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### CFM Exam Contact Information
To contact the IFMA Credentials Department: 
281-974-5632, 281-974-5669  
credentials@ifma.org

To access the online Credentials Application and Maintenance Program (CAMP) in order to complete the CFM Application or the CFM Recertification Form: 
www.ifma.org/my-account/camp

To download the CAMP User’s Guide: 
CAMP User’s Guide (.pdf)
WHY EARN THE CFM?
The Certified Facility Manager® (CFM®) credential sets the industry standard for ensuring the knowledge and competence of practicing facility managers as the most respected global credential in facility management.

Now more than ever, recognizing competency, establishing benchmarks and setting performance standards are vital to the global economy. Never have public and private sector employers relied as much on certification organizations as they do today. Professional associations are now taking a lead role in the development of credentialing programs, and IFMA’s CFM® program was the first, and is still the only globally recognized, certification in facility management.

IFMA’s certification process is designed to assess competency in the field through work experience, education and the ability to pass a comprehensive exam that covers 11 competency areas that make up the facility management body of knowledge. Since the program began in 1992, more than 6,000 facility managers from 38 countries have achieved this prestigious recognition. Currently there are approximately 3000 active CFMs globally.

COMPETENCY-BASED
The CFM® Exam is competency-based, testing what a candidate can do compared to standards that define the practice of facility management. One cannot take a course or a simple knowledge-based exam to earn the credential. IFMA’s competency-based program is at a higher level than a knowledge-based program, reflecting the growing importance of facility management in the international business world.

RECOGNIZED GLOBALLY
In addition, the CFM® is the only global facility management certification available. Goals of IFMA’s certification program include:

11 CFM Competency Areas
1. Occupancy and Human Factors
2. Operations and maintenance
3. Sustainability
4. Facility Information Management/Technology Management
5. Risk Management
6. Communication
7. Performance and Quality
8. Leadership and Strategy
9. Finance and Business
10. Real Estate
11. Project Management
**INDIVIDUAL AND WORKPLACE BENEFITS**

The credibility and recognition that come with earning the CFM benefits both the individual who earns the credential and the organizations that employ the CFM.

- **Distinguish the FM**
  - Stay competitive in today’s job market.

- **Investent in the Future**
  - CFMs earn an average of 25% more annually than their non-credentialed FM peers.

- **Establish standards**
  - CFMs practice global professional FM standards

- **Demonstration of leadership and initiative**
  - Achieving the CFM is not easy. The CFM credential is a tangible sign of success and expertise.

**ABOUT IFMA**

Founded in 1980, IFMA is the world’s largest and most widely recognized international association for facility management professionals, supporting 24,000 members in 105 countries. IFMA’s Certified Facility Manager® (CFM®) credential is globally recognized as the most reliable standard for distinguishing the achievements of facility management, reinforcing the association’s claim for facility management and strengthening the CFM’s position as the ultimate authority in facility management.

**PROMETRIC - IFMA’S TESTING PARTNER**

Prometric is a test development and delivery provider that offers a vast network of quality testing solutions. As a highly trusted test provider, Prometric has around 8,000 testing centers worldwide allowing for a wide selection of convenient testing dates and locations. Learn more about Prometric at the [Prometric](#) website.
Candidates must meet the following education and work experience requirements. Internships do not count toward FM experience.

### CFM Eligibility Requirements

<table>
<thead>
<tr>
<th>Education</th>
<th>Years of FM Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility Management Master's degree or Bachelor's degree in Facility Management</td>
<td>3 years</td>
</tr>
<tr>
<td>All other education levels</td>
<td>5 years</td>
</tr>
</tbody>
</table>

**Ethics Requirement:**

**Beginning January 1, 2018:** An Ethics Assessment will be required for all CFM credential applicants as well as all current CFMs. Those holding the CFM credential will be required to complete an Ethics Assessment every other renewal cycle or every six (6) years.

Candidates have an option of two current Ethics Assessments which have been approved by the CFM Scheme Committee. If a candidate’s employer requires an Ethics training/assessment, the program can be submitted to the CFM Scheme Committee for approval and applied towards the Ethics requirement. All Ethics Assessments can be used towards maintenance activities for the recertification form.

**Ethics Assessment Options:**

- **HR Classroom Code of Business Conduct and Ethics Training Course** – one-hour e-learning program.
  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.
  *Access the course through the candidate’s CAMP record. Choose CFM Ethics Training Pmt Form - HR Classroom. When processed, an email is sent, with a link for the training. When training is complete, candidate will complete the CFM Ethics Training Completion Form and upload the documentation.*

- **RICS Ethics Assessment** – three-hour e-learning program
  One of the characteristics that distinguish an RICS member is the absolute commitment to ethical behavior. This course will explore the topics through interactive learning modules and case studies. RICS membership requires this course annually.
Access the course through the link above. When complete, use the CFM Ethics Training Completion Form, in your CAMP record to document the course.

- **Employer Sponsored Ethics Training**
  If your employer has Ethics Training which meets the framework established by the International Ethics Standards Coalition, you can submit the training for approval. Contact credentials@ifma.org for more information.

