



CERTIFIED FACILITY MANAGER® (CFM®) CERTIFICATION HANDBOOK

Effective Date: October 8, 2025

Individuals taking the CFM exam prior to this date
should access the handbook here:

<https://bit.ly/IFMA-CFM-Handbook>



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INTRODUCTION



History

Founded in 1980, IFMA is the world's largest and most widely recognized international association for facility management professionals, supporting 25,000 members in 140 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.

Mission

IFMA's mission is to advance our collective knowledge, value and growth for Facility Management professionals to perform at the highest level.

The mission of the IFMA Certification Commission is to advance the professional discipline of facility management worldwide by enhancing and sustaining the integrity and quality of IFMA's certifications.

Governance

As the official governing body of IFMA for competency-based certifications, the Certification Commission, is dedicated to the establishment, maintenance and validation of professional standards for the facility management (FM) profession. The Certification Commission shall act in accordance with the following guiding principles:

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

ABOUT THE CERTIFIED FACILITY MANAGER CERTIFICATION

The CFM® is the pinnacle achievement in facility management certification and is widely regarded as the industry standard in facility management certification. Earning this credential allows you to:

- Gain credibility in your professional network
- Showcase your knowledge in the FM practice domains
- Grow as a leader in the FM profession
- Proudly join a distinguished group of FM professionals

Scope of the Credential

Earners of the globally recognized CFM® have demonstrated competence in FM by meeting the required criteria of work experience, education and passing the comprehensive exam that covers the domains of the FM body of knowledge. CFMs work in many different industries (i.e. healthcare, retail, corporate, government, non-profit, etc.) and manage various types of facilities (i.e. hospitals, schools, hotels, office buildings, etc.). CFMs may manage one facility or more than 100 and may manage facilities in different parts of the world. The CFM® credential sets the industry standard for ensuring the knowledge and competence of practicing facility managers.



ELIGIBILITY

The Certification Commission has developed requirements for certification eligibility to ensure that the application process is fair and impartial for all applicants.

MEMBERSHIP

Membership in IFMA, or any other organization, is optional and not required for certification.

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.



ELIGIBILITY REQUIREMENTS

All candidates for certification must meet all eligibility requirements in effect at the time of application for certification.

Education and Work Experience

Candidates must satisfy either the Option 1 or Option 2 eligibility requirements for education and FM work experience. Internships do not count toward FM experience.

| Requirement | Option 1 | Option 2 |
|---------------------------|---------------------------------------------------------|--------------------------------|
| Education | Bachelor's or Master's level Facility Management degree | Any other education level |
| FM Work Experience | 3 years in most of the domains | 5 years in most of the domains |

Ethics Requirement

An Ethics Assessment is required for all CFM credential applicants. Those holding the CFM credential are required to complete an Ethics Assessment every other renewal cycle or every six (6) years.

Candidates have an option of two Ethics Assessments which have been approved by the Certification Commission. If a candidate's employer requires an Ethics training/assessment, and the training meets the requirements of the International Ethics Standards Coalition (IESC), the program can be submitted, along with the Ethics Submission Form, for approval and applied towards the Ethics requirement. All Ethics Assessments can be used towards maintenance activities for the recertification form. The table that follows details

the options for satisfying the Ethics Requirement.

Candidates have up to 30 days from the date they pass the exam to complete the Ethics Requirement and submit the required documentation through their CAMP record.

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

View Appendix 2 for more information about the Ethics requirement.

| Ethics Assessment Option | Description | Documentation Required |
|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| HR Classroom Code of Business Conduct and Ethics Training Course (available in the CFM application in the Ethics Module) | <ul style="list-style-type: none"> • 1 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. | When training is complete, the applicant will complete the Ethics Section of the CFM Application, located in Credential Application and Maintenance Program (CAMP) and upload the documentation. |

| Ethics Assessment Option | Description | Documentation Required |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| RICS Professionalism Module | <ul style="list-style-type: none"> • 3 hour e-learning program • This course will explore the topics through interactive learning modules and case studies. | When training is complete, the applicant will complete the Ethics Section of the CFM Application, located in (CAMP) and upload the documentation. |
| Employer-sponsored Ethics Training | <ul style="list-style-type: none"> • If the employer has Ethics Training that meets the framework established by the International Ethics Standards Coalition and adopted by the Certification Commission, it may be submitted for approval. | When training is complete, the applicant will complete the Ethics Section of the CFM Application, located in (CAMP) and upload the documentation |

APPLYING FOR THE EXAMINATION

Application Requirements

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). Candidates using CAMP for the first time should read the CAMP User Guide for instructions.

If you are a member of IFMA, a past member of IFMA, OR have 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 you do not recall your username and password but believe one was set up in the past, please contact IFMA by calling +1-713-623-4362.

If you have never set up a username or password with IFMA, you can visit www.ifma.org and choose Member Login to create a user account. If you encounter any issues, please call +1-713-623-4362 for assistance. (Note — membership is not required to set up an account or to earn IFMA certification.)

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 must log into CAMP and apply payment in order to receive information on making an exam appointment.)

Application Fees and Payment

Tiered pricing for CFM application and recertification fees is regionally based. GSA fees are applicable to Federal Agency Employees eligible for GSA pricing.

To determine which fee(s) apply to you, view the Tiered Pricing chart in the appendix, find the country associated with your home address, and determine the applicable fee. See Appendix 1 for more information.

| Tier | Member/Non-member application fees |
|------|------------------------------------|
| 1 | \$595 member/\$880 non-member |
| 2 | \$476 member/\$707 non-member |
| 3 | \$369 member/\$546 non-member |
| GSA* | \$568 |

Payment Options

- **PAYMENT BY CREDIT CARD:** If either the employer or the candidate is paying the application fee by credit card, "Pay Fees" 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.
- **PAYMENT BY CHECK:** If the employer or candidate is paying for the application fee by check, the candidate should complete the form choosing "Pay with Check." The application will be processed when payment is received. An invoice may be requested for payment if necessary.
- **PRE-PAYMENT BY EMPLOYER:** If the exam payment has been pre-paid by an employer, the candidate should choose the "PO" option and enter the name of the PO# provided when payment was made in the PO# field. An email may be sent to Credentials@ifma.org requesting that the payment be processed.
- **VA REIMBURSEMENT:** 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.

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 this application is complete and accurate to the best of my knowledge. I agree to comply with the certification requirements and will inform IFMA, without delay, of any matter that might affect my ability to continue to fulfil the requirements of certification.
- Upon request, I will provide any additional information that may be needed by IFMA to process this application.
- I agree to maintain the confidentiality of the CFM exam content. I will not disclose exam items, answers, or any confidential exam information during or after the exam. I will not attempt to remove materials from the testing room, aid other persons taking the exam, or create a disturbance during the test administration. I understand that any possible or suspected security violations will be reported promptly to IFMA for investigation and may result in the cancellation of my exam score and/or eligibility for the CFM credential.

