



IFMA™

International Facility Management Association

FACILITY MANAGEMENT PROFESSIONAL™ (FMP®)

CANDIDATE HANDBOOK



FMP Contact Information

To contact the IFMA Credentials Department:

281-974-5632, 281-974-5669

credentials@ifma.org

To access the online Credentials Application and Maintenance Program (CAMP) in order to complete the FMP Application:

<https://www.ifma.org/credentials/manage-my-credentials/>

To download the CAMP User's Guide:

[CAMP User's Guide \(.pdf\)](#)

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GENERAL INFORMATION

SCOPE OF THE FMP CREDENTIAL

Earners of the globally recognized Facility Management Professional™ (FMP®) have demonstrated competence in the foundational competencies of facility management (FM) by the ability to pass the final assessments of the four foundational competencies of the FM body of knowledge. These include:

- Operations and Maintenance
- Project Management
- Finance and Business
- Leadership and Strategy

FMPs work in many different industries (i.e. healthcare, retail, corporate, government, non-profit, etc.) and manage various types of facilities (i.e. hospitals, schools, hotels, office buildings, etc.). The Facility Management Professional™ (FMP®) is a knowledge-based credential that will help to accelerate an FM's transition into the profession and demonstrate a proven comprehension of the foundations of facility management.

Why Earn the FMP?

- Internationally recognized and industry-trusted for more than 15 years, the FMP goes where you go
- IFMA is an ANSI National Accreditation Board (ANAB) Certificate Issuer – Accreditation Number 1057
- No pre-requisites and no renewal costs. Once earned, you're an FMP for life!
- The FMP is brought to you by IFMA, a non-profit organization that grows by empowering facility professionals worldwide

KNOWLEDGE-BASED

IFMA's facility management professional (FMP®) designation is a knowledge-based credential for FM professionals and industry suppliers looking to increase their depth-of-knowledge in the core FM competencies deemed critical by employers. By earning the must-have FMP credential, you will join over 11,000 professionals worldwide who have improved their knowledge, enhanced their skills, and gained immediate credibility with employers, clients, and peers.

