# Credentials + Training

**Program** Prospectus



## Develop Your **FM Talent**

IFMA

# Welcome to your team's next chapter:

We know that successful facility management (FM) requires knowledgeable facility managers. Buildings are only as smart and efficient as their operators.

But what drives success for a facility manager? Paying attention to industry trends, learning best practices and cultivating FM knowledge. That's where we can help you.

With 40+ years of experience dedicated to empowering facility professionals with knowledge and best practices, the International Facility Management Association (IFMA) is invested in cultivating your facility team's success.

Envision your team's success as you continue through this guide to industry-leading training for FMs.

**21,500+** members worldwide
Over **100** countries
**139** chapters
**40+** years as the industry leader
**3** internationally respected credentials

# FM success.

**IFMA's Vision**

Lead the future of the built environment to make the world a better place.

**IFMA's Mission**

We advance our collective knowledge, value and growth for Facility Management professionals to perform at the highest level.

IFMA's Value

# **Group** Training

As work and the workplace continue to evolve, it's important for your facility professionals to operate from the same playbook.

### Facility managers are essential, and their training is more critical than ever.

Health and safety, sustainability and energy efficiency, flexibility and the human experience — these and more elements of today's built environment call for FMs to create optimal conditions for productivity, resilience and engagement.

Facility managers now function as essential facilitators of IT, human resources, security, strategy development and capital planning. To stay relevant, your FM team will need enhanced training to adapt to new roles, responsibilities and environments. Giving your facility professionals quality continuing education prepares them to meet expectations and deliver a higher level of excellence.

### When it comes to FM training, your success is our success.

More than 40 years of supporting the FM profession and expertise in helping companies achieve their training targets helps us assist individuals cross the finish line of their goal.

Our credentials and training are built by FM experts using the latest industry data and globally recognized standards. We support groups with a steady cadence of completion reports, best practices, suggested study schedules – all to help companies get the most from their training investment.



**Educated Teams Outperform**

**Creating consistency and continuity in facility operations is growing in importance** as increased demands on the facility often translate into increased demands on the professionals who run these buildings.

## The ROI of Group Training

Facility management is a vast, skillset-diverse profession that demands knowledge in multiple disciplines. Additionally, facility professionals emerge from diverse backgrounds: engineers, architects, technicians, office managers, interior designers – the list goes on.

While diversity is an asset, it can cause major differences in knowledge and experience levels in a group of people. Enter IFMA Training; because it's tailored to your team's specific needs, it fills your unique knowledge gaps and sets your team up for its greatest success.

# Demand for highly trained FMs continues to increase

While design and construction of new facilities often receive large regulatory attention, it is the ongoing operation of existing buildings that ensures not only protection of the initial investment, but also helps achieve and sustain major energy savings.

- **Environmental impact awareness and regulation** for businesses, as well as growing global expectations for corporate social responsibility
- **Emerging trend of digitalization**, along with the increasing adoption of the Internet of Things (IoT) and cloud-based software
- **Developing technology** increasing the efficiency of the built environment
- **"Smart buildings"**
- **Demand for information governance**, or the area of managing records and data security in compliance with law and social expectations.

# The Benefits of Group Training

- **Better talent acquisition.** Top talent wants employers to invest in professional development. Stand out to prospects as the employer of choice because you cultivate your facility managers.
- **Strong retention and succession planning.** Well-developed employees adapt to new roles; you can retain institutional knowledge, support business continuity and avoid functional gaps in your team when someone retires or transitions to another job.
- **Keep up with sustainability demands.** Sustainability is becoming a must-have, not a nice-to-have. A continuing focus on the environmental impact, energy efficiency of buildings and digital transformation/emissions reduction will keep knowledgeable facilities managers in demand.
- **Strong FM outcomes** that prove you're supporting your organization's strategic initiatives with a confident and resilient team.
- **Establish a higher standard of excellence** for facilities performance when your team understands best practices and key performance indicators.
- **A unified approach to managing your facilities** and assets balances your organizational score card and saves precious time and resources, proving the value of your team to leadership.
- **Common knowledge** for better planning and stronger communication.
- **Level the playing field.** Establish common skills and vocabulary for your team based on the wider built environment.
- **Adopt universal problem-solving skills** to help your people own their roles, build their confidence and empower them to make smart decisions in an evolving built environment. .

