# IAAP Certified Administrative Professional (CAP) Exam Preparation Course

31 May – 4 June 2027
Kuala Lumpur (Malaysia)



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**Ref:** 6_238933 **Date:** 31 May – 4 June 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4200 GBP

## Introduction:

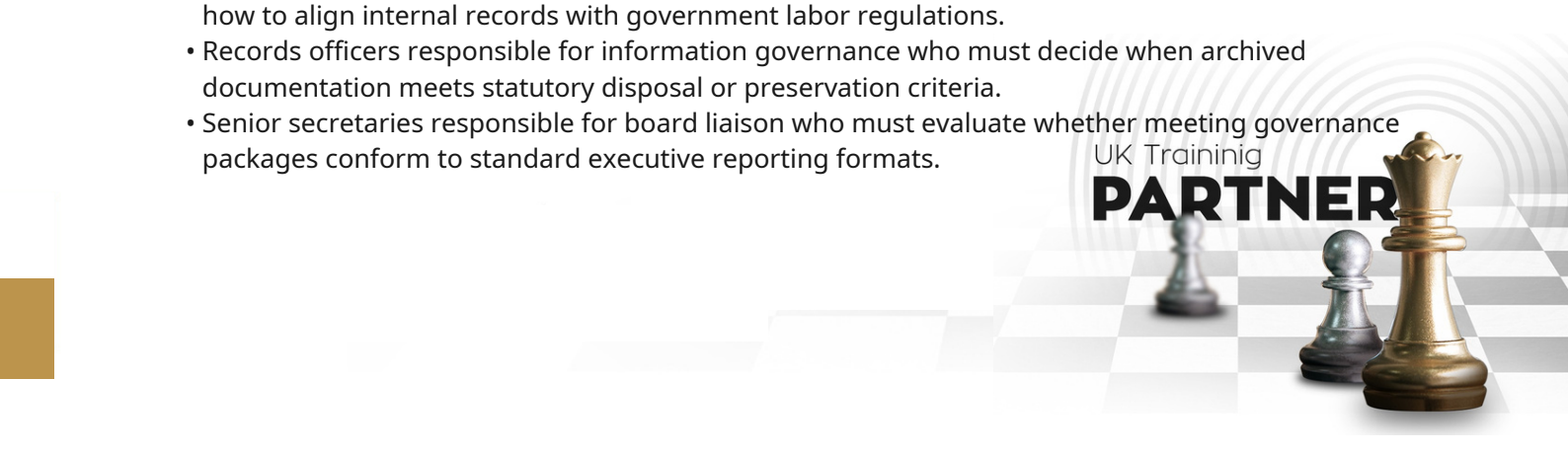
An IAAP Certified Administrative Professional CAP exam preparation course provides administrative specialists with the operational, regulatory, and organisational competencies tested on the international assessment. This one-week course prepares executive support professionals and administrative practitioners to build a verified administrative governance handbook and exam readiness audit file. Delivered at practitioner depth through structured case study analysis, the curriculum maps the International Association of Administrative Professionals Body of Knowledge across six essential domains. Delegates complete this IAAP Certified Administrative Professional CAP exam preparation course with Blackbird Training Centre to standardise office operations and validate professional governance skills.

## Course Objectives:

- Define the six domains of the International Association of Administrative Professionals Body of Knowledge to align daily office operations with recognized professional standards.
- Distinguish between International Association of Administrative Professionals credential requirements and alternative professional qualifications to direct study priorities.
- Compare central document classification protocols against distributed departmental filing systems to establish compliant records retention and secure disposal schedules.
- Apply statutory workforce regulations and personal data protection principles to administrative document drafting, contract recording, and employee records maintenance.
- Select appropriate digital workflows across operational platforms to ensure timely regulatory compliance for statutory workforce and payroll documentation.
- Justify administrative workflow decisions by evaluating case study scenarios against established cybersecurity controls, data classification schemes, and governance standards.

## Target Audience:

- Executive assistants responsible for C-suite administrative workflows who must decide how to structure confidential executive files and communication protocols.
- Office managers responsible for departmental operations who must choose between centralised and decentralised document management systems.
- Administrative coordinators responsible for statutory employee documentation who must determine how to align internal records with government labor regulations.
- Records officers responsible for information governance who must decide when archived documentation meets statutory disposal or preservation criteria.
- Senior secretaries responsible for board liaison who must evaluate whether meeting governance packages conform to standard executive reporting formats.



