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ADMINISTRATIVE ASSISTANT CERTIFICATION

ADMINISTRATIVE ASSISTANT CERTIFICATION (AAC)

STUDY GUIDE

Sponsored by:



Business Training Institute

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Please use this study guide to assist in preparation for the Administrative Assistant Certification (AAC) examination.

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## **Business Training Institute:**

The Business Training Institute is the leading online program for specialized niche business certification programs. The team behind the Business Training Institute is comprised of industry experts in niches including online marketing, project management, public relations, consulting, and many more.

This experience, combined with our advisory board's expertise in online education and training, is what makes it possible to provide the training and certification programs found on our website.

The Business Training Institute is part of Wilson Training, a continuing educational institute and global training and certification organization that has provided practical industry-specific certification to over 6,000 clients from the United States, Europe, and more than 100 other countries around the world.

We provide high value training programs that provide function knowledge on very specific and functional areas such as public relations, business consulting, project management, recruiting, and supply chain management.

The Business Training Institute's Mission: To provide professionals with high impact business training and certifications in niche subject areas that are functional and immediately beneficial.

The Business Training Institute helps you to:

Quickly gain specialized knowledge in highly valuable business niches.

Enhance your credibility, resume, and overall value in the marketplace.

Complete our training programs in 1-4 months from anywhere in the world.

Our programs accept participants year-round and are flexible to work with your current work schedule and academic constraints. All participants get lifetime access to each program upon registration.

**Master's Certificate Programs:** The Business Training Institute is proud to offer several advanced Master's Certificates that require the completion of any five programs from the Business Training Institute platform.

To learn more about these Master's Certificates and how to earn one, please see our website:

<http://BusinessTraining.com/Masters-Certificate>

## **Administrative Assistant Certification Details and Timeline:**

### **Program Details:**

The Administrative Assistant Certification (AAC) program is unique in that it is modeled after many online courses offered at Ivy League institutions today, offering more value for a more cost-effective program. The AAC Program is a self-study program that includes educational multimedia resources in

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video form, a study guide, required readings, and a flexible online examination process, accessible around the world.

The online exam is structured so that in order to complete the exam within the 2-hour time frame one must read through all of the assigned materials and conceptually understand the majority of the material to score well enough to pass the exam.

Our goal is to offer the most challenging administrative assistant certification program in the industry while also providing all of the learning tools possible to ensure participants get the most out of the experience. By testing the knowledge depth and comprehension from the materials digested, the AAC certification prepares individuals for successful, real-world application.

The Administrative Assistant Certification (AAC) program is sponsored by the Business Training Institute and offered by the Business Training Institute. This certification program is designed to show and certify that you have gained an in-depth understanding and specialized knowledge of administrative assistant fundamentals, best practices, and models to follow.

In addition to the benefits of gained knowledge, growing industry recognition, more knowledgeable career choices, and networking, our organization is also developing additional resources for AAC Participants. This includes video and MP3 recordings on Q&A or strategies and tactics, webinars, access to interviews with professionals who have more than 10 years of experience in the industry, among many more benefits.

#### 4 STEP CERTIFICATION PROCESS



#### **Timeline & Examination Dates:**

Programs are offered through open enrollment, making our programs 100% flexible to accommodate your current work or academic schedule. After joining, you can select an examination date that works best for you. We hold examinations on the first Wednesday of each month of the year, providing you with 12 different options each year.

The Business Training Institute exams are administered 100% online.

To register for an examination date:

Complete the form on the website: <https://businesstraining.com/schedule/>

#### **Benefits of the Administrative Assistant Certification (AAC) Designation:**

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- Gain confidence in your ability to deliver results and material benefits as an administrative assistant to currently maintain and gain new business.
- Understand the fundamentals and key concepts to develop skills as an administrative assistant.

### **LEARNING OBJECTIVES OF THE ADMINISTRATIVE ASSISTANT CERTIFICATION (AAC) PROGRAM:**

- Strategies to get hired as a administrative assistant in various business and strategic industries
- How to approach a career as an administrative assistant and best practices in creating presentations, time management, editing, intellectual property, business documents, accounting, etc.
- Learn about fundamental terms/techniques for administrative assistants.
- How to prepare for an interview and use new tools to attract new clients and business leads as an administrative assistant.
- Positioning your expertise as an administrative assistant.