**Successful FMs have a solid foundation of the fundamentals of FM, passion for staying informed of industry trends and developments, confidence in their expertise verified by credentials and cross-training for proficiency in multiple disciplines.**

IFMA

# Globally Recognized
# Credentials + Training

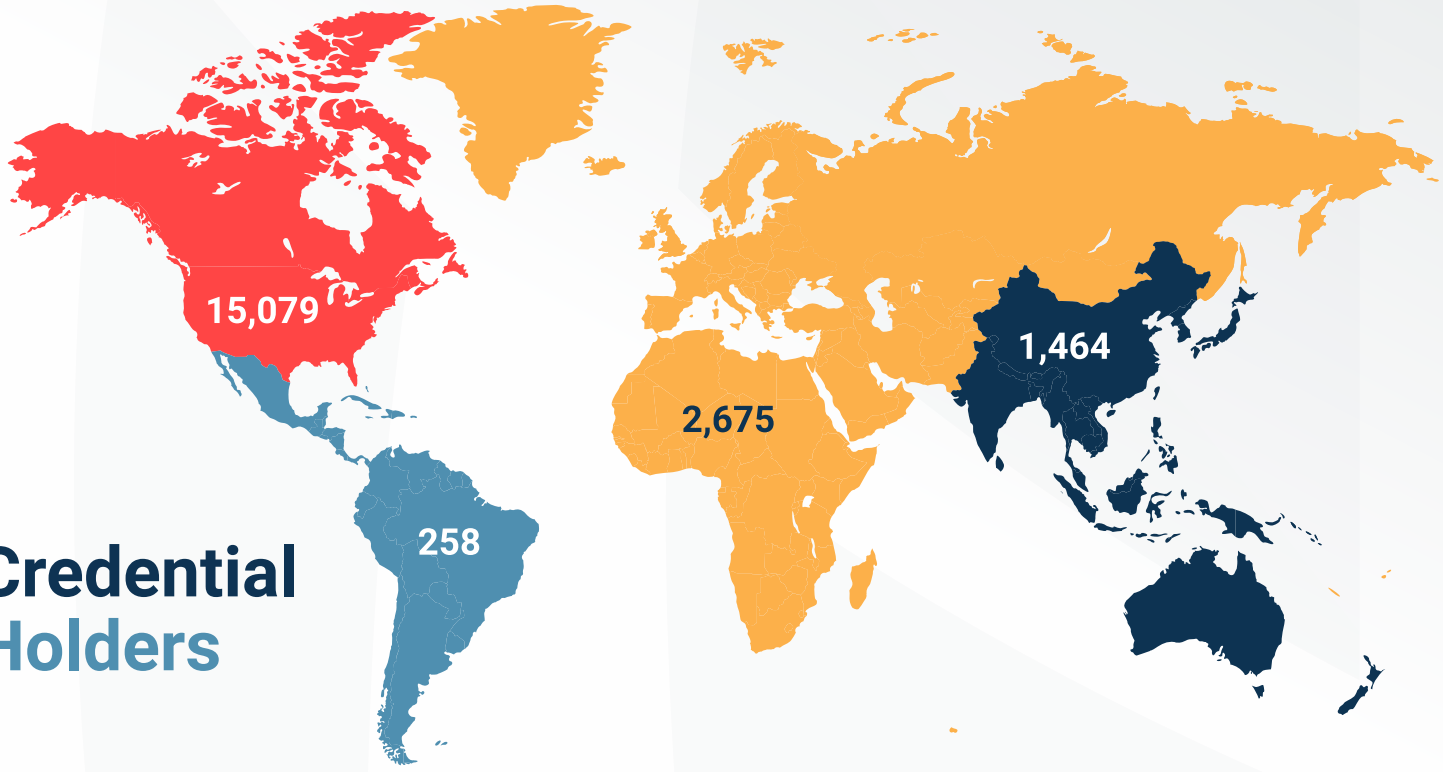
IFMA professional development offerings are guided and produced by world-class experts; our training draws on our 40+ years as the industry leader in FM education.

