



# **ADMINISTRATIVE OFFICER**

## **Specialty Track Study Guide**



**CAP Pamphlet 205**

**NATIONAL HEADQUARTERS CIVIL AIR PATROL**  
**Maxwell Air Force Base, Alabama**

**NOVEMBER 2015**

<b>Table of Contents</b>	<b>Page</b>
Preface.....	3
Training Objectives.....	4
Guidance for On-the-Job Training (OJT) Supervisors and Unit Commanders .....	4
Achieving the Technician Rating .....	5
Position Description .....	5
Knowledge, Training, and Performance Requirements.....	5
Achieving the Senior Rating .....	7
Position Description .....	7
Knowledge, Training, and Performance Requirements.....	8
Achieving the Master Rating .....	9
Position Description .....	9
Knowledge, Training, and Performance Requirements.....	9
Technician Level Training Checklist.....	10
Senior Level Training Checklist.....	11
Master Level Training Checklist .....	12

## Preface

This pamphlet will prepare members for the responsibilities of a Civil Air Patrol (CAP) director of administration or administrative officer (DA). In corresponding sections, the knowledge and skills required for technician, senior and master specialty track ratings are covered. All references to administrative officers also apply to directors of administration and assistants of both.

Administration is primarily governed by CAP Regulations (CAPR) 5-4 *Publications and Forms Management*, CAPR 10-1 *Preparing Official Correspondence*, CAPR 10-2 *Files Maintenance and Records Disposition* and CAPR 10-3 *Administrative Authorizations*. You should study these regulations and become proficient in their implementation.

If possible, your unit will assign an on-the-job (OJT) supervisor to assist in your training. If the unit cannot assign an OJT supervisor, you will learn your duties through self-study and performance. The administrative officer at the next higher level command should also work closely with you. Any CAP administrative officer, current or past, can also provide guidance.

Specialty track ratings are an integral component in professional development progressions and promotion requirements. After your commander's certification of a technician, senior, or master rating, you may wear the Leadership Ribbon (technician rating) with bronze (senior rating) or silver (master rating) star. Further details can be found in CAPR 35-5, *CAP Officer and Noncommissioned Officer Appointments and Promotions*, and CAPR 50-17, *CAP Senior Member Professional Development Program*.

Upon earning the technician rating, a senior member is also qualified to wear the Administration Specialty Track technician badge. There are separate badges for the senior and master ratings. Refer to CAPR 39-3, *Award of CAP Medals, Ribbons, and Certificates*, for additional information.

Administration is important in Civil Air Patrol. Understanding the intricacies of the job at each level will prepare you to advance to more complex duties. Federal and CAP requirements change constantly so it is important that you stay up-to-date on any new requirements by frequently visiting the Forms and Publications section of the National Headquarters (NHQ) website.

Administrative officers and directors of administration are responsible for ensuring their unit's proper preparation and management of forms and correspondence. You'll assist your unit commander and staff in preparing official correspondence like memos, letters, administrative authorizations, operating instructions and regulation supplements in the proper CAP formats. You'll create and maintain a filing system that organizes documents created by, sent from and received by your unit. You'll also properly log all unit generated official documents. A proactive approach to these tasks will keep you inspection ready.

## **Training Objectives**

Each specialty track level contains knowledge, training, performance and service requirements that must be completed.

- **Knowledge Requirements** are objectives describing what each candidate is expected to learn to attain the rating. An online test is the primary method to demonstrate your knowledge of the material. The exams are in the eServices Learning Management System and the passing score is 80%.
- **Training Requirements** require you to learn systems and processes.
- **Performance Requirements** are objectives completed through active participation.
- **Service Requirements** are a specified amount of time you must serve in the duty assignment.

You are encouraged to begin as an assistant at the flight or squadron level and assume more responsibility as you gain experience and progress in this specialty track but it is not required.

## **Guidance for On-the-Job Training (OJT) Supervisors and Unit Commanders**

The OJT supervisor plays an important role in the success of the administrative officer in training. These senior members, in partnership with the unit commander, guide the student through the knowledge, training, performance, and service requirements for each rating.

When you and your OJT supervisor feel proficiency has been reached for the technician, senior or master rating they will complete the corresponding checklist (included in the pamphlet) and submit it to the unit commander. Once approved, the unit commander (CC) or professional development officer (PDO) will certify proficiency for the member's personnel record and with National Headquarters through eServices.

