



SUSTAINABILITY FACILITY PROFESSIONAL[®] (SFP[®])

CANDIDATE HANDBOOK



TABLE OF CONTENTS

3

INTRODUCTION

- History, **3**
- Mission, **3**
- Governance, **3**
- About the Sustainability Facility Professional® (SFP®), **4**
- Scope of the SFP, **4**

5

ELIGIBILITY CRITERIA

5

CANDIDATE PROCESS FOR EARNING THE SFP

- Purchase the Program, **5**
- Complete the Program, **5**
 - Required Coursework:, **5**
 - Required Final Assessment:, **5**
- Program Completion Requirements, **5**
- Proctoring Information, **6**
 - What is Integrity Advocate?, **6**
 - What Should You Expect When You Take Your Final Assessment?, **6**
 - What are the IFMA Standard Rules for the Proctored Environment?, **6**
 - Accessing and Completing Your Final Assessment, **6**
 - Who Views the Recording?, **7**
- Submit the Application, **7**
- Approval of Application, **7**
- Obtain Certificate, **7**
- Statement of Understanding, **8**

- Candidate Fairness Policies, **8**
 - Special Accommodations, **8**
 - Nondiscrimination, **8**
 - Program Complaints and Feedback, **8**
- Security Policies, **9**
 - Privacy: Confidentiality and Security of Individual Information, **9**
 - Confidentiality and Security of Assessment Instruments and Scoring Keys, **9**
- Managing Bias Policies, **9**
 - Impartiality, **9**
- Conflict of Interest, **9**
- Code of Conduct, **10**
- Sanctions and Invalidating a Certificate, **10**
- Ownership of the Certificate Mark and Logo Use, **10**

11

APPENDIX

- Additional Resources, **11**
 - Candidate Form for Special Accommodation Requests, **11**
 - Physician Form for Special Accommodation Requests, **11**
 - FM.Training Online Courses, **11**
 - SFP FAQs, **11**
- CAMP System, **11**
 - CAMP User Guide, **11**

INTRODUCTION



History

In 2009, IFMA completed a comprehensive Global Job Task Analysis, which identified Environmental Stewardship and Sustainability as a new knowledge domain that all professional facility managers should command. At the same time this study was being conducted, a group of highly respected SMEs and volunteer leaders within IFMA was forming a new standing committee on sustainability, the IFMA Sustainability Committee (ISC), which generated several recommendations to IFMA's board. To help meet its goal of increasing the implementation of sustainable practices and reducing the environmental impacts of the buildings they manage, the ISC recommended that IFMA sponsor the creation of a credential based on a new, deeper and more comprehensive sustainability body of knowledge. IFMA's board approved funding, and the Sustainability Facility Professional® (SFP®) credential was developed and launched in March 2011. Over the past 15 years, the SFP has undergone regular update cycles to align with evolving industry practices.

Mission

IFMA's mission is to advance the collective knowledge, value and growth of FM professionals, enabling them to perform at the highest level. The mission of IFMA's Certificate Commission is to advance the professional discipline of FM worldwide by enhancing and sustaining the integrity and quality of IFMA's certificate programs and other training programs.

Governance

As the official governing body of IFMA for knowledge-based credentials, the Certificate Commission is dedicated to the establishment, maintenance and validation of professional standards for the FM profession. The Certificate Commission shall act in accordance with the following guiding principles:

- **Independence:** The Certificate Commission shall ensure that its organizational structure remains independent from other entities, conflicting interests and conflicting activities.
- **Transparency:** Certification Commission structure is designed to ensure that it operates openly and transparently, which includes providing stakeholders and the public with the information they need to access the certification program to benefit from its mission and purpose.
- **Fairness:** It is essential that an equal opportunity for success is provided to every learner in each and every program.
- **Conflict of Interest:** The organizational structure of the Certificate Commission shall ensure that stakeholders who have a specific interest in certificate program-related decisions, from which they may benefit, properly disclose those interests.

ABOUT THE SUSTAINABILITY FACILITY PROFESSIONAL® (SFP®)

The primary goal of the SFP credential program is to provide the knowledge and tools needed by facility management (FM) professionals to increase the implementation of sustainable practices and reduce the environmental impacts of the buildings they manage.

Earners of the globally recognized SFP have demonstrated competence in the foundational sustainability competency in FM. By earning the SFP credential, you will join over 2,500 professionals worldwide who have improved their knowledge, enhanced their skills, and gained immediate credibility with employers, clients and peers.