IFMA prides itself on holding the ANSI National Accreditation Board (ANAB) Accreditation. The foremost accrediting body in the U.S., ANAB provides an unbiased review of our professional development products that protects our integrity and bolsters international respect and confidence in our learning programs.

No matter your learning goals, our professional development experts will help you select the training your team needs for success.

## **Our alumni** are thriving | Companies that trust IFMA to train their FMs

amazon BOSCH CBRE EQUINIX JLL NASA sanofi




## Credential Holders



# **Defining** the practice of FM

IFMA runs a recurring survey to validate the listing of tasks and knowledge related to work performed by facility professionals worldwide.

### This Global Job Task Analysis helps IFMA:

- Develop credentials and training materials that are in-line with what facility professionals need for success.
- Establish and expand the FM body of knowledge and performance standards.
- Create certification exam specifications that accurately reflect the scope of practice of today's FM practitioners.
- Make a fair, accurate and realistic assessment of a candidates' readiness for certification.
- Determine the performance standards against which facility professionals should operate or be measured.
- Stay up-to-date with expected changes to FM job roles.

1. **Operations & Maintenance**
2. **Finance & Business**
3. **Project Management**
4. **Leadership & Strategy**
5. **Performance & Quality**
6. **Real Estate**
7. **Sustainability**
8. **Communication**
9. **Risk Management**
10. **Occupancy & Human Factors**
11. **Facility Information Management & Technology Management**

**IFMA is accredited by ANSI National Accreditation Board (ANAB).**

Through this accreditation, you can trust that IFMA provides credentials and training that are aligned to international standards and globally recognized processes.

IFMA

# Path Finding

## IFMA's Professional Development

Your path to FM mastery is so clear it even comes with a roadmap. Follow the path to earn more professional recognition and relevance. Explore our Core Competency Courses and develop your expertise in a specific FM topic while enjoying total control of your learning journey.

| ▼ Skill Level/Course | | ▼ Eligibility & Requirements | |
|---|---|---|---|
| Master | CFM | Who | Experienced professionals who meet eligibility requirements |
| | | What | Demonstrate mastery of 11 competencies through knowledge and experience |
| Authority | sfp | Who | Facility professionals with a strong foundation of FM knowledge |
| | | What | Implement sustainable practices within any facility, regardless of age |
| Proficient | IFMA's CORE Competencies | Who | Facility professionals who want to round out their skills across the FM body of knowledge |
| | | What | Complete your understanding of all 11 core competencies of FM |
| Skilled | fmp | Who | Individuals seeking to gain knowledge of standards and best practice*<br>*Typically FMP learners have at least one year of FM experience |
| | | What | Gain knowledge in four foundational competencies |
| Beginner | Essentials of Facility Management | Who | New to FM or FM-adjacent role |
| | | What | Gain high-level understanding of the role of a facility manager |



**Not sure where to start on the path to FM mastery?** IFMA's Self-Assessment Tool helps you map your strengths across the FM body of knowledge and pinpoint your next training.

# Build your team's **FM training blueprint.**

**IFMA's Self-Assessment Tool** helps you understand and map your team's strengths across the FM body of knowledge so you can build a bespoke learning plan that's unique to you and your team.

- **Keep Up With Team Development**

  The Self-Assessment results can be continuously updated as your team builds knowledge through experience and training.

- **Train Smarter**

  Focusing specifically on knowledge gaps saves time and money while avoiding boredom and frustration

- **Guidance For Groups**

  Achieve cohesion and increase efficiencies while creating a team of experts.

- **Advocate For Your Team**

  Clearly articulate your training needs to leadership and track your employees' progress to FM mastery with the reporting dashboard.

**2 hours**
**to complete**
(per person, on average)

**300+ questions**
spanning 11 core competencies of FM

**Use the online dashboard to update your knowledge map as you grow throughout your career** — a true blueprint for your professional development.

