FMP Getting Started Guide

About the Guide

Welcome to IFMA's Facility Management Professional (FMP) Credential Program. This getting started guide contains a suggested study approach, instructions and helpful tips that will support you as you undertake each section of the program's four components comprising the FMP. Whether you take the instructor-led or eLearning courses, each course contains the tools you need to assess your initial knowledge, study key competency areas, evaluate real-world scenarios and utilize your knowledge to pass the FMP final assessments.

The 4 competency courses that make up the FMP are:

- IFMA's Leadership and Strategy Course
- IFMA's Finance and Business Course
- IFMA's Operations and Maintenance Course
- IFMA's Project Management Course

Sections in this Guide

- FMP Dashboard
- Our Courses
- Easy Steps and Tips to Take a Course
- Apply for the FMP
- Quick Comments
- Customer Support
- System Requirements (Browser Recommendations)

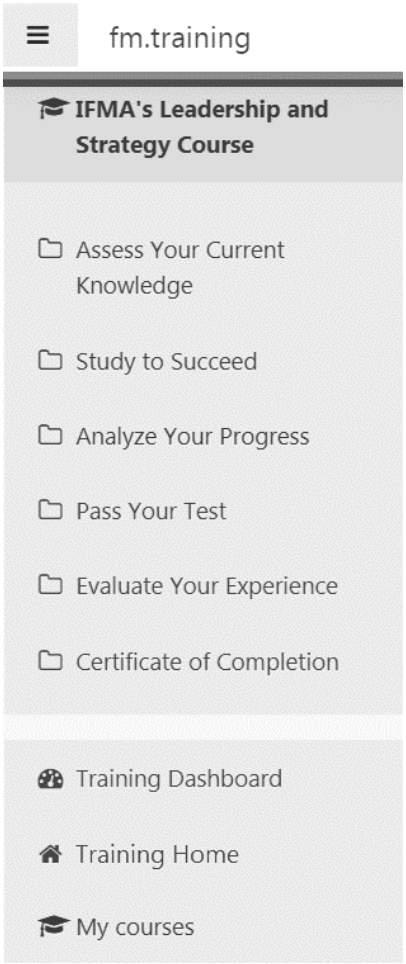
FMP Dashboard

1. The FMP Dashboard is visible to anyone who has purchased an FMP required course. It showcases course prerequisites, statistics, materials and resources specific to the FMP such as an FM introduction video.

