



## Retain your status. **RECERTIFY YOUR CFM.**

Recertifying your CFM credential is more than satisfying a list of professional development activities — it's continuing to demonstrate your mastery of the FM body of knowledge and expertise. Stay on top of your game and maintain your status by renewing your CFM certification.

### **IFMA'S CFM RECERTIFICATION PROCESS**

- ▶ Track and submit 6 professional development activities every 3 years.
- ▶ Complete an ethics assessment every 6 years.

# The Value of MAINTAINING YOUR CREDENTIAL

Congratulations on achieving the globally recognized IFMA Certified Facility Manager® (CFM®). Earning your CFM certification credential proves your competence in the FM industry and your dedication to the profession. Maintaining the credential shows that you are committed to continuous growth, development, self-improvement and advancing the FM profession. With the dynamic nature of the field and the growing importance of FMs in our global society, maintain your relevance by proving you're willing to take your profession to the next level.

Here, you'll find answers to questions about IFMA's CFM recertification process. For over 30 years, IFMA's CFM has set the industry standard of knowledge and competence of FMs. Ensure your elite status amongst peers not only at your initial certification, but throughout your career.

## RECERTIFY

1. Earn 6 professional development credits.
2. Verify if it's time for you to take the ethics assessment.



# Three Easy Steps FOR RECERTIFICATION

## STEP

**TRACK** and log your maintenance activities in your **CAMP** profile.

- ▶ Achieve **6 activities** in 2 of the following areas:
  - FM Practice
  - FM-related education
  - Professional Leadership
  - Development of the Profession
- ▶ Enter your activities when you complete them to make it easier to manage over three years.
- ▶ Meet the **Ethics Training requirement** every 6 years (every other renewal cycle) by completing an Ethics Assessment (see Ethics Requirement).

## STEP

**SUBMIT** your completed recertification application with your maintenance activities documentation.



## STEP

**PAY** the recertification processing fee\*.

**US \$299**  
for IFMA Members\*\*

**US \$376**  
for Nonmembers\*\*

\*Tiered and GSA pricing available. See Appendix for more information.

\*\*Renewal fees may be paid in annual installments.

Use this **CAMP User's Guide** to assist you with submitting your information or contact [credentials@ifma.org](mailto:credentials@ifma.org) for help.

IFMA staff will review the submitted documentation and notify the CFM of the recertification outcome by email within 30 days of submission. Those who successfully recertify will receive a certificate packet following approval.

IFMA sends out recertification notices 6 months prior to the CFM expiration date. If you haven't received a notification, please verify your contact information by emailing [credentials@ifma.org](mailto:credentials@ifma.org).

Individuals whose certification is in a state of suspension or has been revoked are not eligible to reapply.

A portion of applications will be selected for random audit. If selected for audit, the applicant must provide documentation as requested by the certification program to validate their application.

# Qualifying Activities for IFMA'S CFM CERTIFICATION MAINTENANCE

Choose the best option for you to maintain your CFM certification. Whether through **continued study** or participation in **industry-sponsored events**, you must complete six activities in two of the IFMA-approved CFM recertification areas. Not only do these prove that you're using the knowledge and skills represented by the CFM certification, but they demonstrate your vast experience and expertise.

The IFMA CRM recertification process requires that you achieve **6 activities** in 2 of the following areas:  
**FM-related Education** | **FM Practice** | **Professional Leadership** | **Development of the Profession**



## ATTEND AN INDUSTRY CONFERENCE

- ▶ A minimum of 1 day  
(one conference equates to one activity)
- ▶ Physical, virtual or blended conference

## COMPLETE A TOTAL OF 5+ HOURS OF RELEVANT TRAINING OR EDUCATION

- ▶ Physical, virtual or blended training/education
- ▶ 5 hours of training or education equals 1 activity.  
Examples include:
  - ~ Employer-sponsored in-service training
  - ~ Continuing education courses
  - ~ College/University courses
  - ~ Chapter/Council/Component workshop