Beginner

IFMA

IFMA's Professional Development

# Essentials of Facility Management

Knowledge-Based Program

**IFMA's Essentials of Facility Management series** will teach you the basics of FM to begin building your knowledge for future success.

- Understand key concepts of FM, including terminology and tactics
- Learn the planning, scheduling and achievement of daily FM tasks
- Realize facility management's value to an organization and build your confidence







Essentials



## **What's** included?

- Interactive online study tools
- Final assessments

## **What** will Your Employees Receive?

- Digital certificate of completion
- Understanding of Facility Management
- Key concepts and skills

## **Who** should take the Essentials of FM Series?

- Individuals who are transitioning into the FM profession
- HR and other departments that support employee safety, productivity and business resiliency
- Built environment practitioners such as maintenance and technical staff, designers and electrical engineers
- Facility-related product and service providers

# **What** You'll Study

**Focus Area 1**

### **Introduction to** Facility Management

- Introduction to Facility Management

**Focus Area 2**

### **Operations** & Maintenance

- Introduction to Operations & Maintenance
- The Basics of Building Systems
- The Application of Technology in Operations & Maintenance
- The implications of Health & Safety in Managing Buildings

**Focus Area 3**

### **Workplace** Management

- Supervisory Roles in Facility Work Management
- Applying Work Management to Building systems
- Work Management Tools in Facility Management
- Managing Contractors in Facility Management
- Managing and Tracking Customer Relations in FM



Skilled

IFMA

IFMA's
Professional
Development

# Facility Management **Professional**

**FMP ® | Knowledge-Based Credential Program**

The 14,000+ professionals who hold the FMP have built their confidence and ability to successfully execute planning and tactics. It's no wonder this credential is the industry's go-to for foundational FM learning.

## The FMP is comprised of the four fundamental areas of FM knowledge:

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

**13-15**
**Hours per competency.**
(On Average)

**57**
**Hours**
(from IACET CEUs)

**5.7 CEUs Total**

**IFMA's Project Management**
1.5 CEUs

**IFMA's Leadership & Strategy**
1.5 CEUs

**IFMA's Finance & Business**
1.4 CEUs

**IFMA's Operations & Maintenance**
1.3 CEUs

INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION®
fmp

## With this foundation, FMP-holders are able to:

- Develop the skills and certainty to solve complex, on-the-job challenges
- Learn best practices and run facilities more effectively and efficiently
- Gain confidence in their role through required skills for managing facilities
- Learn critical thinking skills essential to overseeing complex facilities
- Add value to their organization and career

The FMP is an online program that offers optional print materials. Once students have completed the coursework, they can complete the final assessment at the end of each module. When all four final assessments are completed within the FMP program, students can apply for the lifelong credential.

## What's included?

- Interactive online study tools
- Interactive digital flipbook
- Pretests, quizzes and case studies
- Flash cards and FM glossary
- Final assessments

## What will my employees receive?

- Lifelong, professional credential with no recertification needed
- Certificate of completion after completing each competency (downloadable)
- Digital badge for secure online recognition and verification for employers

IFMA fmp Facility Management Professional

"I was able to hone existing skills, bringing them to a whole new level, and there were also processes and strategies that I had never thought of, that were taught in depth, giving me a more balanced skill set.

OJT is great, but some things just aren't called for every day. This made me more comfortable in my skin, confident that I was ready for whatever came my way."

**R. Brent Ward, FMP, SFP**



**We currently offer the FMP in English, Simplified Chinese and Spanish-Latin America.**

IFMA's goal is to translate the FMP in different languages. Please message us to find out which languages we offer our credentials and training in, and which ones are being considered. If your company is interested in sponsoring a translation, please email corporateconnections@ifma.org.

