



# SFP Getting Started Guide

## About the Guide

Welcome to IFMA's Sustainability Facility Professional® (SFP) Credential Program. This guide contains a suggested study approach, instructions and helpful tips that will support you as you undertake each section of the program's three units comprising the SFP.

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## SFP Credential Program

IFMA's SFP credential is an assessment-based certificate program demonstrating a proven comprehension of sustainability in facility management. The SFP credential is designed to help facility managers create and manage sustainable facilities. The courseware consists of 3 units comprising of 12 chapters in total. Attaining the SFP credential requires a separate application step after all courseware is complete.

The units and chapters are as follows:

### Unit One: Introduction

- Chapter 1: Building a Sustainable Facilities Program + Assessment
- Chapter 2: Sustainability Strategy + Assessment
- Chapter 3: Planning for Sustainability + Assessment
- Chapter 4: Understanding Financial Language + Assessment



## Unit Two: Analyzing Sustainable Solutions

- Chapter 5: Energy Management + Assessment
- Chapter 6: Water Management + Assessment
- Chapter 7: Materials and Consumables Management + Assessment
- Chapter 8: Waste Management + Assessment
- Chapter 9: Workplace Management + Assessment

## Unit Three: Making Sustainable Change

- Chapter 10: Implementing a Sustainability Initiative + Assessment
- Chapter 11: Managing Change + Assessment
- Chapter 12: Evaluating and Reporting + Assessment
- Program Evaluation

## Your Roadmap to Achieving the SFP Credential

### Study Strategy

1. The SFP credential program consists of 3 elements.
  - Student Guide (A downloadable PDF or Flipbook is located in each eLearning module in Study Resources)
  - eLearning Modules by Chapter
  - Learning Lab Sessions (optional)
2. **Start** with the eLearning module for the chapter.
3. **Read** through the eLearning module until it directs you to the Student Guide.
4. **Read** the Student Guide.
5. **Complete** the Progress Checks at the end of the chapter.
6. **Go** back to the eLearning module to gain additional knowledge from activities.
  - The back of the Student Guide has space to record answers for the activities presented in the eLearning module.



7. **Register** for and attend the Learning Lab for the same chapter (Optional).
  - You may decide to make use of the Virtual Learning Lab sessions for additional learning opportunities. Physical classroom Learning Lab sessions are not offered at this time.
  - These sessions are live, facilitator-led sessions that provide additional activities and discussions around the topics presented in the chapter.
8. **Enhance** your knowledge by making use of the Master Glossary available in each eLearning module.

**Pass Your Test**

1. The Final Assessment is located in each eLearning module which are by chapter.
2. When you have studied the materials enough to feel confident of your understanding and skills, take the Final Assessment for that specific chapter.
3. Passing scores for each assessment is as follows:

Sustainability Facility Professional (SFP)	Number of Questions to Answer Correctly to Pass the Final Assessment	Total Number of Questions in the Final Assessment	Time Limit on Final Assessment
Chapter 1	10	13	20
Chapter 2	16	20	30
Chapter 3	14	20	30
Chapter 4	10	15	23
Chapter 5	12	20	30
Chapter 6	8	11	17
Chapter 7	6	9	14
Chapter 8	5	6	9
Chapter 9	14	19	29
Chapter 10	4	5	8
Chapter 11	12	17	26
Chapter 12	6	8	12

4. To access the test, click on “Pass Your Test” in the content area on the eLearning module player.
5. Click on Final Assessment and begin. Remember that Final Assessments are time limited.
6. Review all the instructions for each Final Assessment.
  - a. Final Assessment questions are unique and not found in any progress check activity.
  - b. Each Final Assessment is a timed test.
  - c. There is no rationale or feedback provided.
  - d. You will not see right or wrong answers.



- e. You must take the test in one sitting. There is no way to pause a test administration.
  - f. All questions are randomized and not grouped by chapter topic on each attempt.
  - g. The potential answers are randomized on each attempt.
7. Do your best on each attempt of a Final Assessment. **You only have three initial attempts to pass a Final Assessment for a specific chapter. If you fail all three attempts for a specific chapter, you will be locked out of the Final Assessment for that chapter for 30 days. The process repeats until the expiration date of the credential program.**
  8. After the assessment, if you **pass and complete** all twelve (12) eLearning modules, Congratulations! Please see section “Apply for Your SFP” below regarding next steps.
  9. If, you **did not pass** on your third attempt, don’t worry. You have 30 days to study. Please refer to “Check Your Progress.”

### **Check Your Progress**

1. Click on “Progress Report” on the eLearning module player.
  - a. Review your Final Assessment scores for your chapter. If you have any scores **lower than 50%** of the number of questions correct for the chapter, we highly recommend additional study time.
  - b. You can also review all your chapter final assessments, in the Submissions tab located in your Training Dashboard.

### **Evaluate the Experience**

We need your valuable feedback regarding the SFP credential program. After you pass your Final Assessment in Chapter 12, please take the credential program evaluation. We use your feedback to work on improving the credential program and making sure we can meet all learners’ needs.