- 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 revoked.
- In the event my certification is revoked or withdrawn, I agree that I will discontinue all claims to certification, will not use the designation or logo in any way, and will return any certificates issued by the CFM program. I understand that violation of this agreement may be cause for legal action.
- I have read and understand the CFM Certification Handbook. Live remote proctoring is no longer allowed for the CFM exam.
- I agree to adhere to all certification program policies and procedures. I will not use the certification in such a manner as to bring the certification body into disrepute and will not make any statement regarding the certification which the certification body considers misleading or unauthorized.

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 understand that my candidate ID number, and issuance/expiration date are also published on the IFMA web site and are available to the public as verification of my credential.
- I have read and agree with the IFMA Information Release Policy.
- 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.

Application Processing and Notifications

After submitting your application and payment online, the approval process can take up to 21 days. If an application is denied, Credentials Staff will follow up with the applicant accordingly. In the event an application is denied, any payment that has been processed will be refunded. Applicants who fail to demonstrate they meet the eligibility requirements will not be permitted to take the exam.

Application Approval

Once the application is approved, the candidate has 90 days in which to schedule and complete the exam. If an extension is necessary, the candidate can submit the Extension Module at the bottom of the application form and receive another 90 days in which to schedule and take the exam. There is a \$50 fee for the extension request.

The application is current for one year after approval.

Note: candidates have 30 days from the date on which they pass the CFM exam to complete the Ethics Training requirement and submit the required documentation in the CAMP record. Any candidate who does not fulfill this requirement within the 30-day period following the exam date will have the status of the CFM inactivated and will not be in good standing.

Application Audit

A portion of applications will be selected for random audit. If selected for audit, the applicant must provide documentation to verify: 1) the applicant's work experience by providing written or verbal documentation of employment history from the employer and 2) the applicant's FM degree (if applicable) by providing an official transcript.

Incomplete Applications

An application is considered incomplete if any of the requested information is missing or the appropriate fee is not included. Incomplete applications are not returned or refunded. Applicants who fail to demonstrate that they meet eligibility requirements are not permitted to take the exam. If a complete application is not approved due to the candidate's lack of the required experience, the application fee will be refunded.

Testing Accommodations for Candidates with Disabilities

The Certification Commission and its testing vendor, Prometric, comply with the Americans with Disabilities Act (ADA) which requires that the examination is offered 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 accommodation includes, but are not limited to, a reader, a scribe, and extended testing time.

Candidates seeking special accommodation must indicate this on the application and submit an accommodations request form found within CAMP. To request accommodation, the candidate and the candidate's health care provider will each need to complete one form (Candidate Form: Request for Special Exam Accommodation, 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. Medical documentation of specific need must be submitted no more than seven (7) days after the request and by using the required forms. The request must be specific as to the nature of the problem and based on medical testing that was not more than four (4) years prior to the application date.

There is no additional charge for requesting or using a special accommodation. Each request will be evaluated individually by IFMA. If approved, IFMA will alert Prometric of the necessary accommodations. If a candidate requests special accommodation, the candidate will not be able to schedule a testing appointment until the request is processed. The candidate will be contacted by email regarding the approval status of the special testing accommodations request.



SCHEDULING AN EXAM APPOINTMENT

Scheduling an Exam

If the application is approved, the candidate will receive an email with instructions for scheduling an exam appointment with IFMA's test administration vendor, Prometric. The exam eligibility period is 90 days from the date the application is approved, and there are Prometric policies regarding rescheduling and/or cancelling an exam appointment. This information will be included in the scheduling email. The candidate must take the exam during the 90-day period. See Application Approval for information about requesting an extension.

The exam is offered via computer-based testing at Prometric testing centers. Steps on scheduling an exam with Prometric will be sent via e-mail with application approval notice.

Refunds, Cancellations, and Rescheduling

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 timelines and associated fees shall apply.

| If the appointment is cancelled or rescheduled: | The associated charge is: |
|-------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 31 days or more before the exam appointment | No charge |
| 5 to 30 calendar days prior to the exam appointment | \$40US collected by Prometric |
| Less than 5 days before the exam appointment | Candidate will be considered a "no show" and charged the CFM Exam Retake Fee to reschedule the exam. |
| Fails to appear for a scheduled exam appointment or rescheduled exam appointment | Candidate will be considered a "no show" and charged or CFM Exam Retake Fee to reschedule the exam. |
| 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 charged the CFM Exam Retake Fee to reschedule the exam. |

Within the United States and Canada, candidates must make and confirm all cancellations/changes through direct contact with Prometric personnel through the Prometric website or IVR system. Leaving a message on a recorder or a voicemail is not sufficient to confirm a cancellation/change.

Outside of the United States and Canada, candidates must make and confirm all cancellations/changes via the Prometric website or by direct contact with Prometric personnel. Candidates must retain the cancellation confirmation number provided by Prometric for use in rescheduling the exam and for verification of the cancellation if needed.



PREPARING FOR THE EXAMINATION

Candidates should prepare for the exam prior to submitting the application for approval. Once the application is approved, candidates have 90 days in which to schedule and take the exam.

Participation in exam preparation courses and activities is optional and not approved or endorsed as the only or best means of preparation for the CFM® exam. The IFMA Certification Commission, the governing body responsible for the development and maintenance of the CFM® exam, is not involved in the development or delivery of any exam preparation materials.

A partial list of optional exam preparation resources includes:

- Review of the CFM Exam Specifications
- CFM Practice Exam
- CFM Exam Prep Workshop
- IFMA Core Competency Courses

For more information on IFMA's CFM® exam preparation resources, visit www.fm.training.

How the Examination Is Developed

IFMA adheres to common and best-practice testing and psychometric theory to ensure validity, reliability, and fairness. To meet this standard, the CFM® exam is developed and maintained through these steps:

Job Task Practice Analysis & Content Outline

In 2021, IFMA commissioned a study called the Dynamic Global Career-Based Practice Analysis (DGCPA). The purpose of the study was to 1) develop a competency model for the profession and 2) validate the domains on which the CFM® credential is based. The multi-phase study included a literature review, global survey, taskforces, and workgroups. Approximately 1700 facility managers representing all 7 geographic regions contributed to the study. The results defined three levels of proficiency and validated the domains on which IFMA's certification and certificate programs are based. The output of the study included a revision of the CFM® exam blueprint. A validation study is typically performed every 5-7 years to ensure the exam specifications reflect the current scope of practice.

Item Development & Form Assembly

Using the exam blueprint, test items are written and approved by trained and qualified SMEs under the guidance of a psychometrician. All test items undergo multiple levels of review and editing. Test items are assembled into a test form using the content outline specifications. The test form is reviewed by an SME panel before being finalized.