## Competency Areas

Successful candidates will have experience in the following competency areas. These eleven areas have been identified as the core areas of skills and knowledge necessary for a successful facility manager:

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

Ideally, candidates should have knowledge of and experience in all 11 areas; however, it is possible for a candidate to have experience in most competency areas, and knowledge of the others, and still pass the exam.

**Unsure if you meet eligibility requirements?** You can request a review of application BEFORE you submit the application (please see Step 3 on how to fill out the CFM Application). To do this, you must still fill out the application; however, please select “Saved” versus “Submitted.” Once you complete the application and save it, you must send an email request to Rhonda Hager, IFMA Credentials Manager, at rhonda.hager@ifma.org and request a preliminary review.

**More questions about CFM Exam eligibility?** Contact Rhonda Hager, IFMA Credentials Manager, at rhonda.hager@ifma.org
CFM TEST BLUEPRINT

The CFM examination is based on the 11 core content areas outlined listed in the table below. To demonstrate competence, these content areas measure the knowledge, skills, and abilities that are necessary to pass the exam. The CFM exam will be based on the exam blueprint in terms of the proportion of items to be included on the test.

<table>
<thead>
<tr>
<th></th>
<th>Examination Specifications</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Occupancy and Human Factors</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>A. Workplace environment</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>B. Occupant services</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>C. Occupant health, safety, and security</td>
<td>5</td>
</tr>
<tr>
<td>2.</td>
<td>Operations and Maintenance</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>A. Buildings, building systems, infrastructure, and grounds</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>B. Furniture, fixtures, and equipment</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>C. Physical safety and security</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>D. Operations and maintenance processes</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>E. Work management support systems</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>F. Renewals and renovations</td>
<td>4</td>
</tr>
<tr>
<td>3.</td>
<td>Sustainability</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>A. Energy management</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>B. Water management</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>C. Materials and consumables management</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>D. Waste management</td>
<td>3</td>
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<tr>
<td></td>
<td>E. Workplace and site management</td>
<td>4</td>
</tr>
<tr>
<td>4.</td>
<td>Facility Information Management and Technology Management</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>A. Data collection and information management</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>B. Information protection and cyber-security</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>C. Technology needs assessment and implementation</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>D. Maintenance and upgrade of technology systems</td>
<td>2</td>
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<tr>
<td>5.</td>
<td>Risk Management</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>A. Risk management planning</td>
<td>3</td>
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<tr>
<td></td>
<td>B. Emergency preparedness, response, and recovery</td>
<td>4</td>
</tr>
<tr>
<td>Section</td>
<td>Items</td>
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<td>----------------------------------------------</td>
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<tr>
<td>6. Communication</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>A. Planning</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>B. Delivery</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>C. Evaluation</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>7. Performance and Quality</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>A. Quality management</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>B. Performance management</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>8. Leadership and Strategy</td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>A. Strategic planning and alignment with the demand organization</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>B. Policies, procedures, and compliance</td>
<td>4</td>
<td></td>
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<tr>
<td>C. Individual and team management</td>
<td>3</td>
<td></td>
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<tr>
<td>D. Leadership</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>E. Relationship and conflict management</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>F. Change management</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>G. Corporate social responsibility</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>H. Political, social, economic, and industry factors affecting facility management</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>9. Finance and Business</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>A. Operational and capital budgeting</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>B. Evidence-based decision-making process (e.g. business case)</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>C. Procurement (e.g. purchasing, sourcing of goods and services)</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>D. Contracting</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>E. Financial analysis and reporting</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>10. Real Estate</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>A. Real estate strategies</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>B. Real estate assessment, acquisition, and disposal</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>C. Real estate asset management</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>D. Space management</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>E. Major projects and new construction</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>11. Project Management</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>A. Planning and design</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>B. Execution and delivery</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>C. Evaluation</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>160</strong></td>
<td></td>
</tr>
</tbody>
</table>

* Each test form will include 1 set of 20 unscored pretest items in addition to the 160 scored items. 4 hours of testing time.

*The passing score for the CFM exam is initially determined based on a criterion referenced procedure, the Angoff method. To ensure fairness of the examination process, a statistical method called equating is used for all new versions of the test.*
1. **MEET ELIGIBILITY REQUIREMENTS**
See eligibility requirements above section entitled “Eligibility Criteria”

2. **PREPARE FOR THE CFM EXAM**
Candidates should prepare for the exam prior to submitting the application for approval. Once the application is approved, candidates have 3 months in which to schedule and take the exam.
Preparation methods are optional, and there is no required coursework for the CFM. A partial list of exam preparation resources can be found on this page.

3. **COMPLETE THE CFM EXAM APPLICATION**
Each candidate must complete the CFM Application before any determination can be made on eligibility requirements. All applications MUST be completed online using the IFMA Credential Application and Maintenance Program (CAMP) found at [http://www.ifma.org/my-account/camp](http://www.ifma.org/my-account/camp). Candidates using CAMP for the first time should read the CAMP User Guide, and follow the instructions.

