



INTERNATIONAL ASSOCIATION OF ADMINISTRATIVE PROFESSIONALS® (IAAP®)  
CERTIFIED PROFESSIONAL SECRETARY® (CPS®)  
CERTIFIED ADMINISTRATIVE PROFESSIONAL® (CAP®)  
EXAMINATION REVIEW

COURSES BEGIN: September 1, 2009



QUICK COURSE  
EXAMINATION REVIEW  
October 1 – 29, 2009  
LOOK INSIDE FOR DETAILS!

**UNA CERTIFICATE IN ADMINISTRATIVE  
MANAGEMENT SKILLS AND PRACTICE**

*... because learning is a lifelong pursuit.*

UNA is now an approved testing site for the CPS and CAP examination.

Be recognized and compensated for your knowledge and skills with your CPS® or CAP® certification!

Approved for the Alabama Workforce Investment Act

University of North Alabama  
Continuing Studies & Outreach  
UNA Box 5036  
Florence, AL 35632-0001  
(256) 765-4862  
800-825-5862, Ext. 4862



**IAAP® CERTIFIED PROFESSIONAL SECRETARY® (CPS®)  
CERTIFIED ADMINISTRATIVE PROFESSIONAL® (CAP®)  
EXAMINATION REVIEW  
UNA CERTIFICATE IN ADMINISTRATIVE MANAGEMENT  
SKILLS & PRACTICE  
Register Today!**

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# INTERNATIONAL ASSOCIATION OF ADMINISTRATIVE PROFESSIONALS® (IAAP®) CERTIFIED PROFESSIONAL SECRETARY® (CPS®) CERTIFIED ADMINISTRATIVE PROFESSIONAL® (CAP®)

## PREPARING FOR THE CPS OR CAP EXAMINATION?

The International Association of Administrative Professionals (IAAP) recommends a study schedule for each area tested. This curriculum follows IAAP guidelines in providing review courses for group study. The review courses are designed to refresh, update, and help candidates prepare to take the certification examinations. Visit the IAAP website at [iaap-hq.org](http://iaap-hq.org) to download the Certification Review Guide. 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.

**UNA is now an approved testing facility for the CPS or CAP examinations given the first weekend in May and November. Refer to the Certification Review Guide for registration requirements to sit for these examinations.**

Upon completion of the required curriculum (at least 80% attendance) and passing review quizzes (with an 80% or better score), 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. These courses may be taken in any order.

## WHAT YOU WILL LEARN

### 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

**Course Number: 09-CAP901** 36 Contact Hours (3.6 CEUs)

**Course Dates:** September 1, 2009 – November 17, 2009

(12 Tuesday nights) Time: 6 – 9 p.m.

**Location:** UNA East Campus, Room 101

**Instructor:** Diane Kutz **Cost:** \$329

### 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

**Course Number: 10-CAP112** 30 Contact Hours (3.0 CEUs)

**Course Dates:** January 12, 2010 – March 16, 2010

(10 Tuesday nights) Time: 6 – 9 p.m.

**Location:** UNA East Campus, Room 101

**Instructor:** Diane Kutz **Cost:** \$329

### 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

**Course Number: 10-CAP323** 30 Contact Hours (3.0 CEUs)

**Course Dates:** March 23, 2010 – May 25, 2010

(10 Tuesday nights) Time: 6 – 9 p.m.

**Location:** UNA East Campus, Room 101

**Instructor:** Catherine White, Dr. Mark Lawrence, Dr. Dan Hallock

**Cost:** \$329

### 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 Number: 10-CAP601** 45 Contact Hours (4.5 CEUs)

**Course Dates:** June 1, 2010 – September 7, 2010

(15 Tuesday nights) Time: 6 – 9 p.m.

**Location:** UNA East Campus, Room 101

**Instructor:** Jennifer Cornelius **Cost:** \$474

## NEW COURSE

# CPS/CAP EXAMINATION REVIEW QUICK COURSE

Need a quick review before the November examination? The CPS/CAP Examination Review Quick Course will cover all four parts of the examination using materials recommended by the IAAP. This five-week review course will be held in October, just before the examination date in November.