**Required Readings:** We have selected what we believe to be two of the most practical yet dense, and valuable books on the administrative assistant industry. These two books below are not written by our team, they are the best books available anywhere we believe, and we don't include them in the program price as we have some participants in New York City and others in China and Egypt who would rather get a Kindle e-book version, a copy for free from their local library, or buy a used copy, etc.

Once you read these two books you will see how our training portal's video modules and audio interviews complement these texts, and how together they are an amazing value for your investment of time and money in earning the Administrative Assistant Certification (AAC) program. The value of this program being put together by a professional who is not only an administrative assistant, but who also provides professional coaching to administrative assistants, can be found throughout this program in the selection of these books, and professionals who are interviewed in the AAC program.

*Administrative Assistant's and Secretary's Handbook* By James Stroman, Kevin Wilson, and Jennifer Wauson ISBN#: 978-0814433529 (Price \$26.67)

*The Definitive Personal Assistant & Secretarial Handbook: A Best Practice Guide for All Secretaries, PAs, Office Managers and Executive Assistants* By Sue France ISBN#: 978-0749474768 (Price \$24.95)

If you have trouble getting these books purchased and mailed to you directly from an online bookseller such as Amazon.com, based on your geographical location, please let us know and we can help arrange for their delivery to you, please email us at [Team@BusinessTraining.com](mailto:Team@BusinessTraining.com) if this is a challenge you are facing.

## AAC Exam Preparation

### Exam Composition:

The exam has a total of 100 available points which can be earned from the multiple choice or true/false questions that are worth 1 point each, and 2 essay questions worth 20 points. Please see the chart below for the composition and distribution of the points:

Topics and Weights	
General Duties	23 questions (23 pts)
Presentations & Business Documents	23 questions (23 pts)
Productivity Tools	15 questions (15 pts)
Language Usage	11 questions (11 pts)
Financial Activities	8 questions (8 pts)
Essay Questions	2 questions (20 pts)

You will have 2 hours to complete the exam. Those who have not made the effort to read the materials will have a hard time completing the exam within the allotted time, but for participants who have read the required readings, 2 hours will be sufficient. Please note that in order to schedule your exam date, your request must be received at least 2 weeks before the exam date.

### Terms & Concepts to Know:

Below, please find an example of terms and concepts you should be able to define after having read the required readings. Please define the terms from the required readings rather than a dictionary. You will be tested on the definitions that the authors have written in addition to others included in the required readings.

- Accounting Statement
- Action Plan
- Active Verb
- Active Voice
- Activity List
- Adjectives
- Adverbs
- Air Freight
- Articles, Determiners and Quantifiers
- Formal Report
- Grammalogue
- Hyperlink
- Integrated Messaging
- Intellectual Property
- Interjection
- ISP
- Liabilities
- Meeting Agenda

- Assets
- Autonomous Working Style
- Balance Sheet
- Bookkeeping
- Boolean Search Technique
- Business Letter
- Cash Budget
- Cash Flow Statement
- Cloud Computing
- Codicil
- Collaborative Working Style
- Colon
- Commercial Accounting Software
- Conjunction
- Cookies
- Courier Services
- Computer Input/Output Devices
- Comma
- Custom Accounting Software
- Ellipses
- Em Dash
- Enterprise Accounting Software
- Equity
- Excel
- Meeting Minutes
- Multi-line Call
- Noun
- Operating System
- Passive Verb
- Payroll
- Period
- Postage Meter
- PowerPoint
- Preposition
- Press Release
- Private Branch Exchange (PBX)
- Pronoun
- Proxy
- Ranking
- Semicolon
- Signature File
- Spreadsheet
- Storage Devices
- Travel Checklist
- Trucking Freight
- Verbs
- VoIP

## Sample Questions

Please choose the answer that best answers the question or completes the phrase. Try answering the questions before looking at the answers further below.

1) Which of these is not typically the role of an administrative assistant?

- a) Setting policy for the organization
- b) Equipment maintenance
- c) Supply management
- d) Scheduling

2) Which of these is a best practice when preparing a cover letter and resume?