The SFP is:

- Developed by FM professionals for FM professionals
- Recognized and industry-trusted for over 15 years, the SFP goes where you go.
- A lifetime credential. Once earned, you're an SFP for life!



Scope of the SFP

IFMA's SFP is a knowledge-based credential for FM professionals and industry suppliers seeking to deepen their sustainability knowledge.

The SFP is designed as a comprehensive, end-to-end learning experience that equips facility managers with the knowledge and skills to plan, implement, and continuously improve sustainability initiatives that drive organizational performance.

Candidates who have completed the SFP program will be able to:

- Evaluate sustainability challenges and drivers affecting facility operations by interpreting climate impacts, regulatory influences, and organizational sustainability goals.
- Apply sustainability metrics and financial concepts to plan, justify, and prioritize sustainability initiatives.
- Analyze sustainable solutions across facility systems to determine appropriate actions based on organizational constraints and desired outcomes.
- Apply implementation and change management principles to successfully execute sustainability initiatives.

- Evaluate sustainability initiatives and recommend improvements using performance results and reporting principles.

Target audience:

- Facility managers with three or more years of experience, who need to command the skills and knowledge to ensure they operate, manage, and maintain facilities in a sustainable manner.
- Associated corporate providers of FM products and services.
- FM practitioners seeking professional development and/or advancement in their careers.
- Transitioning professionals with significant experience in previous careers.
- Partner practitioners such as architects, designers and safety engineers.
- Individuals responsible for ensuring that those buildings are operated, managed, and maintained in a sustainable manner.



ELIGIBILITY REQUIREMENTS

The SFP credential program has no prerequisites. However, candidates with some FM experience may find it easier to complete. To apply, candidates must complete the required coursework for the same SFP version, pass all unit assessments, and pass the final assessment.

CANDIDATE PROCESS FOR EARNING THE SFP

Purchase the Program

The SFP Program can be purchased on IFMA's [fm.training](https://www.fm.training/topclass/searchCatalog.do?catId=3143) website. The program is located at <https://www.fm.training/topclass/searchCatalog.do?catId=3143>.

The program has three delivery options for your convenience:

- An independent eLearning course
- Instructor-led classroom
- Virtual instructor-led Zoom sessions

After you purchase or enroll in the program, you can access it through your [fm.training](https://www.fm.training) account. Go to your Training Dashboard and select the Credential tab to launch your SFP Credential path. You have one year to complete the program.

Complete the Program

This SFP program is comprised of 3 units and 12 chapters. Each unit contains an eLearning course, learning resources, and a unit assessment. After you complete the required coursework and pass each unit assessment, you become eligible to take and pass the final assessment required to complete the program.

Required Coursework:

- 1. Unit One:** Introduction to Sustainability
 - o Chapters 1-4
 - o Unit Assessment
- 2. Unit Two:** Analyzing Sustainable Solutions
 - o Chapters 5-9
 - o Unit Assessment
- 3. Unit Three:** Making Sustainable Change
 - o Chapters 10-12
 - o Unit Assessment
- 4. Final Assessment** (Proctored)

Required Final Assessment:

1. The final assessment is completed in an online environment.
2. Each of the three unit tests has 14 questions and a 30-minute time limit per test. Users must pass these tests before they can sit for the proctored summative assessment.
The proctored test consists of 22 multiple-choice questions with a 50-minute time limit.
3. The proctored assessment is pass/fail.
4. Candidates have the first three attempts free to pass, and they must be completed within 90 days.
5. After three unsuccessful attempts, the program is locked for 30 days.
6. Additional attempts must be requested and purchased by contacting corporateconnections@ifma.org.
7. Candidates are encouraged to study before taking the proctored assessment.

Program Completion Requirements

Candidates **MUST**:

- Complete all coursework for each required unit. The average time to complete each unit is 10-12 hours.
- Complete and pass each unit assessment. There is no option to "test out" of any unit.
- Complete and pass the final assessment in a proctored environment. No exceptions.
- Complete and pass the final assessment before the program expires. The SFP program expires one year after purchase or enrollment.

Failure to follow the program requirements may result in the loss of CEU credits and the ineligibility to apply for the SFP.

Proctoring Information

What is Integrity Advocate?

IFMA's fm.training platform uses Integrity Advocate, a built-in proctoring service that provides a private and secure final assessment experience. There is no scheduling required to take the final assessment, which makes the experience more flexible and convenient for students.

