

The Ak-Sar-Ben Chapter  
IAAP®  
Certified Professional Secretary®  
Exam Study Group



**International Association of**  

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**Administrative Professionals®**

NOVEMBER 2010  
EXAM SESSION

## GETTING STARTED

Go to the International Association of Administrative Professionals (IAAP®) website [www.iaap-hq.org](http://www.iaap-hq.org)

Once in the IAAP® web site, click on "Professional Development" at the top of the page and then click on "certification" on the upper left side of the page  
<http://www.iaap-hq.org/prodev/certification/index.html>

Review the options from the drop down box.

- Advantages of Certification
- Frequently Asked Questions (there is a > for more options)
- Forms (there is an > for more options)
- Academy (there is an > for more options)
- Statistics (there is an > for more options)
- Certification Seminar
- Recertification (there is an > for more options)
- Candidates May 2004 and before (there is a > for more options)
- Future Exam Dates and Deadlines
- CPS/CAP Review Materials

It is strongly recommend that each study group participant print their own copy of the *Certification Review Guide* located in the body of the Professional Certification page.

### Application Deadline Dates:

Application in by **August 15** for the November 2010 Exam. The Exam is Saturday, November 6, 2010.

Testing Site: Blue Cross & Blue Shield

### Study Group:

**Dates and Times:** Each Monday, July 12 through Monday, November 1, 2010 from 5:30 - 7:00 PM. The first meeting on July 12 will be an informational meeting only and to ensure that everyone has the necessary study guides.

**Contact:** Lynn Kroeger, 963-8219 - work; 707-9675 - cell phone or [lynn\\_kroeger@csgsystems.com](mailto:lynn_kroeger@csgsystems.com)

**Location:** Village Inn, 78<sup>th</sup> and W. Dodge (meeting room if enough attendees, otherwise, booth)

**On-site contact:** Manager, Village Inn, 78<sup>th</sup> and W. Dodge, 384-9950

**Membership/Certification Committee Contact:** Lynn Kroeger, 963-8219(wk), 697-1653 (h) or 707-9675 (cell) or [lynn\\_kroeger@csgsystems.com](mailto:lynn_kroeger@csgsystems.com)

### NOTE:

- Beverages and food can be ordered at Village Inn and it is requested by management that a beverage at least is ordered to enable us to use their facility for the study group.

## CERTIFIED PROFESSIONAL SECRETARY® (CPS®)

### **PART 1: OFFICE SYSTEMS AND TECHNOLOGY**

This exam is 2 hours in length and covers 150 -165 Multiple Choice questions, with one best answer and three wrong answers.

- |      |   |     |
|------|---|-----|
| I.   | Computer Hardware, Systems, and Configuration                         | 12% |
| II.  | Document layout, design and reproduction                              | 16% |
| III. | Software, usage, installation & configuration, types, troubleshooting | 60% |
| IV.  | Managing Physical Resources, Equipment & Supplies, Ergonomics         | 12% |

### **PART 2: OFFICE ADMINISTRATION**

This exam is 2 hours in length and covers 150-165 Multiple Choice questions, with one best answer and three wrong answers.

- |     |  |     |
|-----|--|-----|
| I.  | Records Management, Filing systems, File Management, Filing Rules and Standards, Security of Records | 28% |
| II. | Communication, Verbal, Written, Rules of Grammar, Business Etiquette                                 | 72% |

### **PART 3: MANAGEMENT**

This exam is 2 hours in length and covers 150-165 Multiple Choice questions, with one best answer and three wrong answers.

