This outline and bibliography is designed to acquaint candidates and educators with the Certified Professional Secretary (CPS) Examination. The outline indicates the areas in which secretaries should possess knowledge, skill, understanding, and judgment. It is divided into the three parts that comprise the examination: finance and business law (economics, accounting, and business law), office systems and administration (office technology and office administration/communications), and management (behavioral science in business, human resources management, and organizations and management). The outline indicates the number of items on each part of the test, time allowed, and distribution of questions within each category. The bibliography lists the 111 recommended books according to the three parts of the test as well as the major subject areas. A list of publishers and revised list of references for broad overview are also provided. (YLB)
...the accepted standard
of proficiency—
the recognized capstone of
the secretarial profession
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CERTIFIED PROFESSIONAL SECRETARY EXAMINATION
OUTLINE AND BIBLIOGRAPHY

OVERVIEW

The Institute for Certification, a department of Professional Secretaries International, presents this outline and bibliography as a means of acquainting candidates and educators with the CPS Examination. It should be understood that the outlines and the texts for the individual parts are not intended to prescribe exactly the content of the examination; they are intended to indicate the areas in which secretaries should possess knowledge, skill, understanding, and judgment. Study of the recommended material does not guarantee that you will pass, but it should guide your intelligent preparation for the CPS Examination.

The examination has been restructured to a one-day, three-part examination. The change was based on an extensive research study conducted by the American College Testing (ACT) and a task force of Institute for Certification members from the United States and Canada. The purpose of the study was to validate the content of the examination to ensure that it tests relevant information.

All parts of the examination, except Business Law, are international. Business Law provides two versions of the examination from which candidates make their selection: United States-specific for all U.S. candidates, and an international version.

The CPS Examination is predicated on the premise that a competent secretary should know how to apply the principles of good human relations and have basic knowledge of finance, business law, office management procedures, and management. It is expected that a competent secretary is thoroughly familiar with current techniques in secretarial practice and procedures, and is aware of developments in office systems and technology.

The examination includes a mix of three levels of questions designed to test (1) basic knowledge such as facts, terminology, dates; (2) understanding of concepts, procedures, and principles; and (3) application of concepts. Examination questions appear in the multiple choice format (one best response).
PART I  FINANCE AND BUSINESS LAW

Items: 120  Time: 3 Hours

This part consists of three major subject areas: economics, accounting, and business law. There is a relatively equal distribution of questions within each category.

30%  I. Economics
   A. Basic concepts of economics
   B. National income and its determinants
   C. Money and banking
   D. Business involvement in current social and economic programs
   E. International trade

35%  II. Accounting
   A. Principles and procedures of accounting
   B. Balance sheet accounts
   C. Income statement accounts
   D. Analysis and interpretation of financial statements
   E. Managerial accounting

35%  III. Business Law
   A. Contracts
   B. Negotiable instruments
   C. Agency
   D. Regulation of business and employment
   E. Government regulatory agencies
   F. Property
This part consists of two major subject areas: office technology and office administration/communications. There is a relatively equal distribution of questions within each category.

50%  
I. Office Technology  
A. Information processing  
B. Communication technology  
C. Records management technology  
D. Reprographics technology  
E. Software and hardware integration  
F. Ergonomics

II. Office Administration/Communications  
25%  
A. Office administration  
   1. Executive travel  
   2. Records management principles  
   3. Reference materials  
   4. Conferences and meetings  
   5. Reprographics management principles  
   6. Information distribution  
   7. Document production  
   8. General office procedures  
25%  
B. Business communications  
   1. Written communications  
      a. Composing  
      b. Editing  
      c. Abstracting  
      d. Preparing in final format  
   2. Oral communications
This part consists of three major subject areas: behavioral science in business, human resources management, and organizations and management. Emphasis is placed on the principles of human relations and organizational dynamics in the work place. Key principles of human resources management and organizations and management are included in this part of the examination.