### **Certificate of Completion by Chapter**

Print proof of your completion from your Training Dashboard in the Completed Tab. Your certificate will become available to print after you pass and complete each eLearning module required for the SFP credential program.



## FM.Training

Your training materials are located on [fm.training](https://fm.training). Here is general information and instructions on how to access your eLearning modules and track the progress of your credential path.

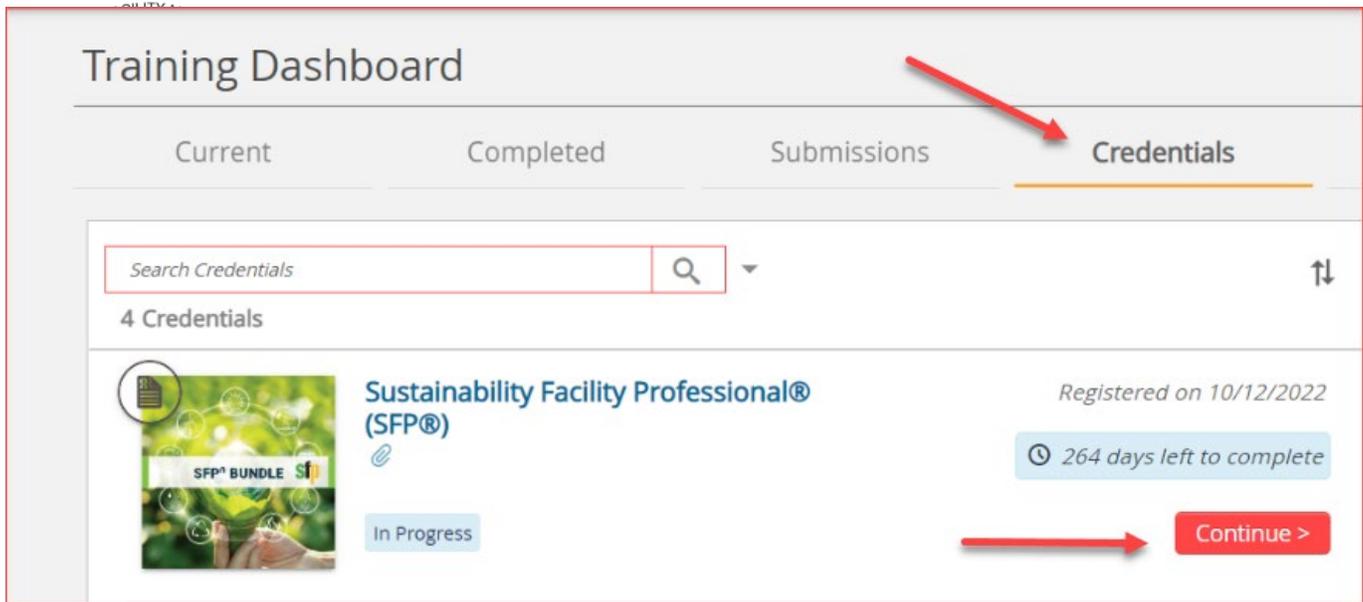
### Training Dashboard

After purchase or enrollment, all 12-chapter eLearning modules of the SFP credential program are located on the Training Dashboard page. You should become familiar with several tabs on the Training Dashboard: **Current**, **Completed**, **Submissions**, and **Credentials**. Let's learn about each Training Dashboard component.

1. **Current tab.** This area contains all "Not Started" or "In Progress" eLearning modules. You can launch or resume your eLearning modules here.
2. **Completed tab.** This area contains all eLearning modules you have completed. You can download certificates of completion, view content again, and find expired eLearning modules.
3. **Submissions tab.** This area contains all your assessment scores for eLearning modules.
4. **Credentials tab.** This is where you keep track of the progress of the required eLearning modules and when to apply for the Credential. Learn more in the **Credentials tab** section below.