- |      |  |     |
|------|--|-----|
| I.   | Human Resources, Basic Management principals, Recruitment and Selection, Evaluation, Legal and Ethical Issues, Job Analysis, Training, Compensation & Benefits, Record Keeping | 48% |
| II.  | Accounting Procedures and Analysis, Accounting procedures, Financial Statement Analysis, Managerial Accounting   | 16% |
| III. | Time Management  | 12% |
| IV.  | Communication, Nonverbal, Presentation Techniques, Professional Protocol, Legal Issues   | 24% |

**PRIMARY STUDY GUIDE:**

*Prentice Hall 5<sup>TH</sup> Edition*

Examination Review Series:

*Part I OFFICE SYSTEMS AND TECHNOLOGY*

*Part II OFFICE ADMINISTRATION*

*Part III MANAGEMENT*

**SUGGESTED STUDY SCHEDULE FOR NOVEMBER 2010 CPS EXAM**

The following timeline is based on weekly one and one half hour study sessions.

  
July 19

**OFFICE SYSTEMS AND TECHNOLOGY**

**SECTION ONE**

Computer Hardware, Systems, and Configuration

Chapter 1 Terminology and Basic Concepts of Information Processing

Chapter 2 Hardware for Computer Operations

  
July 26

Chapter 3 Telecommunications and Network Technologies

Chapter 4 The Networked Enterprise

Chapter 5 System Security

**August 15<sup>th</sup>-CPS/CAP  
APPLICATION DEADLINE -SEND  
TO IAAP HEADQUARTERS**


  
August 2

**SECTION TWO**

Document Layout, Design and Reproduction

Chapter 6 Document Layout and Design

Chapter 7 Document Reproduction

  
August 9

**SECTION THREE**

Software

Chapter 8 System Software for Computer Operations and Management

Chapter 9 Software for Business Applications

  
August 16

**SECTION FOUR**

Managing Physical Resources

Chapter 10 Furniture, Equipment, and Supplies

Chapter 11 Ergonomics

Practice Exams and Review Section Three and Four More

Solutions to Practice Exam

Glossary

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August 23

**OFFICE ADMINISTRATION**

**SECTION ONE**

Records Management

Chapter 1 Filing Systems

Chapter 2 File Management

Chapter 3 Filing rules and Standards



August 30

SECTION TWO

Communication

Chapter 4 Verbal Communication: Fundamentals

Chapter 5 Verbal Communication: Professional Communication Applications

Chapter 6 Research and Reference Materials

**NO STUDY GROUP MONDAY, SEPTEMBER 6 DUE TO LABOR DAY**



September 13

Chapter 7 Composing and Editing Written Communication

Chapter 8 Writing Business Documents

Chapter 9 Producing Documents in Final Format



September 20

Chapter 10 Information Distribution

Chapter 11 Rules of Grammar

Chapter 12 Business Etiquette



September 27

**MANAGEMENT**

SECTION ONE

Human Resources

Chapter 1

Basic Management Principles

Chapter 2

Recruitment, Selection, and Performance Evaluation

Chapter 3

Legal and Ethical Issues



October 4

Chapter 4

Job Analysis, Training, and Development

Chapter 5

Compensation, Benefits, and Record Keeping



October 11

SECTION TWO

Accounting Procedures and Analysis

Chapter 6

Accounting Procedures

Chapter 7

Accounting Procedures



October 18

Chapter 8

Financial Statement Analysis and Managerial Accounting



October 25

SECTION THREE

Human Resources

Chapter 9

Time Management

SECTION FOUR

Human Resources

Chapter 10

Communication



November 1

### REVIEW FOR FINAL EXAM

Practice Exams

Solutions to Practice Exams

Glossary

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November 6

CPS EXAM DATE



### STUDY RESOURCES:

The Accounting Game: *The Lemonade Stand*  
(available from Barnes and Noble Book Stores)

This may also be used but not quite as much in detail:

Personal Tutorial for Administrative Professionals:

Part I Office Systems & Technology *Metcalfe 2004*

Personal Tutorial for Administrative Professionals:

Part II Office Administration *Metcalfe 2004*

Personal Tutorial for Administrative Professionals:

Part III Management *Metcalfe 2004*

Examination Review Series: Part I Office Systems & Technology, *Prentice Hall Fifth Edition*

Examination Review Series: Part II Office Administration, *Prentice Hall Fifth Edition*

Examination Review Series: Part III Management, *Prentice Hall Fifth Edition*