



IFMATM

International Facility Management Association

Empowering Facility Professionals Worldwide

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



SFP Contact Information

To contact the IFMA Credentials Department:

281-974-5632, 281-974-5669

credentials@ifma.org

To access the online Credentials Application and Maintenance Program (CAMP) in order to complete the SFP Application:

<https://www.ifma.org/credentials/manage-my-credentials/>

To download the CAMP User's Guide:

[CAMP User's Guide \(.pdf\)](#)

Table of Contents

- General Information.....4
 - Scope of the SFP Credential4
 - Knowledge-based4
 - Recognized globally.....4
 - Individual and Workplace Benefits.....5
 - About IFMA5
- Eligibility Criteria.....6
 - Education and Work Experience6
- Online Training.....6
- Candidate Process for Earning the SFP7
 - 1. Purchase the SFP Credential Program.....7
 - 2. Study each of the 12 chapters7
 - 3. Take and pass each final assessment for the modules8
 - 4. Submit the Application8
 - 5. Approval of Application8
 - 6. Obtain Certificate.....8
- Candidate Fairness Policies.....9
 - Nondiscrimination.....9
 - Program Complaints and Feedback.....9
- Security Policies 10
 - Privacy: Confidentiality and Security of Individual Information 10
 - Confidentiality and Security of Assessment Instruments and Scoring Keys..... 10
- Managing Bias Policies 10
 - Impartiality..... 10
 - Conflict of Interest..... 10
- Professional Conduct Policies 11
 - Code of Conduct..... 11
 - Sanctions and Invalidating a Certificate 12
 - Ownership of the Certificate Mark and Logo Use..... 14
- Appendix..... 16

GENERAL INFORMATION

SCOPE OF THE SFP CREDENTIAL

Earners of the globally recognized Sustainability Facility Professional® (SFP®) have demonstrated competence in the foundational competency of sustainability in facility management (FM) by the ability to pass the final assessments from the coursework consisting of 3 units comprising 12 chapters in total.

- Unit One: Introduction (Chapters 1-4)
- Unit Two: Analyzing Sustainable Solutions (Chapters 5-9)
- Unit Three: Making Sustainable Change (Chapters 11-12)

SFPs work in many different industries (i.e. healthcare, retail, corporate, government, non-profit, etc.) and manage sustainability for various types of facilities (i.e. hospitals, schools, hotels, office buildings, etc.). The Sustainability Facility Professional® (SFP®) is a knowledge-based credential that will help to accelerate an FM's transition into sustainability.

Why Earn the SFP?

- Internationally recognized and industry-trusted for over 10 years, the SFP goes where you go.
- IFMA is an ANSI National Accreditation Board (ANAB) Certificate Issuer – Accreditation Number 1057
- No pre-requisites and no renewal costs. Once earned, you're an SFP for life!
- The SFP is brought to you by IFMA, a non-profit organization that grows by empowering facility professionals worldwide.

KNOWLEDGE-BASED

IFMA's Sustainability Facility Professional (SFP) designation is a knowledge-based credential for FM professionals and industry suppliers looking to increase their depth-of-knowledge of sustainability. By earning the SFP credential, you will join over 2000 professionals worldwide who have improved their knowledge, enhanced their skills, and gained immediate credibility with employers, clients and peers.

RECOGNIZED GLOBALLY

The SFP is a global credential with SFPs currently in 50 countries worldwide. The credential is accredited by ANAB (ANSI National Accreditation Board).





INDIVIDUAL AND WORKPLACE BENEFITS

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



ABOUT IFMA

Founded in 1980, IFMA is the world's largest and most widely recognized 130 countries. IFMA's Sustainability Facility Professional (SFP) credential is globally recognized as a standard for distinguishing the achievements of sustainability facility management as well as reinforcing the association's claim for facility management.

ELIGIBILITY CRITERIA

EDUCATION AND WORK EXPERIENCE

There are no prerequisites for the SFP Credential Program. Candidates who have some background in FM, however, have an advantage in completing the program.

In order to apply for the credential, the candidate must complete coursework in the 3 areas of Sustainability and pass the final assessments of each of the 12 chapters. All coursework must be from the same version of the SFP.