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**Sample Exam Preparation Resources**
- Review of the CFM Exam Specifications
- The IFMA Facility Management Learning System™
- Facility Management Knowledge Center
- CFM Practice Exam
- CFM Exam Prep Workshop
- Cumulative Bibliography from the FM Learning System
If you are a member of IFMA, a past member of IFMA OR ever set-up an IFMA username and password to purchase something as a nonmember, you should use the same username and password to log into CAMP. If the candidate does not recall their username and password, but believes one was set-one up in the past, it will be necessary to contact IFMA by calling +1-713-623-4362 or emailing credentials@ifma.org to obtain the required login information.

If you have never set-up a username or password with IFMA, you can simply go to http://www.ifma.org/my-account/camp > choose the “CAMP” button in the middle of the page > and follow the directions for “registration” to create a username and password. If you encounter any issues, please email credentials@ifma.org for assistance.

See appendix for the CFM® Application.

4. SUBMIT THE CFM® APPLICATION AND PAYMENT

To complete the application process, the CFM Application Payment Form must be completed, submitted, and confirmed. (Please note: If you asked for preliminary approval, you will need to go back into CAMP and hit Submit and apply payment before you receive the information on making your exam appointment.)

Payment Options

- If the exam payment has been pre-paid by an employer, the candidate should see the approved CFM Exam Payment form in the “Completed Forms” section of Applications and Forms. If not, choose the “PO” option and in the PO# field, enter the name of the employer and indicate “prepaid”.
- If the employer or candidate is paying for the application fee by check, the candidate should complete the form choosing “Pay with Check.” An invoice will be forwarded to the employer and the application will be processed when payment is received.
- If either the employer or the candidate is paying the application fee by credit card, “Credit Card” should be chosen and the prompts followed to process the payment. Credit card payments are processed immediately and the application moves into the approval queue.
- If you will be seeking reimbursement for the CFM Exam through the Department of Veterans Affairs (VA) under the G.I. Bill, click here for more details and instructions.

5. APPROVE/DENY APPLICATION

After submitting your application and payment online, the approval process can take up to 21 days. If an application is denied, the Credentials Manager will follow-up with the candidate accordingly. Any payment that has been processed will be refunded.

6. EXAM SCHEDULING

If the application is approved, the candidate will receive an email with instructions for scheduling an exam date at a Prometric Testing Center in a convenient location. Steps on scheduling an exam with Prometric will be sent via e-mail with the approval notice.

The exam eligibility period is three months (90 days) from the date the application is approved, and there are policies regarding rescheduling and/or cancelling an exam date. This information will
be included in the scheduling email. The applicant must take the exam during the three-month (90 day) period.

7. SITTING FOR THE EXAM

Exam Format
The CFM Exam consists of 180 multiple-choice questions delivered in random order. There are 20 pretest items which do not apply towards exam results and 160 exam items. All questions have a single answer. There are no pre-set sections. The test is strictly pass/fail based on the total number of correct answers. Candidates may mark questions they wish to skip and return to later. In addition, at the end of the exam candidates will be alerted to any questions which have not been answered fully. If time allows, they’ll have the opportunity to return to complete those questions. At the present time, the computerized exam is available in English only.

Appointments are scheduled for 5 hours to provide ample time for the tutorial, etc., but when the actual exam begins, the timer will count down from 4 hours. There will be no scheduled breaks. Fifteen minutes have been added to the 3.75-hour testing period to allow examinees to take “bio breaks” as needed. Please note that the timer will continue to run.

Exhibits/Images
All exhibits depict a single item or symbol. There are no large drawings such as floor plans. However, in some cases, examinees will still need to scroll to the limits of the exhibit window to be sure they have seen the entire drawing. If the exhibit does not appear, please click inside the window area.

Exam Development
IFMA adheres to common and best-practice testing and psychometric theory to ensure validity, reliability, and fairness. To meet this standard, the CFM® exam was developed through typical steps. First, a job analysis was conducted to identify the critical, important, and frequent task and knowledge measures of a facilities manager by a representative group of subject matter experts (SMEs). The results of the job analysis provided the basis of an examination specification including the number of questions that should be allocated for each of the 11 competency areas. Using the examination specifications, SMEs wrote and reviewed questions. Next, exam forms were assembled and finalized. A standard setting study was also conducted to determine a passing score for the CFM exam. Prior to the release of the exam, an item analysis was conducted on the previous CFM exam forms. Items not performing well were flagged and reviewed by SMEs to determine if they were appropriate to be used on the exam. Finally, all forms developed are equated to ensure that the exams are equally difficult.

Special Accommodations
Prometric complies with the Americans with Disabilities Act (ADA) which requires that they must offer the examinations in a place and manner that is accessible to candidates with disabilities. This may require reasonable modifications. Prometric will provide candidates reasonable auxiliary aids and services, except where it may fundamentally alter the validity of the exam results. Available accommodations include, but are not limited to, a reader, a scribe, and extended testing time.
If you are seeking special accommodations, you must indicate this on your application and submit a request form for accommodations. To request accommodations, you and your health care provider will each need to complete one form, the Candidate Form: Request for Special Exam Accommodation and the Provider Form: Request for Special Exam Accommodation-Physician Statement, to document the disability and the need for accommodation. These forms can be found in the applicant record in CAMP.