# Achieving the Technician Rating

## ***Position Description***

The administrative officer at the technician level is expected to:

- Implement administrative policies and procedures.
- Ensure proper formatting, logging and suspension date compliance of unit correspondence, including but not limited to mail, group emails effecting the unit, directives from higher headquarters, etc.
- Coordinate preparation (formatting, etc.), authentication (in accordance with (IAW) CAPR 5-4), distribution and filing of administrative authorizations (AA), operating instructions (OI), supplements, etc.
- Maintain a current library of publications or references to online documents.
- Develop a file plan for the unit in accordance with CAPR 10-2.
- Maintain unit files.
- Review all unit developed publications to ensure they are administratively accurate prior to publication and periodically thereafter IAW CAPR 5-4.
- Develop and maintain a file tracking pending reports, remind staff of due dates and maintain a log.
- Record attendance at meetings and keep records of activities and meeting content.
- Maintain a unit library of related materials.
- Perform other administrative related duties as required.

## ***Knowledge, Training, and Performance Requirements***

### **Key Information for Attaining the Technician Level**

To be successful as an administrative officer at the technician level, the member must be familiar with a variety of terms, publications, and procedures.

#### **CAP has three types of publications:**

CAP Regulations (CAPR): CAP regulations provide directives that establish programs and procedures. They tell the “what.” Following the abbreviation CAPR, the directives have a hyphenated number, e.g., CAPR 5-4. The number before the hyphen represents the series from which it comes. Different series have different numbers. For example, training directives have the series number 50 and are numbered 50 through 59. Personnel directives have the series number 30 and are numbered 30-39. Following these hyphenated numbers, these directives have a title. Most directives (regulations and manuals) become known by their number, as it is convenient shorthand.

CAP Manuals (CAPM): CAP manuals provide more detail on the “how” of a particular subject but may also contain directive content.

CAP Pamphlets (CAPP): CAP pamphlets are not directive in nature. CAP uses pamphlets for information or training purposes.

## Publications You Should Read

Certain publications should be read by all CAP members. Others apply directly to the administrative officer. You should be familiar with those publications that have high relevance for all CAP members, and should know those publications (bolded below) that are critical to this specialty track.

Number	Title	Notes
CAP Index 0-2	Numerical Index of CAP Regulations, Manuals, Pamphlets, and Visual Aids	
CAP Index 0-9	Numerical Index of CAP Forms, Test Materials, and Certificates	
<b>CAPR 1-1</b>	<b>Ethics Policy</b>	
<b>CAPR 5-4</b>	<b>Publications and Blank Forms Management</b>	Primary admin publication
<b>CAPR 10-1</b>	<b>Preparing Official Correspondence</b>	Primary admin publication
<b>CAPR 10-2</b>	<b>Files Maintenance and Records Disposition</b>	Primary admin publication
<b>CAPR 10-3</b>	<b>Administrative Authorizations</b>	Primary admin publication
<b>CAPR 39-2</b>	<b>Civil Air Patrol Membership Chap 1, Section B</b>	
CAPR 39-3	Award of CAP Medals, Ribbons, and Certificates Sections B & G	
CAPR 50-17	CAP Senior Member Professional Development Program Chapter 4	
CAPR 76-1	Civil Air Patrol Member Movement via Military Aircraft	
CAPR 100-3	Radio Telephone Operations Paragraph 2-19	
CAPR 900-2	Civil Air Patrol Name, Seal, Logo, Command Emblem and Flag Etiquette	
<b>CAPP 39-3</b>	<b>Award of CAP Medals, Ribbons and Certificates</b>	
<b>CAPP 205</b>	<b>Specialty Track Study Guide – Administrative Officer</b>	Primary admin publication

## **Training and Performance Requirements**

To complete the technician rating in the administrative officer specialty track, you must:

- Be assigned at an administrative officer or assistant.
- Gain a thorough knowledge of the publications listed above in bold type and demonstrate a general familiarity with the others.
- Explain to OJT supervisor or commander how this duty function interacts with or supports other functions in the unit. Explain how you have complied.
- Demonstrate that you can prepare administrative authorizations, operating instructions and supplements by producing and explaining the approval procedure for each (real or simulated).
- Be able to efficiently access any current form or regulation, in print or electronically, that the OJT supervisor requests.
- Have someone not rated in administration use a file plan you created or updated to locate some object in the files.
- Produce your file of pending reports and a 90-day log that shows you have reminded the appropriate staff of upcoming due dates.
- Produce and maintain the unit's attendance log for a minimum of six months.
- Show your OJT supervisor your unit library and give your assessment of its adequacy. If it is inadequate explain your plan for improving it.
- Demonstrate the ability to perform assigned duties with minimum supervision.
- Successfully serve for a minimum of 6 months as administrative officer or director of administration or assistant.
- Ensure proper formatting, logging and suspension date compliance of unit correspondence, including but not limited to mail, group emails effecting the unit, directives from higher headquarters, etc.
- Review all unit developed publications to ensure they are administratively accurate prior to publication and periodically thereafter in accordance with CAPR 5-4.
- Successfully complete online CAPP 205 test for technician rating.