The Passing Score

A criterion-referenced standard setting study is conducted on the base form following the job analysis to determine a passing score for the CFM® exam. The passing score is based on the difficulty rating for each item established by an SME panel under the guidance of a psychometrician.

Ongoing Development & Maintenance

Content of the examination is reviewed regularly to ensure that items remain accurate and relevant. Prior to the release of new exam forms, an item analysis is conducted on the previous CFM® exam forms. Items not performing well are flagged and reviewed by SMEs to determine if they are appropriate to be used on the exam. As subsequent forms are developed, they are equated to ensure that the exams are of equivalent difficulty.

Examination Content

Description

The CFM Exam consists of 120 three-option multiple-choice questions delivered in random order. There are 20 pretest items which do not apply towards exam results and 100 scored exam items. All questions have a single answer. There are no pre-set sections.

Appointments are scheduled for 4 hours to provide ample time for the tutorial, etc., but when the actual exam begins, the timer will count down from 3 hours. There are no scheduled breaks. Fifteen minutes have been added to the 2.75-hour testing period to allow examinees to take “bio breaks” as needed. Please note that the timer will continue to run.

The test is 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. If time allows, candidates may return to complete those questions.

Language

The CFM exam is offered in English only.

Exhibits/Images

Items may contain exhibits. All exhibits depict a single item or symbol. There are no large drawings such as floor plans. In some cases, examinees may 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 Content Outline

Candidates are encouraged to review the CFM content outline in preparation for the examination.

International Facility Management Association Certified Facility Manager® (CFM®) Examination Specifications*

| | # of Items |
|-------------------------------------------------------------------------------------|------------|
| A. Leadership & Strategy | 10 |
| A.1 Strategic planning and alignment with the demand organization | |
| A.2 Leadership | |
| A.3 Change management | |
| A.4 Relationship management and conflict management | |
| A.5 Individual and team leadership management | |
| A.6 Political, social, economic, and industry factors affecting facility management | |
| B. Facility Operations | 10 |
| B.1 Buildings, Building Systems, and Infrastructure and Grounds | |
| B.2 Maintenance Processes | |
| B.3 Opextures and equipment (FF&E) | |
| B.6 Occupant Health, Safety, and Security | |
| B.7 Work management systems | |
| C. Risk Management | 10 |
| C.1 Facility resilience and business continuity | |
| C.2 Risk management planning | |
| C.3 Emergency preparedness, response and recovery | |
| D. Finance & Business | 10 |
| D.1 Operational and Capital Budgeting | |
| D.2 Procurement and Contracting Strategies | |
| D.3 Financial Analysis and Reporting | |

| | |
|---------------------------------------------------|------------|
| E. Sustainability | 10 |
| E.1 Sustainable facility management | |
| E.2 Energy | |
| E.3 Water | |
| E.4 Measure and Monitor | |
| E.5 Materials and Consumables | |
| E.6 Waste | |
| E.7 Wellness | |
| E.8 Site management | |
| F. Communication | 10 |
| F.1. Communication skills | |
| F.2 Communication management | |
| G. Quality | 10 |
| G.1 Quality management | |
| G.2 Quality improvement | |
| H. Real Estate | 10 |
| H.1 Master planning | |
| H.2 Real estate management | |
| H.3 Functional Programming/Planning | |
| I. Facility Technology and Data Management | 10 |
| I.1 Data strategy and information management | |
| I.2 Facility Technology | |
| I.3 Information protection & cyber-security | |
| J. Project Management | 10 |
| J.1 Planning & Design | |
| J.2 Execution & Delivery | |
| J.3 Project Closeout | |
| Total | 100 |

* Each test form will include 1 set of 20 unscored pretest items in addition to the 100 scored items.
3 hours of testing time is allowed.



TAKING THE EXAMINATION

Testing Sites

The exam is offered via computer-based testing at Prometric testing centers. See [Scheduling an Exam](#) for more information.

Proctors

All examination administrations are monitored by qualified, trained proctors at authorized test sites. Proctors are accountable for checking candidate identification, administering pre-approved accommodations for candidates with disabilities, administering the exam in compliance with Commission policies and procedures, security of test materials and reporting candidate misconduct and any exam-related incidents or security concerns.

Arrival

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 time will not be admitted.

Identification

Candidates must provide two forms of identification, with one being a valid, unexpired government-issued ID with a signature, a photograph that looks like the candidate, and an expiration date.

Acceptable examples of government-issued, photo ID include:

- Driver's license
- Passport
- Military ID
- Alien ID/Resident Alien Card (*If the ID has 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.

The second form of ID must include the candidate's name and a valid signature. A credit card with a signature will satisfy this requirement at Exam Centers.

Note: The name on the forms of ID must match the name used to apply for the exam, or the candidate will not be allowed to take the exam.

Exam Security

IFMA's stringent focus on protecting the honest test taker ensures a fair test experience for candidates.

Exam Admission and Conduct

- Prometric conducts strict 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 proctor. 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 administration.
- Candidates with long hair that covers their ears will be asked to pull hair back to ensure nothing is attached to the ear that could provide an unfair advantage (i.e. Bluetooth earpiece).
- 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 the testing administration. Test center candidates may be asked to store them in their locker.
- If a candidate is caught with a camera device prior to entering the testing administration, it will be confiscated, and the candidate will not be allowed to test.
- If a candidate is caught with a camera device during the testing administration, it will be confiscated, and the exam will be terminated.

- Unauthorized personal items may not be accessible while testing. Such items include, but are not limited to: outerwear, hats, food, drinks, purses, bags or briefcases, notebooks, watches, cell phones, electronic devices, or wearable technology.
- Eating, drinking, smoking, and chewing gum are prohibited during the exam.
- Candidates may not use calculators, glossaries, books, or notes during the administration.
- Light clothing items removed for comfort such as sweaters, suit jackets, scarves, etc., must be hung on the examinee's chair, not placed in laps or on the workstation desktop. Outerwear such as heavy coats, parkas, raincoats, etc., is not permitted in the immediate testing area.
- Candidates must remain in the seat during the exam except when authorized to leave by testing vendor staff. Candidate must raise a hand to notify test administration 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

Beginning the Exam

Once the candidate's information has been verified at the test center, candidates will be escorted to a workstation by test center staff.

Scratch Paper

Candidates are allowed to use scratch paper during the exam session. Candidates must turn in the scratch paper prior to leaving the exam appointment.

Candidate Misconduct

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 administration, 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.



AFTER THE EXAMINATION

Notification of Exam Results

Upon completion of the exam, the candidate is notified immediately by email of pass/fail status.

While most candidates receive exam results within 21 business days, the IFMA Certification Commission may occasionally extend this period when a more in-depth quality assurance review is required. These reviews may be scheduled or random and are based on security protocols established with the testing provider.

