

CERTIFIED ADMINISTRATIVE MANAGEMENT PROFESSIONAL (CAMP)



INTRODUCTION

There is a global demand for highly professional competent administrative officers, assistants and secretaries. Unfortunately there is no recognized institute that offers a comprehensive training in this area. IMRTC after recognizing the need and in consultation with senior executives and trainers have come up with a comprehensive certification program:

THE CERTIFIED ADMINISTRATIVE MANAGEMENT PROFESSIONAL (CAMP)

ABOUT CAMP

CAMP is designed to develop necessary expertise and skills required for office administration and management with the goal of increasing cost effective productivity, that is efficiency and effectiveness.

CAMP covers the areas from office management to administration, from business communication to information technology, from organizing work schedules to interpersonal skills, form personal development to grooming subordinates. The program follows a systematic learning format with hands on approach including lot of exercises, quizzes, audio-visual aids, case studies, practice sessions and letter writing.

THE AUDIENCE

Anyone involved in administration and/or office management, an excellent professional qualification for administrators, executive secretaries, administrators in education sector, supervisors, officers, office assistants and assistant managers, etc.

THE CREDENTIALS

The Candidates who are looking to have this certification need a proper training of 32 Professional Training Hours (PTH) from any recognized institute and approved professional trainers of IMRTC.

The program also required a self-develop project on any case study which is provided by accredited training institute or trainer. The project required in soft form and submitted to our concerned training partners or chapters for assessment and after approval the candidate can sit in the final examination of IMRTC.

After passing the certification examination the candidates can use the credentials CAMP after their name.

PRE-REQUISITE

- Secondary degree (high school diploma, associate's degree or the global equivalent)
- 3 years of professional experience in administration
- 32 hours of management education from any accredited IMRTC Institute and accredited Certified Trainer

PROGRAM CONTENT

DOMAIN 1: OFFICE PROCEDURES

- Chapter 1: Overview of Office Administration/Secretarial Duties
- Chapter 2: Daily Routine of an Administrative Assistant/Secretary
- Chapter 3: Effective Use of Telephone, Handling of Latest Features of Telephonic System
- Chapter 4: Mail Service and Shipping
- Chapter 5: Travel Arrangement
- Chapter 6: Meeting Arrangements
- Chapter 7: Time Management
- Chapter 8: Filing and Record Keeping / E-Filing

DOMAIN 2: OFFICE EQUIPMENTS AND COMPUTERS OPERATIONS

- Chapter 9: Office Equipment's handling and its Proper Usage
- Chapter 10: Effective use of Mobile Apps, widgets
- Chapter 11: Computer Operating System
- Chapter 12: OPEN Applications/Software on Internet and its usage
- Chapter 13: Emails and Drafting
- Chapter 14: Use of Internet in Office Administration
- Chapter 15: Online Conferencing through Electronic System
- Chapter 16: Physical and Electronic Security Awareness
- Chapter 17: Basic Computer Troubleshooting
- Chapter 18: Office Ergonomics

DOMAIN 3: WORD EDITOR, SPREAD SHEETS & E-PRESENTATION

- Chapter 19: Word Editors
- Chapter 20: Spread Sheets
- Chapter 21: Presentation Development Software
- Chapter 22: Open Office Features and its usage
- Chapter 23: Publishing Management Software
- Chapter 24: Text Editor
- Chapter 25: Email POP Software Usage
- Chapter 26: Web Applications
- Chapter 27: Search Techniques and Usage

DOMAIN 4: UNDERSTANDING OF ENGLISH/FRENCH LANGUAGE

- Chapter 28: English/French Grammar
- Chapter 29: Language Usage and Style
- Chapter 30: Common Problems in English/ French Language
- Chapter 31: Punctuation and Spelling
- Chapter 32: Numerals

DOMAIN 5: COMMUNICATION SKILLS

- Chapter 33: Effective Business Letters
- Chapter 34: Memos, Drafts and Replies of Letters
- Chapter 35: Other Written Communications skills
- Chapter 36: Understanding of Legal Documents
- Chapter 37: Understanding of Contracts/Agreements/MOUS, Etc.
- Chapter 38: Developing Contracts/Agreements/MOUS, Etc.
- Chapter 39: Interpersonal Skills
- Chapter 40: Effective Presentation Skills

DOMAIN 6: BASICS OF FINANCE

- Chapter 41: Basic Accounting and Book Keeping
- Chapter 42: Measuring and Monitoring Expenses
- Chapter 43: Handling of Petty Cash
- Chapter 44: Handing of Daily Expenses
- Chapter 45: Developing Daily Expenditures Sheets

DOMAIN 7: CAREER GROWTH

- Chapter 46: What's next?
- Chapter 47: How to develop Effective Resume and Job Application
- Chapter 48: Interviewing Skills

EXAM CONTENT PERCENTAGE

The table below prescribes the proportions of examination questions from each section or Knowledge Areas defined above. The exam will be based on multiple choice questions, fill in the blanks and letter writing.

CONTENT	DOMAIN WISE PERCENTAGE
DOMAIN I	10%
DOMAIN II	15%
DOMAIN III	15%
DOMAIN IV	20%
DOMAIN V	20%
DOMAIN VI	10%
DOMAIN VII	10%

EXAMINATION SYSTEM

The Examinations will be held anytime in a year due to Online Examination system and provided to our accredit partners a testing center by each country chapter; in case chapter is not available in a particular country then candidates can directly approach IMRTC USA examination body through email: Examination@imrtc.org and they will be advised accordingly. The passing criteria shall be 70% of Whole Exam.

IMRTC - USA

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