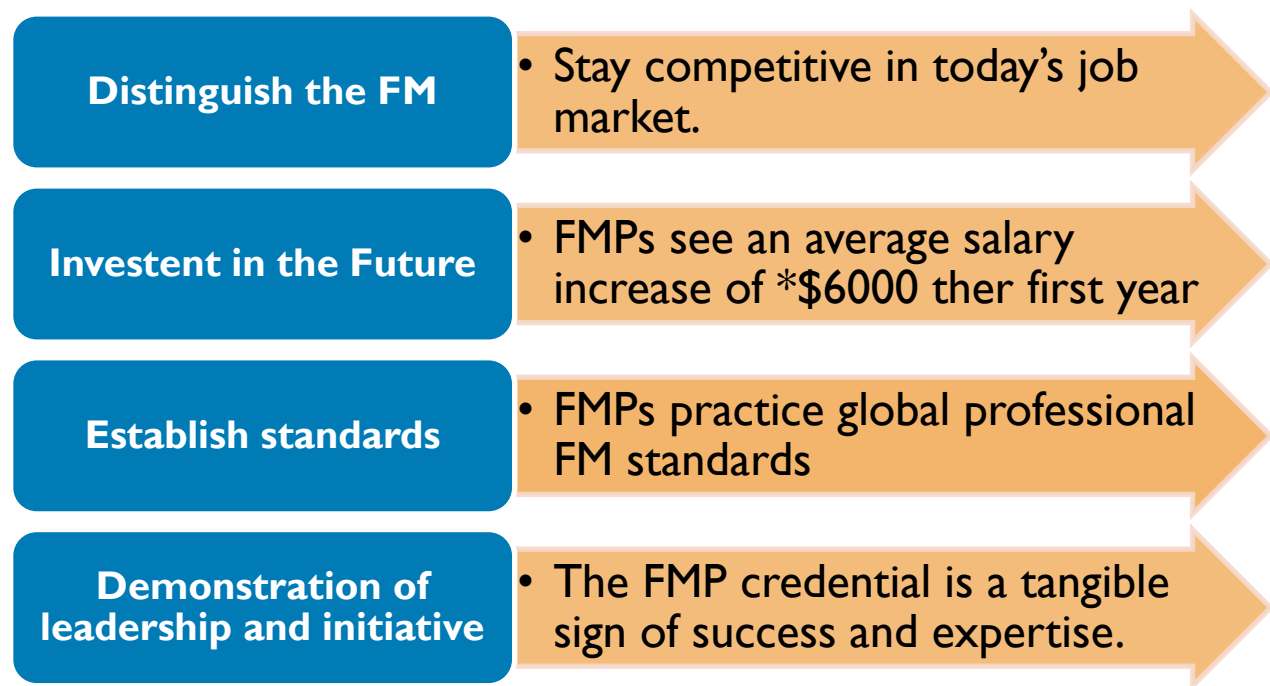
RECOGNIZED GLOBALLY

The FMP is a global credential with FMPs currently in 116 countries worldwide. The credential is accredited by ANAB (ANSI National Accreditation Board).



INDIVIDUAL AND WORKPLACE BENEFITS

The credibility and recognition that come with earning the FMP benefits both the individual who earns the credential and the organizations that employ the FMP.



**According to the IFMA sponsored research report, "Evaluating the Value: International Facility Management Association (IFMA) Facility Management Credentials".*

ABOUT IFMA

Founded in 1980, IFMA is the world's largest and most widely recognized international association for facility management professionals, supporting 24,000 members in 130 countries. IFMA's Facility Management Professional™ (FMP®) credential is globally recognized as a standard for distinguishing

the achievements of facility management as well as reinforcing the association's claim for facility management.


ELIGIBILITY CRITERIA

EDUCATION AND WORK EXPERIENCE

There are no prerequisites for the FMP Learning System. In order to apply for the credential, the candidate must complete the 4 modules, all from the same version, and pass the final assessments of each. This involves studying the material for each module prior to taking the assessment.

ONLINE LEARNING SYSTEM

<https://www.ifma.org/credentials/facility-management-professional-fmp/>



Facility Management Professional™ (FMP®)

IFMA's Facility Management Professional™ (FMP®) designation is a knowledge-based credential for FM professionals and industry suppliers looking to increase their depth-of-knowledge in the core FM

[more information](#)

\$1990.00

Default Price \$1990.00

IFMA Full Member Price
\$1650.00

CHOOSE PATH **A**

GSA Credentials FMP® eLearning (Self-Paced)

What's Included in the FMP course

The FMP is made up of four foundational modules.



FINANCE & BUSINESS fmp

Learn the essential finance and business practices and how to integrate those into your function as an FM. Understand how to engage finance, legal, procurement, risk managers and others to maximize decisions for your organization.

1.5 CEUs 15 hours



OPERATIONS & MAINTENANCE fmp

Learn how to assess and inspect facility needs. Manage, oversee and monitor O&M of buildings, systems and equipment. Understand the processes for developing occupant service specifications and more.

1.5 CEUs 15 hours



LEADERSHIP & STRATEGY fmp

Effective strategies require facility managers to be able to integrate people, place and process. They must be able to align the facility portfolio and functionality with its organization's missions and available resources.

