

University of NORTH ALABAMA



UNA CERTIFICATE IN ADMINISTRATIVE MANAGEMENT SKILLS AND PRACTICE

CERTIFIED PROFESSIONAL SECRETARY & CERTIFIED ADMINISTRATIVE PROFESSIONAL

**COURSES BEGIN AUGUST 18, 2008
AT UNA'S EAST CAMPUS
Room 101 • 1640 Tune Avenue
Florence AL**

... because learning is a lifelong pursuit.

Register Today!
Call 1-800-825-5862, Ext. 4862
or (256) 765-4862
Register online or visit our
website at www.una.edu/conted
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Continuing Studies & Outreach
University of North Alabama
UNA Box 5036
Florence, AL 35632-0001
(256) 765-4862



**Certified Professional Secretary
Courses Begin
August 18, 2008**

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UNA CERTIFICATE IN ADMINISTRATIVE SKILLS AND PRACTICE & CERTIFIED PROFESSIONAL SECRETARY® (CPS®) AND CERTIFIED ADMINISTRATIVE PROFESSIONAL® (CAP®) COURSES

COURSES WILL START AUGUST 18, 2008 AT UNA'S EAST CAMPUS, ROOM 101, 1640 TUNE AVENUE, FLORENCE, AL.

Visit the International Association of Administrative Professionals® website at iaap-hq.org to download the Certification Review Guide. Class size is limited, so register early. **You do not have to pursue CPS® or CAP® certification to participate in the program.** Textbooks are required for each course; ordering information is included in this brochure.

Upon completion of the program (at least 80% attendance for each part), participants will receive a "UNA Certificate in Administrative Management Skills and Practice" endorsed by The UNA College of Business, UNA Continuing Studies and Outreach, UNA Small Business Development Center, and IAAP Shoals Chapter.

WHAT YOU WILL LEARN.....

PART I: OFFICE ADMINISTRATION

Section One: Records Management

- Filing Systems
- File Management
- Filing Rules and Standards

Section Two: Communication

- Verbal Communication: Fundamentals
- Verbal Communication: Professional Communication

Applications

- Research and Reference Materials
- Composing and Editing Written Communication
- Writing Business Documents
- Producing Documents in Final Format
- Information Distribution
- Rules of Grammar
- Business Etiquette

PART II: OFFICE SYSTEMS AND TECHNOLOGY

Section One: Computer Hardware, Systems, and Configuration

- Terminology and Basic Concepts of Information Processing
- Hardware for Computer Operations
- Telecommunications and Network Technologies
- The Networked Enterprise
- System Security

Section Two: Document Layout, Design, and Reproduction

- Document Layout and Design
- Document Reproduction

Section Three: Software

- System Software for Computer Operations and Management

- Software for Business Applications

Section Four: Managing Physical Resources

- Furniture, Equipment, and Supplies
- Ergonomics

PART III: MANAGEMENT

Section One: Human Resources

- Basic Management Principles
- Recruitment, Selection, and Performance Evaluation
- Legal and Ethical Issues
- Job Analysis, Training, and Development
- Compensation, Benefits, and Record Keeping

Section Two: Accounting Procedures and Analysis

- Introduction to Study of Accounting and Basic Bookkeeping

Procedures

- Understanding Basic Concepts, Principles, Definitions
- Financial Statement Analysis and Managerial Accounting

Section Three: Time Management

- Understanding Time
- Identifying Time Wasters
- Setting Goals
- Eliminating Time Wasters
- Working Smarter
- Setting Up a Time Management Plan
- Electronic Tools for Time Management

Section Four: Communication

- Understanding Communication
- Forms, Directions, and Types of Communication
- Methods of Interpersonal Communication
- Barriers to Effective Communication
- Presentation Techniques
- Professional Protocol
- Legal Issues

PART IV: ADVANCED ORGANIZATIONAL MANAGEMENT

Section One: Organizational Planning

- Critical Thinking and Decision-Making Processes
- Strategic Planning – Mission and Values
- Allocating Resources

Section Two: Advanced Administration

- Mentoring and Training
- Conducting Research

Section Three: Team Skills

- Organizational Leadership
- Team Building and Team Leading
- Solving Problems and Resolving Conflict
- Conducting Meetings

Section Four: Advanced Communication

- Understanding Communication
- Using Managerial Communication
- Employing Presentation Techniques
- Legal Issues in Communications
- Professional Protocol



COURSE SCHEDULE

PART I: OFFICE ADMINISTRATION

I. Records Management

Filing systems; Filing management; Filing rules and standards; Security records

II. Communication

Verbal; Written; Rules of grammar; Business Etiquette

COURSE NUMBER: 08-CAP804

Days: 9 Mondays – 5:30 PM - 9:00 PM

Dates: August 18, 25 • September 8, 15, 22, 29 and
• October 6, 13, 20

Location: UNA East Campus, Room 101

Cost: \$329 (Includes certificate of attendance and tuition);
textbook required for this course