These additional review steps are part of IFMA's ongoing commitment to exam integrity and fairness for all candidates. Although we will provide an estimated timeline for completion, please note this is only an estimate. Final decisions on certification outcomes are made solely by the Certification Commission.

Ethics Assessment

IFMA Credentials staff will confirm results only for those candidates who have completed the ethics assessment requirement. Candidates who have not completed the ethics requirement prior to taking the exam must do so and submit the required documentation in the CAMP record within 30 days of the date on which the candidate took the certification exam.

Certificates

Candidates who have met all requirements for certification should receive certificate packets within 8-12 weeks of the successful testing date or completion of the ethics assessment, whichever occurs last. Once certification requirements are satisfied and the ethics assessment is completed and uploaded into the record, candidates can access a digital copy of the certificate.

A paper 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 certification issuer
- Signature of Certification Commission Chair
- Certificate term of validity

The certificate is the sole property of IFMA and must be returned if certification status is suspended or revoked. A secure digital badge will be issued to credential holders as well as instructions for claiming the badge.

Use of the CFM Designation and Credentials Registry

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 (See Ownership of the Certification Mark and Logo Use).

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 may not use the designation or logo in any way. Violation may be cause for legal action.

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 CAMP. The CFM Exam Retake Application and Payment Form, must be submitted and approved before the candidate may schedule the exam retake appointment. Currently, each candidate is allowed one free retake. Attempts outside the 12 month eligibility period will require meeting all eligibility requirements and completing the full application including payment.

Retake Fees

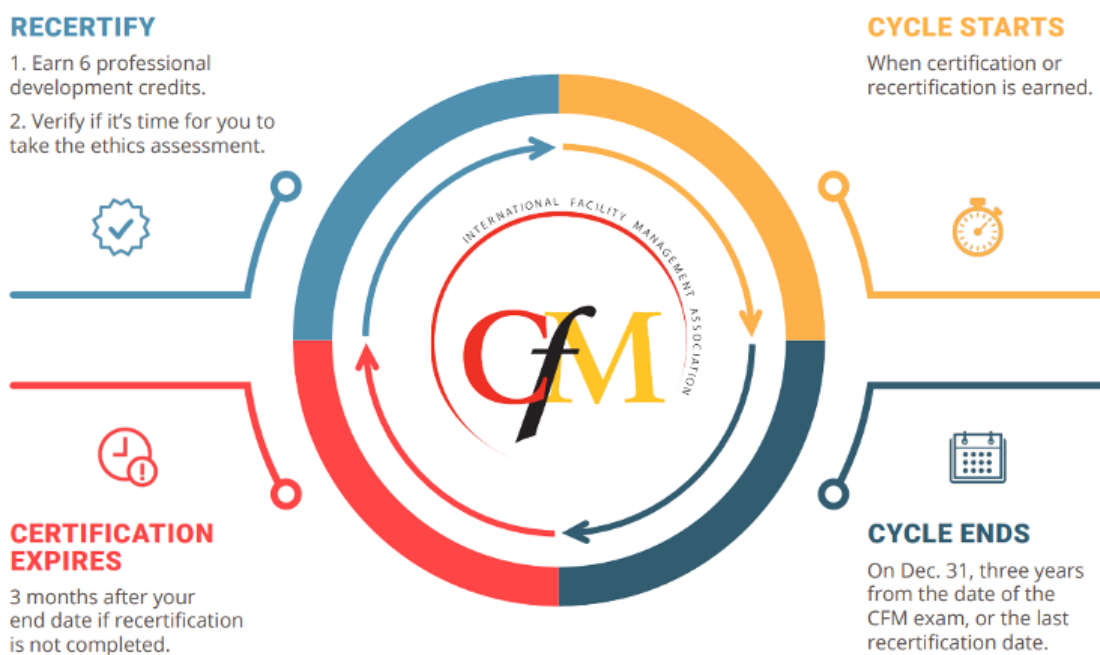
- US \$265 (member) — IFMA members receive a 27% discount
- US \$365 (nonmember)

MAINTAINING YOUR CERTIFICATION

Purpose

Recertification through continued study or participation in industry sponsored events demonstrates that designees are using the knowledge and skills represented by the certification and demonstrating mastery of the FM body of knowledge and expertise. By using the designation, you are promoting your high level of experience and knowledge. Maintaining the credential shows that you are committed to continuous

growth, development, self-improvement and advancing the FM profession. 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.



Recertification Requirements

The CFM Certification is valid through December 31, three (3) years from the date of the CFM exam or the last recertification date.

Qualifying Activities

CFMs are required to complete at least three (3) activities in a minimum of two (2) of the following four (4) categories, for a total of six (6) activities within the certification period:



FM Related Education



FM Practice



Professional Leadership



Development of the Profession

See Appendix 3 for detailed information about acceptable Qualifying Activities for CFM® Certification Maintenance.

Recertification Application

IFMA sends out recertification notices to all active CFMs, as a courtesy, beginning 6 months prior to the CFM expiration date. It is imperative that CFMs keep their contact information current with IFMA.

It remains the responsibility of the CFM to submit the recertification documents on time regardless of whether the recertification notice is received.

Candidates must complete the recertification process below to maintain their credential:

1. Complete and submit the CFM® Recertification Form found in IFMA's CAMP along with the required supporting documentation. Individuals may enter activities as they are completed to easily manage the maintenance process throughout the certification period.
2. Meet the Ethics Training requirement every six (6) years (every other renewal cycle) by completing an Ethics Assessment (see Ethics Requirement and Appendix 2). Ethics Training may be used towards the FM-related Education Category.
3. Complete and submit the CFM® Recertification Payment Form.

Renewal applications will not be accepted from individuals whose certification is in a state of suspension, inactivation, or has been revoked.

Recertification Expiration

If the recertification process is not completed by the expiration date, which is December 31 of the expiration year, the following timelines apply:

- Between the expiration date (January 1) and three (3) months (March 1 of the following year) the CFM recertification form can be submitted with no penalty. This is considered the Grace Period.
- Between three (3) months plus one (1) day (April 1) to six (6) months (June 30) after the expiration date, the receipt of a recertification package must also include a late fee of US \$100.00. This is the Cancellation Pending Period.
- Individuals who do not complete recertification within six (6) months of their expiration date (by June 30 following the expiration date) will lose the credential and must retake the CFM® exam to reinstate the credential. The credential is Cancelled.