1.4 CEUs 15 hours

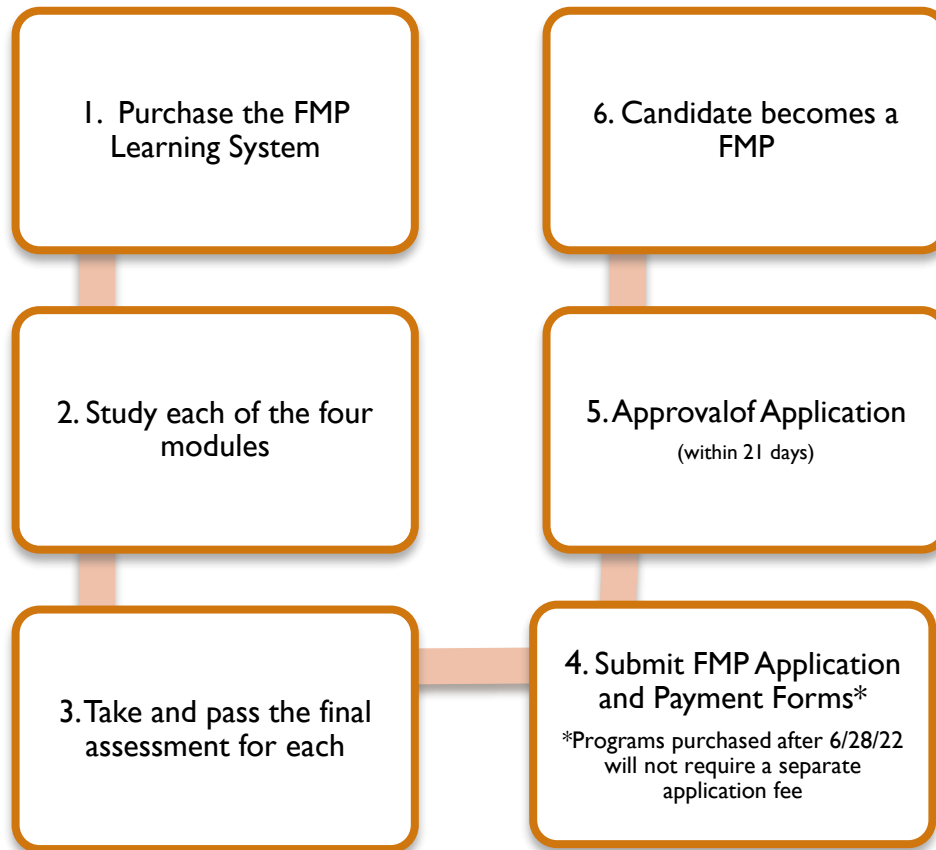


PROJECT MANAGEMENT fmp

Plan, initiate and execute projects. Understand the entire project life cycle and how to monitor and control project performance. Learn about the facility managers role in projects and how to evaluate outcomes.

1.3 CEUs 15 hours

CANDIDATE PROCESS FOR EARNING THE FMP



1. Purchase the FMP Learning System

The system can be purchased in digital form only or may include hard copy manuals.

2. Study each of the four modules

Candidates should prepare for final assessments by studying each of the modules and utilizing the online study aids provided with the program.

Course requirements

- You **MUST** complete all modules for each course. (The average time to complete is **13 -15 hours per course**).
- There is no option to “test out” of any courses. Candidates must spend time studying the material in order to be eligible to take the final assessment.
- If you take an instructor-led course, you are encouraged to review the eLearning modules and quizzes prior to attempting your final assessment.
- Each course has a set passing score. You can review this by reading the Pass Your Test page within each course.

Failure to follow the course requirements may result in loss of CEU credits and denial of credential application.

3. Take and pass each final assessment for the modules

Candidates will have three opportunities to take and pass the final assessment. Once there are three unsuccessful attempts, the program will be locked for 30 days to allow the candidate to review and study the material before attempting another assessment. All final assessments must be from the same version of the program.

All applications MUST be completed online using the IFMA Credential Application and Maintenance Program (CAMP) found at <https://www.ifma.org/credentials/manage-my-credentials/>. Candidates using CAMP for the first time should read the [CAMP User Guide](#) for instructions.

If you are a member of IFMA, a past member of IFMA, OR have ever set-up an IFMA username and password to purchase something as a nonmember, **you should use the same username and password to log into CAMP**. If you do not recall your username and password but believe one was set-one up in the past, it will be necessary to contact IFMA by calling +1-713-623-4362 or emailing credentials@ifma.org to obtain the required login information.

If you have never set-up a username or password with IFMA, you can simply go to <https://www.ifma.org/credentials/manage-my-credentials/> choose the “CAMP” button in the middle of the page > and follow the directions for “registration” to create a username and password. If you encounter any issues, please email credentials@ifma.org for assistance.

See appendix for the FMP® Application.

4. Submit the Application and Payment

To complete the application process, the FMP Application Payment Form must be completed, submitted, and confirmed. Note, all applicants must have a valid personal address and phone number in their record, in order for the application to be processed. This is part of the identification process.

NOTE: If FMP program was purchased after 6/28/22, the app fee is prepaid and candidate will just choose the “Submit” button on the payment page in the application.

Tiered pricing for the FMP application is regionally based. The country associated with your home address determines the applicable fee. **Your demographic information must be correct in your IFMA.org/ My IFMA account in order for the demographics to transfer into CAMP.**

Tier	Application Fee in USD
1	\$140 member / \$250 non-member
2	\$112 member / \$200 non-member
3	\$87 member / \$155 non-member
YP *	Young Professional Membership \$115
GSA*	\$124.63

*GSA fees applicable to U.S. Federal Agency Employees eligible for GSA pricing.

* Young Professional Members that are under 35 years of age are eligible.

Payment Options

- If the exam payment has been **pre-paid by an employer**, the candidate should choose the “PO” option and in the PO# field, enter the name of the employer and indicate “prepaid”.