## **Achieving the Senior Rating**

### ***Position Description***

The administrative officer at the senior level is expected to:

- Continue to perform the tasks associated with the technician rating.
- Become thoroughly knowledgeable in all areas of CAP administration which includes policies, methods, and procedures relating to publications and forms management, files and documentation management, administrative authorizations, administrative communications, and general office management.
- Provide guidance to staff members and subordinate units to ensure that correspondence and publications are in compliance with CAP regulations.

## ***Knowledge, Training, and Performance Requirements***

### **Key Information for Attaining the Senior Level**

To achieve the senior rating, you must understand the duties and tasks associated with CAP's squadron, group and wing administrative officer positions. An understanding of the interaction among the various levels is essential. You must be prepared to operate as a supervisor at units below wing level and as an assistant at the wing level. You should also possess an intermediate knowledge of the following:

- Publications listed under the technician rating.
- CAPR 123-3, *The Civil Air Patrol Inspection Program*
- CAPP 3, *Guide to CAP Protocol*
- CAPP 50-2, *Core Values*

### **Training and Performance Requirements**

To complete the senior rating in the administrative officer specialty track, the member must:

- Complete Level II of the Senior Member Professional Development Program.
- Develop a program/system/procedure to ensure periodic unit reports are produced correctly and in a timely manner.
- Demonstrate that members of your unit can produce correspondence and publications in compliance with CAPRs by showing five or more items of correspondence sent from your unit, at least one of which was prepared by a staff member outside the administration specialty. Show at least one publication produced and approved in accordance with CAPRs.
- Demonstrate your program/system/procedure for reviewing new publications and informing staff members.
- Prepare administration responses to Compliance Inspection (CI), Self Inspection (SI) or Subordinate Unit Inspection (SUI) questions.
- Coordinate unit responses to scheduled inspections, CI, SI or SUI.
- Explain to the OJT supervisor or commander how this function interacts with the same function at higher and lower echelons. Explain how you have complied.
- Successfully serve for a minimum of 12 months as administrative officer or director of administration or assistant after earning the technician rating.
- There is no test for the senior rating.

# Achieving the Master Rating

## ***Position Description***

The administrative officer at the master level is expected to:

- Continue to perform or supervise the tasks associated with the technician and senior ratings.
- Recommend program changes to the commander and report methods to improve administration which impact on unit effectiveness of the CAP mission.
- Serve as mentor for those less qualified.
- Recognize and resolve all problems unique to CAP administration.
- Other administrative related duties as required.

## ***Knowledge, Training, and Performance Requirements***

### **Key Information for Attaining the Master Level**

Master administrative officers must possess advanced knowledge of the following and be able to perform at the wing or region level:

- Directives listed under the technician and senior ratings.
- CAPR 20-3, *Charters and Other Organization Actions*
- CAPR 36-1, *Civil Air Patrol Nondiscrimination Program*
- CAPR 173-4, *Fund Raising/Donations*

### **Training and Performance Requirements**

To complete the master rating in the administrative officer specialty track, the member must:

- Complete Level III of the CAP Senior Member Professional Development program.
- Mentor someone through a lower level of the administrative officer specialty track.
- Use a Self-Inspection Guide to receive a satisfactory rating from the OJT supervisor OR receive a minimum of a satisfactory rating in a CI, SAV, audit or some other outside evaluation completed since earning your senior rating.
- Have no outstanding reports or action items from the evaluation above.
- Serve as the administrative officer or director of administration or assistant for 18 months since receiving your senior rating in administration.
- Serve as the administrative officer or assistant at the group or higher for six months or more (may be included in or be concurrent with the 18 months above) OR provide administrative assistance at a multi-unit activity lasting 40 hours or more, preferably in a cadet program or an aerospace activity OR become rated in the administrative function according to ICS standards.
- Successfully complete the online CAPP 205 test for master rating.