What Should You Expect When You Take Your Final Assessment?

Once you complete the required coursework and pass each unit assessment, your final assessment will unlock on the credential path for you to pass and complete. The exam is not password-protected, and thus, you do not need to schedule it in advance; you simply need to open up the final assessment and complete it when you are ready.

Integrity Advocate begins by first taking a photo of:

- the user who will take the final assessment
- a government-issued photo ID of the user

The software will then record you as you take the final assessment. The software compares your final assessment recording to a series of rules for taking the final assessment established by IFMA.

For example, the system may be programmed with a rule that a user may not speak throughout the exam. If a user speaks, Integrity Advocate will flag this incident for review.

What are the IFMA Standard Rules for the Proctored Environment?

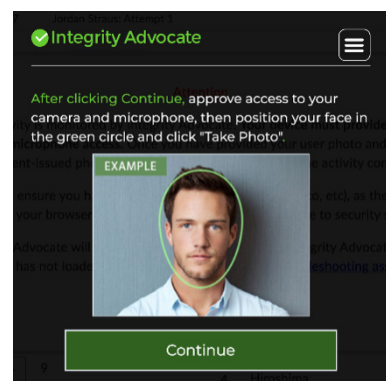
The following standard rules apply to each attempt at the SFP Final Assessment:

- The candidate must be alone in the room throughout the duration of the final assessment.
- The candidate must remain in the webcam frame throughout the duration of the final assessment.
- Use of any AI tool is strictly prohibited.
- The candidate may not speak throughout the duration of the final assessment (with the exception of reading a question out loud).
- Final assessments must be conducted in a quiet and well-lit space.
- No headsets/headphones are permitted.
- No phones are permitted.

- No dual monitors are permitted.
- Webcam, speakers, and microphones must remain on throughout the final assessment.

Accessing and Completing Your Final Assessment

1. When you are ready to begin your final assessment, navigate to the SFP Credential Path, locate the final assessment at the bottom of the page and click 'Start!'.
2. A window will appear, which indicates that Integrity Advocate's identity authentication process will begin after the 'Continue' button is clicked. **You will need to pass the authentication process to access your final assessment and for your attempt to be considered valid.**



3. After reviewing Integrity Advocate's privacy policy, click the box to indicate that you have done so, and then click 'Continue'.
4. Next, center your head and face in the green oval that appears on your screen. When you are satisfied, click 'Take Photo'. You can choose to retake your photo or submit it and proceed with the authentication process.
5. The name of the person enrolled in the SFP program must match the government-issued ID and will be the name that is on one's SFP application. IFMA reserves the right to reject name changes made after a program is started.
6. Next, you will be prompted to position your government-issued photo ID within a green rectangle on your screen. Be sure to orient your identification so that your name and photo are clearly visible. Click 'Take Photo' and 'Submit Photo' when you are ready.
7. Clicking 'Continue' will display a list of rules for the final assessment. Please be sure to review these carefully, as they will be the rules Integrity Advocate uses to determine whether there are any violations during your final assessment.

8. Click 'Continue' to begin your final assessment.
9. Once you have completed your final assessment (or once the timer expires), click 'Submit'.
10. Final assessment submission goes into the review process.
11. You may be emailed a “flagged violation”. If it’s resolved, you’ll receive an email confirming it. If not, you will be contacted by IFMA staff to retake the final assessment at your cost, unless you have a complimentary final assessment available.
12. Within 24–48 hours, you will receive an email from training@ifma.org indicating whether you have passed or failed.
13. If you passed, congratulations. You can now apply for the SFP application. If you failed, you can retake the final assessment. Good luck!

Who Views the Recording?

After a final assessment has been recorded, the following process will take place:

1. Artificial intelligence will scan through the recording and flag any potential violations of established rules.
2. Next, a human reviewer will manually review any flags to determine whether or not they indicate a violation of the final assessment rules. For example, if a user sneezes and is flagged for a violation, the reviewer can override that flag.
3. Lastly, IFMA staff are sent a summary of any violations.

If you receive a flagged violation, there is no need for immediate concern. A flagged violation simply indicates that a human reviewer will need to assess the recording to determine whether it violates the final assessment rules. If a flag is determined to violate the final assessment rules, an IFMA staff member will reach out to you to discuss it.

IF FOR ANY REASON IFMA DETECTS A SECURITY BREACH, IFMA RESERVES THE RIGHT TO REQUIRE A CANDIDATE TO DO A “LIVE” PROCTORING SESSION OR GO TO A TESTING CENTER TO RETAKE THE FINAL ASSESSMENT.