A sample scenario is provided in the following table. Note that this is for explanatory purposes only, and an individual's timeframes are based on their own expiration date.

| | CFM Expiration Date | Grace Period | Late Period | Reinstatement |
|-----------|---------------------|--------------------------------------------|---------------------------|------------------------------------------|
| Timeframe | December 31 | January 1 – March 31 of the following year | April 1 – June 30 | July 1 and on |
| Penalty | On time | No penalty | \$100US late fee assessed | Reapply for and retake/pass the CFM exam |

Recertification Fees

Tiered and GSA pricing available. See Appendix 1 for more information.

| Tier | Member/Non-member application fees |
|------|------------------------------------|
| 1 | \$290 member/\$365 non-member |
| 2 | \$232 member/\$292 non-member |
| 3 | \$180 member/\$227 non-member |
| GSA* | \$203.72 |

**GSA fees applicable to Federal Agency Employees eligible for GSA pricing.*

For information about payment options, see Payment Options.

Recertification Verification

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

A portion of applications will be selected for random audit. If selected for audit, IFMA will notify the individual.

CFM® Inactive Status

It is possible for an active CFM® credential holder to move to a temporary Inactive Status under the following situations:

- Serious illness of the credential holder 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 (1) year from the date prior to the expiration date of the CFM® credential. During this time, the individual can obtain sufficient maintenance activities to renew the credential. Once renewed, the expiration date will be three (3) years from the last expiration date of the CFM® credential.

For example, if an individual due to recertify by December 31 of this year is granted Inactive Status, the recertification process may be completed by December 31 of the following year to maintain the credential. The new expiration date will be the same as if recertification was completed on time.

Retired CFM® (RCFM®) Program

The Retired CFM® category has been established for CFM® credential holders who have retired or otherwise left the profession and want to indicate past certification. The Retired CFM® designation is not an active credential and is only appropriate for those who do not intend to continue representing themselves as active CFM® credential holders. The Retired CFM® status will allow individuals to show their association with the certification even though they are no longer maintaining it.

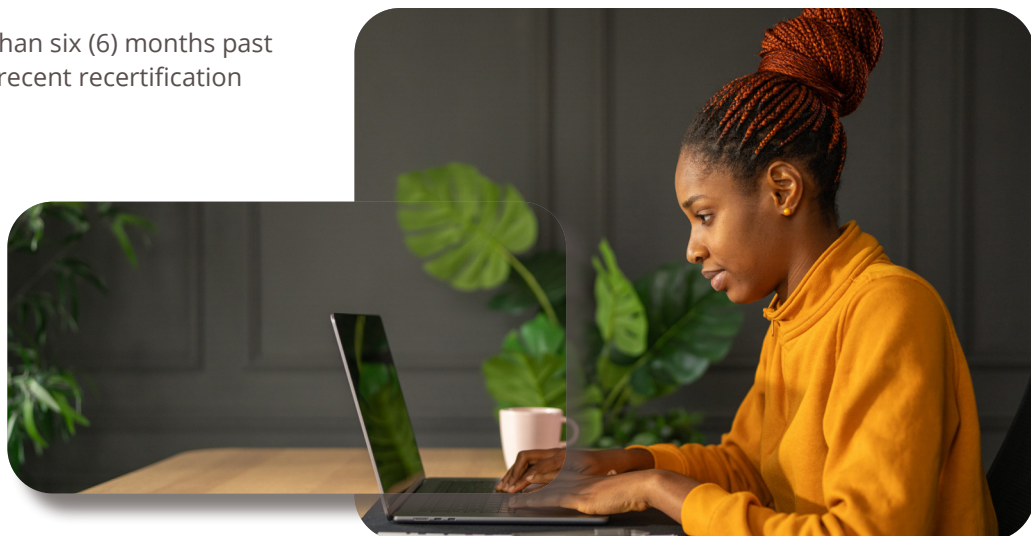
The CFM® must apply no more than six (6) months past the expiration date of the most recent recertification period.

Retired CFM® Rules

1. The Retired CFM® status is available to CFM® credential holders or CFM® credential holders who have expired within the previous six (6) months and have retired or otherwise left the profession and want to indicate past certification.
2. There are no age requirements for the Retired CFM® status.
3. There are no renewal requirements for the Retired CFM® status. The status is effective for the individual's lifetime.
4. If an individual chooses the RCFM® status and later wishes to revert to active CFM® status, the individual will be required to apply for and pass the CFM® exam.
5. Retired CFM® designees do not hold active certification. Retired CFM® designees will not be allowed to use the CFM® acronym in their title and must use RCFM® instead.

Retired CFM® Application Process

1. To apply for Retired CFM® status, an individual must be active and no more than six (6) months past the expiration date of their most recent CFM® recertification period. The RCFM® application form is available through IFMA's CAMP system.
2. The fee for the Retired CFM® status is USD \$95.00.
3. The application form for the Retired CFM® status will indicate agreement with the terms of the Retired CFM® status.
4. Retired CFM® designees will receive a certificate indicating their status and a Retired CFM® pin.



CERTIFICATION POLICIES

Ownership of the Certification Mark and Logo Use

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 and 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 Certification 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, including passing the exam. Certificants must comply with all recertification requirements to maintain use of 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 must execute approved agreements setting forth such rules and guidelines for use.

Upon meeting all eligibility requirements, passing the examination and receiving confirmation from IFMA, individuals may use Certified Facility Manager® (CFM®) 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, CFM® or Mary Smith, CFM®).

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

Program Complaints and Feedback

Definition

Individuals with feedback regarding the assessment process, personnel or other elements of the credentials 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 pertaining to a grievance in the assessment process, personnel or other elements of the certification process that is not related to the certification or recertification itself, refer to Appeals.

First Level of Complaint — Staff Review

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.

Complaints should be submitted to credentials@ifma.org.

When possible, the credentials staff will seek staff resolution related to the complaint. If action is required, the credentials staff will refer the matter to an appropriate staff member to resolve if possible. A staff member who rendered the original decision should not be the same individual responsible for reviewing the complaint. Any matters of confidentiality, conflict of interest, and impartiality will be taken into account. The responsible staff member shall take action to resolve the issue and communicate the resolution to the individual and the credentials staff within 30 calendar days of receipt of the complaint.

If informal resolution cannot be achieved, the Review Committee process below will be followed. Complaints that cannot be resolved by certification staff to the complainant's satisfaction within thirty (30) days of receipt will be forwarded by the credentials staff to the Chair of the Certification Commission along with any relevant information used in making the initial decision.

Second Level of Complaint — Review Committee

The Chair of the Certification Commission will appoint an ad-hoc Review Committee of three or more individuals, who may or may not be members of the Commission and who will review the evidence in the case and make a determination within sixty (60) days of the original receipt.

Once a decision is reached, the credentials staff shall send the complainant a letter, via email, communicating the Review Committee's decision. The decision of the Review Committee will be final. Submission, review, and resolution of the complaint shall not result in any discriminatory actions against the complainant.

Appeals

Appeal Definition

An appeal is a formal request for reconsideration of an adverse decision made by the certification program related to an individual's achievement of certification or recertification or disciplinary issues.

