

**Course Name**

# **Certified Administration Manager (CAM)**

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**Sector Name**

Internationally Certified Training Programs

**Document Type**

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## Certified Administration Manager (CAM)

### Course Introduction

Administrative management plays a pivotal role in organizational efficiency, coordination, and operational continuity. As administrative functions expand beyond clerical tasks into coordination, planning, and decision support, organizations require administration managers who can manage processes, people, resources, and priorities effectively.

Developed by **BOOST**, the Certified Administration Manager (CAM) course is designed to build professional administrative management capability through structured, practical learning. The program focuses on core administrative leadership competencies including office operations management, communication, workflow coordination, documentation, time and resource management, and professional conduct.

This course equips participants with the skills and confidence to operate as effective administration managers—supporting leadership, improving operational efficiency, and contributing to organizational performance through disciplined administrative practices.

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## Certified Administration Manager (CAM)

### Target Audience

Administrative managers, office managers, senior administrators, and professionals responsible for managing administrative functions.

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## Certified Administration Manager (CAM)

### Learning Objectives

- ✓ Understand the role and responsibilities of an administration manager
- ✓ Apply effective administrative planning and coordination practices
- ✓ Improve workflow efficiency, documentation, and office operations
- ✓ Strengthen communication and stakeholder coordination
- ✓ Enhance professionalism, accountability, and administrative leadership

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## Certified Administration Manager (CAM)

### Course Outline

#### ✓ DAY 01

##### **Administrative Management Foundations and Professional Role**

##### **Module 1: Foundations of Administrative Management**

- ✓ The role of administration in organizational effectiveness
- ✓ Evolution of administrative management practices
- ✓ Core responsibilities of administrative managers

##### **Module 2: Professional Role and Managerial Competencies**

- ✓ Administrative leadership vs. administrative support
- ✓ Required competencies for modern administration managers
- ✓ Professional ethics and accountability

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## Certified Administration Manager (CAM)

### Course Outline

#### ✓ Day 02

##### **Office Operations, Workflow, and Documentation Control**

##### **Module 1: Office Operations and Workflow Management**

- ✓ Designing efficient administrative workflows
- ✓ Managing daily operations and service delivery
- ✓ Coordination between departments and functions

##### **Module 2: Documentation and Records Control**

- ✓ Document Lifecycle Management Principles
- ✓ Filing systems, version control, and confidentiality
- ✓ Compliance with organizational documentation standards

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## Certified Administration Manager (CAM)

### Course Outline

#### ✓ Day 03

##### **Communication, Coordination, and Stakeholder Support**

##### **Module 1: Professional Communication in Administrative Roles**

- ✓ Written and verbal communication standards
- ✓ Handling internal and external correspondence
- ✓ Managing meetings and official interactions

##### **Module 2: Coordination and Stakeholder Support**

- ✓ Supporting executives and management teams
- ✓ Cross-functional coordination and follow-up
- ✓ Managing priorities and stakeholder expectations

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## Certified Administration Manager (CAM)

### Course Outline

#### ✓ Day 04

##### **Time, Resource, and Performance Management**

##### **Module 1: Time and Resource Management**

- ✓ Managing workload, schedules, and priorities
- ✓ Resource allocation and utilization
- ✓ Balancing administrative demands effectively

##### **Module 2: Administrative Performance Management**

- ✓ Setting performance standards and KPIs
- ✓ Monitoring productivity and service quality
- ✓ Using feedback for performance improvement

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## Certified Administration Manager (CAM)

### Course Outline

#### ✓ Day 05

#### **Administrative Leadership, Ethics, and Continuous Improvement**

##### **Module 1: Administrative Leadership and Ethical Practice**

- ✓ Leading administrative teams effectively
- ✓ Ethical decision-making and governance
- ✓ Building trust and credibility

##### **Module 2: Continuous Improvement and Professional Development**

- ✓ Identifying improvement opportunities in administration
- ✓ Applying continuous improvement practices
- ✓ Personal development and career growth planning

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## Certified Administration Manager (CAM)

### Confirmed Sessions

| FROM           | TO             | DURATION | FEES       | LOCATION        |
|----------------|----------------|----------|------------|-----------------|
| July 5, 2027   | July 9, 2027   | 5 days   | 4250.00 \$ | UAE , Abu Dhabi |
| Sept. 14, 2026 | Sept. 18, 2026 | 5 days   | 4250.00 \$ | UAE , Dubai     |
| Dec. 21, 2026  | Dec. 25, 2026  | 5 days   | 4250.00 \$ | UAE , Abu Dhabi |

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