Submit the Application

Once you’ve completed and passed the final assessment, you may submit your application for the SFP credential. 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/>.

Follow the instructions in the CAMP User Guide (see appendix) to complete the application.

All applicants must have a valid personal address and phone number in their IFMA and CAMP records in order for the application to be processed. This is part of the identification verification process.

Approval of Application

After submitting your application online, the approval process can take up to 21 days. You will receive an email notifying you of the approval and next steps to claim your digital certificate and digital badge.

Obtain Certificate

A certificate shall be issued to all credential holders who pass the exam, and shall include the following:

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

The certificate is available for downloading the candidate’s CAMP credential record. Any candidate desiring a hard-copy certificate can submit the \$75 payment fee in the CAMP credential record after completing the application. The certificate will then be shipped to the candidate.

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

The certificate is the sole property of IFMA and must be returned if the certificate status is invalidated.

A secure digital badge will be issued to credential holders, along with instructions for claiming it. IFMA partners with CREDLY by Pearson to provide the digital badge.

Candidates who have earned the SFP certificate must abide by IFMA’s policy concerning the use of the designation for various purposes, including logos and trademarks.

Statement of Understanding

Each applicant must sign a statement of understanding attesting/agreeing to the Rules and Regulations and Release of Information terms:

Rules and Regulations

- All information in the application is completed and accurate to the best of my knowledge. As a condition of this application, I authorize IFMA to investigate the information provided herein. Any additional information that may be needed by IFMA to process this application will be supplied by me upon request.
- I have read and understand the Candidate Handbook for this credential.
- I will not represent myself as holding an IFMA credential, nor will I use the logo of an IFMA credential, until such time as the credential is awarded to me by IFMA. I understand that any false statement or misrepresentation that I make in the course of these proceedings may result in the revocation of this application and prohibit me from participating in IFMA's credentialing program.

Release of Information

- I understand that IFMA recognizes new credential holders in many ways, including listings in each issue of the Facility Management Journal, notices to IFMA chapters, and directories both online and printed. I hereby authorize IFMA to publish my name, company and location in recognition of my achievement.
- I have read and agree with the IFMA Information Release Policy.

Candidate Fairness Policies

Special Accommodations

The Certificate Commission complies with the Americans with Disabilities Act (ADA), which requires that the program be 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 an accommodations request form (see appendix). To request accommodations, you and your health care provider will each need to complete one form, the Candidate Form: Request for Special Accommodation and the Provider Form: Request for Special Accommodation-Physician Statement, to document the disability and the need for accommodation. These forms can be found in the applicant record in CAMP.

The condition requiring accommodation must have been diagnosed within the last 4 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 endorses 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

Definition

Individuals with feedback regarding the assessment process, personnel or other elements of the credentialing 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 is a formal request regarding a grievance in the assessment process, personnel, or other aspects of the credentialing process.

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 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 with procedures for the secure handling of exams and shall attest to having read and understood 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 every candidate in each program has an equal opportunity to succeed, and that all policies and procedures contribute to the development, oversight, evaluation, and maintenance of fair and equitable credentials and assessments that advance the profession of facility management.

Responsible for ensuring impartiality in all credentials' activities, the Certificate Commission shall exercise due diligence in recognizing and addressing threats to impartiality, including but not limited to self-interest, activities with related bodies, personnel relationships, financial interests, favoritism, conflicts of interest, familiarity, and intimidation.

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 rests 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 through the individual's self-declaration and the implementation of policies that define conflicts of interest for the Certificate Commission and the personnel associated with it, whether volunteers, staff or contractors.

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

Code of Conduct

I shall have as my primary goal the development and management of safe, human, and functional workspaces.

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

I shall maintain objective, professional judgments as an achievable goal. 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 enhance my professional skills in the design, construction, maintenance, and management of the built environment, with a focus on 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

If an SFP credential is invalidated, the person previously holding it will immediately cease using the designation and logo. A violation may be grounds 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 execute approved agreements that set forth such rules and guidelines.

After meeting all eligibility requirements, passing the required final assessments, and having the application approved, individuals may use the Sustainability Facility Professional (SFP) 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, SFP or Mary Smith, SFP).

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 that

could bring IFMA into disrepute or in any way considered misleading or unauthorized. The mark or logo may not be used in any manner that 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.

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Additional Resources

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