



CFM[®] Exam Things You Should Know

The Certified Facility Manager[®] (CFM) is the pinnacle achievement in facility management certification, and is widely regarded as the industry standard in facility management certification. Earning this credential allows you to:

- Gain credibility in your professional network
- Showcase your knowledge of 11 core competencies
- Grow as a leader in facility management
- Proudly join a distinguished group of FM professionals

ELIGIBILITY CRITERIA		
Education	Bachelor's or Master's degree in FM	Any education level
FM Work Experience	3 Years	5 Years
<i>Note: Internships do not count toward FM work experience.</i>		

CFM [®] EXAM STATS	2020	2019	2018
Number of Candidates Tested	242	336	288
Pass Rate	79%	79%	69%
Total CFMs at Year-End	2,620	2,652	2,658
<i>Note: IFMA's fiscal year is 1 July - 30 June. FY 2021 represents 2020 July 1 - 2021 June 30.</i>			

ETHICS REQUIREMENT

An Ethics Assessment is required for all CFM[®] credential applicants. Those holding the CFM[®] credential are required to complete an Ethics Assessment every other renewal cycle or every six (6) years. Download the [CFM Handbook](#) for more details.

CFM® EXAM

EXAM DEVELOPMENT

IFMA adheres to common and best-practice testing and psychometric theory to ensure validity, reliability, and fairness. To meet this standard, the CFM® exam was developed through typical steps. First, a job analysis was conducted to identify the critical, important, and frequent task and knowledge measures of a facilities manager by a representative group of subject matter experts (SMEs). The results of the job analysis provided the basis of an examination specification including the number of questions that should be allocated for each of the 11 competency areas. Using the examination specifications, SMEs wrote and reviewed questions. Next, exam forms were assembled and finalized. A standard setting study was also conducted to determine a passing score for the CFM exam. Prior to the release of the exam, an item analysis was conducted on the previous CFM exam forms. Items not performing well were flagged and reviewed by SMEs to determine if they were appropriate to be used on the exam. Finally, all forms developed are equated to ensure that the exams are equally difficult.

EXAM SPECIFICATIONS

The CFM® examination is based on the 11 core content areas outlined below. To demonstrate competence, these content areas measure the knowledge, skills, and abilities that are necessary to pass the exam. The CFM® exam will be based on the exam specifications in terms of the proportion of items to be included on the test from each content area.

CONTENT AREA	NUMBER OF ITEMS
Project Management	11 Items
• Planning and design	4
• Execution & delivery	4
• Evaluation	3
Leadership & Strategy	28 Items
• Strategic planning and alignment with the demand organization	5
• Policies, procedures, and compliance	4
• Individual and team management	3
• Leadership	4
• Relationship and conflict management	4
• Change management	4
• Corporate social responsibility	2
• Political, social, economic, and industry factors affecting facility management	2
Operations & Maintenance	25 Items
• Buildings, building systems, infrastructure, and grounds	5
• Furniture, fixtures, and equipment	3
• Physical safety and security	4
• Operations and maintenance processes	5
• Work management support systems	4
• Renewals and renovations	4
Finance & Business	18 Items
• Operational and capital budgeting	4
• Evidence-based decision-making process (e.g. business case)	4
• Procurement (e.g. purchasing, sourcing of goods and services)	3
• Contracting	4
• Financial analysis and reporting	3

Sustainability	16 Items
• Energy management	3
• Water management	3
• Materials and consumables management	3
• Waste management	3
• Workplace and site management	4
Communications	6 Items
• Planning	2
• Delivery	2
• Evaluation	2
Occupancy & Human Factors	14 Items
• Workplace Environment	5
• Occupant Services	4
• Occupant health, safety & security	5
Performance & Quality	8 Items
• Quality management	4
• Performance management	4
Facility Information Management & Technology Management	9 Items
• Data collection and information management	3
• Information protection and cyber-security	2
• Technology needs assessment and implementation	2
• Maintenance and upgrade of technology systems	2
Real Estate	14 Items
• Real estate strategies	3
• Real estate assessment, acquisition, and disposal	2
• Real estate asset management	2
• Space management	3
• Major projects and new construction	4
Risk Management	11 Items
• Risk management planning	3
• Emergency preparedness, response, and recovery	4
• Facility resilience and business continuity	4

Total of 160 Items

Each test form will include 1 set of 20 unscored items in addition to the 160 scored items. Four hours of testing time is allotted. The exam is offered in English only.