### Credentials Tab

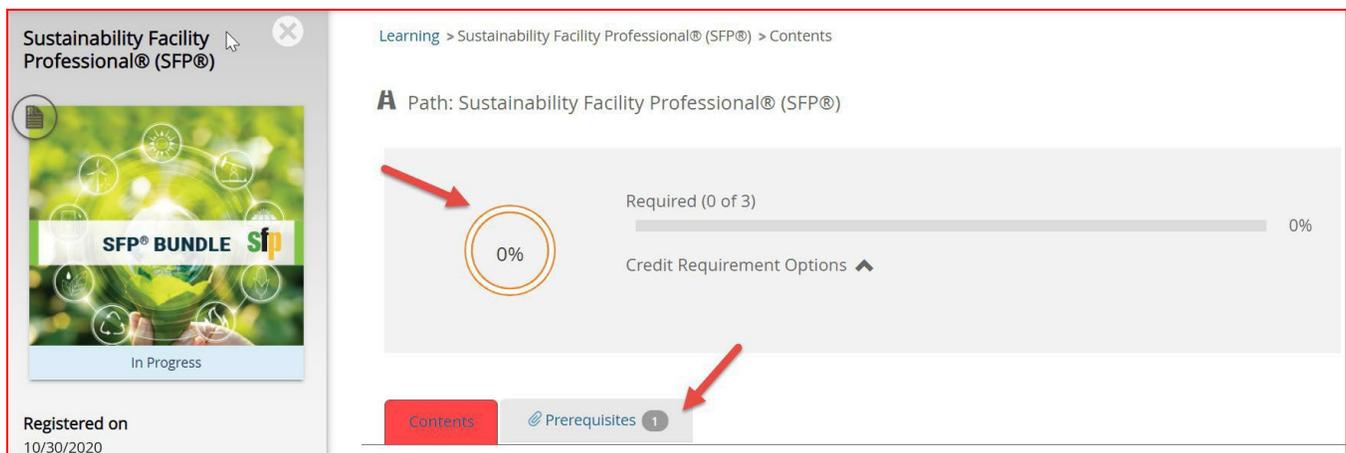
The **Credentials tab** is designed to track your progress as you complete the requirements to earn your SFP. When you first click into the **Credentials tab**, it will show you the status of your SFP Credential. The following image shows that the SFP has been purchased and is "In Progress." To get to its *Credential Path* page, click the "Continue" button for the SFP Credential.



## Credentials Path

### Credential Path Progress, Content and Prerequisites Tabs

The following image shows the top of *Credentials Path* page. It includes the *Credentials Path* progress bar, **Contents** tab and **Prerequisites** tab. The Contents tab leads to the Student Guide, eLearning and other learning materials. The **Prerequisite** tab contains this guide.

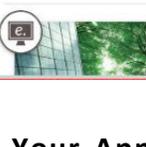


### Required eLearning Modules of the Credential Path

The pictures below show the required eLearning modules in the SFP *Credential Path*. The Path will track the progress of each of the eLearning module. When you click on “Launch”, the eLearning module will automatically begin from **Current Tab**. When you pass the final assessment requirements, it will note a completed status.



**Required** 12 items can be completed in any order

-  **Chapter 1: Building a Sustainable Facilities Program (UN 1)** 0% [Launch](#)
-  **Chapter 2: Sustainability Strategy (UN 1)** 0% [Launch](#)
-  **Chapter 3: Planning for Sustainability (UN 1)** 0% [Launch](#)
-  **Chapter 4: Understanding Financial Language (UN 1)** 0% [Launch](#)

### Submit Your Application

The example below demonstrates completion all 12 eLearning modules. The “Proceed To Application” status would reveal "Ineligible" otherwise. Click the “Confirm Application Completion” check box to confirm the completion of your application and then click the “Submit Your Application” button. You will receive a separate email to apply for the SFP.

**Submit Application**

 **Proceed To Application** [Submit Your Application](#)

Completion date: 10/20/2020 15:46

Confirm Application

Completion:

### Apply for the SFP

1. Congratulations! Our records show that you have successfully completed all required eLearning modules for the following credential: Sustainability Facility Professional® (SFP®)
2. Your final step in the process is to submit your SFP application through IFMA's Credential



Application and Maintenance Program (CAMP).

3. Please allow 3-4 business days before accessing your application to make certain that your assessment results have been updated in CAMP. If the eLearning module has not transferred into your record, the application will not be visible.
4. Choose the “CAMP” button on the Manage My Credentials page to move to the login page.

#### **Login Instructions:**

- <https://www.ifma.org/credentials/manage-my-credentials/>
- Choose the “Manage My Credentials” button to access the login page.
- The username on file with your [fm.training](https://www.ifma.org/fmtraining) account will be your **username**.
- Use the **password** from your account at [fm.training](https://www.ifma.org/fmtraining) to login to CAMP. If you have forgotten your password, choose “**Forgot Password**” and reset your password.

If you see this message: ***The user's account does not exist, please use a valid user, or create the user before processing this request***, this means that you have entered an email that is not associated with your account. **Do not create a new user. The record will not contain your credential history.**

5. For assistance with Applying for the SFP, please contact [credentials@ifma.org](mailto:credentials@ifma.org) or call IFMA’s Credentials Department at +1-713-623-4362.

## **Online Help Desk**

The [Online Help Desk](#) is located at the top of your screen and on the left navigation bar. The [Online Help Desk](#) can answer any questions you have during your training or respond to any technical or content issues. Your comments are very important to us in making quality content.

### **Contact IFMA**

- We recommend you visit [Online Help Desk](#) for general questions about content or materials, expiration dates, returns, and exchanges.
- For questions about IFMA’s FMP, SFP, CFM credentials contact:  
[Credentials@ifma.org](mailto:Credentials@ifma.org)
- For questions about logging into [FM.Training](#) and/or your online account, please click on the [Online Help Desk](#).



- If we can be of further assistance, please contact our Member Services Team at:  
**Telephone:** +1-713-623-4362 (USA/Canada) or +1-800-963-6900 (worldwide)  
**Fax:** +1-713-623-6124