Instructor: Diane Kutz

30 Contact Hours (3.0 CEUs)

PART II: OFFICE SYSTEMS & TECHNOLOGY

I. Computer Hardware, Systems & Configuration

II. Document layout, Design & Reproduction

III. Software

Usage; Installation and Configuration; Types;
Troubleshooting

IV. Managing Physical Resources

Equipment and Supplies

COURSE NUMBER: 09-CAP1020

Days: 8 Mondays – 5:30 PM - 9:30 PM

(Time change due to holidays)

Dates: October 27 • November 3, 10, 17, 24 and
• December 1, 8, 15

Location: UNA East Campus, Room 101

Cost: \$329 (Includes certificate of attendance and tuition);
textbook required for this course

Instructor: Diane Kutz

30 Contact Hours (3.0 CEUs)

PART III: MANAGEMENT

I. Human Resources

Basic management principals; Recruitment and selection; Evaluation; Legal and ethical issues; Job analysis; Training; Comprehension and benefits; Record keeping

II. Accounting Procedures

Financial statement analysis; Managerial accounting

III. Time Management

IV. Communication

Nonverbal; Presentation techniques; Professional protocol; Legal issues

COURSE NUMBER: 09-CAP105

Days: 10 Mondays – 5:30 PM - 8:30 PM

Dates: January 5, 12, 26 • February 2, 9, 16, 23 and
• March 2, 9, 16

Location: UNA East Campus, Room 101

Cost: \$329 (Includes certificate of attendance and tuition);
textbook required for this course

Instructor: To Be Determined

30 Contact Hours (3.0 CEUs)

PART IV: ADVANCED ORGANIZATIONAL MANAGEMENT

I. Organizational Planning

Critical thinking and decision making; Strategic planning; Communicating mission and values; Allocating resources

II. Advanced Administration

Mentoring and training; Conduct research; Coordinating projects; Delegating and empowering

III. Team Skills

Team building; Team leading; Group problem solving; Resolving conflict; Conducting meetings

IV. Advanced Communication

Nonverbal; Presentation techniques; Legal issues; Professional protocol

COURSE NUMBER: 09-CAP406

Days: 15 Mondays – 5:30 PM - 8:30 PM

Dates: April 6, 13, 20, 27 • May 4, 11, 18
• June 1, 8, 15, 22, 29 and • July 13, 20, 27

Location: UNA East Campus, Room 101

Cost: \$474 (Includes certificate of attendance and tuition);
textbook required for this course

Instructor: To Be Determined

45 Contact Hours (4.5 CEUs)

ORDERING TEXTBOOKS

Textbooks are required for each course and can be ordered from the following:

ORDER PROCESSING DEPARTMENT

P.O. Box 11073 • Des Moines, IA 50381-1073

Phone Orders: 800-947-7700 or 515-284-6751

Fax Orders: 515-284-2607

IAAP MEMBERS RECEIVE A 35% DISCOUNT.

Textbooks can also be ordered from Amazon.com

TEXTBOOK TITLES / ISBN INFORMATION FOR ORDERING

Office Systems & Technology - 5/E 0-13-114549-5 (\$93.80)*

Office Administration - 5/E 0-13-114551-7 (\$93.80)*

Management - 5/E 0-13-114550-9 (\$93.80)*

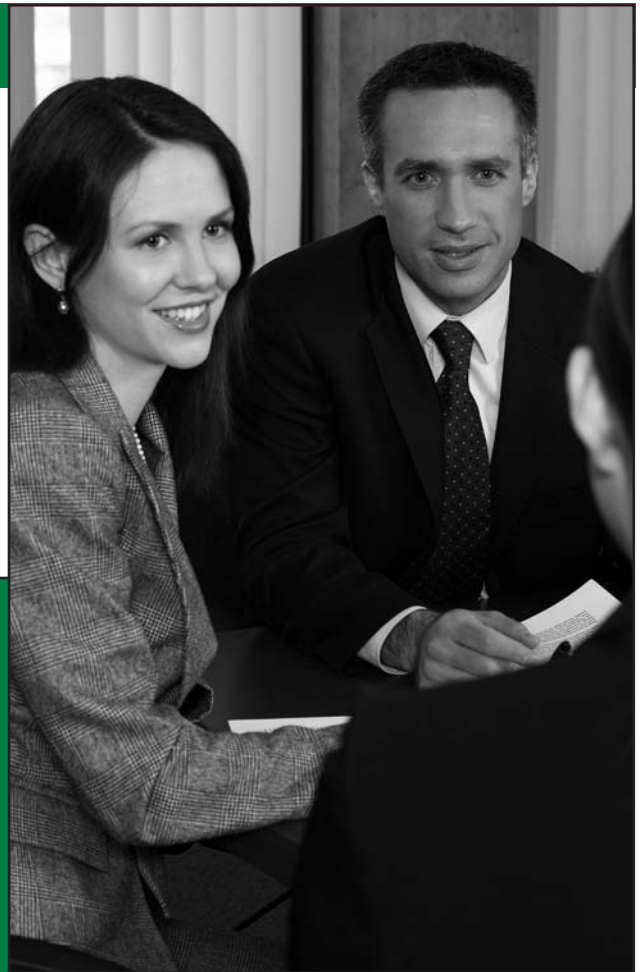
Advanced Organizational Management - 1/E 0-13-119337-6 (\$93.80)*