There is no additional charge for special accommodations. Each request will be evaluated individually by IFMA. If approved, IFMA will alert Prometric of the necessary accommodations. Once a candidate has requested special accommodations, he/she will not be able to schedule an appointment with Prometric until the request is processed. The candidate will be contacted by email regarding the approval status of the special testing accommodations request.

8. COMPLY WITH EXAM CENTER REQUIREMENTS

It is recommended that candidates arrive at the test center at least 30 minutes prior to the scheduled exam appointment. Candidates who arrive at the test site after their scheduled exam times will lose their seat.

Candidates must provide two forms of identification. One a valid, unexpired government issued ID with a signature, a photograph that looks like the candidate, and an expiration date. Acceptable examples:

- 1 Non-Expired Government-issued photo ID with signature

Additionally, one form of ID with a valid signature is required. Acceptable examples:

- 1 Non-Expired Credit card with signature

Note: The name on the IDs must match the name used to apply for the exam or the candidate will not be allowed to take the exam

Examples of acceptable forms of Non-Expired photo ID include but are not limited to:

- Driver’s license
- Passport
- Military ID
- Alien ID/Resident Alien Card*  
  *If the ID has a picture but no signature, it must be provided with a form of signature ID (Credit Card) in the same name.

Unacceptable forms of ID include but are not limited to an expired ID, an ID without an expiration date, Social Security Card, or an ID with no photo.

Once the information has been verified at the test center, candidate will be escorted to a workstation by test center staff. Candidates must remain in the seat during the exam except when authorized to leave by test center staff. Candidate must raise a hand to notify test center staff if:
• There are problems with the computer
• An error message appears on the computer screen (do not clear the message)
• Candidate needs to take a break (testing time will NOT be suspended)
• Candidate needs the test center staff for any other reason

Any candidate who engages in misconduct or does not comply with the test proctor's warning to discontinue inappropriate behavior may be dismissed from the test site, have exam results invalidated, or be subject to other sanctions. Fraud, deceit, dishonesty, or other irregular behavior in connection with taking the exam is strictly prohibited.

Note: Enhanced Exam Security – A Stringent Focus on Protecting the Honest Test Taker and Ensuring a Fair Test Experience
Beginning on October 15th, 2016, Prometric will be conducting stricter inspections of all eyeglasses, jewelry and other accessories to inspect for camera devices that could be used to capture exam content.
- All candidates will be required to remove their eyeglasses for close visual inspection by the TCAs. These inspections will take a few seconds and will be done at check-in and again upon return from breaks.
- Jewelry outside of wedding and engagement rings is prohibited. Candidates should not wear other jewelry to the test center.
- Hair accessories are subject to inspection. Candidates should refrain from wearing ornate clips, combs, barrettes, headbands, and other hair accessories as they may be prohibited from wearing them in to the testing room and asked to store them in their locker.
- If a candidate is caught with a camera device prior to entering the testing room, it will be confiscated and they will not be allowed to test.
- If a candidate is caught with a camera device while in the testing room, it will be confiscated and the exam will be terminated.

Upon completion of the exam, the candidate is notified immediately regarding pass/fail status. IFMA credentialing staff will confirm the results and process the credential certificate packet within 20 days. Candidates should receive certificate packets within 30 days of the successful testing date, if all requirements have been met.

9. OBTAIN CERTIFICATE
A paper certificate shall be issued to all credential holders who passed the exam, and shall include the following:

- Credential holder’s name
- Credential holder’s ID number
- Credentials program title
- IFMA as the certificate issuer
- Signature of IFMA authorizing agent
- Certificate term of validity

Candidates who have earned the CFM® certification must abide by IFMA's policy concerning the use of the designation for various purposes including logos and trademarks. Additionally, all credential holders shall be listed in IFMA's Public Credentials Registry. If the CFM allows the credential to cancel due to neglecting to meet recertification requirements, or the CFM credential is cancelled by the CFM governing body for non-adherence to the CFM Code of Conduct, the candidate will not use the designation or logo in any way. Violation may be cause for legal action.
10. RECERTIFICATION
Recertification through continued study or participation in industry sponsored events demonstrates that designees are using the knowledge and skills represented by the certification. By using the designation, you are promoting your high level of experience and knowledge. If no program were in place to keep up with the dynamic changes in facility management, then the power and prestige of the designation would be diminished. The CFM is a constant reflection of expertise and professionalism; thus, worth maintaining.