The passing score for the CFM® exam is initially determined based on a criterion referenced procedure, the Angoff method. To ensure fairness of the examination process, a statistical method called equating is used for all new versions of the test.

PREPARATION

Participation in exam preparation courses is **optional** and not approved or endorsed as the only or best means of preparation for the CFM® exam. The IFMA Certification Commission, the governing body responsible for the development and maintenance of the CFM® exam, is not involved in the development or delivery of any exam preparation materials.

For more information on CFM® exam preparation resources, visit [fm.training](https://www.fm.training).

ADDITIONAL TESTING INFORMATION

PROMETRIC – IFMA’S TESTING PARTNER

Prometric is a test development and delivery provider that offers a vast network of quality testing solutions. As a highly trusted test provider, Prometric has around 8,000 testing centers worldwide allowing for a wide selection of convenient testing dates and locations. Learn more about Prometric on their [website](#).

SPECIAL ACCOMMODATIONS

The Certification Commission and its testing vendor, Prometric, comply with the Americans with Disabilities Act (ADA) which requires that the examination is offered in a place and manner that is accessible to candidates with disabilities. This may require reasonable modifications. Prometric will provide candidates reasonable auxiliary aids and services, except where it may fundamentally alter the validity of the exam results. Available accommodations include, but are not limited to, a reader, a scribe, and extended testing time.

If you are seeking special accommodations, you must indicate this on your application and submit a request form for accommodations (see appendix). To request accommodations, you and your health care provider will each need to complete one form, the Candidate Form: Request for Special Exam Accommodation and the Provider Form: Request for Special Exam Accommodation-Physician Statement, to document the disability and the need for accommodation. These forms can be found in the applicant record in CAMP.

There is no additional charge for special accommodations. Each request will be evaluated individually by IFMA. If approved, IFMA will alert Prometric of the necessary accommodations. Once a candidate has requested special accommodations, he/she will not be able to schedule an appointment with Prometric until the request is processed. The candidate will be contacted by email regarding the approval status of the special testing accommodations request.

IMPARTIALITY

IFMA places the utmost importance on integrity and impartiality in carrying out its activities. It is essential that an equal opportunity for success is provided to every candidate in each program, just as it is of paramount importance that all policies and procedures contribute to the development, oversight, evaluation, and maintenance of fair and equitable credentials and assessments which advance the profession of facility management.

Responsible for ensuring impartiality in all credentials activities, the Certification Commission shall exercise due diligence in recognizing and acting on threats to impartiality, which include but are not limited to, self-interest, activities with related bodies, relationships of personnel, financial interests, favoritism, conflict of interest, familiarity and intimidation.

The Certification Commission shall periodically conduct a threat analysis to determine the potential, both real and perceived, of an individual or an organization to influence the certification process for their own gain.

CONFLICT OF INTEREST

A conflict of interest may be defined as an interest that might affect, or might reasonably appear likely to affect, the judgment or conduct of an individual associated with the Certification Commission and its committees.

A conflict of interest may exist when the interests or concerns or potential interests or concerns of any staff member, contractor or volunteer, or any individual, group or organization to which one of these people has allegiance, may compete with the interests or concerns of the Certification Commission and its committees, or may impair these people's independence or loyalty to IFMA's credential program and its committees.

The integrity of the Certification Commission and IFMA's credential programs rest on the fact that stakeholders who have a specific interest do not participate in credential-related decisions from which they may benefit. This is accomplished by self-declaration of the individual as well as implementation of policies that define conflicts of interest for the Certification Commission and the personnel associated with it, whether volunteer, staff or contractors.

The presence of, and potential for, a conflict of interest is reviewed and addressed on an ongoing basis.

Need assistance or have questions? Contact us!

CONTACT INFORMATION

IFMA Credentials: 281-974-5632 | 281-974-5669 | credentials@ifma.org

Access the Online Credentials Application and Maintenance Program (CAMP) to complete the CFM® Application or the CFM® Recertification Form:
www.ifma.org/credentials/manage-my-credentials/

Download the [CAMP User's Guide](#)

Online Help Desk: <https://my.ifma.org/helpdesk>

Phone: +1-800-963-6900 or +1-713-623-4362

7:15 a.m. – 5:45 p.m. CT (US)
