



## **CBA**

### **Certified Business Administrator**

#### **Introduction**

This Certification Program is a core certification program of the American Certification Institute. This program offers the designation of CBA (Certified Business Administrator) to candidates who demonstrate their understanding of the fundamentals of the profession through the successful completion of rigorous professional certification examinations based upon the BUSINESS ADMINISTRATION BODY OF KNOWLEDGE (BABOK). The BABOK is supported by 4 modules of study material for the CBA.

#### **Program Goals and Objectives**

To train a new genre of dynamic professionals, who know the latest trends and are capable of handling new challenges. While millions of new jobs are being created, most multinationals and conglomerates find that it is difficult to head-hunt for key positions in the field of Office Administration/Business management.

Education and certification is the key to success and the time is ripe for imparting training to professionals involved in office administration so that they can effectively take-on the challenges in the future.

This program is designed to:

1. Provide the participant with a complete understanding of the techniques involved in successfully carrying out administration operations.
2. Introduce the basic principles and concepts of management.
3. Expose students to the managerial functions and activities in managing an organization.
4. Highlight vital managerial skills among students



Upon completing this course students should be able to:

1. Elaborate on characteristics of contemporary business environment;
2. Explain the management of business
3. Act upon the human resource factors in business organization;
4. Elaborate on the various aspects of marketing;
5. Evaluate the approaches towards managing operations and management;
6. Account for the various financial issues and instrument for businesses.

### **Modules for Certification**

The certification program consists of four modules and an 80 question multiple choice examination prepared from the BUSINESS ADMINISTRATION BODY OF KNOWLEDGE (BABOK). Candidates may complete the modules in any order. However, the suggested sequence is spelled out below.

#### **Module 1: Dynamic Modern Organization**

Introduction to Business

Understanding the Business Environment

#### **Module 2: The Management Practices & Office Administration?**

Management Practices

Business Communication

#### **Module 3: Human Resource Management & Organizational Behavior**

#### **Module 4: Customer Service**

### **Professional Designation**

Successful candidates are granted the designation of CBA. The designations may be used just as similar recognitions are employed in accounting, insurance, medicine, law, and other professions. Either the full expression or the initials may be used after the individual's name on business cards, stationery, etc.