First Level of Appeal — Staff Review

Applicants, candidates, or certificants who are notified of an adverse decision related to certification,

recertification, and/or disciplinary issues may appeal the decision by sending a written notice of the appeal to the certification program within 30 calendar days of the adverse decision notification. The appellant shall clearly set forth the reasons he or she believes the decision was improperly decided, including documentation to support such claim. The designee shall confirm receipt of the letter of appeal via email upon receipt along with a copy of the document explaining the process.

Appeals should be submitted to credentials@ifma.org.

Appeals that cannot be resolved by certification staff within thirty (30) days of receipt will be forwarded by the designee to the Chair of the Certification Commission along with any relevant information used in making the initial decision.

Second Level of Appeal — Appeal Committee

The Chair of the Certification Commission will appoint an ad-hoc Appeal Committee who will review the evidence in the case and make a determination within sixty (60) days of the original receipt. No current members of the Commission or Review Committee may serve on the Appeal Committee; further, no one with any personal involvement or conflict of interest may serve on the Appeal Committee. Members of the Appeal Committee may be reimbursed for reasonable expenses incurred in connection with the activities of the Appeal Committee.

Basis for Appeal

The Appeal Committee may only review whether the determination was inappropriate because of:

- material errors of fact, or
- failure of the Commission or Review Committee to conform to published criteria, policies, or procedures.

Appeal Procedure

Only facts and conditions up to and including the time of the initial determination are considered during an appeal. The appeal will not include a hearing or any similar trial-type proceeding. Legal counsel is not expected to participate in the appeal process, unless requested by the appellant and approved by the Commission and the Appeal Committee. The

Commission and Appeal Committee may consult legal counsel.

Written appellate submissions and any reply submissions may be made by authorized representatives of the appellate and of the Commission. Submissions are made according to whatever schedule is reasonably established by the Appeal Committee. The decision of the Appeal Committee either affirms or overrules the determination of the Commission but does not address a sanction imposed by the Commission. The decision

of the Appeal Committee, including a statement of the reasons for the decision, is reported to the Commission and the IFMA Board of Directors.

Once a decision is reached, the designee shall send the appellant a letter, via email, communicating the Appeal Committee's decision. The decision of the Appeal Committee will be final and binding upon the Commission, the certificant who is subject to the termination, and all other persons. Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant.

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 during 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.

Certification Verification

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.

Aggregate Data

Aggregate examination statistics are published on the IFMA web site and updated at least annually. Aggregate examination statistics as well as any studies and reports concerning applicants/certificants contain no information identifiable with any applicant/certificant.

Confidentiality and Security of Assessment Instruments and Scoring Keys

To ensure the security of the examination, all test materials are confidential and will not be released to any person or agency. IFMA shall safeguard the assessment instruments and scoring keys during 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 procedures for the secure handling of exams and shall attest to reading and understanding them prior to their handling of the materials.

Exam Security

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.

Applicants must attest to maintaining the confidentiality of exam content when completing the exam application.

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.



MANAGING BIAS POLICIES

Impartiality

IFMA 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 Certification Commission 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 Certification Commission 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.

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 Certification 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 Certification 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 Certification Commission 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 Certification Commission and the personnel associated with it, whether volunteer, staff or contractors.

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

PROFESSIONAL CONDUCT POLICIES

Code of Conduct

CFM® applicants, candidates, and certificants must uphold the Certification Commission Code of Conduct:

- I shall have as my primary goal developing and managing safe, human, and functional workspaces.
- 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.

Disciplinary Proceedings

To maintain and enhance the credibility of the certification program, the Certification Commission has adopted the following procedures to allow individuals to bring complaints concerning the conduct of CFM® certificants to the Commission.

In the event of a violation as defined below, the Commission may reprimand or suspend the individual or may revoke certification.

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.

Grounds for Sanctions and Invalidation

Sanctions may be imposed and/or a certification earned by completing IFMA's certification requirements may be invalidated by the Certification Commission when it has been discovered that the certification should not have been issued in the first place and/or for any of the following reasons:

- Obtaining the certification by 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 designee or Certification Commission; or
- Violation of the Code of Conduct for CFM® credential holders, Commission certification rules, requirements, and/or policies.

First Level of Review — Staff Review

Individuals may file a complaint against a certification holder by submitting a written document to the Credentials Designee which includes the stated complaint and relevant supporting materials. Anonymous complaints shall not be considered.

Upon receipt of a written complaint, the complaint shall be reviewed by the designee to ascertain if the criteria for acceptance of a complaint are met. All three (3) of the following acceptance criteria must be met:

1. Complainant must have personal knowledge of the alleged violation or misbehavior or must be in a position to supply relevant and reliable documentation.
2. Complainant must demonstrate by documentation and factual evidence that the complaint involves an issue(s) directly related to the certification program standards or Code of Conduct for CFM®s. Matters of a personal nature or matters not related to the criteria set forth will not be considered.
3. The complaint will not be processed if certification records show that the named person is no longer a certification holder unless the complaint is related to such person representing him- or herself as having a current certification.

Accepted complaints will be first processed by the designee within sixty (60) days of receipt for the purpose of attempting to resolve the complaint informally. A written notice will be sent to the individual who is the subject of the complaint, who shall have the opportunity to respond to the complaint. The individual submitting the complaint shall also receive notice that the complaint is being reviewed. If resolution by the designee is not possible, the situation will be escalated to the Certification Commission Chair.

Details of a complaint shall be confidential throughout the resolution process. Staff, Commission, and Committee members who hear a complaint shall keep all information confidential, available to others only on a need-to-know basis.

Second Level of Review — Review Committee

The Certification Commission Chair will appoint an ad-hoc Review Committee of three or more individuals, who may or may not be members of the Commission and who will review the evidence in the case, including the initial determination, and make a determination within sixty (60) days of the original receipt. The Review Committee may be assisted in the conduct of its investigation by members of the Commission, IFMA credentials staff, or legal counsel. The designee exercises general supervision over all investigations.

Both the individual submitting the complaint and the certificant who is the subject of the investigation (and his or her employer, if applicable) may be contacted for

additional information with respect to the complaint. The Review Committee, or the Commission on its behalf, may at its discretion contact such other individuals who may have knowledge of the facts and circumstances surrounding the complaint.

Upon completion of an investigation, the Review Committee makes a determination whether there has been a violation of Commission policies and rules. The Review Committee will make a recommendation of its findings to the Commission and recommend a sanction, if it determines a violation has occurred. The Commission will review the determination and recommended sanction and may elect to accept, reject, or modify the Review Committee's recommendation. These sanctions may include, but are not limited to: written reprimand, suspension, revocation, or permanent revocation.

Once a decision is reached, the designee will notify the certification holder, complainant, and the certificant's employer (if involved in the investigation) of the written decision.

