing a project.	☐	☐	☐	☐
Demonstrate proficiency in prioritizing and organizing work tasks.	☐	☐	☐	☐
DOMAIN SIX: OPERATIONAL FUNCTIONS	1	2	3	4
PERFORMANCE OUTCOME 1: Demonstrate knowledge in the duties and processes of human resources.	☐	☐	☐	☐
Identify different forms of harassment in the workplace.	☐	☐	☐	☐
Describe the ways to address employee situations professionally and legally.	☐	☐	☐	☐

• Identify approaches to and the importance of following organizational policies and procedures.	☐	☐	☐	☐
• Demonstrate knowledge of and purpose for performance evaluations.	☐	☐	☐	☐
PERFORMANCE OUTCOME 2: Describe the various methods of recruitment, staffing, and hiring practices.	☐	☐	☐	☐
• Define different interview types and processes.	☐	☐	☐	☐
• Demonstrate the ability to determine the staffing requirements of an organization.	☐	☐	☐	☐
PERFORMANCE OUTCOME 3: Recognize why cultural and generational diversity is important for organizations.	☐	☐	☐	☐
• Describe how differing cultural and generational perspectives can benefit an organization.	☐	☐	☐	☐
• Identify what should be included in diversity training within an organization.	☐	☐	☐	☐
PERFORMANCE OUTCOME 4: Demonstrate a basic knowledge of the procedures involved in onboarding and offboarding employees within organizations.	☐	☐	☐	☐
• Describe the process of scheduling orientation and completing required paperwork.	☐	☐	☐	☐
PERFORMANCE OUTCOME 5: Identify basic terminology associated with the financial functions of the organization.	☐	☐	☐	☐
• Distinguish between terms such as assets, liabilities, overhead, and balance sheet.	☐	☐	☐	☐
• Describe the key differences between a budget, a profit and loss statement, and a statement of cash.	☐	☐	☐	☐
PERFORMANCE OUTCOME 6: Demonstrate a knowledge of budgets and financial statements.	☐	☐	☐	☐
• Describe how to track electronic credits and debits on bank statements.	☐	☐	☐	☐
• Demonstrate a proficiency in how to read a financial statement.	☐	☐	☐	☐
• Describe the process of creating, tracking, and balancing a budget.	☐	☐	☐	☐
• Identify the procedures and management of handling petty cash.	☐	☐	☐	☐

PERFORMANCE OUTCOME 7: Identify important elements of the banking process and transactions.	☐	☐	☐	☐
• Identify the appropriate forms for depositing, withdrawing, and transferring cash.	☐	☐	☐	☐
• Describe how to record, report, and document cash and checks.	☐	☐	☐	☐
• Describe safe and secure money-handling procedures.	☐	☐	☐	☐