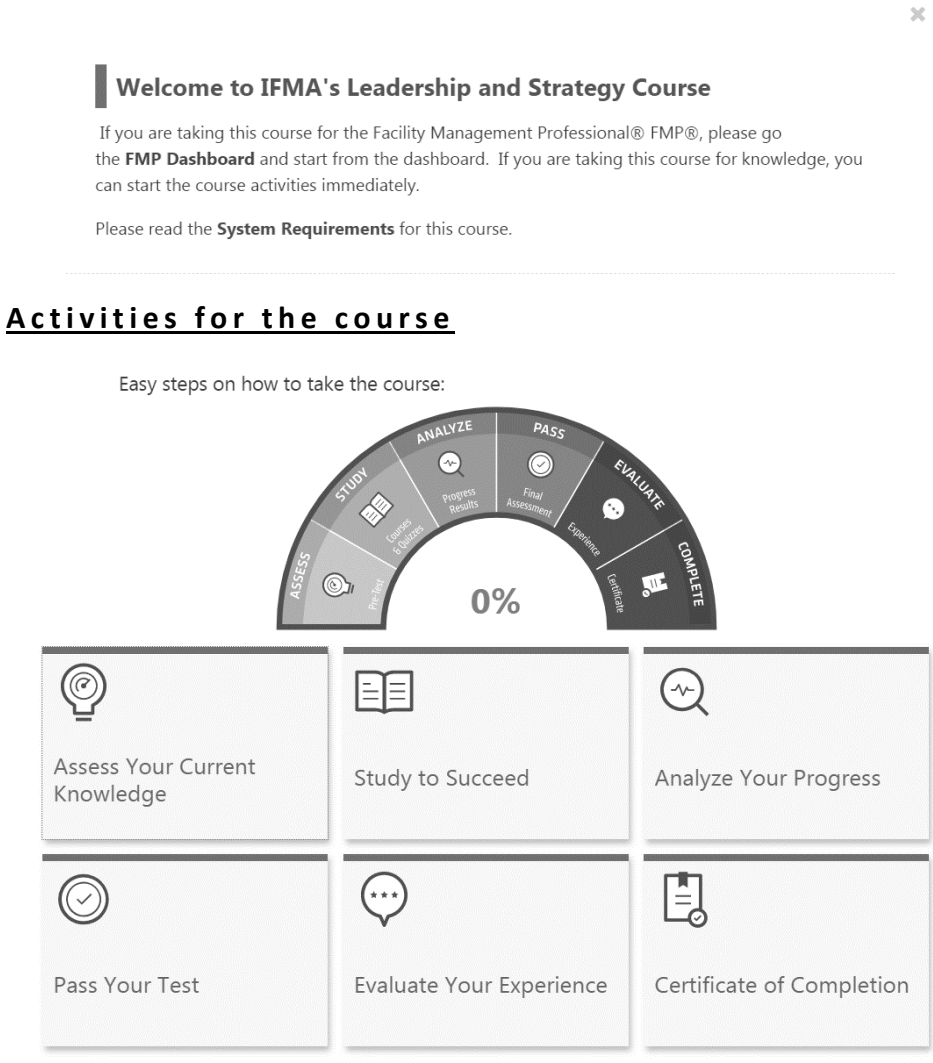
2. Learn about the FM industry and competencies. We recommend that you review the FM introduction video before you start the course.
3. To reach the FMP Dashboard: Login to FM.Training. Click on My Training Dashboard. It's located on the right of the page in a box called the FMP Dashboard. Click on Open FMP Dashboard. You can also get there by clicking the FMP course title in the My Courses in Progress area. There is a link to the FMP Dashboard at the top of every FMP course.

Our FMP Courses

Top menu/Left nav bar



Top of the course

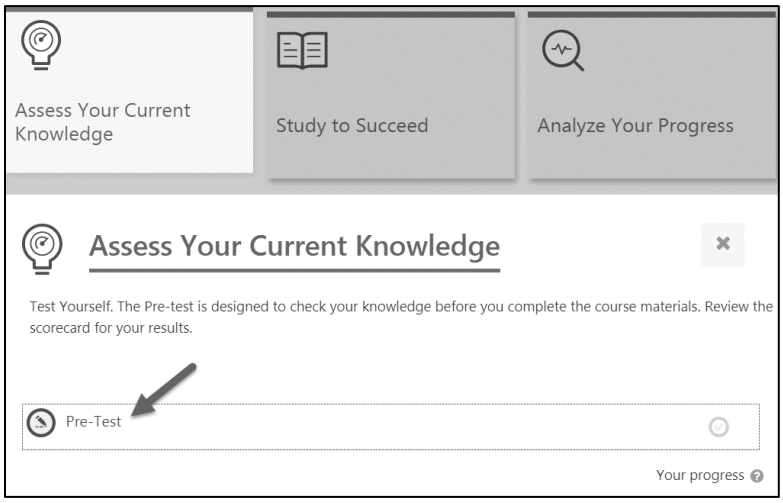


Course Format and Design

Our courses are designed to be user-friendly, modern, easy to understand and to undertake. Each course has the exact same format. In the graphic above, you see easy steps on how to access the course content and activities. All you need to do is click on each of the boxes to open the activities then click the "X" button to close out the activity and return to the previous screen. The interface is designed to be mobile responsive for all devices – desktop, laptop, smartphone or other mobile device. We recommend that you read the System Requirements before taking your course.