The certificant may appeal the decision following the procedures outlined in the Appeals Policy. Submission, investigation and decision on complaints shall not result in any discriminatory actions against those involved.

Reprimand in the form of a written notice from the designee normally is sent to a certificant who has received his or her first substantiated complaint. Suspension normally is imposed on a certificant who has received two substantiated complaints. Termination normally is imposed on a certificant who has received two substantiated complaints within a two-year period, or three or more substantiated complaints. The Commission may at its discretion, however, impose any of the sanctions, if warranted, in specific cases.

Certificants who have been terminated will have their certification revoked and may not be considered for IFMA certification in the future. If certification is revoked, any and all certificates or other materials requested by the Commission must be returned promptly to the Commission.



APPENDIX 1: CFM® TIERED PRICING – COUNTRY LISTING

Prices effective July 5, 2023

| TIER | APPLICATION FEE IN USD | RECERTIFICATION FEE IN USD |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | \$595 member / \$880 non- Member | \$290 member / \$365 non- member |
| 2 | \$476 member / \$704 non- Member | \$232 member / \$292 non- member |
| 3 | \$369 member / \$546 non- Member | \$180 member / \$227 non- member |
| GSA* | \$575 | \$280 |
| TIER 1 Australia Austria Bahamas Belgium Bermuda Canada Cayman Island Denmark Finland France Germany Holland Hong Kong Iceland Ireland Italy Japan Kuwait Liechtenstein Luxembourg New Zealand Norway Oman Qatar Saudi Arabia Singapore Slovenia South Korea Sweden Switzerland The Netherlands United Arab Emirates United Kingdom United States Polska | TIER 2 Bahrain Botswana Brunei Bulgaria Chile Colombia Costa Rica Curacao Cyprus (Greek area) Estonia Faeroe Islands Greece Israel Lebanon Mauritius Portugal Puerto Rico Republic of Macedonia Romania Saint Lucia Slovak Republic Spain St. Kitts Taiwan Thailand Uruguay Venezuela Virgin Islands | TIER 3 Algeria Argentina Bangladesh Barbados Bosnia and Herzegovina Brazil Burma China Croatia Czech Republic Dominican Republic Ecuador Egypt, Arab Rep. Fiji Island Ghana Guinea Guinea-Bissau Guyana Haiti Hungary India Indonesia Ivory Coast Jamaica Jordan Kenya Malaysia Mexico Morocco Nigeria Pakistan Papua New Guinea Philippines Poland Samoa Serbia and Montenegro Sierra Leone Sri Lanka Syria Tanzania Trinidad and Tobago Turkey Uganda Vietnam |

APPENDIX 2: ETHICS REQUIREMENT FOR CFM® EXAM AND RECERTIFICATION CANDIDATES

All CFM® exam applicants are required to take an Ethics Assessment prior to issuance of the CFM® certificate. Additionally, all CFM® recertification candidates must take the Ethics Assessment once every six (6) years, or with every other recertification period.

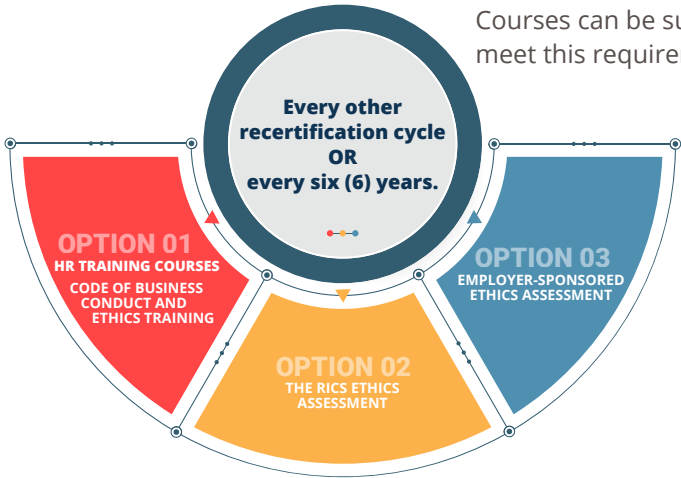
Rationale

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

Process

Individuals may choose from one of the approved options for meeting the Ethics Requirement. See Ethics Requirement.

- All CFM applicants are required to complete an Ethics Assessment before achieving the CFM credential.
- All recertifying CFMs will complete the assessment to recertify.
- CFMs will be required to complete the assessment every six (6) years, or every other renewal term.
- Employer sponsored in-service training Ethics Courses can be submitted for approval and used to meet this requirement.



Please contact credentials@ifma.org for additional information.

| ETHICS ASSESSMENT OPTION | DESCRIPTION | DOCUMENTATION REQUIRED |
|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| HR Classroom Code of Business Conduct and Ethics Training Course | <ul style="list-style-type: none">▶ 1 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. | <i>When training is complete, the applicant will complete the CFM Ethics Training Completion Form, located in the Credential Application and Maintenance Program (CAMP) and upload the documentation.</i> |
| RICS Ethics Assessment | <ul style="list-style-type: none">▶ 3 hour e-learning program▶ This course will explore the topics through interactive learning modules and case studies. | <i>When training is complete, the applicant will complete the CFM Ethics Training Completion form in their CAMP record and upload the documentation.</i> |
| Employer-sponsored Ethics Training | <ul style="list-style-type: none">▶ If the employer has Ethics Training that meets the framework established by the International Ethics Standards Coalition and adopted by the Certification Commission, it may be submitted for approval. | <i>When training is complete, the applicant will complete the CFM Ethics Training Submission form in their CAMP record and upload the documentation.</i> |

Ethical Principles

The ethical principles below must be included in Employer Sponsored Ethics Training:

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

APPENDIX 3: QUALIFYING ACTIVITIES FOR CFM® CERTIFICATION MAINTENANCE



CFM CERTIFICATION MAINTENANCE WORKSHEET

CFM certification renewal through continued study or participation in industry-sponsored events demonstrates that designees are using the knowledge and skills represented by the certification.

Renewal of the CFM certification will be as follows:

- There are **four** categories of maintenance **activities** (activities were previously known as maintenance points): FM-related Education, FM Practice, Professional Leadership, and Development of the Profession. This worksheet is to help you track your renewal requirements prior to entering the information into your CAMP record at www.ifma.org/my-account/camp. |

The CFM renewal requirement is as follows:

- **All renewals are recorded and submitted through the Credential Application and Maintenance Program (CAMP). The electronic recertification form and payment form must be submitted in order for the renewal to move into the approval queue. One option for the required Ethics Training is also available through CAMP.**
- Renewal activities only need to be reported every three years; however, individuals are strongly encouraged to enter activities into CAMP as they are earned.
- Activities needed to renew your CFM are as follows: over a three-year period, you **must complete activities in a minimum of two of the categories below for a TOTAL OF SIX (6) ACTIVITIES. You can repeat the same activity or choose activities within the various categories; however, you must have activities in a minimum of two categories.**
- **Renewal Fee:** IFMA members receive a 21% discount on the published renewal fee. The total renewal fee of US\$365 will be charged when your points are due. The IFMA member renewal fee is US\$290.
- Your CFM will be cancelled if you do not submit your renewal on time. If this occurs, retaking and passing the exam is required to reinstate the cancelled credential.