ONLINE TRAINING

<https://www.fm.training/topclass/searchCatalog.do?catId=3143>



Sustainability Facility Professional® (SFP®)

IFMA's Sustainability Facility Professional® (SFP®) is an assessment-based certificate program delivering a specialty credential in sustainability. It's also an opportunity for FMs with an interest in efficiency,

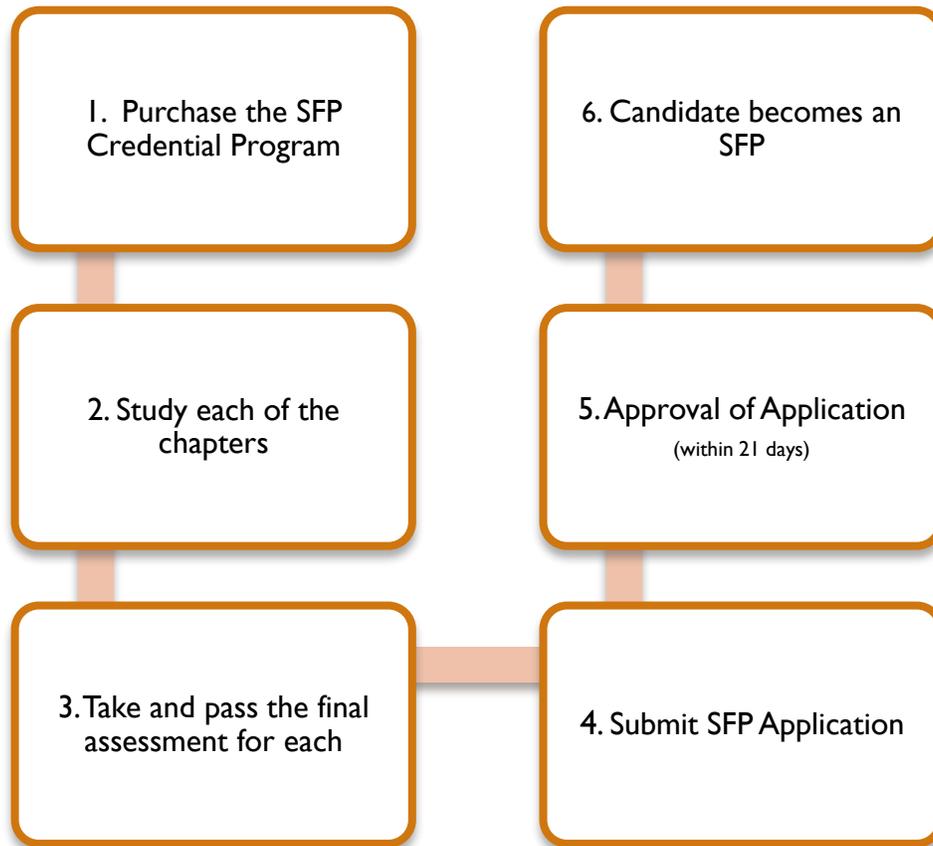
[more information](#)

\$1550.00
Default Price \$1550.00
IFMA Full Member Price **\$1150.00**

CHOOSE PATH A

GSA **Credentials** **SFP® eLearning (Self-Paced)**

CANDIDATE PROCESS FOR EARNING THE SFP



1. Purchase the SFP Credential Program

The program can be purchased as an eLearning course which includes online student guides with the option to purchase the hard copy student guides.

2. Study each of the 12 chapters

Candidates should prepare for final assessments by studying each of the chapters.

Course requirements

- You **MUST** complete all modules for each course. (The average time to complete is **13 -15 hours per course**).
- There is no option to “test out” of any courses. Candidates must spend time studying the material in order to be eligible to take the final assessment.
- If you take an instructor-led course, you are encouraged to review the eLearning modules and quizzes prior to attempting your final assessment.
- Each course has a set passing score. You can review this by reading the Pass Your Test page within each course.

Failure to follow the course requirements may result in loss of CEU credits and denial of credential application.

3. Take and pass each final assessment for the modules

Candidates will have three opportunities to take and pass the final assessment for each chapter. Once there are three unsuccessful attempts, the program will be locked for 30 days to allow the candidate to review and study the material before attempting another assessment. All coursework must be from the same version of the SFP.

All applications MUST be completed online using the IFMA Credential Application and Maintenance Program (CAMP) found at <https://www.ifma.org/credentials/manage-my-credentials/>. 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-one up in the past, it will be necessary to contact IFMA by calling +1-713-623 to obtain the required login information.

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

4. Submit the Application

To complete the application process, the SFP Application must be completed, submitted, and approved. If the SFP program was purchased after October 1, 2022, there is no separate application fee.

5. Approval of Application

After submitting your application online, the approval process can take up to 21 days.

6. Obtain Certificate

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

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

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

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

A secure digital badge will be issued to credential holders as well as instructions for claiming the badge.

Candidates who have earned the SFP® credential must abide by IFMA's policy concerning the use of the designation for various purposes including logos and trademarks. Additionally, all credential holders shall be listed in IFMA's Public Credentials Registry. If the SFP credential is cancelled by the SFP governing body for non-adherence to the SFP Code of Conduct, the candidate will not use the designation or logo in any way. Violation may be cause for legal action.