*Keep track of receipts, CEU transcripts, certificate of completion or transcripts as applicable as well as the name of organization, dates and name of sessions/conference. These will be submitted as your documentation of activity completion. Training/education is an activity in which a specific learning event occurs.*

## FM PRACTICE

### PRACTICING FACILITY MANAGERS AND/OR FM CONSULTING

*(may include volunteering as an FM or FM consultant)*

### > 750+ HOURS ANNUALLY

- ▶ A minimum of 750 hours in a calendar year equates to one activity

*Keep annual updated copy of job description or consulting/volunteer activities. Documentation must specify the dates that apply.*



## HOLDING A LEADERSHIP POSITION WITHIN A RELATED FM PROFESSIONAL ASSOCIATION ON A LOCAL, NATIONAL OR INTERNATIONAL LEVEL (E.G. BOARD MEMBER, CHAPTER LEADER, ETC.)

## SERVE ON AN FM ASSOCIATION OR STANDARDS COMMITTEE OR SUBCOMMITTEE/AD-HOC COMMITTEE, CHAPTER, COUNCIL, COMMUNITY WORKING GROUP OR TASK FORCE

## PARTICIPATE IN AN FM MENTORING PROGRAM

## SERVE ON AN ADVISORY COMMITTEE TO AN FM ACADEMIC PROGRAM OR ON AN EDITORIAL BOARD

*You have the choice to repeat the same activity every year. Each occurrence equals one activity.*

*Keep annual updated copy of job description or consulting/volunteer activities. Email from committee chair, organization. Documentation must specify the dates that apply to the activity.*

Serving on a board/committee not directly related to FM is not considered an approved maintenance activity.

# Qualifying Activities for IFMA'S CFM CERTIFICATION MAINTENANCE (continued)



## **FM-RELATED PRESENTATIONS** (each occurrence equates to 1 activity)

- ▶ Conduct a workshop (classroom or virtual)
- ▶ Planning and leading a study group for a credential
- ▶ Guest lecturer for FM course(s) for an accredited college or university

*Copy of promotional piece listing applicant's name.*

*Copy of brochure or flyer showing applicant's name as a presenter.*

*Letter from chapter. Copy of agenda with applicant's name listed.*

## **FM-RELATED PUBLISHING** (each occurrence equates to 1 activity)

- ▶ Publish one article, research report or paper, or FM book

*Copy of article. Copy of title page. Copy of book's title page.*

## **INSTRUCTOR** (each occurrence equates to 1 activity)

- ▶ Full-time/adjunct/guest instructor of FM courses at an accredited college or university
- ▶ Instructor for FM credential or continuing education program

*Letter or other documentation as applicable. Letter from academic institution. List of courses taught/location/dates.*

## **FM CONTRIBUTOR/REVIEWER FOR COURSE DEVELOPMENT, EXAM DEVELOPMENT AND/OR ITEM WRITING, EXAM BETA TESTING, STANDARDS OR KNOWLEDGE LIBRARY CONTENT**

- ▶ Completion of five hours equates to one activity

*List of activities and dates that you served as a contributor.*

## **COMPLETE 3 FM SURVEYS AND/OR FOCUS GROUPS ANNUALLY**

- ▶ Can be either virtual or in-person.
- ▶ Surveys or focus groups should average approximately 30 minutes or more to complete/average of 30 questions.

*List of FM surveys submitted or date and subject matter for focus groups.*

## **ATTENDANCE AT REGULAR FM INDUSTRY MEETINGS**

*(minimum of 5 meetings per calendar year equates to 1 activity; meetings may be in-person or virtual).*

*List of meetings and dates attended. Note: any training conducted during a meeting should be "in addition" to normal meeting activities. The training portion should be pro-rated and recorded under Category 1.*

## **REGULAR READING OF FM PROFESSIONALLY RELEVANT PUBLICATIONS, JOURNALS OR BOOKS AND THEN POSTING, COMMENTING OR RETWEETING ARTICLE/PUBLICATION TO SOCIAL MEDIA TO ENGAGE FM COMMUNITY**

- ▶ Minimum of 4 publications per calendar year equates to 1 activity.