- a) Highlight primary soft skills
- b) Highlight primary technical skills
- c) Mention time management skills
- d) None of the above

3) One Note is a note taking tool. Using One Note you can take notes at a meeting and using the search feature in the future to find the notes again. It lets you gather text, pictures, audio, video, handwriting, and websites in one place.

- a) True

b) False

4) When creating a presentation, provide a minimum of 30 PowerPoint slides for a web conference to keep the audience engaged.

a) True

b) False

5) Which is true about templates for itineraries?

a) An Excel template is a poor choice for seeing plane, car, and hotel reservations at once.

b) These templates are blank when you download them.

c) You add the details then print or send to a phone or tablet.

d) Answers B & C

e) All the above

f) None of the above

### Sample Question Answers:

Please see the following answers to the sample questions provided.

1. A

2. C

3. A

4. B

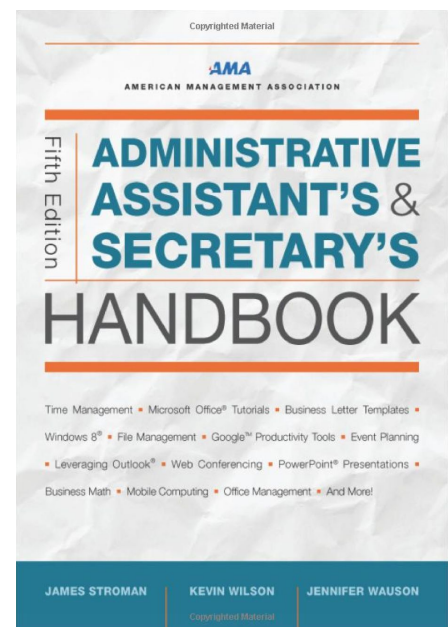
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### Book Reviews

*Administrative Assistant's and Secretary's Handbook* By James Stroman, Kevin Wilson, and Jennifer Wauson ISBN#: 978-0814433529

The comprehensive overview in this book includes chapters on everything from general procedures to productivity software to business documents. Concerning general procedures, readers will learn that what employers want in an assistant is someone who will make for a more efficient overall office operation. Readers will also learn that work planning is an essential skill for an effective assistant.

Concerning telephone usage, the book explains tips on telephone manners, taking messages, screening calls, international long distance calls, and voice mail etiquette. As an example, an administrative assistant will probably need to screen a boss's incoming cases. You need to know if you should disturb the boss. You also need to not affront the caller and must be tactful. You need to work with your boss to see if you should put a call through immediately.





Other topics covered include how to make travel arrangements for both domestic and international trips and how to effectively handle meetings. Time management is another area addressed as is keeping accurate records. As an example in keeping accurate records, the book includes guidelines on backup of files. This can include backup to a network drive, a cloud drive, a CD, DVD, or thumb drive.

For example, office equipment can vary from office to office, and the book covers a wide scope of equipment including telephones, fax machines, computers including PCs and Macs. There is even sections on mobile computing, conference calls, sharing files, laptops, and tablets. Want to learn more about using Microsoft Windows? The book does a good job on the topic. If you start a new job and have never used a Mac and will need to, the book will help with topics such as working with files, printing, keyboard shortcuts, and mouse commands with a Mac.

Some of the other topics covered in the book include using Microsoft Word, PowerPoint, Excel, Publisher, OneNote, Outlook, and Office, plus these topics:

- Using the Internet
- Web conferencing
- Data security
- Troubleshooting computer problems
- Office ergonomics
- The business letter
- Legal documents
- Bookkeeping
- Business math

Not only does the book cover a wide variety of topics in a comprehensive way, it also gives examples that can be of help with examples of business letters, proxies, reports, and meeting minutes. An administrative assistant can certainly find this a useful reference book. Especially useful is the information on writing, covering a great reference and review of grammar, editing, style, punctuation, and related topics. The technical tools section can also help bring readers up to speed on the many tools available today and covers not only Google programs like Google Drive and Google Docs.

Overall, the big sections of the book cover these topics, all of great help as a reference:

- General procedures
- Office equipment and computers
- Office productivity software
- Business documents
- Language usage
- Financial activities
- Career advancement

Whether you are looking for guidance on a specific task (such as how to write a press release) or guidance on your career (such as how to move into office management and supervision) you can count on this book to give you insight. As an interesting side note on the book is that one of the authors – James Stroman – worked as an executive assistant to an army general, governor, university president, and

owner of the Dallas Cowboys football team. For sure, that is an impressive list. Advice from this author should surely be of value to any executive assistant or administrative assistant reading the book.