**Course Number:** 09-CAP101 17.5 Contact Hours (1.7 CEUs)

**Course Dates:** October 1, 2009 – 29, 2009 (5 Thursday nights) **Time:** 5:30 – 9:00 p.m.

**Location:** UNA East Campus, Room 101 **Instructor:** Diane Kutz/Jennifer Cornelius **Cost:** \$199

## Meet Your Instructors

### Jennifer Cornelius

Jennifer Cornelius is an HR professional with more than thirteen years of human resources and compliance experience. Jennifer began her career in the office of Human Resources and Affirmative Action while attending the University of North Alabama, where she holds a bachelor's degree and a Certificate in Human Resource Management. She continued her HR career at a tile manufacturing company and served as Human Resources Manager for a copper tubing facility. Jennifer also worked for a Fortune 500 staffing firm where she served as Branch Manager and was Human Resource Manager for a national cable and media service provider, supplying HR support to Florence, Tupelo, Corinth, Fulton, and West Point locations. She has managed all phases of the human resource function and has dedicated the last two years of her career to training and compliance. Jennifer has partnered with numerous facilities in North Alabama, including UNA, and is dedicated to providing training needs to our current and future leaders.

In her current role, Jennifer is the HR Manager for Thacker Casket Manufacturing. She is a member of the Society of Human Resource Management and the Shoals Chapter SHRM, where she currently serves as the Secretary and Social Events Chairman. Jennifer is a Shoals native and resides in Killen with her husband and three daughters.

### Dr. Daniel Hallock

Dr. Dan Hallock is Chair of the Department of Management and Marketing in the College of Business at the University of North Alabama. He holds a BBA and an MA from the University of Texas at Austin, an MBA from Louisiana Tech University, and a DBA from Memphis State University. He also holds the professional designations of CPA, CMA, and CPIM. Dr. Hallock has extensive work experience in industry and works with UNA's Continuing Studies and Education in developing and presenting customized leadership seminars. He is certified to administer and interpret the BarOn EQ-i Emotional Intelligence Instrument and has written eight papers on emotional intelligence. He has presented over 75 papers at professional conferences and has had 15 journal articles published.

### Diane Kutz

For the past twenty-two years, Diane Kutz has utilized her business and technical knowledge to effectively integrate business technology in the office environment. She specializes in analyzing current business processes and procedures and applying office automation in order to improve the efficiency of the office. Employed by companies such as Fotomat/Konica, Fiserv, United Insurance Companies, and Aegon Insurance, she has been the liaison between the IT department and the functional departments. As such, she used her business experience to implement automated processes to improve upon manual business processes.

At Fotomat, she supported all general business functions and conducted training sessions in office automation software as well as proprietary software. Fiserv provided financial services to credit unions and Diane not only provided support for inside office automation but would also implement, train, and support member credit unions in the use of Fiserv automation. In her position at United Insurance Company's, Student Insurance Division, a sales office, Diane directly assisted administrative personnel and sales executives in office procedures.

Currently Diane is using her knowledge to assist businesses throughout the area under her company, Kutz Training and Professional Services. She also facilitates continuing education courses in Microsoft Word, Excel, Access, PowerPoint, Publisher, Project, Outlook, Windows XP, Internet Explorer and Quickbooks for The University of North Alabama.

Diane has a Bachelors Degree in Managment Information Systems from The University of South Florida and an MBA in Computer Information Systems from The University of North Alabama.

### Dr. Mark Lawrence, CPA, CMA, CFM, CB

Dr. Mark Lawrence, CPA, CMA, CFM, CB, has been a Professor of Accounting at the University of North Alabama since January 2004. Prior to joining UNA, Dr. Lawrence was an Adjunct Professor in Accounting at the University of Alabama at Birmingham, Jefferson State Community College, and Faulkner University. He has over 20 years of Professional accounting experience working for Sonat Inc., Southern Natural Gas Company, El Paso Corporation, and Vulcan Materials Company. He is a member of the American Institute of Certified Public Accountants (AICPA), the Institute of Management Accountants (IMA), the American Accounting Association (AAA), and the Alabama Society of Certified Public Accountants (ASCPA).

