

# IAAP Certified Administrative Professional Exam Preparation Training Course

22 – 26 March 2027
Prague

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**Ref:** 2232_263251 **Date:** 22 – 26 March 2027 **Location:** Prague **Fees:** 6000 Euro

## Overview

IAAP Certified Administrative Professional Exam Preparation Training Course is a one-week course for executive assistants and administrative coordinators who require structured alignment with the Certified Administrative Professional Body of Knowledge across operational office environments. Modern organizations face operational disruption from disorganized records systems, regulatory compliance gaps in document governance, and inefficient workflow oversight. This course addresses these challenges through structured study of leadership frameworks, communication deliverables, records lifecycle schedules, and event project plans. Agile Leaders Training Center delivers the IAAP Certified Administrative Professional Exam Preparation Training Course.

## Who Should Attend

- Executive assistants coordinating executive office operations and confidential stakeholder communications.
- Office administrators managing corporate records retention schedules and statutory workplace documentation.
- Administrative team leaders supervising cross-functional administrative projects and procurement workflows.
- Operations coordinators organizing corporate board meetings, executive travel itineraries, and business deliverables.
- Document controllers establishing administrative filing systems and data protection compliance protocols.

The course assumes participants already manage daily executive scheduling and standard business correspondence, and it leaves out introductory computer typing drills and entry-level clerical training.

## Departments and Industries

The course draws operational scenarios from organizations operating commercial corporate services and regulated infrastructure networks.

- Executive management and corporate governance secretariats
- Commercial banking administration and financial operations units
- Telecommunications infrastructure and enterprise client services
- Supply chain logistics and international trade coordination offices
- Healthcare facility administrative management and corporate records divisions

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## Learning Objectives

By the end of this course, participants will be able to:

- Apply organizational leadership models to align executive office priorities with strategic corporate objectives.
- Build structured business communication deliverables using formal minute-taking protocols and executive memo structures.
- Analyze digital data assets and enterprise collaboration platforms to optimize administrative workflow automation.
- Prioritize office records management workflows using formal classification plans and statutory retention schedules.
- Evaluate project management artifacts to control executive meeting schedules and operational event resources.
- Diagnose operational support bottlenecks across financial administration, document security, and vendor management systems.

## Course Agenda

## Day 1: Organizational culture and executive leadership frameworks

- IAAP Certified Administrative Professional Body of Knowledge alignment across organizational culture and leadership domains
- Organizational design models, reporting hierarchies, and administrative delegation frameworks
- Leadership styles, situational decision-making, and change management models in executive operations
- Ethical administrative practice frameworks and executive office conflict mitigation strategies
- Stakeholder management matrix design and cross-functional administrative team alignment

## Day 2: Business communication and executive deliverable architecture

- Executive business correspondence structures, memo formatting standards, and visual presentation architecture
- Bilingual communication protocols, translation coordination, and statutory executive record language rules
- Executive minute-taking frameworks, formal agenda structuring, and action item tracking registers
- Executive email governance protocols, distribution list controls, and internal crisis notification plans
- Generative artificial intelligence prompts for executive draft summarization and reporting workflows

## Day 3: Software systems, data governance, and office records management

- Enterprise collaboration platforms and cloud storage permission hierarchies using Microsoft 365 and SharePoint
- Records classification schemes and filing structures adhering to formal document classification standards
- Records retention schedule design incorporating statutory five-year processing activity registers
- Data protection workflows, data subject access request timelines, and breach reporting notification logs
- Document confidentiality labeling, restricted access tiers, and disposal authorization committee protocols

## Day 4: Meeting, event, and operational project management

- Project charter formulation, Work Breakdown Structure creation, and milestone schedule development
- Executive event logistics management, multi-tier vendor selection, and venue service-level agreements
- Corporate travel itinerary design, executive scheduling synchronization, and travel risk mitigation protocols
- Operational budget monitoring, expense authorization hierarchies, and basic financial variance tracking
- Statutory administrative payroll documentation and final settlement timeline tracking registers

## Day 5: Practice simulations and integrated operational administration

- Exercise: conduct an office records retention audit against statutory documentation timeframes
- Exercise: resolve multi-stakeholder scheduling conflicts and produce executive meeting agendas
- Exercise: draft an executive crisis communication memo and minute-taking action matrix
- Exercise: complete a timed multiple-choice scenario analysis covering the six core body of knowledge domains
- Capstone exercise: formulate an integrated executive administrative office operations and records management portfolio

## Practical Exercises

The course uses practical administration scenarios and corporate case files drawn from operational office environments.

- Suggested activity: Design an executive records retention schedule incorporating statutory storage intervals and secure archiving controls.
- Suggested activity: Draft an executive board meeting packet including a formal agenda, briefing memos, and an action tracking log.
- Suggested activity: Construct an administrative project Work Breakdown Structure and risk register for a corporate stakeholder conference.
- Suggested activity: Complete a simulated administrative scenario assessment evaluating operational trade-offs across multiple corporate departments.

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## FAQs

### Who suits the IAAP Certified Administrative Professional Exam Preparation Training Course?

The IAAP Certified Administrative Professional Exam Preparation Training Course suits administrative coordinators, office managers, and executive assistants. The course assumes operational experience with standard office software and routine business administration, and it leaves out entry-level clerical instruction, keyboarding basics, and fundamental grammar lessons.

### How does this course differ from general administrative assistant training courses?

General administrative courses focus on basic telephone etiquette, routine typing, and introductory diary management. This course focuses on executive-level leadership alignment, systematic document classification plans, statutory records retention governance, enterprise software workflows, and structured preparation across the six domains of the official body of knowledge.

### What domains does the Certified Administrative Professional Body of Knowledge cover?

The Certified Administrative Professional Body of Knowledge covers six weighted domains: Organizational Culture and Leadership; Business Communication and Deliverables; Software, Data, and the Internet; Office and Records Management; Meeting, Event, and Project Management; and Operational Functions.

### Why must executive office workflows incorporate formal records retention schedules?

Formal records retention schedules ensure administrative documentation complies with regulatory storage mandates, prevents unauthorized destruction of confidential records, protects personal data assets, and guarantees rapid access to operational files during organizational governance reviews or administrative audits.

### Conclusion

Participants return to their organizations with a completed executive administrative operations and records management portfolio prepared during applied course simulations. This work product establishes standardized document classification schemes, meeting governance checklists, and retention schedules across departmental administration. The resulting operational clarity reduces administrative bottlenecks and safeguards organizational records compliance.