36% I. Behavioral Science in Business
   A. Understanding the individual/self
   B. Team dynamics
   C. Leadership dynamics
   D. Interpersonal communication
   E. Managing change

19% II. Human Resources Management
   A. Staffing
   B. Compensation and benefits
   C. Training and development
   D. Employee safety, health, and stress
   E. Performance appraisal
   F. Employee/labor relations
   G. Grievances, discipline, and counseling
   H. Employee separation processes

45% III. Organizations and Management
   A. Principles of management
   B. Management theories
   C. Decision-making processes
   D. Functions of management
   E. Fields of management
      1. Production management
      2. Marketing management
NOVEMBER 1994 CPS BIBLIOGRAPHY

PART I  FINANCE AND BUSINESS LAW

Review the latest edition of at least one of the following books in each category listed:

A. Economics


B. Accounting


Financial Accounting


Managerial Accounting

C. Business Law
PART II OFFICE SYSTEMS AND ADMINISTRATION

Review the latest edition of at least one of the following books for each major subsection of Part II:


Pead current issues of periodicals such as the following:

- *Modern Office Technology*
- *Network Computing*
- *Networking Management*
- *The Office*
- *PC Magazine*
- *PC Computing*
- *The Secretary*
- *Windows Magazine*
PART III MANAGEMENT

Review the latest edition of at least one of the following books for each major subsection of Part III:


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<th>Address</th>
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<tr>
<td>Addison-Wesley Publishing Co.</td>
<td>Reading MA</td>
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<tr>
<td>Boyd and Fraser Publishing Co.</td>
<td>Boston MA</td>
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<tr>
<td>Business Publications, Inc.</td>
<td>1813 Ridge Rd., Homewood IL</td>
</tr>
<tr>
<td>Delmar</td>
<td>Albany NY</td>
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<tr>
<td>Dow Jones-Irwin</td>
<td>(See Richard D. Irwin)</td>
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<tr>
<td>The Dryden Press</td>
<td>Harcourt Brace Company, Orlando FL</td>
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<tr>
<td>Dow Jones-Irwin</td>
<td>6277 Sea Harbor Drive, Orlando FL</td>
</tr>
<tr>
<td>Dusin Publishing Group</td>
<td>Guilford CT</td>
</tr>
<tr>
<td>Gregg Division, Glencoe/McGraw-Hill</td>
<td>13955 Manchester Road, Manchester MD</td>
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<tr>
<td>Harcourt Brace Company</td>
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<tr>
<td>Harper Collins Publishers, Inc.</td>
<td>New York NY</td>
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<tr>
<td>Houghton Mifflin Company</td>
<td>One Beacon Street, Boston MA</td>
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<tr>
<td>Howard W. Sams &amp; Co.</td>
<td>Carmel CA</td>
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<td>Irwin (See Richard D. Irwin)</td>
<td>(See Richard D. Irwin)</td>
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<td>John Wiley &amp; Sons, Inc.</td>
<td>New York NY 10158</td>
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<td>John Wiley &amp; Sons, Inc. (See Richard D. Irwin)</td>
<td>605 Third Avenue, New York NY 10158</td>
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<td>Ordinaries</td>
<td>Order Processing Department, One Wiley Drive, Somerset NJ 08873</td>
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<td>Kent Publishing Co.</td>
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<td>Learning Systems Company, Inc.</td>
<td>Division of Richard D. Irwin, Inc.</td>
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<tr>
<td>Learning Systems Company, Inc.</td>
<td>1221 Avenue of the Americas, New York NY 10020</td>
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<tr>
<td>Learning Systems Company, Inc.</td>
<td>Phone: 212/512-2000</td>
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<td>Macmillan Publishing Co.</td>
<td>866 Third Avenue, New York NY 10022</td>
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<td>Macmillan Publishing Co. (See Richard D. Irwin)</td>
<td>Phone: 212/512-2000</td>
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<tr>
<td>McGraw-Hill Book Co.</td>
<td>866 Third Avenue, New York NY 10022</td>
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<td>McGraw-Hill Book Co.</td>
<td>Phone: 212/512-2000</td>
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<td>Merrill Publishing Co.</td>
<td>1300 Alum Creek Dr., Columbus OH 43216</td>
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<tr>
<td>Merrill Publishing Co.</td>
<td>Phone: 800/384-1567 or 800/384-6205</td>
</tr>
<tr>
<td>Metcalf, Rob, CPS, CPS Examination Review Series</td>
<td>801/226-2662</td>
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<tr>
<td>Paradigm Publishing International</td>
<td>7500 Flying Cloud Dr., Suite 655, Eden Prairie MN 55344</td>
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<td>Prentice-Hall, Inc.</td>
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<tr>
<td>Prentice-Hall, Inc.</td>
<td>Rt 9W, Englewood Cliffs NJ 07632 Phone: 201/592-2000 or</td>
</tr>
<tr>
<td>Prentice-Hall, Inc.</td>
<td>Rt 59 @ Brookhill Drive, West Nyack NJ 10955-9920 Phone: 201/767-5937</td>
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<tr>
<td>PWS-Kent Publishing Co.</td>
<td>Boston MA</td>
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<tr>
<td>Random House, Inc.</td>
<td>201 E. 50th Street, New York NY 10022</td>
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<tr>
<td>PSI Complete Office Handbook</td>
<td>available from: PSI Order Department, PO Box 20404, Kansas City MO 64195-0404 Phone: 816/891-6600</td>
</tr>
<tr>
<td>Reston Publishing Co., Inc.</td>
<td>A Prentice-Hall Company, 11480 Sunset Hills Road, Reston VA 22090 Phone: 703/437-8900</td>
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</table>
Richard D. Irwin, Inc., 1818 Ridge Road, Homewood IL 60430 Phone: 312/798-6000
Sams (See Howard W. Sams & Co.)
Science Research Associates, Inc., A Subsidiary of IBM, 155 N. Wacker Drive, Chicago IL 60606
Phone: 312/984-7000
Scott, Foresman and Company, 1900 E. Lake Avenue, Glenview IL 60025 Phone: 312/729-3000
South-Western Publishing Co., College Division, 5101 Madison Road, Cincinnati OH 45227
Phone: 513/271-8811
Wadsworth, Inc., 10 Davis Drive, Belmont CA 94002 Phone: 800/831-6996
West Publishing Co., 50 West Kellogg Boulevard, PO Box 64526, St. Paul MN 55164-0526
Phone: 612/228-2500
Wiley (See John Wiley & Sons, Inc.)