Easy Steps and Tips to Take a Course

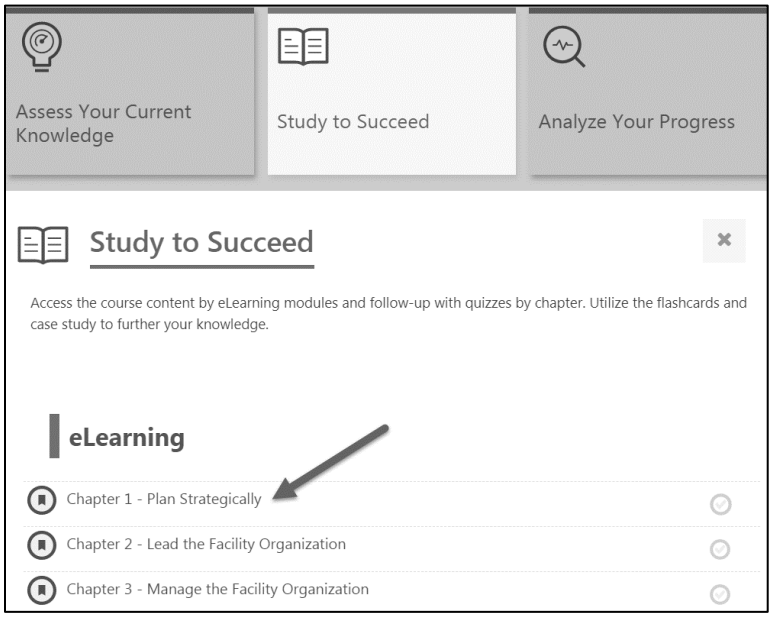
Assess Your Current Knowledge



1. Whether you are taking the course as instructor-led or as independent eLearning, we recommend taking the Pre-Test first to help identify your current knowledge.
2. First, take a moment to review the course and explore by clicking all the activities. Note the box on the right side of the page called Quick Comments. If you have any technical or content issues, please let us know through Quick Comments.
3. Click on Access Your Current Knowledge.
4. Click on the Pre-Test and begin.
5. After you complete the Pre-test, you will be able to view your score on the last page of the test.
6. You can also find your scores in the activity Analyze Your Progress. Review the My Scorecard Report. This report will always have your scores from your last attempt for the Pre-Test and Final Assessment.

The chapter quizzes detail your highest scores for all attempts. The report is printable for your convenience.

Study to Succeed

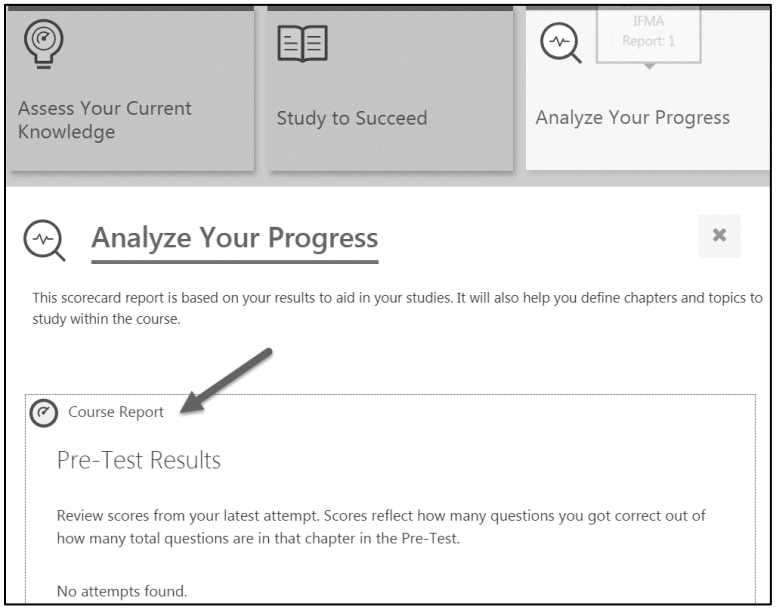


1. Now the real work begins. Studying!
2. Understand your study options - instructor-led or eLearning.
    a. If you chose to take the course as **instructor-led**, you will receive a printed participant manual as well as having access online to all the eLearning modules, assessments, flashcards and case studies. You are only **required** to: 1. Pass the final assessment to complete the course and, 2. Record your feedback on the evaluation in order to make the certificate of completion appear for print or download.
    b. If you selected taking the course through **eLearning**, you will have access online to all the eLearning modules, assessments, flashcards and case studies. You are only **required** to: 1. Review all eLearning modules, 2. Pass the final assessment to complete the course and, 3. Record your feedback on the evaluation in order to make the certificate of completion appear to print or download.

