



CERTIFIED  
EXECUTIVE ASSISTANCE  
PROFESSIONAL  
'CEAP'



# CERTIFIED EXECUTIVE ASSISTANCE PROFESSIONAL 'CEAP'



## WHAT IS CEAP?

**Certified Executive Assistance Professional "CEAP"** is a certification for professionals who demonstrate knowledge, skills and competencies in **executive assistance and office administration** as per the requirements of the Canadian College for Leadership & Management "CCLM".

**CEAP's** are effective assistants to executives; whether CEO's or COO's. They are effective in managing their activities, dress and dine for success and master business etiquette and are effective gate keepers for their managers and executives.

## WHAT IS CEAP Certification Body of Knowledge 'BoK'?

The **CEAP** BoK comprises of various themes of knowledge and skills which a **CEAP** must demonstrate competency in. A **CEAP**:

1. Understands how to deal with their managers, has effective time and meeting management skills, and is effective gate keeper.
2. Is organized, administers office work and workplace effectively and communicates effectively, both verbally and non-verbally.
3. Understands etiquette, professional in meeting and greeting people and dines and dresses for success.
4. Has efficient and effective writing skills for professional emails, business letters, reports and proposals.
5. Is presentable, confidently addresses media and the public with unique public speaking skills, when required.
6. Is personally organized with unique skills to prioritize and schedule activities.
7. Is productive with clear goals and objectives.
8. Is ethical, endorses and enforces ethical practices and respects people's rights in workplaces.

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## WHO SHOULD APPLY?

If you are a secretary, office admin or executive assistant, then, **CEAP** certification is for your. With **CEAP**, you earn the knowledge and get the status and recognition.

Various people are pursuing **CEAP** certification, including, but not limited to:

- Personal assistants, support staff.
- Executive assistants.
- Secretaries, office administrators.
- Call College agents, customer representatives.
- HR executives and many more.

## WHAT ARE THE ELIGIBILITY REQUIREMENTS?

In its effort to promote sound and solid professional practices and skills in leadership, management, strategy, executive assistance, sales, marketing and human resources, and on the same time, expedite the process of earning the CCLM prestigious certifications, the Certification Board at the Canadian College for Leadership & Management CCLM has decided to eliminate the Eligibility Process for all of its certification exams as of August 1st, 2017.

Therefore, candidates no longer need to submit an eligibility form before taking the exam. The eligibility process has been cancelled and now our exams are open for all candidates.

## HOW TO PREPARE FOR THE EXAM?

To prepare for the exam, you might opt to read and study the CEAP textbook and/or attend the CEAP Self-Paced Training courses. Visit our website to learn more.