

THE *PREMIER* INTERNATIONALLY RECOGNIZED
CERTIFICATION IN FACILITY MANAGEMENT



“By achieving my CFM, I gained a new vision for my career. I came away from the experience with renewed confidence and an understanding of what it takes to succeed in a business environment as a facility manager. As a CFM, I have gained more control over the facility functions, and that, in turn, gives me more control of my career.”

TIM GRAY, CFM, FACILITY MANAGER, SOUTHERN CALIFORNIA GAS CO., CHATSWORTH, CALIF., USA



The Certified Facility Manager (CFM) credential sets the industry standard for ensuring the knowledge and abilities of practicing facility managers. It is the only globally recognized certification for the facility management profession.



TOP 5 REASONS TO GET CERTIFIED

- 1. Distinguish yourself.**

In today's competitive job market, your CFM status puts you ahead of the competition. Certified Facility Managers have proven their abilities and demonstrated their commitment to achieving excellence in the profession.
- 2. Invest in your future.**

On average, CFMs earn 18% more than non-certified facility managers. Earning your CFM is one of the most important career decisions you can make.
- 3. Demonstrate your leadership and initiative.**

It's not easy to achieve CFM status. The CFM designation is a tangible sign of your success. Share your expertise and mentor up-and-coming members of your organization.
- 4. Advance your profession.**

Facility managers must be proficient in a wide range of competencies. The CFM program articulates the level of skill and talent required of the profession.
- 5. Enhance your professional network.**

Enjoy opportunities to network during special CFM events. IFMA chapter and council members receive special recognition for their achievements.

BENEFITS TO YOUR ORGANIZATION

- **Defines your search and assures quality.**

Organizations that require the CFM credential ensure that their facilities are being managed by competent, experienced professionals.
- **Maintains professional standards.**

IFMA has led the way in establishing recognized standards of knowledge and skills critical to the profession.
- **Focuses and maps professional development.**

All CFMs are required to continue to grow professionally to maintain certification.

Establishing my position as a well-rounded, competent facility management professional is of the utmost importance to my organization. The CFM designation has absolutely increased my credibility with my management team, FM staff and my customer base.

SCOTT S. TIBBO, CFM,
DIRECTOR, REAL ESTATE
ADVISORY SERVICES, EXPENSE
MANAGEMENT SOLUTIONS INC.,
SOUTHBOROUGH, MASS., USA

WHO CAN APPLY?

You do not have to be a member of IFMA to take advantage of the program, nor do you automatically become an IFMA member upon receiving your designation.

All facility management practitioners who meet the requirements are encouraged to apply. Individuals who work in related fields (architecture, interior design, etc.) and meet the requirements also may qualify to take the exam.

CERTIFICATION PROCESS

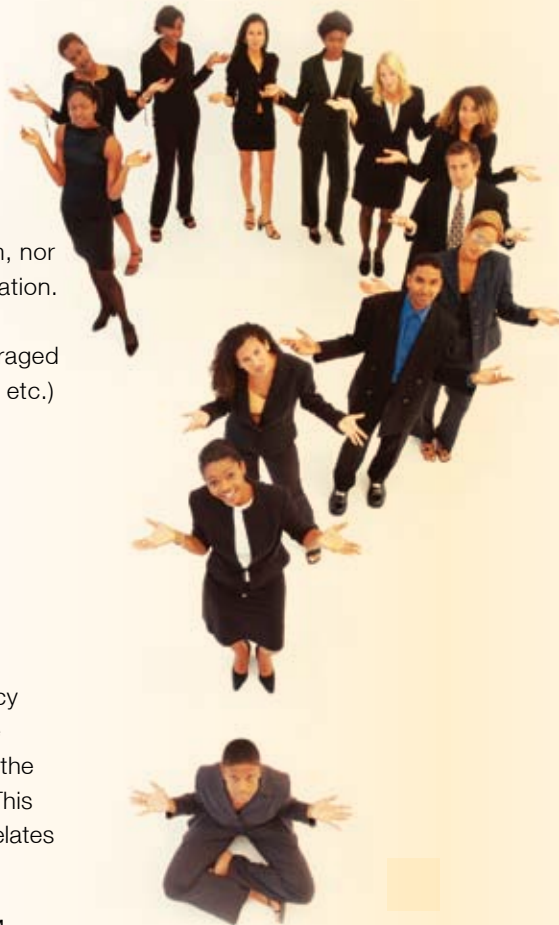
The certification process is designed to assess competency in the field through work experience, education and the ability to pass a comprehensive exam.

STEP 1: Assess your readiness.

IFMA wants all candidates to be successful! Review the nine core competency areas* on the IFMA Web site and estimate your level of knowledge. If you are unsure of your readiness to take the exam, IFMA recommends that you take the CFM Online Self-Assessment, conveniently available on the IFMA Web site. This self-assessment allows candidates to look at their experience in detail as it relates to each competency.

By using questions that have been retired from the actual CFM Exam, the CFM Online Self-Assessment serves as a roadmap for your exam preparation. Candidates are able to identify their strongest competency areas as well as the areas that require additional development through training and/or job experience. The self-assessment results are customized to provide options for additional training at a local level, through online courses or at an IFMA-sponsored event.