## Course Outline:

### Day 1: Exam Architecture and Organizational Culture Foundations

- IAAP CAP vs Certified Analytics Professional: Distinguishing Professional Designations and Knowledge Domains
- IAAP Examination Blueprint: Navigating Computerised Multiple-Choice Formats Across Six Core Domains
- NCCA Quality Standards: Evaluating Accreditation Criteria Governing Professional Administrative Credential Validity
- Organizational Culture Alignment: Analysing Administrative Reporting Hierarchies and Executive Support Frameworks
- Probationary Contract Administration: Reviewing Statutory Documentation Rules Under Saudi Labor Law

### Day 2: Records Management Systems and Statutory Compliance

- Central Filing vs Departmental Archiving: Structuring Physical and Electronic Document Management Lifecycles
- NCAR Document Classification: Applying Unified Public Sector Coding Frameworks to Organizational Records
- Statutory Retention Schedules: Setting Lawful Storage Timelines Prior to Official File Destruction
- Traffic Light Protocol vs Open Access: Enforcing Data Classification Rules on Administrative Assets
- Essential Cybersecurity Controls: Implementing NCA Document Protection Rules Across Shared Administrative Terminals

### Day 3: Operational Administration and Digital Platform Workflows

- Standard Hours vs Ramadan Working Limits: Scheduling Operational Coverage Under Statutory Thresholds
- Qiwa Digital Workflows: Managing Labor Contract Documentation and Work Permit Verification Filing
- Mudad Platform Tracking: Auditing Wage Protection System Monthly File Upload Compliance Records
- GOSI Administrative Logs: Managing Social Insurance Records and Employee Benefit Archival Files
- Operational Budget Reconciliation: Auditing Departmental Invoices Against Approved Operational Expenditure Accounts



### Day 4: Information Governance and Business Deliverables

- Personal Data Protection Law vs General Records: Managing Subject Rights Under SDAIA
- Data Subject Access Requests: Establishing Lawful Administrative Verification and Information Correction Pipelines
- Mandatory Breach Protocols: Executing Administrative Incident Documentation within Prescribed Notification Periods
- Executive Business Deliverables: Standardising Formal Memoranda and Cross-Departmental Committee Meeting Minutes
- Virtual Meeting Administration: Configuring Technology Platforms for Multi-Stakeholder Executive Video Conferences

### Day 5: Case Study Analysis and Deliverable Assembly

- Document Discrepancy Audits vs Scheduled Reviews: Resolving Administrative Non-Compliance in Practice
- Scenario Resolution Exercises: Applying IAAP Governance Principles to Cross-Departmental Administrative Challenges
- Platform Integration Walkthrough: Reviewing Qiwa and Mudad Audit Trails Across Simulated Scenarios
- Timed Practice Assessments: Analysing Knowledge Domain Case Studies Under Examination Pace Constraints
- Final Deliverable Assembly: Finalising the Administrative Governance Handbook and Exam Readiness Audit File

## Skills You Will Gain:

- Administrative Governance Design
- Record Classification Architecture
- Statutory Labor Compliance
- Information Security Controls
- Personal Data Governance
- Statutory Platform Workflow Auditing
- Executive Minutes Standardisation

## Why Attend This Course:

- From relying on informal office habits to executing administration structured around the international IAAP Body of Knowledge.
- From navigating data security uncertainties to categorising confidential administrative files using verified cybersecurity controls.
- From struggling with ad-hoc filing to applying unified retention rules and statutory workforce platform compliance processes.
- From unorganised study notes to assembling an administrative governance handbook and exam readiness audit file.



## Conclusion:

Preparing for administrative credentialing demands a grounded grasp of organisational culture, records governance, regulatory requirements, and executive communication. This course clarifies essential distinctions between international administrative competencies and alternative professional credentials, open records access and strict data protection classifications, and standard scheduling versus statutory workforce limits. Designed for administrative coordinators, office managers, and executive assistants operating at practitioner level, the syllabus equips delegates with the structured case study analytical skills required to standardise office operations and confidently pursue professional certification.

## Frequently Asked Questions FAQ:

### What is an IAAP Certified Administrative Professional CAP exam preparation course?

An IAAP Certified Administrative Professional CAP exam preparation course is a practitioner-focused training programme covering the six core domains established by the International Association of Administrative Professionals, including organizational leadership, records management, operational functions, business communication, and compliance.

### What is the difference between IAAP CAP and other certifications sharing the CAP acronym?

The IAAP Certified Administrative Professional credential validates office administration, operational workflows, and organizational governance, whereas other credentials sharing the acronym evaluate distinct specialized disciplines such as business data analytics, industrial automation engineering, or corporate accounting procedures.

### Which professional framework does this IAAP Certified Administrative Professional CAP exam preparation course follow?

This course follows the official IAAP CAP Body of Knowledge accredited by the National Commission for Certifying Agencies. The curriculum addresses organizational culture, meeting and event coordination, business writing deliverables, records management protocols, and information security requirements.

### Is this IAAP Certified Administrative Professional CAP exam preparation course suitable for executive assistants?

Yes, executive assistants handling strategic office operations and senior leadership communication are an ideal audience. The practitioner-level case study approach directly refines their operational management skills, statutory regulatory compliance awareness, and examination readiness.

