

# CAP (ip) Exam

## Body of Knowledge

The Certified Administrative Professional (in Progress) exam is for students graduating from a 2-year or 4-year degree program in the areas of business and office administration. This Body of Knowledge is aligned with the CAP Exam Body of Knowledge and is the blueprint on which the CAP (ip) exam is developed. Students who pass the CAP (ip) exam will be able to add the CAP (ip) designation to their name and, after achieving the necessary hours/years of work experience, may sit for the CAP exam.



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### CAP (ip) EXAM DOMAINS

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### DOMAIN ONE: ORGANIZATIONAL COMMUNICATION

#### PERFORMANCE OUTCOMES

##### **PO 1: Describe the concepts and applications of communication, within organizations.**

- Identify the various types of communication (written, verbal, nonverbal, interpersonal, group, public) and which is the most effective for different business situations

**PO 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

**PO 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

**PO 4: Demonstrate an understanding of team dynamics within organizations.**

- Identify the different types of teams and describe their purpose
- Describe the specific kinds of dynamics within teams and how they can be managed

**PO 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

**PO 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

**PO 7: Demonstrate the ability to conduct business with diverse cultures.**

- Describe international business practices regarding cultural norms and rituals
- Demonstrate knowledge of the importance of multicultural communication in today's workplace

**PO 8: Demonstrate a basic knowledge in organizational structure and strategies, including their role in productivity and effective management.**

- Describe the parts of a strategic plan and how it affects organizational performance

**PO 9: Describe how confidentiality, legality, and ethics are important for the functioning of an organization.**

- Understand basic employer and employees' rights regarding legality

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## **DOMAIN TWO: BUSINESS WRITING AND DOCUMENT PRODUCTION**

### **PERFORMANCE OUTCOMES**

**PO 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
- Identify best practices for developing business communications such as research, audience analysis, and composition

**PO 2: Exhibit proficiency in proofreading and editing documents.**

- Demonstrate knowledge of document readability for business communication
- Identify and describe the most important steps in editing and proofreading
- Understand the basics of copy editing for various types of documents

**PO 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

**PO 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 to produce common business documents (e.g., MS Word, Google Docs, Adobe Acrobat, MS PowerPoint, Prezi etc.)
- Demonstrate proficiency in spreadsheet creation, including simple formulas and data manipulation

**PO 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 basic graphic design and web publishing

**PO 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

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## **DOMAIN THREE: TECHNOLOGY AND INFORMATION DISTRIBUTION**

### **PERFORMANCE OUTCOMES**

**PO 1: Describe the process of information distribution within an office environment.**

- Demonstrate knowledge in how to organize distribution lists for various types of communications

**PO 2: Describe the process and techniques of gathering, compiling and analyzing data.**

- Demonstrate a proficiency in creating a well-organized report regarding organization and data visualization

**PO 3: 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, etc.)
- 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

**PO 4: Demonstrate basic knowledge in the use of equipment and software.**

- Demonstrate knowledge of basic office software and functions

**PO 5: 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
- Identify and describe common procedures of backing up electronic information and databases, including cloud storage

**PO 6: Explain appropriate security procedures for maintaining, backing up, and storing information.**

- Demonstrate knowledge of legal issues regarding the storing of electronic information

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## **DOMAIN FOUR: OFFICE AND RECORDS MANAGEMENT**

### **PERFORMANCE OUTCOMES**

**PO 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

**PO 2: Identify the key advantages and disadvantages of electronic and manual (paper) file management based on ARMA Guidelines.**

- Demonstrate usage of both paper and electronic filing systems as appropriate based on access requirements and organizational needs

**PO 3: Demonstrate knowledge of both electronic and manual (paper) filing rules and standards based on 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

**PO 4: Identify appropriate ergonomics for a productive personal workspace.**

- Describe the significant elements of workspaces and why they are important to efficient and effective working conditions

**PO 5: Identify the important methods of checking and maintaining office supplies.**

- Identify the steps involved in creating inventory lists

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## DOMAIN FIVE: EVENT AND PROJECT MANAGEMENT

### PERFORMANCE OUTCOMES

**PO 1: Demonstrate knowledge of basic terminology associated with event management.**

- Identify the necessary elements in planning events ranging from internal meetings to external conferences

**PO 2: Demonstrate basic knowledge of travel preparation.**

- Describe the necessary elements for planning and organizing travel, both domestically and internationally

**PO 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

**PO 4: Describe the steps required in organizing, planning, and managing a project.**

- Demonstrate proficiency in prioritizing and organizing work tasks
- 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

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## DOMAIN SIX: OPERATIONAL FUNCTIONS

### PERFORMANCE OUTCOMES

**PO 1: Demonstrate knowledge in the duties and processes of human resources.**

- Identify different forms of harassment in the workplace
- Describe the way to address employee situations professionally and legally
- Identify approaches to and the importance of following operational policies and procedures
- Demonstrate knowledge of and purpose for performance evaluations

**PO 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

**PO 3: Recognize why cultural and generational diversity is important for organizations.**

- Describe how differing cultural and generational diversity is important for organizations

**PO 4: 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 flow