



International Facility Management Association

*Empowering Facility Professionals Worldwide*

Learn.  
Connect.  
Advance.™



The first and most highly respected global certification in facility management. . .

# IFMA's Certified Facility Manager<sup>®</sup> credential





Achieve recognition for your expertise . . .

# Earn your Certified Facility

As the most prestigious and sought-after credential in facility management, IFMA's CFM sets the industry standard for measuring the knowledge and competence of practicing FMs. The CFM was the first credential in facility management and remains the only global certification for the profession.

The competency-based certification process requires a high level of facility management experience, skill and education. Certification is granted to those who are able to pass a comprehensive exam covering all FM core domain areas.

## Goals of IFMA's certification program:

- Assure professional excellence
- Establish standards for global professional practice
- Promote the added value of the profession
- Influence the future direction of the profession

"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.



Learn more about the CFM at [www.ifmacredentials.org](http://www.ifmacredentials.org).

# Manager (CFM<sup>®</sup>) credential

## 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 noncertified 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.

The credibility that comes with earning the CFM will benefit not only the individuals who achieve certification, but the organizations that employ them. Employer benefits include:

- Assurance of quality and professional standards
- Increased marketability and competitive advantage
- A more focused map of professional development



## Who Can Apply?

The CFM® Exam is competency-based, testing what a person can do compared to standards that define the practice of facility management. One cannot take a course or a simple knowledge-based exam to earn the credential. IFMA's competency-based program is at a higher level than a knowledge-based program, reflecting the growing importance of facility management in the international business world.



## Eligibility Requirements

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 working in related fields may meet the requirements depending on their FM-related work experience.

### CFM eligibility requirements with and without the Facility Management Professional 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 Accredited Degree Program	3 years	3 years
Related bachelor's degree*	3 years	4 years
Non-related bachelor's degree or associate's degree	4 years	5 years
Some post-secondary education	5 years	8 years

*\*Related degrees include, but are not limited to: facility management, business, architecture, interior design, building construction, construction management, engineering and property management.*

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

- Planning and Project Management
- Operations and Maintenance
- Real Estate
- Quality Assessment and Innovation
- Leadership and Management
- Human and Environmental Factors
- Finance
- Communication
- Technology

### Application / Exam Fees:

IFMA Members – US\$550 | Nonmembers – US\$815

*Application fees are not refundable unless the application is denied.*

## 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 website and make an honest assessment of your knowledge and experience in each area. If you are unsure of your readiness to take the exam, IFMA provides a variety of resources to help prepare CFM candidates, including the CFM Exam Review Course and a newly updated Online CFM Practice 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 website. Your credit card will not be charged until your application is approved.

### Step 3 Schedule and pass the exam.

Within several days of submission, approved candidates are emailed instructions about scheduling their appointment to take the exam at one of Prometric's testing centers. Candidates must take the exam within three months of acceptance.

### Step 4 You're a CFM.

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



Learn more about the CFM at [www.ifmacredentials.org](http://www.ifmacredentials.org).



## Candidate Assistance

**Courses:** IFMA and its chapters offer 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. Additionally, several new courses have been added to the IFMA educational program to help candidates fill knowledge gaps in areas of weakness as they prepare for the CFM Exam. Visit the IFMA website for the course schedule.



“I received a significant promotion following the successful completion of the CFM Exam. 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.

**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! IFMA will send you a letter listing the two or three 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.



## About the CFM Exam

The exam takes four hours to complete and consists of 180 multiple-choice questions delivered in random order. The test is strictly pass/fail based on the total number of correct answers. At the present time, the computerized exam is available in English only.

Approved candidates will be sent information about scheduling the exam at one of Prometric's testing centers, available in more than 70 countries. Testing must occur within 90 days of candidate acceptance.

**How do I maintain my 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

For more information about CFM maintenance, please visit the IFMA website.

**Have CFM Exams been approved for V.A. benefits?** 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](http://www.gibill.va.gov).

**Does IFMA currently have discount pricing for the military?** IFMA currently has a GSA Schedule through June 14, 2014. This schedule allows IFMA to discount courses and credential applications. For pricing and more information, please visit [www.ifma.org/learning/gsa.cfm](http://www.ifma.org/learning/gsa.cfm).



For more information  
or to complete the CFM  
application now, visit  
[www.ifmacredentials.org/cfm](http://www.ifmacredentials.org/cfm).

Email questions to  
[certification@ifma.org](mailto:certification@ifma.org), or call  
IFMA at +1-713-623-4362.

## When you earn the CFM, you:

- Distinguish yourself
- Invest in your future
- Demonstrate your leadership and initiative
- Advance your profession
- Enhance your professional network



"Your CFM shows you have the interest and skill in facility management to be the best. It shows you have the tenacity to keep those skills sharp year after year."

Christine H. Neldon, CFM, CFMJ, IFMA Fellow,  
Regional Project Manager for Travelers

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