       If you wish to receive a printed participant manual, it is available for purchase by contacting fm.training@rics.org.
3. Enhance your knowledge by engaging in the course activities online.

a. Course Content. Either from the instructor-led class or the eLearning modules, read the chapters, use the course activities and resources to apply your knowledge.
b. Chapter Quizzes. Assess your retention and comprehension so you can pinpoint any knowledge gaps immediately.
c. Case Study. Check your ability to apply course concepts with the online case study. This exercise provides a real-world application of selected course content.
d. Flashcards. Reinforce your memory of key concepts and terminology. The flashcards are available online and may be printed for offline review.
e. Master Glossary. Extend your learning by reviewing FM terms and definitions.

Analyze Your Progress

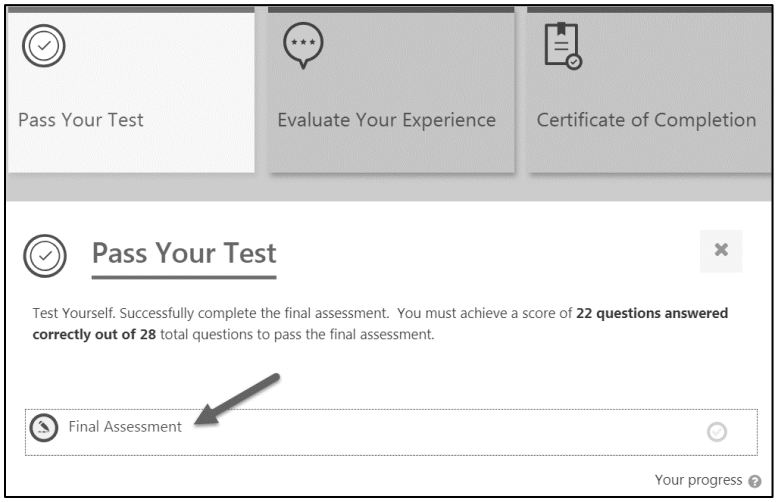


1. Let's say you've taken the pre-test a couple of times, completed all the chapter quizzes and you want to see what chapters/topics you could use some extra time studying to maximize your performance on the final assessment.
    a. Click on the activity Analyze Your Progress on the course.
    b. The My Scorecard Report will extend the window. There is a button at the bottom to download or print the report.

c. Review all your scores for the pre-test and chapter quizzes. If you have any scores lower than 50% of the number of questions correct for a chapter topic, we highly recommend additional study time in those areas.

2. We also suggest reviewing your *My Scorecard Report* before taking the Final Assessment. It's important to note that you are limited to three (3) attempts on the Final Assessment. If you fail all three attempts, you will be locked out of the Final Assessment for 30 days to allow you additional study time to prepare for your next attempt. This process repeats until the expiration date of the course or you pass.