The Definitive Personal Assistant & Secretarial Handbook: A Best Practice Guide for All Secretaries, PAs, Office Managers and Executive Assistants By Sue France ISBN#: 978-0749474768

The sections of this book cover a wide variety of interesting and relevant topics and include everything from big picture topics such as using neuroscience to maximize your brain for excellence to specific tips on how to give a great presentation to how to organize meetings and events, plus how to take minutes confidently.

There is even a chapter to share with the boss on how best the two of you can communicate and how to work together effectively. The section explains that to properly motivate an assistant a boss should listen and ask questions. If a boss ignores, blames, or accuses an assistant, this can have a negative effect on productivity and efficiency. Letting a boss lay blame on an assistant instead of himself or herself for an error is a poor practice. The boss should accept responsibility for a mistake and apologize.

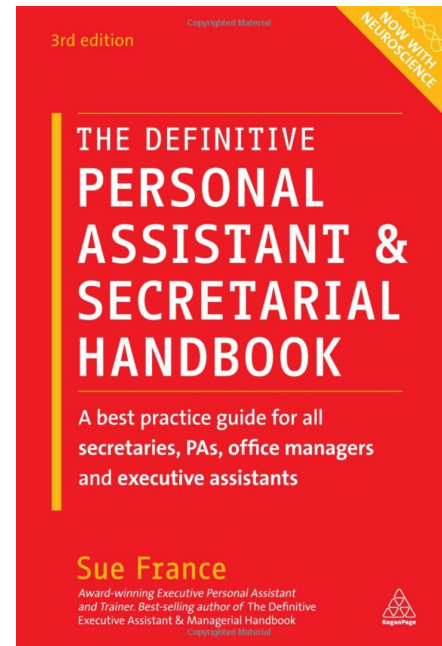
Networking, digital tools, and social media are additional topics addressed, as are the following.

- Relationship management
- Compassionate communication
- Confidence, self-belief, and goal setting
- Dealing with difficult people
- Time management
- Ergonomics: your health and safety

The author has a strong interest in neuroscience and translates this interest into practical terms in the workplace. She explains how to use the research to look at the fear of failure and notes these steps to overcoming the fear:

1. Learn to redirect your focus
2. Let go of past conditioning
3. Believe you can succeed
4. Just go for it

With this third edition, the book explains in an optimistic way how an administrative/executive assistant can become successful. Part of the success comes from positive thinking, organizing for success, networking, stress management, confidence, and being effective on the job. It's a great read with a unique and often inspiring vision, placing emphasis on learning and career development, and containing practical tips on minute taking, presentation skills, and telephone and mobile communication.



Of special note in this book are sections on presentation and minute taking. In the section called “Confident Minute Taking” we see this kind of advice:

- Remember that minutes should be clear, official, and concise notes
- Make the minutes accurate
- Be familiar with the agenda, role, and reason for the meeting
- Take notes during the meeting so you can transcribe them later
- Work with the chairperson on the final draft

In the section called “Perfect Presentations” the author gives this kind of advice:

- Use words plus images in your presentation to make it more memorable
- Imagine the presentation from the point of view of the audience
- Keep one message per slide
- Use no more than seven points per slide
- Keep eye contact with each member for about 5 seconds during your presentation

The mix of practical advice on tasks such as presentations and taking minutes plus the advice on networking and using digital tools and social media and goal setting make this a valuable book for the administrative assistant. The advice on dealing with difficult people and managing conflict is yet one more interesting and useful read in the unique vision the author has.

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## Questions?

Have questions or need more information? Please see our FAQ (Frequently Asked Questions) section on the Business Training Institute website here: <http://BusinessTraining.com/FAQ>

You can also get in touch with the Business Training Institute team via email at [Team@BusinessTraining.com](mailto:Team@BusinessTraining.com), or by phone and through our Live Chat tool, accessible from our website.

Thanks for joining Business Training Institute and please let us know if you have any questions by calling us at (305) 503-9050.

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