



CAE 300 - Association Operations I (Operations Support)

CAE 300 - Associations Operations I (Operations Support) is the third course in the Certified Association Executive (CAE®) Program and builds on the information gathered in the first two courses. This course provides the association manager with key insight into a number of critical operational areas. It begins with a lesson on Human Resource management and ties in such diverse areas as systems, technology, accounting and communications. The course concludes with a lesson on continuous improvement, a theme found throughout the CAE Program.

Competencies explored:

- Staffing
- Planning
- Technology
- Volunteers
- Insurance and Tax
- Working Together
- Conceptual Skills
- Legal and Statutory
- Human Resources
- Innovation and Creativity
- Change and Flexibility
- Systems and Practices
- Continuous Improvement
- Understanding Members
- Facilities and Equipment
- Member Communications
- Monitoring and Evaluation
- Reporting and Accountability
- Communications and External Relations
- Financial and Management Accounting

Course learning objectives:

- understanding the relationship between human resource management, strategic planning and the management process
- establishing policies and procedures to ensure the association is in compliance with all legal regulations and statutes
- evaluating practices for facilities and equipment, and identifying opportunities for improvement

Course duration and delivery method

The course takes place over 12 weeks and is delivered online. We recommend that you spend 10 to 12 hours per week working on the course. Qualified students may also opt to demonstrate their experience and skill in the competencies explored in this course by submitting their portfolio for [Prior Learning Assessment Recognition \(PLAR\)](#) consideration.

Prerequisites

There are no prerequisites to enroll in CAE 100. However, a minimum of 2 years prior experience working or volunteering in not-for-profit organizations such as professional or trade associations, issue specific groups and charities is recommended. Managerial experience is also an asset.