The CFM Certification is valid through December 31, three (3) years from the date of the CFM exam. To maintain the CFM credential, a list of the activities performed along with the appropriate supporting documentation including a processing fee must be submitted to IFMA credentialing department every three years. CFMs are required to earn 6 maintenance activities in at least two of the following four categories:

- FM Related Education
- FM Practice
- Professional Leadership
- Development of the Profession

Candidates must complete the recertification process below to maintain their credential

- Complete and submit the CFM® Recertification Form
- Complete and submit the CFM® Recertification Payment Form
- Meet the Ethics Training requirement initially and every 6 years (every other renewal cycle)
- IFMA staff will review the maintenance form and notify the CFM of the outcome by email. Thirty days should be allowed for processing and receipt of the recertification certificate packet.
- Note: IFMA sends out recertification notices, as a courtesy, beginning 6 months prior to the CFM expiration date for all active CFMs. It is imperative that CFMs keep their contact information current with IFMA.
- Upon expiration, the CFM status moves into a 3 month “grace period”. After this, there is a 3 month “cancellation pending” period during which the CFM can still submit recertification documents, there is, however, a $100 late fee charged during this period.

See appendix for Recertification Worksheet, CFM® Maintenance Program, and CAMP Access Instructions.
CFM® Expiration and RCFM® Program

What If My CFM Designation Is Expired?
After your official CFM® expiration date, there is a three-month grace period in which you may renew without penalty. 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 $100.00. The rules of the International Credentials 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 have it reinstated. Reminder notices are sent out as a courtesy; it is each CFM’s professional obligation to renew their CFM in a timely manner. It is also the CFM’s responsibility to ensure that address records are kept current.

What Is the Retired CFM (RCFM) Program?
A Retired CFM category has been established for CFMs who have retired or who have otherwise left the profession and want to indicate past certification. There are no age or renewal requirements for RCFM, however the CFM must apply no more than 6 months past the expiration date of the most recent recertification period. The RCFM application form is available through IFMA’s new CAMP system. For more details about RCFM, click here.

See appendix for Retired CFM (RCFM) Program Application.

CFM Inactive Status
It is 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 CFM. During this time, the CFM can obtain sufficient maintenance activities in order to renew the credential. The expiration date will be three years from the last expiration date of the CFM credential.
This section describes IFMA's certification policies. The figure below lists the various certification policies.

### EXAM POLICIES

**1. RETAKING THE CFM® EXAM**

Unsuccessful CFM® Exam candidates have up to 12 months to retake the exam at a reduced fee. There is no limit to the number of times a candidate can sit for the exam. To retake the exam, candidates will complete CFM Exam Retake Application, found in the IFMA Credential Application and Maintenance Program (CAMP) at [http://www.ifma.org/my-account/camp](http://www.ifma.org/my-account/camp). The CFM Exam Retake Application and Payment Forms, must be submitted and processed in order for the candidate to retake the exam.

**2. RESCHEDULING/CANCELING A CFM EXAM APPOINTMENT WITH PROMETRIC**

For each Candidate who reschedules, cancels, arrives late or does not appear for a scheduled exam during the Cancellation/Reschedule Period set forth below, the following shall apply:

1) 31 days or more exam rescheduled or cancelled - No charge

2) 5 to 30 calendar days prior to exam - $40 fee collected by Prometric

3) less than 5 days before exam date - Candidate will be considered a "no show" and be charged the CFM Exam Retake Fee in order to reschedule the exam.

4) fails to appear for a scheduled exam or rescheduled exam - Candidate will be considered a "no show" and be charged the CFM Exam Retake Fee in order to reschedule the exam.

**Re-take Application Fees**

<table>
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<th>Fees</th>
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<tr>
<td>US $265 (member)</td>
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<tr>
<td>IFMA members receive a 27% discount</td>
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<tr>
<td>US $365 (nonmember)</td>
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**Retake Period**

Must retake exam in 12 months

**Number of Retakes Permitted**

Unlimited

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5) presents himself/herself more than fifteen (15) minutes after the scheduled start time for taking the test and is refused admission - Candidate will be considered a "no show" and be charged the CFM Exam Retake Fee in order to reschedule the exam.

Within the United States and Canada, Candidates must make and confirm all cancellations/changes through direct contact with Prometric Testing Center personnel or where available for Clients Program, through the Website or IVR system. Leaving a message on a recorder or a voice mail is not sufficient to confirm cancellation/change. Outside of the United States and Canada, Candidates must make and confirm all cancellations/changes via the Website or by direct contact with the Prometric Testing Center.

CANDIDATE FAIRNESS POLICIES

1. ACCOMODATIONS
Prometric complies with the Americans with Disabilities Act (ADA) which requires that they must offer the examinations in a place and manner that is accessible to candidates with disabilities. This may require reasonable modifications. Prometric will provide candidates reasonable auxiliary aids and services, except where it may fundamentally alter the validity of the exam results. Available accommodations include, but are not limited to, a reader, a scribe, and extended testing time.

If you are seeking special accommodations, you must indicate on your application and submit a request form for accommodations. Specific instructions for requesting exam accommodations are found on page 9 under “Sitting for the CFM Exam”.

2. NONDISCRIMINATION
IFMA and its International Credentials Commission (ICC) adhere to the principles of fairness and due process, and endorse 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.

3. APPEALS
Definition
An appeal is a formal request for reconsideration of an adverse decision made by credentials staff related to an individual’s achievement of a credential status. This section describes the process for appeals related to the CFM certification.