CFMs are required to complete an Ethics Training Module every other recertification period or every six years. Submit the Ethics Training Completion form and upload documentation in your CAMP record at the time you submit the recertification form and payment. Contact credentials@ifma.org if you need further information on this requirement.

Reminder: Over a three-year period, you must complete activities in a minimum of two of the categories below for a TOTAL OF SIX (6) ACTIVITIES. You can complete the same activity or mix the activities up within the various categories; however, you must have activities in a minimum of two categories. All CFMs are required to have Ethics Training every 6 years or every other renewal cycle.

Serving on boards or committees for groups not directly related to FM are not considered approved activities.

Recertifications are completed in the Credentials Application and Maintenance Program (CAMP). Login and submit the recertification, payment and Ethics Completion form, online.

| | | ACT 1 | ACT 2 | ACT 3 | Category Activities | Documentation |
|--------------|----------------------|--------------------------|--------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Category - 1 | FM-RELATED EDUCATION | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Attend an industry conference. A minimum of 1 day – physical, virtual or blended type conference. (1 conference equates to 1 activity.) | <i>Receipts, CEU transcripts, copy of certificate of completion or transcript as applicable. Name of organization, dates and name of sessions/conference must be included on documentation. Note: Training/education means an activity in which a specific learning event occurs.</i> |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Complete a total of 5+ hours of relevant training/education physical, virtual or blended. (5 hours of training/education equates to 1 activity.) | |
| | | | | | ~ employer-sponsored in-service training; | |
| | | | | | ~ continuing education courses; | |
| | | | | | ~ college/university course (credit or non-credit); ~ chapter/council/component workshop. | |
| Category - 2 | PRACTICE | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Practicing facility managers and/or FM consulting (may include volunteering as an FM or FM consultant) > 750+ hours annually. (A minimum of 750 hours in a calendar year equates to 1 activity.) | <i>Keep annual updated copy of job description or consulting/volunteer activities. Documentation must specify the dates that apply.</i> |

| | | | | | | |
|--------------|-------------------------|--------------------------|--------------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Category - 3 | PROFESSIONAL LEADERSHIP | | | | You can repeat the same activity yearly or alternate. (Each occurrence = 1 activity.) | <i>Keep annual updated copy of job description or consulting/volunteer activities. Email from committee chair, organization, Documentation must specify the dates that apply to the activity.</i> |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Holding a leadership position within a related FM professional association on a local, national or international level (i.e., board member, chapter leader, etc.). | |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Serve on an FM association or standards committee or sub-committee/ad-hoc committee, chapter, council or community working group or task force. | |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Participating in an FM Mentoring Program. | |

| | | | | | | |
|--|--|--------------------------|--------------------------|--------------------------|------------------------------------------------------------------------------------|--|
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Serve on an advisory committee to an FM academic program or on an editorial board. | |
|--|--|--------------------------|--------------------------|--------------------------|------------------------------------------------------------------------------------|--|

| | | | | | | |
|--------------|-------------------------------|--------------------------|--------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Category - 4 | DEVELOPMENT OF THE PROFESSION | | | | You can repeat the same activity or alternate. (Each occurrence = 1 activity.) | <i>Copy of promotional piece listing applicant's name.</i> |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | FM-related presentations (each occurrence equates to 1 activity): | <i>Copy of brochure or flyer showing applicant's name as a presenter.</i> |
| | | | | | ~ Conduct a workshop (classroom or virtual); | <i>Letter from chapter.</i> |
| | | | | | ~ Planning and leading a study group for a credential; | <i>Copy of agenda with applicant's name listed.</i> |
| | | | | | ~ Guest lecturer for FM course(s) for an accredited college or university. | |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | FM-related publishing (each occurrence equates to 1 activity): | <i>Copy of article.</i> |
| | | | | | ~ Publish 1 article/research report or paper/FM book. | <i>Copy of title page.</i> |
| | | | | | | <i>Copy of book's title page.</i> |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Instructor (each occurrence equates to 1 activity): | <i>Letter or other documentation as applicable.</i> |
| | | | | | ~ Full-time/adjunct/guest instructor of FM course(s) at an accredited college or university; | <i>Letter from academic institution.</i> |
| | | | | | ~ Instructor for FM credential or continuing education program. | <i>List of courses taught/location/dates.</i> |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | FM contributor/reviewer for course development, exam development and/or item writing, exam beta testing, standards or knowledge library content. (Completion of 5 hours equates to 1 activity.) | <i>List of activities and dates that you served as a contributor.</i> |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Complete 3 FM surveys and/or focus groups annually. Can be either virtual or in-person. Surveys or focus groups should average approximately 30 minutes or more to complete/average of 30 questions). | <i>List of FM surveys submitted or date and subject matter for focus groups with participation documented.</i> |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Attendance at regular FM industry meetings (minimum of 5 meetings per calendar year equates to 1 activity; meetings may be in-person or virtual). | <i>List of meetings and dates attended. Note: any training conducted during a meeting should be "in addition" to normal meeting activities. The training portion should be pro-rated and recorded under Category 1.</i> |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Reading FM professionally relevant publications, journals, books. Posting, commenting on social media | <i>List publications/titles/dates. (minimum of 4 per year</i> |

If you need assistance with your CFM maintenance or this worksheet, please contact credentials@ifma.org

FM-RELATED EDUCATION

ATTEND AN INDUSTRY CONFERENCE

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

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

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

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

FM PRACTICE

PRACTICING FACILITY MANAGERS AND/OR FM CONSULTING

(may include volunteering as an FM or FM consultant)

> 750+ HOURS ANNUALLY

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

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

PROFESSIONAL LEADERSHIP

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

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

PARTICIPATE IN AN FM MENTORING PROGRAM

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

You have the choice to repeat the same activity every year. Each occurrence equals one activity. Keep annual updated copy of job description or consulting/volunteer activities. Email from committee chair, organization. Documentation must specify the dates that apply to the activity.

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

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

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

Copy of promotional piece listing applicant's name.

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

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

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

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

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

INSTRUCTOR (each occurrence equates to 1 activity)

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

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

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

- ▶ Completion of five hours equates to one activity

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

COMPLETE 3 FM SURVEYS AND/OR FOCUS GROUPS ANNUALLY

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

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

ATTENDANCE AT REGULAR FM INDUSTRY MEETINGS

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

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

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

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

List publications/titles/dates.