Pass Your Test

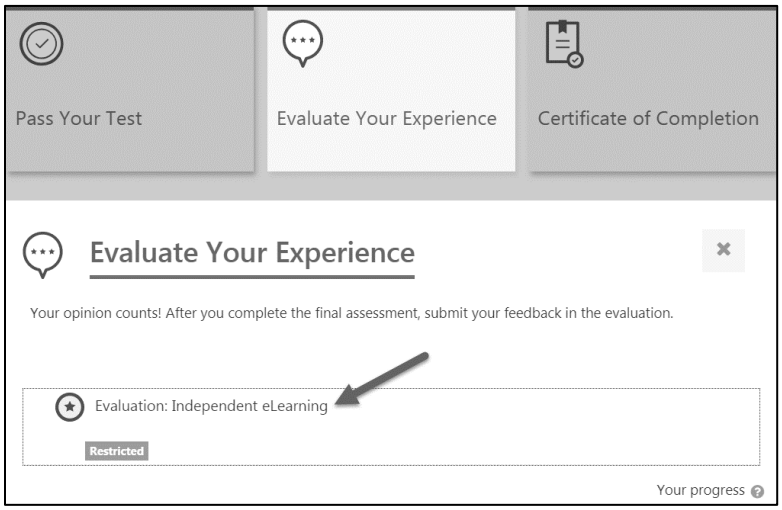


1. When you have studied the course content enough to feel confident of your understanding and skills, take the Final Assessment.
2. Final Assessment passing scores (or amount of questions to be answered correctly) and times to take the assessment vary by course. Please review the table below carefully.

Course Title	Amount of Questions to Answer Correctly to Pass the Final Assessment	Total Amount of Questions in the Final Assessment	Time Limit on Final Assessment
Finance and Business	24	31	80 minutes
Leadership and Strategy	22	28	70 minutes
Operations and Maintenance	30	39	100 minutes
Project Management	37	48	120 minutes

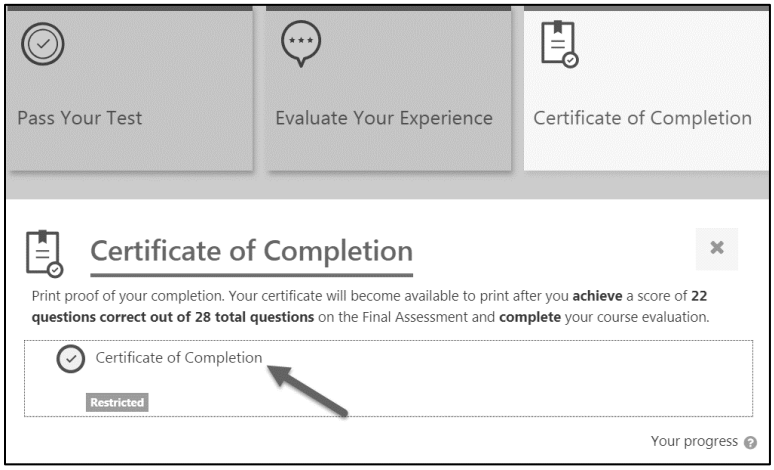
3. To access the test, click on *Pass Your Test* on the course.
4. Click on *Final Assessment* and begin. Remember that Final Assessments are time limited.
5. Review all the instructions for the Final Assessment. The Final Assessment is different from the Pre-Test and Chapter Quizzes in several ways:
    a. Final Assessment questions are unique and not found in any other test or quiz.
    b. The 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 distractors are randomized on each attempt.
6. Try your best on each attempt of the Final Assessment. **You only get three attempts to pass the Final Assessment. If you fail all three attempts, you will be locked out of the Final Assessment for 30 days. The process repeats until the expiration date of the course.**
7. After the test: If you passed, Congratulation! Only a couple more steps to go!
8. If, on your third attempt, you did **not** pass don't worry. You have 30 days to study. Start with pulling your My Scorecard Report to review all your scores to see where you need to study. Your FMP Dashboard will change status on your course from "30 Day Hold" to "In Progress" to notify you that you may try the Final Assessment again.

Evaluate the Experience



Additionally, we need your valuable feedback regarding the FMP courses. After you pass your Final Assessment, please take the course evaluation in Evaluate the Experience. We use your feedback to work on improving the course and making sure we can meet all learners' needs.

Certificate of Completion



Print proof of your completion. Your certificate will become available to print after you pass the Final Assessment and complete your course evaluation.

Apply for the FMP

1. Congratulations! You've just been sent an email on how to apply for the FMP credential. Now that you have successfully passed all four final assessments, it's time for the final step.
2. Your final step in the process is to submit your FMP application with payment through IFMA's Credential Application and Maintenance Program (CAMP). The non-refundable application fee is US $140 for Professional/Associate Members, US $115 for Young Professional Members and US $250 for Nonmembers.

