

Top 10 faqs

Certified Facility Manager™ (CFM®)



Earn the must-have credential in facility management.

1. Why should I become a CFM ?

As the most prestigious and sought-after credential in facility management, IFMA's CFM sets the industry standard for measuring the knowledge and competence of practicing facility managers.

- The average five-year **return on investment of IFMA credentials is 15:1** for credential holders.*
- On average, **IFMA credentials lead to a US\$6,000 salary increase** within the first year.* Internationally recognized and industry-trusted for 25 years, the CFM represents quality and competence.
- The CFM isn't one-size-fits-all – it shows that you're an experienced FM with demonstrated industry expertise.
- Once certified, the renewal process will prove that you maintain your edge in FM proficiency.

2. Who should pursue the CFM?

CFM candidates must meet education and work experience eligibility requirements as shown in the chart below.

CFM Eligibility Requirements

Prior Education	Years of FM Experience
Facility Management Master's degree or Bachelor's degree	3 Years
All other education levels	5 Years

In addition to the FM experience/education requirement, all candidates must complete an Ethics Assessment prior to the CFM credential being awarded. Current CFMs must complete the Ethics Assessment every other renewal cycle or every six (6) years. Details at <https://www.fm.training/credentials/cfm/about>. (Effective January 1, 2018)

3. What does the CFM Exam cover?

As a result of the most recent IFMA global job task analysis, the following competencies were deemed critical knowledge required of facility managers:

- Operations and Maintenance
- Occupancy and Human Factors
- Project Management
- Finance and Business
- Leadership and Strategy
- Sustainability
- Communication
- Risk Management
- Performance and Quality
- Real Estate
- Facility Management
- Information and Technology Management

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

4. How do I earn the CFM credential?

Follow these five simple steps to earn the CFM credential:

1. Meet specific eligibility requirements, including the ethics training requirement.
2. Assess your readiness and prepare for the exam. Although no specific coursework is required, IFMA provides a variety of resources to help prepare CFM candidates**.
3. Submit your application and exam fee through the IFMA website.
4. Schedule and pass the exam. After receiving IFMA approval, schedule an appointment to take the exam at one of Prometric's centers. The 4-hour exam consists of 180 multiple-choice questions, administered through a computer-based testing (CBT) format.
5. Candidates are notified of the results prior to leaving the exam center. Certificates will be received in 2-3 weeks.

5. How will my employer benefit?

- Establishes professional standards for the FM function
- Implements best practices
- Assures quality and consistency throughout the organization
- Creates a shared standard of excellence in FM
- 74% of organizations report that IFMA-credentialed employees earn higher customer satisfaction ratings.*
- 62% of organizations report that IFMA-credentialed employees have higher productivity rates.*



6. Are there study options for preparing for the CFM Exam?

CFM candidates have a variety of preparation resources available to them including the IFMA Facility Management Learning System™ and the CFM® Exam Prep Workshop**.

The IFMA Facility Management Learning System™

Developed by IFMA and a team of subject matter experts, this program is one course that covers the updated facility management body of knowledge for FM professionals, including those preparing for the CFM® certification exam.

- Reading materials that correspond to the 11 competency areas, the basis of the CFM Exam.
- Interactive online study support tools such as Smartstudy tool, flashcards, online glossary, reports and resource center.
- Online testing tools such as pre-test, chapter-specific quizzes, post-test and Experience the Exam.

Available as a self-study program or an instructor-led course. Visit www.fm.training/credentials to learn more.

FM Learning System Self-Study Program Cost

	IFMA Members	Non-members
Printed:	US \$1,195	US \$1,495

The CFM® Exam Prep Workshop

This workshop is designed to assist facility professionals seeking certification with preparation for the competency-based examination.

- Review the overall methodology of the exam and practice applying FM knowledge in a competency-based exam.
- Practice applying critical thinking skills and discuss the rationales used in practice exam questions.
- Review exam-taking skills and strategies lead to success on the CFM Exam.
- Learn from CFM instructors who have been trained to share their knowledge and valuable experience.

For more information about upcoming CFM Exam Prep Workshops, visit www.fm.training/credentials, call +1-713-623-4362 or email ifma@ifma.org.

Disclaimer: **Materials offered by IFMA to prepare for the CFM Exam, such as the CFM Exam Prep Workshop, the FM Learning System, and CFM practice exams, are optional study resources and are not a requirement of eligibility nor are they endorsed by the CFM Scheme Committee

7. What does it cost to take the CFM Exam?

Application fees are not refundable unless the application is denied. The CFM Exam fee is reimbursable by the GI Bill for qualified veterans.

IFMA Members	Non-members
US \$550	US \$815

8. Where do I take the CFM Exam?

The 4-hour exam consists of 180 multiple-choice questions, administered through a computer-based testing (CBT) format at Prometric test centers worldwide. Visit <https://www.prometric.com/en-us/clients/ifma/Pages/landing.aspx> to locate a testing center and to get more information.

9. How long does it take to become a CFM?

- No specific coursework is required to take the exam. The length of time needed to prepare for the CFM Exam depends greatly on the individual.
- The CFM Exam is a competency-based certification exam, which means it tests your ability to apply FM knowledge and skills gained through a wide range of work experience as well as related education in the competency areas that define the CFM credential.
- Consider when you plan to take the exam and allow enough time to prepare. Candidates must take the exam within three months of application approval.

10. Do I have to recertify?

The CFM certification is valid for three years. Visit www.fm.training for more details.

CFM Recertification Fee

IFMA Members	Non-members
US \$290	US \$365

Ready to get started?

Visit www.fm.training/credentials/cfm
or call +1-713-623-4362