- If the employer or candidate is paying for the application fee by **check**, the candidate should complete the form choosing "**Pay with Check.**" Request that an invoice be sent for the employer by the credentials team, and the application will be processed once payment is received. Send the request to Credentials@ifma.org.
- If either the employer or the candidate is paying the application fee by **credit card**, "**Pay Fees**" should be chosen and the prompts followed to process the payment. Credit card payments are processed immediately and the application moves into the approval queue.

5. Approval of Application

After submitting your application and payment online, the approval process can take up to 21 days.

6. Obtain Digital Certificate

A digital certificate, (downloaded from the Candidate's credential record) shall be issued to all credential holders who pass the exam, and shall include the following:

- | | |
|--|---|
| • Credential holder's name | • Signature of Certificate Commission Chair |
| • Credential holder's ID number and credential serial number | |
| • Credentials program title | |
| • IFMA as the certificate issuer | |

The certificate is the sole property of IFMA and must be returned if certificate status is suspended or revoked.

A secure digital badge will be issued to credential holders as well as instructions for claiming the badge.

Candidates who have earned the FMP® certificate must abide by IFMA's policy concerning the use of the designation for various purposes including logos and trademarks. Additionally, all credential holders shall be listed in IFMA's Public Credentials Registry. If the FMP credential is cancelled by the FMP governing body for non-adherence to the FMP Code of Conduct, the candidate will not use the designation or logo in any way. Violation may be cause for legal action.

Candidate Fairness Policies

Special Accommodations

The Certificate Commission complies with the Americans with Disabilities Act (ADA) which requires that the program is offered in a manner that is accessible to candidates with disabilities. This may require reasonable modifications.

If you are seeking special accommodations, you must contact the Credentials Manager and submit a request form for accommodations (see appendix). To request accommodations, you and your healthcare 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. Diagnosis of the condition requiring accommodation, must have been made in the last four years.

There is no additional charge for special accommodations. Each request will be evaluated individually by IFMA. The candidate will be contacted by email regarding the approval status of the accommodations request.

Nondiscrimination

IFMA adheres to the principles of fairness and due process, and endorse the principles of equal opportunity.

IFMA credentials programs shall not discriminate or deny opportunity to anyone on the grounds of gender, age, religion, national or ethnic origin, marital status, veteran status, sexual orientation or disability.

It is essential that an equal opportunity for success is provided to every participant in each program, and that no person or group is given special treatment in the attainment and continuation of any credential.

Program Complaints and Feedback

Complaints Definition

Individuals with feedback regarding the assessment process, personnel or other elements of the credentials process are encouraged to discuss these with the individuals involved to try to resolve the matter informally. In some cases, however, informal resolution is not possible, and individuals may wish to file a formal complaint.

A complaint shall be submitted in writing to the credentials staff within 30 days of the incident's occurrence. The written submission shall include sufficient objective evidence to substantiate the claims which will allow for a decision to be made and request the appropriate action to be taken. Dissatisfaction based on hearsay shall not be considered as a complaint. Anonymous complaints shall not be considered. The credentials staff shall confirm receipt of the complaint via email upon receipt along with a copy of the document explaining the process. Results will be communicated via email.

Emailed complaints should be submitted to rhonda.hager@ifma.org or credentials@ifma.org.

Mailed complaints should be addressed to:

Credentials Department
c/o IFMA
800 Gessner Road, Suite 725
Houston, Texas 77024-4257

Security Policies

Privacy: Confidentiality and Security of Individual Information

IFMA shall safeguard the privacy of individuals and shall hold in confidence and in a secure manner the information obtained in the course of credentials program activities, including those of all volunteers

and contractors acting on its behalf.

Information about an individual shall not be disclosed to a third party by IFMA personnel without the written consent of the individual. Where the law requires information to be disclosed to a third party, the individual shall be notified of the information provided.

Requests for verification of progress in attaining credentials shall be provided only to the participant, unless his/her permission is granted in writing allowing release to others. Progress information shall be provided in writing and/or electronically.

Requests by any person for verification of an individual's credential status may be responded to by phone, online or in writing. Only an indication of whether an individual has a valid credential, the candidate ID number, and issuance/expiration date shall be provided; the status of in-progress or unsuccessful participants is not disclosed; even the fact that an application has been submitted shall not be disclosed.