Appeal Submission
After learning that an applicant or certificant is dissatisfied with a decision made by credentials staff, the credentials manager shall bring the issue to the department head. When an appeal is received, the department head or designee shall name an internal panel to consider the appeal, ensuring that no members of the panel have actual or apparent conflicts of interest with the case at hand. The panel shall consist of at least three staff members (always an odd number) and may include the department head and credentials manager.
First Level of Appeal – Staff Review and Determination

The function of the panel is to review the disputed decision based on the record that was presented at the time of the determination. At this point, a written appeal document is not required.

The appeal shall be considered within 15 days. The department head or designee shall notify the complainant of the decision and offer the opportunity to submit a request for a second level of review. The complainant has thirty (30) calendar days to appeal the decision by sending a written appeal to the attention of the credentials specialist, addressed to the CFM Scheme Committee. The written appeal document must include the stated appeal, the reason for the appeal (including relevant supporting materials), and appellant’s contact information.

Second Level of Appeal – CFM Scheme Committee Review Panel

Upon receipt of the appeal document, the credentials manager will notify the CFM Scheme Committee chair of the appeal and within the next seven (7) calendar days, the credentials manager will forward the complainant’s written appeal package to the CFM Scheme Committee chair, accompanied by any relevant documentation from credentials staff, including information regarding the pertinent rules and precedents.

After determining that none of the potential review panel members have an obvious conflict of interest, the CFM Scheme Committee chair will name a three-person review panel from the pool of committee members who have been trained to perform reviews. If during the review, a member of the review panel determines that he/she does have a conflict of interest, it is expected that he/she will recuse themselves. In that case, the CFM Scheme Committee chair will fill that position unless there is a conflict, at which time another member of the scheme committee will be asked to serve on the review panel.

The CFM Scheme Committee review panel will make a determination regarding the facts of the appeal, and will apply the appropriate rules and regulations in order to reach a decision. Each member of the review panel will have one vote; the majority rules.

Within thirty (30) calendar days of the initial notice to the CFM Scheme Committee chair, the review panel decision will be issued by the CFM Scheme Committee chair. The credentials manager will notify the complainant, who then has thirty (30) calendar days to appeal the decision by sending a second written appeal to the attention of the credentials manager, addressed to the CFM Scheme Committee chair.

Third Level of Appeal – CFM Scheme Committee Review and Determination

Should

The full CFM Scheme Committee will evaluate the process used by the CFM review panel to validate that it adhered to the principles of independence, fairness, transparency, and non-discrimination. In addition, the CFM Scheme Committee will review the facts of the appeal as well as the pertinent rules and regulations to ensure that they were applied appropriately. Each member of the CFM Scheme Committee will have one vote; the majority rules. The CFM Scheme Committee chair will vote only to break a tie.

The CFM Scheme Committee has the option of requesting that ICC Commissioners review specific decisions to ensure alignment with the goals and responsibilities of the certification body.

Within 60 days of receiving the appeal, the CFM Scheme Committee decision will be provided to the credentials manager, who will then notify the complainant.

The decision of the CFM Scheme Committee is final. No further appeals are available.

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4. PROGRAM COMPLAINTS

Resolution of Concerns
Individuals with concerns regarding the assessments, personnel, or other elements of the credentials programs 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.

Submission of Program Complaints
A complaint shall be submitted in writing to the IFMA department head or designee within 90 days of the incident’s occurrence. However, complaints related to a specific course or test administration must be submitted in writing within 2 weeks after the applicable course/test administration. The submission may be mailed, sent by courier or sent electronically. The submission shall include sufficient objective evidence to substantiate the claims and 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.

Staff Level Review
The department head or designee shall serve as the first level of review to make an initial determination of the validity of the complaint. He or she shall investigate the circumstances of any complaint and
1) Determine and implement corrective action,
2) Refer the complaint to a different suitable staff member to determine and implement correction action, or
3) Escalate it to the CFM Committee for review.

If addressed by staff and the decision is that no further action is necessary, the department head or designee shall communicate the resolution to the complainant within a period no longer than 30 days, along with instructions for appealing that decision and requesting that the complaint be addressed by the CFM Scheme Committee.

CFM Scheme Committee Review
If a complaint is found by staff to warrant escalation or if a written complaint is received from the complainant, the CFM Scheme Committee chair is notified and the complaint shall be reviewed by the entire committee. Staff shall provide relevant documentation including information regarding applicable rules, standards and precedents.

Compliance Review
In cases covered by the ANSI accreditation standard, decisions made contrary to that standard will be reviewed and may be nullified by the ICC in consultation with staff, and returned to the CFM Scheme Committee for further action.

A decision shall be communicated to the complainant within a period of no longer than 60 days. The decision of the CFM Scheme Committee is final. No further appeals are available.
1. 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.

2. ASSESSMENT INSTRUMENTS AND SCORING KEYS/RUBRICS CONFIDENTIALITY AND SECURITY
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/rubrics shall be provided procedures for the secure handling of exams and shall attest to reading and understanding them prior to their handling of the materials.

3. EXAM SECURITY POLICY
IFMA uses several methods to prevent cheating and to ultimately ensure that the exam items are intact and individuals are not cheating. The methods include managing and monitoring the test sites and procedures, monitoring digital communication for exposed items and monitoring psychometrics and managing item banks such as retiring items that have been frequently used.