* For a complete list of the nine core competencies, visit www.ifma.org or e-mail certification@ifma.org.



Why should you take the CFM Online Self-Assessment?

The online assessment is designed to help you:

- Assess your current level of facility management knowledge and experience.
- Familiarize yourself with the types of questions you will see on the certification exam.
- Determine if you have the right balance of experience and knowledge to successfully complete the exam.

STEP 2: Submit your application.

Once you have determined your readiness to take the exam, you may submit your CFM application through the IFMA Web site.

STEP 3: Schedule and pass the exam.

Within several days of submission, approved candidates are e-mailed instructions on how to contact the IFMA testing provider to schedule an appointment to take the exam. Candidates must take the exam within three months of acceptance.

STEP 4: You are a CFM.

Once you receive your official notification, you may begin using the CFM after your name. You will also receive a certificate, lapel pin and press release in your welcome packet.

Application/Exam Fees

IFMA Members	Nonmembers
\$550 (U.S.)	\$815 (U.S.)

Fees are nonrefundable unless the application is not approved.

CANDIDATE REQUIREMENTS

The CFM is a competency-based certification. Candidates must first meet the education and experience requirements outlined below. Once the application is accepted, the candidate must pass an exam.

CFM education requirements with and without the FMP credential:

Education	Number/Years of FM Experience WITH the FMP	Number/Years of FM Experience WITHOUT the FMP
Facility management master's degree or bachelor's degree from an IFMA recognized program	3 years	3 years
Related bachelor's degree	3 years	4 years
Non-related bachelor's degree or associate degree	4 years	5 years
Some post-secondary education	5 years	8 years

Successful candidates will have experience in the following competency areas. These nine areas have been identified as the core areas of skills and knowledge necessary for a successful facility manager.

- Communication
- Finance
- Human and environmental factors
- Leadership and management
- Operations and maintenance
- Planning and project management
- Quality assessment and innovation
- Real estate
- Technology

Ideally, candidates should have experience in all nine areas; however, it is possible for a candidate to have experience in most competency areas, minimal exposure to others and still pass the exam.

“ I received a significant promotion following the successful completion of the CFM examination. I believe that passing the CFM Exam was instrumental in helping me achieve this promotion. Certification has brought me increased recognition by both senior management and my peers. It’s the best thing I’ve done for my career in a long time. Taking the exam online was great, especially knowing instantly that I had passed it. ”

**PATRICIA A. HOLDEN, CFM,
ASSOCIATE DIRECTOR, FACILITIES
MANAGEMENT, QUINTILES INC.,
SAN DIEGO, CALIF., USA**

CFM EXAM INFORMATION

The computerized exam consists of 180 multiple-choice questions related to the nine areas of competency. Candidates must pass the entire exam in one sitting.

Accepted candidates may schedule the exam at their convenience* at one of IFMA's testing centers in the U.S. and Canada. The complete listing of testing sites is available at the IFMA Web site, www.ifma.org. For exams outside of North America, contact certification@ifma.org.

* *Testing must occur within 90 days of candidate acceptance.*

CFM EXAM APPROVED FOR V.A. BENEFITS

Active military, veterans, eligible spouses and dependents may now use their G.I. Bill education benefits to pay for the cost of approved licensing and certification exams. Eligible persons may apply to the Veterans Affairs Office for reimbursement of CFM exam fees. If you are entitled to military benefits, now is the perfect time to take the CFM exam! To learn more about your V.A. benefits, visit www.gibill.va.gov.

CANDIDATE ASSISTANCE

Online

If you are unsure of your readiness to take the exam, you may go to the IFMA Web site and take an online self-assessment test. This self-assessment allows candidates to look at their experience in detail as it relates to each competency.

Courses

IFMA offers the CFM Exam Review course at different locations throughout the year. IFMA also offers courses for each of the nine competencies both online and at instructor-led events. The course schedule is posted on the IFMA Web site, or you may call 713-623-4362 for information.

Study Groups

IFMA chapters and councils organize study groups, offer CFM Exam Reviews and mentor prospective CFMs. Contact your chapter or council for more information.

WHAT IF I DON'T PASS THE FIRST TIME?

Don't give up! We will send you a letter listing the competency areas in which you scored lowest. This information should be used as a learning opportunity to prepare for taking the exam again. Information on retesting is also included in the letter.

MAINTAINING YOUR CFM

Certification is valid for three years. CFMs must demonstrate a continued commitment to growth and excellence by earning a required number of maintenance points in at least two of the following categories:

- **Practice**
- **Continuing education**
- **Professional involvement**
- **Development of the profession**



“ The CFM designation not only strengthens my confidence in performing daily tasks, but also encourages our facility department to promote the recognition of trade standards in the field of property maintenance and facility management. ”

**HACKMAN HON YIN LEE, CHIEF ENGINEER,
HONG KONG FOOTBALL CLUB,
HONG KONG, CHINA**

For more information or to complete the CFM application now, visit www.ifma.org.

E-mail questions to certification@ifma.org, or call IFMA at 713-623-4362.



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