   Please allow 3-4 business days before accessing your application to make certain that your assessment results have been updated in CAMP. If the courses have not transferred into your record, the application will not be visible. Choose the "CAMP" button on the Manage My Credentials page to move to the login page. For assistance with Applying for the FMP, please contact credentials@ifma.org or call IFMA's Credentials Department at +1-713-623-4362.

Quick Comments



Quick Comments is way to let us know about any technical or content issues. Your comments are very important to us in making quality content. It's located on the right side of your course. Turnaround time for Quick Comments is usually less than 24 hours.

Customer Support

We recommend you visit our FAQs or Online Help, for any general questions about course materials, expiration dates including returns and exchanges.

For questions on IFMA's FMP, SFP, CFM credentials contact: Credentials@IFMA.org

For questions on logging into www.fm.training and questions related to your online account, contact: FMTraining@RICS.com

If we can be of further assistance, please contact our member services team at:
Telephone: +1-713-623-4362 (USA/Canada), +1-646-786-8359 (worldwide) Fax: +1-713-623-6124

System Requirements(Browser Recommendations)

IFMA's FMP eLearning courses and study components are delivered through FM.Training from a Learning Management System (LMS) called Moodle and for the best results we recommend you have:

1. A computer or mobile device to view all learning modules and activities.
2. A strong internet connection

The following browser recommendations and settings should improve your experience using Moodle and ensure access to the activities and tools while taking your FMP eLearning courses.

Internet Browser Versions

Moodle will operate using the browsers listed below, but typically runs best in the latest versions. **Chrome or Firefox are the preferred browsers for use with Moodle.**

- Chrome
- Firefox
- Microsoft Edge
- Chrome for Mac/Apple Devices

Legacy browsers with known compatibility issues: Internet Explorer 10 and below, Safari 7 and below. We recommend not using these internet browsers.

You may find it helpful to have more than one browser installed on your computer. If you run into problems using Moodle with one browser, moving to another browser may resolve your issues.

Required Browser Settings
The following browser settings should be selected:

- **Enable Cookies**
- **Enable JavaScript**
- **Do not block pop-up windows**

Note: In some browsers, you can make an exception for Moodle if you don't want to use these settings for all websites.
Instructions for personalizing your browser settings are available via the following links:

- Firefox help
- Chrome help

- Microsoft Edge help
- Safari help

Recommended Browser Add-ons
The following add-ons may need to be installed if your browser is not already configured with them:

- **Java** may need to be installed and enabled in your browser for features used by some Moodle courses. You will typically see a warning if you need to install or upgrade Java. Download/Check Java.
- **Adobe PDF Reader** and PDF browser plugin will let you view PDFs in a browser window without opening a separate program. Download Adobe Acrobat Reader. The download includes the browser plugin. To install this plugin, just follow prompts.
- **Adobe Flash Player** plugin for your browser will allow you to access Flash video and rich interactive media. Download Adobe Flash Player. If the most recent version of Flash Player is not working well with your browser, you can revert to a previous version.

Troubleshooting

I cannot click on my activities on the page, what do I do?

Please review the browser recommendations first. If you are taking your course at work, sometimes firewall issues may prevent you from viewing our courses. Please consult with your company system administrator or IT for assistance. If that doesn't resolve the issue, please move to another computer with the recommended browser settings or try using a different browser on the same computer.

I'm using my apple iPad device, but I can't click though all my activities, what do I do?

More than likely you are using the Safari browser. Safari is known to have issues with Moodle. Please switch to Chrome to view the courses.

In the middle of my final assessment, my computer blinks and errors out, what do I do?

More than likely your internet connection is not very strong. We recommend that when you are ready to take the final assessment that you are in a place with the best possible internet connection. Remember you only get 3 attempts to pass on your final assessment before you go into a 30-day hold. Make each try count. An error counts as an attempt.

I have technical issues, who do I contact?

If you continue to have technical issues, please contact fm.training@rics.org or Online Help in the left navigation.