

Skill Development Program for Graduates

International Certification

Excellent Opportunity for all graduates to
enhance skills for employment

Certified Admin Professional – CAP

International Certification from CPD, UK

Introduction

CAP – Certified Admin Professional is a capability development program aimed to enhance skills of graduates to work in various administration jobs available with various business establishments.

Office administration is one of the jobs available with all types of business establishments. But many of the employees working in the office administration roles, lacks the essential skills.

Excellent opportunity for all graduates to be part of this internationally certified learning event and acquire the essential skills that required to work in any administration role.

Sit in the comforts of your home/office and develop your capabilities by learning from the experts

Duration: 2 weeks



Online Delivery – on ZOOM

Certification also from STED Council, India

List of Main Modules

- ✓ **Business Communication Skills**
- ✓ **IT Skills for business- Word, Excel, MS Mail & Powerpoint**
- ✓ **Office files Management**
- ✓ **Roles & Responsibilities**
- ✓ **Office Etiquette & Team Work**
- ✓ **Efficient Customer relations**
- ✓ **Protect Employer's Interests**
- ✓ **Work Ethics & Social Responsibilities**
- ✓ **Preparations for interviews**
- ✓ **Building self confidence, etc.**



Delivery Methodology

- ✓ **Highly Visual graphics & videos**
- ✓ **Interactive discussions**
- ✓ **Case studies & Role Plays**
- ✓ **Practical Demonstrations**
- ✓ **Classroom based activities**

Fully practical program delivered by highly experienced trainers

List of Trainers

Learning Outcomes

- ✓ Develop skills to write effective business emails
- ✓ Learn the best practices, DOs and DON'Ts of phone communication.
- ✓ Prepare work reports.
- ✓ Learn to manage the time efficiently and plan the work effectively.
- ✓ Develop skills to organize office documents in soft and hard copies and maintain in an easy to retrieve mode.
- ✓ Learn the importance of working as per your roles and responsibilities as an Admin Professional that set by your organisation.
- ✓ Understand the employers vision and work accordingly
- ✓ Understand and follow work ethics and office protocols.
- ✓ Learn the useful features of MS office (word, excel, outlook and Powerpoint) for business activities and improve your efficiency.
- ✓ Learn the best tools to make customers happy.
- ✓ Learn how to make impressive job applications.
- ✓ Develop confidence to face interviews, etc.



Jessica Mundroina,

UK certified Cognitive Skills trainer and Life Coach, has a mastery over communication skills and personality development.

Certified Master Trainer



Sarma K S

CEO & Director, *Life Skills* Training

Master Facilitator for Leadership training in many Management institutions

Delivers very interactive and experiential training sessions



Subramanian M

Technical Director

TRACEZ Training Services

More than 20 years experience in training and development.

Master trainer for human capability development

Please contact for details of contents, fees and certification process

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