Confidentiality and Security of Assessment Instruments and Scoring Keys

To ensure the security of the examination, all assessment materials are confidential and will not be released to any person or agency. IFMA shall safeguard the assessment instruments and scoring keys/rubrics during the course of credentials program activities at all levels of the organization, including those of all volunteers and contractors acting on its behalf. Personnel handling the assessment instruments and scoring keys shall be provided procedures for the secure handling of exams and shall attest to reading and understanding them prior to their handling of the materials.

Managing Bias Policies

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 Certificate 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 Certificate Commission shall periodically conduct a threat analysis to determine the potential, both real and perceived, of an individual or an organization to influence the certificate 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 Certificate 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 Certificate 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 Certificate 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 Certificate 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.

Code of Conduct

I shall have as my primary goal developing and managing safe, human, and functional work spaces.

I shall integrate the needs of management with the needs of people in the workplace to develop and manage humane and effective work environments.

I shall have as an achievable goal maintaining objective, professional judgments. I shall not compromise this judgment by undertaking any activity, accepting any contribution or having any conflict of interest that would prevent acting in the best interest of my employer, clients, or those people for whom I provide or maintain workplaces.

I shall practice in a manner that supports the rights of employers, employees and clients, and shall not discriminate because of race, sex, creed, age, religion, disability, national origin or sexual orientation.

I shall continually seek new information to maintain and upgrade my professional skills relative to the design, construction, maintenance and management of the built environment as it relates to people and processes.

Sanctions and Invalidating a Certificate

Sanctions may be imposed and/or a certificate earned by completing IFMA's certificate requirements may be invalidated by the Certificate Commission when it has been discovered that the certificate should not have been issued in the first place and/or for any of the following reasons:

- Obtaining the certificate through the use of fraud or deceit or assisting another person to do so; or
- Unauthorized possession, distribution, or use of any assessment-related materials or assisting another person to do so; or
- Failure to cooperate reasonably with any disciplinary investigation by the designee or Certificate Commission; or
- Violation of the Code of Conduct for FMPs, Commission certificate rules, requirements, and/or policies.

If a FMP credential is invalidated, the person previously holding the credential will cease using the designation and logo immediately. Violation may be cause for legal action.

Ownership of the Certificate Mark and Logo Use

Property

The credential marks and logos are the property of IFMA. Permission to use the credential marks or logos is granted to credentialed persons at the discretion of IFMA for permissible uses only.

Persons Authorized to Use the Marks

Use of the IFMA credential marks and logos is limited to those persons who have been granted a credential by the Certificate Commission and who satisfy all established requirements. Use of the mark and logo by individuals who have not been granted the credential with a current term of validity is expressly prohibited. Individuals may not use the credential until they have received specific written notification that they have successfully completed all requirements, and earned the credential.

Non-Assignability and Non-Transferability

Permission to use the credential mark is limited to the credential holder, and shall not be transferred to, assigned to, or otherwise used by any other individual, organization, or entity.

Mark and Logo Use

Those persons who have been granted permission to use a credential mark and logo shall do so pursuant to the rules and guidelines established by IFMA. Persons granted permission to use a credential mark and logo must familiarize themselves with the established rules and guidelines for use and must execute approved agreements setting forth such rules and guidelines for use.

After meeting all eligibility requirements and earning the credential, individuals may use the Facility Management Professional (FMP) credential in all correspondence and professional relations. The credential is typically used after the certificant's name following any academic degrees and licensure (e.g. Mary Smith, MBA, FMP or Mary Smith, FMP).

The IFMA marks and logo may not be revised or altered in any way. They must be displayed in the same form as produced by IFMA and cannot be reproduced unless such reproduction is identical to the mark provided by IFMA.

The mark or logo may be used only on business cards, stationery, letterhead and similar documents on which the name of the individual credentialed is prominently displayed.

The mark or logo may not be used in any manner which could bring IFMA into disrepute or in any way considered misleading or unauthorized. The mark or logo may not be used in any manner which would tend to imply a connection between any business and the credential which, in fact, may not exist. This includes any use of the mark or logo that the public might construe as an endorsement, approval or sponsorship by IFMA of a credential holder's business or any product or service thereof.

APPENDIX

Initial Credentialing

[Candidate Form for Special Accommodation Requests](#)

[Physician Form for Special Accommodation Requests](#)

[Facility Management Knowledge Center](#)

[FM.Training Online Courses](#)

CAMP System

[CAMP User Guide](#)

[FMP FAQs](#)