

ASAP

American Society of
Administrative Professionals

www.asaporg.com



Professional
Administrative
Certificate of
Excellence

Credit Requirements

- Candidates must provide proof of attendance to receive credit for a course or event.
- When applicable, candidates must successfully complete tests or quizzes developed by the provider that show content mastery.
- Credits are typically not awarded for courses that are part of an academic degree-granting program, orientation programs, or independent learning experiences not subject to verification.

Obtaining Credits for Completed Courses

Candidates may apply to get pre-approval for courses that they are considering taking. If the course is pre-approved, the candidate will need to submit for credit once the course is completed.

Candidates may also submit training courses they have successfully completed within the past 12 months for credits. So long as courses are professionally relevant and meet ASAP PACE guidelines, credit will be approved.

Whether live or online, the attendance at or completion of each course must be verifiable. For more detail about submitting courses for approval, go to www.asaporg.com/certificate and click on the FAQs tab.

"Through the PACE coursework, I am strengthening my skills in 5 key competencies: Career Development, Interpersonal Communications, Management Skills, Office & Digital Technology, and Project & Task Management. ASAP's PACE Program has been such a positive experience and I'm really learning a lot."

Lisa McGillicuddy
IT EA & IT QA Administrative Assistant | The Standard

For more information on earning the Professional Administrative Certificate of Excellence, please contact us at (888) 960-ASAP or pace@asaporg.com. www.asaporg.com/certificate

Open the Door to Career Advancement

Enroll in ASAP'S Professional Administrative Certificate of Excellence (PACE) Program and set yourself on the path to distinguished achievement



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ASAP's new Certificate Program for Administrative Professionals is designed to foster and track your professional growth. **The Professional Administrative Certificate of Excellence (PACE)** is awarded when you earn the required credits in each of five key competencies viewed by managers as critical for today's Administrative Professional.

This highly individualized, *flexible* Certificate Program allows you to acquire credits through a variety of educational resources, including:

- Online training courses
- Webinars offered by ASAP and other providers
- Corporate in-house training programs,
- Locally offered classes and seminars
- Recently completed CPS/CAP and Microsoft's MOS Certification
- Conferences and live training events including the annual Administrative Professionals Conference

You will choose your own courses, set your own schedule and work at your own speed. ASAP's PACE Program simply provides professional guidance, supplies learning resources, and tracks progress toward the goal. In many cases you can earn ASAP's PACE credits for professional development programs you are already participating in.

Benefits of ASAP's PACE Program:

- The **five key competencies** credit system ensures development of a well-rounded skill set.
- Course selection is highly individualized, allowing you to focus on your own areas of need.
- The program not only provides access to a repository of training resources, but also provides credits for training you take through your employer or other training providers.
- ASAP's PACE Learning Management Center documents your accumulated credits and provides you with immediate access to your personal learning record.
- In addition to showcasing your impressive skills portfolio, earning your Certificate demonstrates to current and prospective employers that you are dedicated to your career, learning, and advancement.

As an attendee to the annual Administrative Professionals Conference, you can earn up to one-third of your **Professional Administrative Certificate of Excellence (PACE)** credits for the training sessions you attend. To qualify, you must enroll in the program within 3 months of attending the APC.

For more detailed information on ASAP's Professional Administrative Certificate of Excellence and for answers to frequently asked questions, go to: www.asaporg.com/certificate

Earn up to 32 PACE credits AND a special enrollment discount!

Register for the 2012 Administrative Professionals Conference and get a special discounted ASAP PACE enrollment fee of \$89.95 (regularly \$150)! You may also receive this special discount if you enroll within 3 months of attending the 2011 APC.

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ASAP PACE Requirements

Candidates must be members of ASAP in order to enroll. If you have not already joined this dynamic association, membership is FREE. Join now and start accessing career resources today! Go to www.ASAPorg.com and choose "Join for FREE."

Candidates will enroll in ASAP's PACE program and pay a \$150 annual fee. This fee includes your personal learning records, program management, and record keeping to document the achievement of your credential; the fee also includes access to courses for purchase in the PACE Learning Management Center and course discounts that are offered periodically.

