



THE *PREMIER*
INTERNATIONALLY
RECOGNISED
CERTIFICATION IN
FACILITY MANAGEMENT

TOP 5 REASONS TO GET CERTIFIED

1. Distinguish yourself.

In today's competitive job market, your CFM® status puts you ahead of the competition. Certified Facility Managers have proven their abilities and demonstrated their commitment to achieving excellence in the profession.

2. Invest in your future.

On average, CFMs earn 18% more than non-certified facility managers. Earning your CFM is one of the most important career decisions you can make.

3. Demonstrate your leadership and initiative.

It's not easy to achieve CFM status. The CFM designation is a tangible sign of your success. Share your expertise and mentor up-and-coming members of your organisation.

4. Advance your profession.

Facility managers must be proficient in a wide range of competencies. The CFM program articulates the level of skill and talent required of the profession.

5. Enhance your professional network.

Enjoy opportunities to network during special CFM events. IFMA chapter and council members along with FMA Australia branch members receive special recognition for their achievements.



With the achievement of your CFM credential comes a deep appreciation of the knowledge you have gained throughout your years in the FM industry. It also contributes to the continued growth and advancement of the profession. I would encourage all facility managers to strive for accreditation.



GEORGE SPINK, CFM
Chief Executive Officer
USM
Pennsylvania, USA





The pace of the modern facility management profession means that—now, more than ever—time is money. Earning the CFM designation means colleagues are able to readily benchmark my qualification against known competencies, without wasteful translation time.



STEPHEN BALLESTY, CFM

Director | Head of Advisory
Rider Levett Bucknall
Sydney, Australia



The Certified Facility Manager (CFM) credential sets the industry standard for ensuring the knowledge and abilities of practicing facility managers. It is the only globally recognised certification for the facility management profession.

BENEFITS TO YOUR ORGANISATION

- **Defines your search and assures quality.**
Organisations that require the CFM credential ensure that their facilities are being managed by competent, experienced professionals.
- **Maintains professional standards.**
IFMA has led the way in establishing recognised standards of knowledge and skills critical to the profession.
- **Focuses and maps professional development.**
All CFMs are required to continue to grow professionally to maintain certification.

WHO CAN APPLY?

You do not have to be a member of IFMA or FMA Australia to take advantage of the program, nor do you automatically become an FMA Australia member upon receiving your designation.

All facility management practitioners who meet the requirements are encouraged to apply. Individuals who work in related fields (architecture, interior design, etc.) and meet the requirements also may qualify to take the exam.

CERTIFICATION PROCESS

The certification process is designed to assess competency in the field through work experience, education and the ability to pass a comprehensive exam.

STEP 1: Assess your readiness.

IFMA and FMA Australia want all candidates to be successful! Review the nine core competency areas* on the IFMA website and estimate your level of knowledge. If you are unsure of your readiness to take the exam, IFMA and FMA Australia recommend that you take the CFM Online Self-Assessment, conveniently available on the IFMA website. This self-assessment allows candidates to look at their experience in detail as it relates to each competency.

By using questions that have been retired from the actual CFM Exam, the CFM Online Self-Assessment serves as a roadmap for your exam preparation. Candidates are able to identify their strongest competency areas as well as the areas that require additional development through training and/or job experience. The self-assessment results are customised to provide options for additional training at a local level, through online courses or at an IFMA or FMA Australia sponsored event.

* For a complete list of the nine core competencies, visit www.ifma.org or e-mail certification@ifma.org.

Why should you take the CFM Online Self-Assessment?

The online assessment is designed to help you:

- Assess your current level of facility management knowledge and experience.
- Familiarise yourself with the types of questions you will see on the certification exam.
- Determine if you have the right balance of experience and knowledge to successfully complete the exam.

STEP 2: Submit your application.

Once you have determined your readiness to take the exam, you may submit your CFM application through the IFMA website.



STEP 3: Schedule and pass the exam.

Within several days of submission, approved candidates are e-mailed instructions on how to contact the testing provider to schedule an appointment to take the exam. Candidates must take the exam within three months of acceptance.

STEP 4: You are a CFM.

Once you receive your official notification, you may begin using the CFM after your name. You will also receive a certificate, lapel pin and press release in your welcome packet.

Application/Exam Fees

IFMA/FMA Australia Members	Non-members
\$525 (U.S.)	\$775 (U.S.)

Fees are non-refundable unless the application is not approved.

CANDIDATE REQUIREMENTS

The CFM is a competency-based certification. Candidates must first meet the education and experience requirements outlined below. Once the application is accepted, the candidate must pass an exam.

Candidates must fall into one of the following education or work experience categories:

Education*	Years of FM Experience
Facility management master's degree or bachelor's degree from an IFMA recognised program	3 years
Related bachelor's degree	4 years
Non-related bachelor's degree or associate degree	5 years
Secondary education	8 years

**All categories require some form of continuing education within the past five years.*

Successful candidates will have experience in the following competency areas. These nine areas have been identified as the core areas of skills and knowledge necessary for an accomplished facility manager.

- Communication
- Finance
- Human and environmental factors
- Leadership and management
- Operations and maintenance
- Planning and project management
- Quality assessment and innovation
- Real estate
- Technology

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

CFM EXAM INFORMATION

The computerised exam consists of 180 multiple-choice questions related to the nine areas of competency. Candidates must pass the entire exam in one sitting.

Accepted candidates may schedule the exam at their convenience* at one of our testing centres worldwide.

* *Testing must occur within 90 days of candidate acceptance.*

CANDIDATE ASSISTANCE

Online

If you are unsure of your readiness to take the exam, you may go to the IFMA website and take an online self-assessment test. This self-assessment allows candidates to look at their experience in detail as it relates to each competency.

WHAT IF I DON'T PASS THE FIRST TIME?

Don't give up! We will send you a letter listing the competency areas in which you scored lowest. This information should be used as a learning opportunity to prepare for taking the exam again. Information on retesting is also included in the letter.

MAINTAINING YOUR CFM

Certification is valid for three years. CFMs must demonstrate a continued commitment to growth and excellence by earning a required number of maintenance points in at least two of the following categories:

- Practice
- Continuing education
- Professional involvement
- Development of the profession





As someone who is in the executive level of a government agency, I have a broad range of management responsibilities. Property and facility management services make up more than a third of my responsibilities so it is important to understand that side of the business, but also to have a level of credibility with staff and providers that I have a recognised competence in the field. The CFM proves that level of competence.

I have worked within the FM industry for more than thirty years but my base academic qualification is a degree in civil engineering. The CFM gives me the opportunity to have my experience and expertise recognised in a practical way. At my career stage, recognition is more meaningful than an academic qualification.



STEVE JONES, CFM
Director, Commercial and Facilities
Australian Sports Commission
ACT, Australia



International Facility Management Association

*For more information or to complete the
CFM application now, visit www.ifma.org
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