*List publications/titles/dates.*

# Ethics REQUIREMENT

CFMs are required to complete an Ethics Assessment every other recertification cycle or every six (6) years. You can submit the Ethics Training Completion form and upload relevant documentation in your CAMP record at the time that you submit the recertification form and payment.

IFMA is a member of the International Ethics Standards Coalition (IESC), which has created an ethical framework for the global property market. As a result, the CFM Scheme Committee has determined that an Ethics Assessment will be required for all current CFMs, as well as CFM credential applicants.

The CFM Scheme Committee has determined the criteria for programs meeting the standards of the IESC, and thus far, have chosen three options to meet the requirements:



**Employer-Sponsored Ethics Assessment** If a candidate's employer requires an ethics training/ assessment, and the training meets the requirements of the International Ethics Standards Coalition (IESC), the program can be submitted, along with the Ethics Submission Form, for approval and applied towards the Ethics requirement.

# Ethics REQUIREMENT (continued)

ETHICS ASSESSMENT OPTION	DESCRIPTION	DOCUMENTATION REQUIRED
<b>HR Classroom Code of Business Conduct and Ethics Training Course</b>	<ul style="list-style-type: none"><li>▶ 1 hour e-learning program</li><li>▶ The Code of Business Ethics is a set of principles that summarize ethical standards. Its purpose is to guide employees in making good judgments regarding their work. This training is designed to help employers comply with the Federal Acquisition Regulations (FAR), Federal Sentencing Guidelines (FSG), and Sarbanes-Oxley (SOX). This course provides training on ethical behavior for both staff and supervisors.</li></ul>	<i>When training is complete, the applicant will complete the CFM Ethics Training Completion Form, located in the Credential Application and Maintenance Program (CAMP) and upload the documentation.</i>
<b>RICS Ethics Assessment</b>	<ul style="list-style-type: none"><li>▶ 3 hour e-learning program</li><li>▶ This course will explore the topics through interactive learning modules and case studies.</li></ul>	<i>When training is complete, the applicant will complete the CFM Ethics Training Completion form in their CAMP record and upload the documentation.</i>
<b>Employer-sponsored Ethics Training</b>	<ul style="list-style-type: none"><li>▶ If the employer has Ethics Training that meets the framework established by the International Ethics Standards Coalition and adopted by the Certification Commission, it may be submitted for approval.</li></ul>	<i>When training is complete, the applicant will complete the CFM Ethics Training Submission form in their CAMP record and upload the documentation.</i>

Need help? Email [credentials@ifma.org](mailto:credentials@ifma.org) and we'll be happy to guide you.

All Ethics Assessments can be used toward maintenance activities for the CFM recertification form. Candidates have up to 30 days from the date on which they pass the exam to complete the Ethics Requirement and submit the required documentation.

Any individual who does not complete the Ethics requirement and submit the required documentation to the CAMP record will have the status of the CFM credential moved to inactive and will not be in good standing. Candidates are notified and reminded of the requirement in the email received upon passing the CFM exam and again the week prior to the 30-day period.

# FAQs

## What should I do if my CFM designation is expired?

If your CFM credential expires, you have a 3 month grace period in which you can renew the certification without penalty. After that period ends, there is a 3 month “cancellation pending” period when you can submit recertification documents, along with a US\$100 late fee.

- ▶ If a recertification package is received anywhere from three months and one day to six months after the expiration date, it will also need to include a late fee of US\$100. (The rules of the Certification Commission mandate that CFMs who go more than six months past their expiration date without renewing their CFM will lose the credential and must retake the CFM Exam in order to reinstate it.)
- ▶ IFMA will send out reminder notices as a courtesy; we ask that each CFM keep their contact information updated with our [Credentials team](#).