All Candidates are required to provide identification documents and individuals who fail to provide valid identification will be refused admission to test.

4. RECORDS CONTROL
Scope of Records Control System
A credentials records control system shall be maintained to ensure that credentials program records are identified, managed, and disposed of in a manner designed to ensure integrity of the program and confidentiality of the information.

No Retention Required
Documents and other materials (including originals and duplicates) that are not otherwise required to be retained, are not necessary to the functioning or continuity of IFMA and which have no legal significance may be destroyed when no longer needed. Examples include draft documents, duplicate copies of records that are no longer needed, reminder messages, miscellaneous correspondence not requiring follow-up or action. No specific retention requirements are assigned to these types of documents.

Security of Records
IFMA shall restrict access to the credentials records maintained in IFMA’s database system to those personnel requiring access to accomplish credentials-related duties. Access to credentials records shall be by authorization of the department head or designee only.
1. IMPARTIALITY
IFMA’s International Credentials Commission (ICC) places the utmost importance on integrity and impartiality in carrying out its activities.

It is essential that an equal opportunity for success is provided to every candidate in each program, just as it is of paramount importance that all policies and procedures contribute to the development, oversight, evaluation, and maintenance of fair and equitable credentials and assessments which advance the profession of facility management.

Responsible for ensuring impartiality in all credentials activities, the CFM Scheme Committee/ICC shall exercise due diligence in recognizing and acting on threats to impartiality, which include but are not limited to, self-interest, activities with related bodies, relationships of personnel, financial interests, favoritism, conflict of interest, familiarity and intimidation.

The CFM Scheme Committee/ICC shall periodically conduct a threat analysis to determine the potential, both real and perceived, of an individual or an organization to influence the certification process for their own gain.

2. 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 ICC 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 ICC and its committees, or may impair these people’s independence or loyalty to IFMA’s credential program, ICC and its committees.

The integrity of the ICC/Committee organization and IFMA’s credential programs rest 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 by self-declaration of the individual as well as implementation of policies that define conflicts of interest for the ICC/CFM Scheme Committee and the personnel associated with it, whether volunteer, staff or contractors.

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

PROFESSIONAL CONDUCT POLICIES

1. CODE OF CONDUCT
I shall have as my primary goal developing and managing safe, human, and functional work spaces.

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

I shall have as an achievable goal maintaining objective, professional judgments. 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 upgrade my professional skills relative to the design, construction, maintenance and management of the built environment as it relates to people and processes.

2. INVALIDATING A CERTIFICATE
A credential earned by completing one of IFMA’s credential programs may be invalidated by the appropriate scheme committee 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
- Failure to cooperate reasonably with any disciplinary investigation by the scheme committee.

If a CFM credential is invalidated, the person previously holding the credential will cease using the designation and logo immediately. Violation may be cause for legal action.
APPENDIX

CFM Application

CFM Exam Specifications Document [pdf]

The IFMA Facility Management Learning System™

Facility Management Knowledge Center

CFM Practice Exam

CFM Exam Prep Workshop

Cumulative Bibliography from the FM Learning System

FM.Training Online Courses

Recertification Program Activities Worksheet (pdf)

CFM Maintenance Program Worksheet (pdf)

Retired CFM (RCFM) Program (pdf)

IFMA CFM Re-take Application

Candidate Form for Special Accommodation Requests

Physician Form for Special Accommodation Requests

CAMP User Guide

CFM FAQs
The CFM Application must be completed and submitted electronically in the Credential Application and Maintenance Program (CAMP). For instructions refer to the CAMP User Guide. This is for informational purposes only and cannot be used to submit an application for the CFM exam.

NOTE: Beginning January 1, 2018, all new and renewing CFMs are required to complete and Ethics Training Module every six years. Contact credentials@ifma.org if you need further information on this requirement.

Welcome to the IFMA Certified Facility Manager® Exam program. This is the first step in achieving your CFM credential. Please answer all questions thoroughly in order to document your eligibility. As you complete the application, you should save your work frequently. Payment must be submitted with application. Your application will not move into the approval queue until payment is completed. Reminder: this form times out. You will need to save your work often to prevent loss of the information you have entered. If your form is rejected, you can check "In Process" forms to see the reason for the decision. If the application is rejected, it can be resubmitted after corrections are made. If your application is approved, you will have 90 days to schedule and take the exam. Please note there are restrictions regarding rescheduling the exam. You will receive these details when you receive your application approval email.

**Personal Information**

* Last Name

* First Name

Work History

Company Name:

Start Date

(MM/DD/YYYY)

End Date

(MM/DD/YYYY)

Position

Immediate Supervisor, Name and Title
Address:

Describe your major job activities and responsibilities related to facility management.

Work History

Company Name:

Start Date

(MM/DD/YYYY)

End Date

(MM/DD/YYYY)

Position

Immediate Supervisor, Name and Title

Address:

Describe your major job activities and responsibilities related to facility management.

Work History

Company Name:
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Immediate Supervisor, Name and Title

Address:

Describe your major job activities and responsibilities related to facility management.