Information on publishers is subject to change.
REFERENCES FOR BROAD OVERVIEW

CPS Review Modules, Prentice Hall. Available from Prentice-Hall Book Distribution Center, Route 59 @ Brookhill Drive, West Nyack NY 10955-9920. Phone Orders: PSI Members—800/223-1360; Nonmembers—800/374-1200; Prentice Hall Canada—416/293-3621.

Sections of these modules are relevant to the restructured examination.

Title Code: 18855-7 ACCOUNTING, Module IV, 2nd Edition (1992)

CPS Self-Study Guides by Janet T. Cherry CPS. To be used in conjunction with the CPS Review Modules. Available from Prentice-Hall.

...For Professional Secretaries, Certified Professional Secretary Examination Review Series, Rob Metcalf CPS, PO Box 1775, Orem UT 84057-1775. Phone: 801/226-2662.

- PERSONAL TUTORIAL for Professional Secretaries for IBM PCs and Compatible Microcomputers
- Complete CPS Review cassette-tape series (11 tapes), especially written by a Certified Professional Secretary holder to assist others in reaching their goal of becoming certified.
- CPS REVIEW AT A GLANCE Flash Cards (6 parts)

TTA Secretarial Self-Assessment consisting of six (6) modules. Available from Technology Training and Assessment, Inc., 410-C Veterans Road, Columbia SC 29209. Phone: 803/783-8183.

Premiere™ CPS Video Review available from The Resource Network, Inc., PO Box 3561, Cookeville TN 38502. Phone: 800/239-8833; Outside USA—615/526-8833.

- Accounting Review—15 hours (1992)
- Behavioral Science Review—8 hours (1992)
- Economics/Management Review—11 hours (1992)
- Office Administration/Communication Review—8 hours (1992)
- Office Technology Review—6 hours (1992)

The above references are available as of 1993. Contact publisher or developer for updated materials.