## Technician Level Training Checklist

<b>Knowledge, Training, and Performance Requirements</b>	<b>Reviewer's Initials and Date</b>
Gain a thorough knowledge of the publications in bold type and demonstrate a general familiarity with the others.	
Explain to OJT supervisor or commander how this duty function interacts with or supports other functions. Explain how you have complied.	
Demonstrate that you can prepare administrative authorizations, operating instructions and supplements by producing (real or simulated) each of the above publications and explaining the approval procedure for each.	
Be able to efficiently access any current form or regulation in print or electronically that the OJT supervisor requests.	
Have someone not rated in administration use a file plan you created or updated to locate some object in the files.	
Produce your file of pending reports and a 90 day log that shows you have reminded the appropriate staff of upcoming due dates.	
Produce and maintain the unit's attendance log for a minimum of six months.	
Show your OJT supervisor your unit library and give your assessment of its adequacy. If it is inadequate explain your plan for improving it.	
Demonstrate the ability to perform assigned duties with minimum supervision.	
Complete 6 months experience as an administrative officer or assistant. Dates of Service _____ to _____	
Successfully complete the online CAPP 205 test for technician rating.	
<ul style="list-style-type: none"> <li>• Ensure proper formatting, logging and suspension date compliance of unit correspondence, including but not limited to mail, group emails effecting the unit, directives from higher headquarters, etc.</li> </ul>	
<ul style="list-style-type: none"> <li>• Review all unit developed publications to ensure they are administratively accurate prior to publication and periodically thereafter in accordance with CAPR 5-4.</li> </ul>	

Candidate's Name \_\_\_\_\_

Last, First, M.I.

CAP Grade \_\_\_\_\_ CAPID \_\_\_\_\_ Unit Charter Number \_\_\_\_\_

Approved \_\_\_\_\_ Date \_\_\_\_\_

Commander's Signature

## Senior Level Training Checklist

Knowledge, Training, and Performance Requirements	Reviewer's Initials and Date
Complete Level II Senior Member Professional Development Program.	
Develop a program/system/procedure to ensure periodic unit reports are done correctly and in a timely fashion.	
Demonstrate that members of your unit can produce correspondence and publications in compliance with CAPRs by showing 5 or more items of correspondence sent from your unit, at least one of which was prepared by a staff member outside the administration specialty. Show at least one publication produced and approved in accordance with CAPRs.	
Demonstrate your program/system/procedure for reviewing new publications and informing staff members.	
Prepare administrative officer's responses to CI, SUI or SI questions.	
Coordinate unit response to CI, SUI or SI.	
Explain to the OJT supervisor or commander how this function interacts with the same function at higher and lower echelons. Explain how you have complied.	
Complete 12 months experience as an administrative officer or director of administration or assistant at the technician level.  Dates of Service _____ to _____	

Candidate's Name \_\_\_\_\_

Last, First, M.I.

CAP Grade \_\_\_\_\_ CAPID \_\_\_\_\_ Unit Charter Number \_\_\_\_\_

Approved \_\_\_\_\_ Commander's Signature \_\_\_\_\_ Date \_\_\_\_\_

## Master Level Training Checklist

<b>Knowledge, Training, and Performance Requirements</b>	<b>Reviewer's Initials and Date</b>
Complete Level III of the CAP Senior Member Professional Development Program.	
Mentor someone through a lower level of the administrative officer specialty track.	
Use a Self-Inspection Guide to receive a satisfactory rating from the OJT supervisor OR receive a minimum of a satisfactory rating in a CI, SAV, audit or other outside evaluation completed since earning your senior rating.	
Have no outstanding reports or action items from the evaluation above.	
Serve as a unit administrative officer or director of administration or assistant for 18 months since receiving your senior rating in administration.	
Dates of Service _____ to _____	
Serve as administrative officer or assistant at the group or higher for six months or more (may be include in or be concurrent with the 18 months above) OR provide administrative assistance at a multi-unit activity lasting 40 hours or more, preferably in a cadet program or an aerospace activity OR become rated in the administrative function according to ICS standards.	
Dates of Service _____ to _____	
Successfully complete the online CAPP 205 test for the master rating.	

Candidate's Name \_\_\_\_\_

Last, First, M.I.

CAP Grade \_\_\_\_\_ CAPID \_\_\_\_\_ Unit Charter Number \_\_\_\_\_

Approved \_\_\_\_\_ Date \_\_\_\_\_

Commander's Signature