Work History

Company Name:

Start Date
(MM/DD/YYYY)

End Date
(MM/DD/YYYY)

Position

Immediate Supervisor, Name and Title

Address:
Describe your major job activities and responsibilities related to facility management.

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Describe your major job activities and responsibilities related to facility management.

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</tr>
<tr>
<td><strong>End Date</strong> (MM/DD/YYYY)</td>
</tr>
</tbody>
</table>
Position

Immediate Supervisor, Name and Title

Address:

Describe your major job activities and responsibilities related to facility management.

Education History

Name of Institution:

Start Date

(MM/DD/YYYY)

End Date

(MM/DD/YYYY)

Major(s)

Highest Degree Earned

Date Earned

(MM/DD/YYYY)

Address:

Education History

Name of Institution:
Code of Conduct

* I shall have as my primary goal developing and managing safe, human, and functional work spaces.

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

I shall have as an achievable goal maintaining objective, professional judgments. 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 or national origin.
I shall continually seek new information to maintain and upgrade my professional skills relative to the design, construction, maintenance and management of the physical environment as it relates to people and work processes.

☐ I have read and agree to adhere to the CFM® Code of Conduct

Rules and Regulations

* All information in this application is complete and accurate to the best of my knowledge.

Upon request, I will provide any additional information that may be needed by IFMA to process this application.

I will not represent myself as a Certified Facility Manager® or use the CFM® logo until such time as this credential is awarded to me by IFMA. I understand that I must renew my CFM credential every three years, according to the recertification policies then in effect. If I fail to renew my CFM by the deadline, it will be cancelled. If my CFM is cancelled, or invalidated by the CFM governing body for not adhering to the Rules of Conduct, I agree that I will not use the designation or logo in any way, and that violation of the agreement may be cause for legal action.

☐ I have read and agree to adhere to the CFM Rules and Regulations.

Release of Information

I understand that IFMA recognizes new credential holders in many ways, including a feature 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

Request for Special Exam Accommodations

* IFMA, in adherence to the Americans with Disabilities Act (ADA, 1990), provides reasonable and appropriate accommodations for disabled individuals who supply appropriate documentation. An applicant may request accommodation due to disability, handicap or other reason. Candidates must complete the Request for Special Exam Accommodations Form and submit it, in the Credentials Application and Maintenance Program (CAMP) record of the applicant. Medical documentation of specific needs, must be submitted no more than 7 days after the request. The request must be specific as to the nature of the problem and based on testing that is not older than 4 years prior to the application. Accommodation requests must be submitted with the CFM exam application. The applicant is responsible for demonstrating that the request should be granted. The IFMA Credentials Team will review the request and notify the candidate in writing of its determination within 2-3 business days of receipt of the medical documentation.

☐ I have read and understand IFMA's policy on Request for Special Exam Accommodations.

IFMA, in adherence to the Americans with Disabilities Act (ADA, 1990), provides reasonable and appropriate accommodations for disabled individuals who supply appropriate documentation. An applicant may request accommodation due to disability,
handicap or other reason. Candidates must complete the Request for Special Exam Accommodations Form and submit it, in the Credentials Application and Maintenance Program (CAMP) record of the applicant. Medical documentation of specific needs, must be submitted no more than 7 days after the request. The request must be specific as to the nature of the problem and based on testing that is not older than 4 years prior to the application. Accommodation requests must be submitted with the CFM exam application. The applicant is responsible for demonstrating that the request should be granted. The IFMA Credentials Team will review the request and notify the candidate in writing of its determination within 2-3 business days of receipt of the medical documentation.

I am requesting Special Exam Accommodation for the CFM exam and will complete and submit the Request for Special Exam Accommodation Form

* I hereby apply to become a candidate for certification as a facility manager by the International Facility Management Association. As a condition of this application, I authorize IFMA to investigate statements made within this application.

Exam candidates with special needs are encouraged to inform IFMA of these needs.

Initials Required

Date of Application
(MM/DD/YYYY)
CFM Exam Retake Application

This form is to be completed only by individuals who have taken but not passed the CFM® exam within 12 months of their initial unsuccessful attempt. Other applicants should complete the standard application. Please answer all questions. The actual application must be completed and submitted electronically through the CAMP program.

Personal Information

* Are you a member of IFMA?
  ○ Yes, I am a member.
  ○ No, I am not a member

IFMA Membership ID Number

Are you a member of other organization?

○ ASBE  ○ BIFM  ○ BOMA  ○ FMA  ○ Global FM  ○ SAME

Are you eligible for GSA pricing?

○ Yes, I am eligible for GSA pricing
  ○ No, I am not eligible for GSA pricing.

* First Name

* Last Name

Employment Information

Company Name

Title

Street Address (No P.O. Boxes)

City

State/Province

Zip/Mail Code
Country

Phone

Fax

E-mail

* Home or Cell Phone

* Enter your initials in the box below, certifying the information provided in this application is true and correct to the best of your knowledge and that you have taken but not passed the CFM Exam within the last 12 months.

Date of Application

*(MM/DD/YYYY)*