## What qualifies as a CFM Inactive Status?

We realize that life happens, and it's possible for an active CFM to move to a temporary inactive status under the following situations:

- ▶ Serious illness of CFM or an immediate family member
- ▶ Extended unemployment (longer than 6 months)
- ▶ Active-Duty Military
- ▶ Death of an immediate family member

The inactive period will last for one year from the date prior to the cancellation date of the credential, which allows you to obtain sufficient maintenance activities in order to renew the credential. The expiration date will be 3 years from the last expiration date of the CFM credential.

## What is the Retired CFM (RCFM) program?

Have you retired or otherwise left the FM profession and want to indicate your certification? You aren't required to be a certain age or to meet any other requirement to qualify for the RCFM; however, you must apply no more than 6 months after the expiration date of your most recent CFM recertification period. Get the RCFM application form through [IFMA's CAMP system](#).

[Learn more about RCFM.](#)

# Resources AND APPENDIX

## Resources

1. CFM Handbook
2. 10 FM domains
3. Cumulative Bibliography

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## Appendix

### TIERED PRICING

Tiered pricing for the CFM application and recertification fees are based on country.

Tier	Recertification Fee in USD
1	\$299 member/\$376 non-member
2	\$239 member/\$300 non-member
3	\$185 member/\$234 non-member
<b>GSA*</b>	\$203.72

To determine which fee(s) apply to you:

1. view the [Tiered Pricing chart](#),
2. find the country associated with your home address and
3. identify the applicable fee. Discounted rates apply to Tiers 2 and 3.

*\*Federal Agency Employees are eligible for [GSA pricing](#).*

# Ethics Assessment REQUIREMENTS

## **The Ethics Training Course is accessed through your CAMP record:**

1. Login to your [CAMP record](#) and complete the CFM Ethics Training Pmt Form — HR Classroom. You will receive a link and instructions for the training, which takes about 30 minutes to complete.
2. Upon finishing the training, upload the certificate in the [CFM Ethics Training Completion Form](#).

If you're opting for the Employer-Sponsored Ethics Training as part of in-service training, you can submit the course in your CAMP program using the CFM Ethics Completion Form and the Ethics Submission Form for approval.

If you need guidance, our Credentials team is happy to help! Email [credentials@ifma.org](mailto:credentials@ifma.org).

## **The ethical principles below must be included in Employer-Sponsored Ethics Training.**

1. **Confidentiality:** Practitioners shall not disclose any confidential or proprietary information without prior permission, unless such disclosure is required by applicable laws or regulations.
2. **Disclosure:** Practitioners shall make all appropriate disclosures before and during the performance of a service. If, after disclosure, a conflict cannot be removed or mitigated, the practitioner shall withdraw from the matter or obtain written consent of the parties affected to continue.
3. **Fiduciary Responsibility:** Practitioners shall be honest, transparent and trustworthy in all their financial dealings.
4. **High Standard of Service:** Practitioners shall only provide services for which they are competent and qualified, and shall ensure that any employees or associates assisting with the provision of services have the necessary competence to undertake those services.
5. **Integrity:** Practitioners shall act with honesty and fairness in all their dealings, and shall not mislead or attempt to mislead. They shall base their advice on valid evidence.
6. **Respect:** Practitioners shall provide services that honor client, third party and stakeholder interests in the context of applicable rules of law and social and environmental concerns.
7. **Responsibility:** Practitioners owe a duty of care to their clients and due consideration to the rights and interests of third parties and stakeholders.
8. **Transparency:** Practitioners shall not misinform over the products or terms of service to be provided, and shall present relevant documentary or other material in plain and intelligible language.
9. **Trust:** Practitioners shall be truthful in their professional communications and recognize that their professional conduct bears upon the maintenance of public trust and confidence in the real estate professions.
10. **Verification:** Practitioners shall continually evaluate the services they provide to ensure they are consistent with the spirit and evolution of ethical principles and practice standards.

# The Value of **MAINTAINING YOUR CREDENTIAL**