For more information or to register, please contact Wanda Dixon at 256-765-4786 or by email wjdixon@una.edu.

* Prices may change without notice.

WHY CERTIFICATION?

- In today's every-changing business environment, you need every advantage to stay on top.
- Professional certification shows employers, clients, and associates that you are committed as a professional.
- Certification is a mark of excellence that you carry with you everywhere you go.
- Certification provides opportunities to enhance your career success through:
 - **Job Advancement** – Certification gives you a competitive edge for promotion and hiring.
 - **Professional Skills** – You will learn more about office operations and build skills by studying for and taking the CPS or CAP exam.
 - **Salary** – A recent IAAP membership profile study shows that CPS holders earn an average of \$2,228 more per year than those who do not have certification.
 - **Esteem** – Attaining certification demonstrates to your employer and yourself that you are committed as a professional.



WHO SHOULD ATTEND?

- Administrative Assistant
- Administrative Specialist
- Business Office Manager
- Executive Assistant
- Executive Administrative Assistant
- Executive Secretary
- Office Assistant
- Receptionist
- Secretaries
- Secretary/Bookkeeper
- Anyone who is interested in career advancement

FAST & EASY REGISTRATION



BY PHONE

Our registration office is open from 8 a.m. to 4:30 p.m. Monday through Friday. Call (256) 765-4UNA (4862) or 1(800)-825-5862, ext. 4862. We accept American Express, Discover, MasterCard and Visa. We also accept company purchase orders.



IN PERSON

During our office hours, come by our office in the UNA East Campus building at 1640 Tune Avenue, Florence.



VIA FAX

Simply fax the attached registration form any time, day or night to (256) 765-4872. All fax registrations require a credit card number unless the course is being invoiced to your company.



ONLINE

To register online, visit our website at www.una.edu/ conted for a list of available courses and course descriptions.



MAIL

Complete the attached registration form and mail with your check or credit card information (don't mail cash) to Continuing Studies & Outreach, UNA Box 5036, University of North Alabama, Florence, Alabama 35632-0001.

Cancellations: If you must cancel, notify us three days in advance for a full refund. Later cancellations may receive credit toward future workshops if requested by the date of the seminar. Cancellation fees may apply.

Please make as many copies of the attached form as you need.

Registration Form

PART I: OFFICE ADMINISTRATION

Aug. 18, 25 • Sept. 8, 15, 22, 29 and, Oct. 6, 13, 20 (Course # 08-CAP804) - \$329

PART II: OFFICE SYSTEMS & TECHNOLOGY

October 27 • Nov. 3, 10, 17, 24 and, Dec. 1, 8, 15 (Course # 09-CAP1020) - \$329

PART III: MANAGEMENT

Jan. 5, 12, 26 • Feb. 2, 9, 16, 23 and, March 2, 9, 16 (Course # 09-CAP105) - \$329

PART IV: ADVANCED ORGANIZATIONAL MANAGEMENT

April 6, 13, 20, 27 • May 4, 11, 18 • June, 1, 8, 15, 22, 29 and July 13, 20, 27 (Course #09-CAP406) - \$474

- I plan to sit for the CPS/CAP examination and participate in the "UNA Certificate in Administrative Management Skills and Practice".
- I do not plan to sit for the CPS/CAP examination but wish to participate in the "UNA Certificate in Administrative Management Skills & Practice".
- I plan to sit for the CPS/CAP examination but **do not** wish to participate in the "UNA Certificate in Administrative Management Skills and Practice".

If registering more than one person, please list additional names and information on an attached sheet or duplicate this form.

Name _____ SS# _____

Job Title: _____ Company Name: _____

Mailing Address _____ Home Work

City _____ State _____ Zip _____

Phone: (Day) _____ (Evening) _____

Fax _____ Email _____

Payment Method:

- Check (payable to UNA)
- American Express
- Purchase Order
- Discover
- Money Order
- MasterCard
- Visa

Credit Card # _____ Expiration Date _____

Authorized Signature _____