Authority

IFMA

IFMA's
Professional
Development

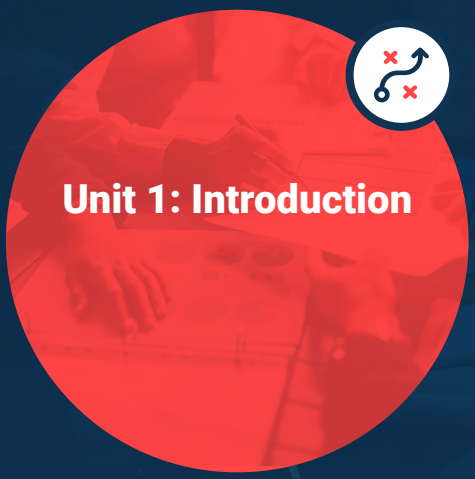
# Sustainability Facility Professional

**SFP ® | Knowledge-Based Credential Program**

Those who earn the SFP are equipped with sustainability expertise to support their company's future growth while meeting the evolving demands of corporate environmental responsibility.

**The SFP's 3 units (12 chapters) cover key topics imperative to creating and managing sustainable facilities.**

- Building a Sustainable Facilities Program
- Sustainability Strategy
- Planning for Sustainability
- Understanding Financial Language
- Energy Management
- Water Management
- Materials & Consumables Management
- Waste Management
- Workplace Management
- Implementing a Sustainability Initiative
- Managing Change
- Evaluating & Reporting







**40-50**
**Study hours total.**

INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION®
sfp





"The SFP can be considered a major segment in supporting and maintaining an org's sustainability mission and vision by providing FMs with the knowledge and resources to execute, deliver and maintain sustainable buildings and infrastructures."

**Patrick Okamura, CFM, FMP, SFP**

IFMA Fellow, LEED AP & Registered Environmental Manager | Facilities Manager, BAE Systems

**The SFP is a self-study program.** Once participants have completed the coursework, they can complete the final assessment at the end of each chapter.

When all final assessments are successfully completed within the SFP program, students can apply for the lifelong credential.

## SFP® earners have the tools to:

- Maximize their facilities' efficiency in the 5 areas of sustainable FM:
  - Energy
  - Water
  - Materials and consumables
  - Waste management
  - Workplace management
- Develop valuable solutions and improve their company's triple bottom line - economic, environmental, and social
- Apply innovative ideas to any industry and any building rating system
- Show the impact of sustainability on the strategic planning model and engage leadership in sustainable initiatives

## What's included?

- Interactive online study tools
- Interactive digital flip book
- Progress check questions
- Reflection activities and case studies
- Flash cards and FM glossary
- Final assessments

## What will my employees receive?

- Lifelong, professional credential
- Certificate of completion (downloadable)
- Digital badge for secure online recognition and verification for employers

IFMA sfp Sustainability Facility Professional

Master

IFMA

IFMA's
Professional
Development

# Certified Facility Manager

**Certified Facility Manager® (CFM®) Certification**

**Globally recognized for almost 30 years, the Certified Facility Manager® (CFM®) sets the standard ensuring the knowledge and measuring the competency of practicing facility professionals.** Earning FM's pinnacle certification is the hallmark of a committed facility professional who has demonstrated skills and mastery of the entire FM body of knowledge.

## Those who earn the prestigious title of CFM:

- Gain credibility in their professional network
- Validate their mastery of facility management's 11 core competencies
- Distinguish themselves as leaders in FM
- Proudly join a respected group of FM professionals
- Digital badge for secure online recognition and verification for employers







## CFM applicants take a competency-based exam that is proctored in-person or virtually.

**180**
**Questions**

multiple choice questions that emphasize the application of the concepts and principles of the 11 core competencies.

**4**
**Hours**

Applicants have 4 hours to complete the exam, which is graded as pass or fail.

CFM APPLICATION PROCESS

Meet specific eligibility requirements.

Assess your readiness and prepare for the exam.

Submit your application through IFMA's website.

Schedule and pass the CFM Exam + complete ethics training.

## Step 1

To apply for the exam, applicants must have:

| Experience | Education | Ethics Training |
|---|---|---|
| **5 Years** | Any | Take the IFMA ethics assessment or submit ethics coursework within 30 days of passing the exam.<br><br>Contact: **credentials@ifma.org** for more information. |
| **3 Years** | Bachelors or Masters Degree in FM | |

## Step 2

Understand the exam format with IFMA courses, which review the exam methodology and experience with practice exam questions.