### Catherine White

Catherine White received a Bachelor of Arts in Psychology from the University of Alabama and a Master of Science in Industrial/Organizational Psychology from Clemson University. She received PHR (Professional in Human Resources) certification in 1998. The first three years of her Human Resources career were spent in the recruiting industry. After being hired by her largest client, Sara Lee Cooperation, she served in graduating roles in Human Resources for 9 years. In March 2006, she received the first Human Resources National "Excellence in Partnership" Award given by Sara Lee Corporation. In October 2006, she joined the University of North Alabama as Director of Human Resources and Affirmative Action. White, her husband Chris (also an HR Professional), and her two sons reside in Sheffield.

## 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)\***

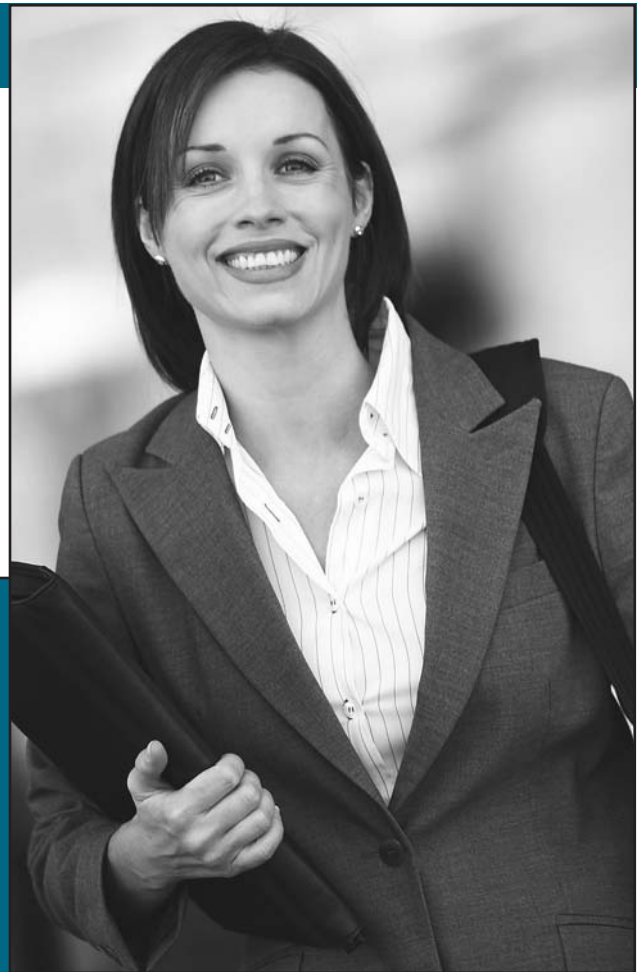
**Advanced Organizational Management - 1/E 0-13-119337-6 (\$93.80)\***

For more information or to register, please contact Wanda Dixon at 256-765-4786 or by email [wjdixon@una.edu](mailto: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/continuing-studies](http://www.una.edu/continuing-studies) 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

### OFFICE SYSTEMS & TECHNOLOGY (Course # 09-CAP901)

2009 - September 1, 8, 15, 22, 29 • October 6, 13, 20, 27 • November 3, 10, 17 - Cost: \$329

### OFFICE ADMINISTRATION (Course # 10-CAP112)

2010 - January 12, 19, 26 • February 2, 9, 16, 23 • March 2, 9, 16 - Cost: \$329

### MANAGEMENT (Course # 10-CAP323)

2010 - March 23, 30 • April 6, 13, 20, 27 • May 4, 11, 18, 25 - Cost: \$329

### ADVANCED ORGANIZATIONAL MANAGEMENT (Course # 10-CAP601)

2010 - June 1, 8, 15, 22, 29 • July 6, 13, 20, 27 - August 3, 10, 17, 24, 31 • September 7 - Cost: \$474

### CPS/CAP EXAMINATION REVIEW QUICK COURSE (Course # 09-CAP101)

2009 - October 1, 8, 15, 22, 29 Cost: \$199

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)     Purchase Order     MoneyOrder  
 American Express     Discover     MasterCard     Visa

Credit Card # \_\_\_\_\_ Expiration Date \_\_\_\_\_

Authorized Signature \_\_\_\_\_