Once you complete training to total 92 credits distributed among the 5 key competencies, you will receive your certificate of achievement and a transcript of all courses completed.

Note: Candidates should have high-speed Internet connectivity and access to a computer with Microsoft Office 2003 or better, as well as a media player. Candidates must be proficient in keyboarding, intermediate English skills and computer literacy to be successful.

"When I first heard about PACE, I was very excited about the simplicity of the structure and the ease in earning credits towards your Certificate; whether I attend the Administrative Professionals Conference, take on-demand courses, view webinars, or attend my company's in-house courses, I can earn my PACE credits. It's so simple to do, and a great learning tool."

Lynda Phillips | Executive Assistant to VP of Technology Development Operations | Hewlett-Packard Company

Five Key Competencies

ASAP's PACE Program has identified five key areas of competency viewed by executives and managers to be essential for today's Administrative Professional to develop.

1. Interpersonal Communications

The ability to communicate effectively and to work well with others is critical at any level of an organization.

Topics include: business writing; public speaking; listening skills; teambuilding and collaboration; partnering with the boss; proofreading and editing; persuasion and influence; conflict resolution; assertiveness; negotiating; customer relations; and working with diverse teams.

2. Office and Digital Technologies

Obtain a sound working knowledge of business applications and other office technology by selecting courses in this competency.

Topics include: internet search skills; Microsoft Office suite and other common office applications; desktop publishing; document design; social networking; digital devices; telecommunications; videoconferencing; and virtual meetings.

3. Project and Task Management

Coursework in this area educates the learner on how to prioritize time and tasks and increase productivity and effectiveness.

Topics include: project management; time management; managing priorities; records and document management; Microsoft Outlook; planning meetings and events; organizing the office; streamlining work processes; Microsoft Project; and scheduling and calendars.

4. Management Skills

Training for this competency will develop the knowledge and skills needed to provide management support and train or supervise colleagues.

Topics include: critical thinking; creative thinking; problem solving; decision-making; fundamentals of finance; planning techniques; motivating others; business budgeting; delegation; understanding organizational behavior; coping with change; supervisory skills; HR basics; and business administration topics.

5. Career Development

Earn credits in this competency by learning to cultivate morale, attitude, and professional progress, as well as to identify and set career goals.

Topics include: career planning; leadership skills; business etiquette; professional image; understanding self and others; business ethics; coping with stress; office politics; and resilience. *Professional certifications or general professional development courses may also qualify for credits here.*

Credit Distribution

Credits must be distributed across the five key competencies in the following manner:

Interpersonal Communications

minimum of 20 credits

Office and Digital Technologies

minimum of 20 credits

Project and Task Management

minimum of 15 credits

Management Skills

minimum of 15 credits

Career Development

minimum of 10 credits

The remaining 12 credits may be taken in any of the five key competencies.

Awarding Credits

ASAP PACE credits are awarded under these guidelines:

- Each contact hour for a completed on-demand online course i.e. a course that can be taken at the learner's convenience and is not live, is worth 1.0 PACE credit. An online contact hour is determined by the length of the course or by materials that require a minimum of an hour's work.
- Each contact hour for live, online training programs will earn 1.5 PACE credits.
- Each hour of classroom or face-to-face training will earn 2.0 PACE credits. Earn up to 32 credits by attending eligible sessions and workshops at the Administrative Professionals Conference.
- A CPS certification will count as 9.0 credits. The CPS+CAP will earn 10.0 credits, and a CAP alone is 10.0 credits.
- MOS certifications achieved within the past three years for Office 2003 or better will be worth 2.0 credits per application.

Credit Restrictions

- No single course may earn over 12 credits and enrollees must complete a minimum of three courses on different topics in each competency except Career Development.
- Courses less than 60 minutes in duration may not receive credit. Any segment of a course that is less than 60 minutes can not be credited.
- For live courses, only classroom hours are credited; no break, meal or "homework" time periods may be counted towards credits.
- Participants must complete a minimum of 15 credits within two years of initial enrollment.