- Take a practice exam
- Enroll in an exam prep workshop, virtually or in-person

**Check your knowledge** in all 11 globally recognized core competencies:

- Use our new Self-Assessment Tool to assess your knowledge gaps and study only what you need ahead of taking the exam.
- After reviewing your Self-Assessment Tool results, fill your specific knowledge gaps with any of our Core

*Materials offered by IFMA to prepare for the CFM Exam, such as the CFM Exam Prep Workshop and CFM practice exams, are optional study resources and are not a requirement of eligibility, nor are they endorsed by the IFMA Certification Commission.*

## Step 3

Complete the application, detailing your FM experience in the 11 competencies, and submit your payment.

## Step 4

Schedule your proctored exam with Prometric -- you can test at any Prometric center globally or take the exam online.

If a candidate isn't successful on the first exam attempt, there is no additional cost for the exam retake within a year.

### Recertification

The CFM is valid for three (3) years. Maintain your status with continuing education, FM practice and other approved activities. Recertification reflects your commitment to professional growth and solidifies elite status throughout your career.



**Become one of the industry's elite.** Validate your ability to lead as a facilities expert.

IFMA

IFMA's Professional Development

11 **Eleven** Core Competencies

# IFMA's CORE Competencies




## Finance + Business

Learn essential finance and business practices and how they integrate with FM.




## Operations + Maintenance

Effectively manage your facilities.




## Leadership + Strategy

Lead the FM organization as an invaluable decision-maker.




## Project Management

Confidently manage facility projects from start to finish.




## Real Estate

Master principles of space management, construction management and major project management.




## Sustainability

Understand efficient resource management with a long-term focus.




## Facility Information Management + Technology Management

Understand how to leverage modern tools and techniques for today's workplaces.




## Communications

Learn the fundamental knowledge and skills to be an effective and efficient communicator.




## Risk Management

Understand the vulnerabilities of the organization's structures and infrastructure.




## Occupancy + Human Factors

Learn employee engagement and culture and crafting workplace experiences.




## Performance + Quality

Learn to provide critical insights that apply to quality-related FM practices.

# **Leave behind** cookie-cutter, generic training and unnecessary content.



Fill knowledge gaps with only the courses your team needs. Develop hard and soft skills, delivered in a flexible, online format built to work on your schedule.

IFMA



# IFMA's **Learning Models**

We've designed our courses and credentials to accommodate different learning styles and non-stop schedules.

**40%**

**Average increase in employee performance with IFMA credential**

## Self-study

- Complete at your own pace
- Courses accessed online
- Optional print materials available
- Reduced pricing based on number of employees

## Classroom

- In-person instruction in classrooms across the world
- Led by an IFMA instructor
- Full day of instruction

## Virtual courses:

**Self-study and online instruction**

- Cover high points of chapters with an IFMA instructor
- Live webinars and discussion of coursework and relevant case studies

**On average, IFMA credentials lead to a $6,000 salary increase within the first year**

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

# Why IFMA is your best partner in **FM professional development**

Every team's training needs are unique. If you're searching for your ideal FM training provider, here are important facts to know about IFMA.

- **Longevity |** IFMA has supported and elevated the FM profession since 1980
- **ANSI National Accreditation Board (ANAB) Accreditation** provides peace of mind that IFMA's processes and policies are trustworthy and reliant on global standards and best practices
- **Advocacy** for the profession
- **Flexibility |** Our training is accessible online 24/7 and built to work with the busiest schedules
- **White-glove support |** Our team supports your team in achieving their learning goals
- **Experience** in assisting large groups
- **Depth + breadth** of subject matter
- **Expanding language availability** as we grow our translations in Simplified Chinese, Spanish (Latin America) and more

## Clients enjoy numerous perks **with their IFMA training:**

- Enrollment and program rollout assistance
- Course kick-off to engage training participants
- Detailed progress reporting
- Forecast for program completion
- Creative planning for getting your employees to complete training

**IFMA clients with 5 or more group training participants enjoy discounts,** and all group training clients receive concierge-style service from an IFMA account manager.

**Contact Us!**

**Corporateconnections@ifma.org | +1 (713) 623-4362**








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