Candidate Fairness Policies

Special Accommodations

The Certificate Commission complies with the Americans with Disabilities Act (ADA) which requires that the program is offered in a manner that is accessible to candidates with disabilities. This may require reasonable modifications.

If you are seeking special accommodations, you must contact the Credentials Manager and submit a request form for accommodations (see appendix). To request accommodations, you and your health care provider will each need to complete one form, the Candidate Form: *Request for Special Exam Accommodation* and the Provider Form: *Request for Special Exam Accommodation-Physician Statement*, to document the disability and the need for accommodation. These forms can be found in the applicant record in CAMP. Diagnosis of the condition requiring accommodation, must have been made in the last four years.

There is no additional charge for special accommodations. Each request will be evaluated individually by IFMA. The candidate will be contacted by email regarding the approval status of the accommodations request.

Nondiscrimination

IFMA adheres to the principles of fairness and due process and endorse the principles of equal opportunity.

IFMA credentials programs shall not discriminate or deny opportunity to anyone on the grounds of gender, age, religion, national or ethnic origin, marital status, veteran status, sexual orientation or disability.

It is essential that an equal opportunity for success is provided to every participant in each program, and that no person or group is given special treatment in the attainment and continuation of any credential.

Program Complaints and Feedback

Complaints Definition

Individuals with feedback regarding the assessment process, personnel or other elements of the credential's 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 credentialing process.

A complaint shall be submitted in writing to the credentials staff within 30 days of the incident's occurrence. The written submission shall include sufficient objective evidence to substantiate the claims which will allow for a decision to be made and request the appropriate action to be taken. Dissatisfaction based on hearsay shall not be considered as a complaint. Anonymous complaints shall not be considered. The credentials staff shall confirm receipt of the complaint via email upon receipt along with a copy of the document explaining the process. Results will be communicated via email.

Complaints should be emailed and submitted to rhonda.hager@ifma.org or credentials@ifma.org.

Security Policies

Privacy: Confidentiality and Security of Individual Information

IFMA shall safeguard the privacy of individuals and shall hold in confidence and in a secure manner the information obtained in the course of credentials program activities, including those of all volunteers and contractors acting on its behalf.

Information about an individual shall not be disclosed to a third party by IFMA personnel without the written consent of the individual. Where the law requires information to be disclosed to a third party, the individual shall be notified of the information provided.

Requests for verification of progress in attaining credentials shall be provided only to the participant, unless his/her permission is granted in writing allowing release to others. Progress information shall be provided in writing and/or electronically.

Requests by any person for verification of an individual's credential status may be responded to by phone, online or in writing. Only an indication of whether an individual has a valid credential, the candidate ID number, and issuance/expiration date shall be provided; the status of in-progress or unsuccessful participants is not disclosed; even the fact that an application has been submitted shall not be disclosed.

Confidentiality and Security of Assessment Instruments and Scoring Keys

To ensure the security of the examination, all assessment materials are confidential and will not be released to any person or agency. IFMA shall safeguard the assessment instruments and scoring keys/rubrics during the course of credentials program activities at all levels of the organization,

including those of all volunteers and contractors acting on its behalf. Personnel handling the assessment instruments and scoring keys shall be provided procedures for the secure handling of exams and shall attest to reading and understanding them prior to their handling of the materials.

Managing Bias Policies

Impartiality

IFMA places the utmost importance on integrity and impartiality in carrying out its activities.

It is essential that 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 credential's activities, the Certificate 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.

Conflict of Interest

A conflict of interest may be defined as an interest that might affect, or might reasonably appear likely to affect, the judgment or conduct of an individual associated with the Certificate Commission and its committees.

A conflict of interest may exist when the interests or concerns or potential interests or concerns of any staff member, contractor or volunteer, or any individual, group or organization to which one of these people has allegiance, may compete with the interests or concerns of the Certificate Commission and its committees, or may impair these people's independence or loyalty to IFMA's credential program and its committees.

The integrity of the Certificate Commission and IFMA's credential programs 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 Certificate 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

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

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

I shall have as an achievable goal maintaining objective, professional judgments. I shall not compromise this judgment by undertaking any activity, accepting any contribution or having any conflict of interest that would prevent acting in the best interest of my employer, clients, or those people for whom I provide or maintain workplaces.

I shall practice in a manner that supports the rights of employers, employees and clients, and shall not discriminate because of race, sex, creed, age, religion, disability, national origin or sexual orientation.

I shall continually seek new information to maintain and upgrade my professional skills relative to the design, construction, maintenance, and management of the built environment as it relates to people and processes.

Sanctions and Invalidating a Certificate

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

- Obtaining the certificate, through the use of fraud or deceit or assisting another person to do so; or
- Unauthorized possession, distribution, or use of any assessment-related materials or assisting another person to do so; or
- Failure to cooperate reasonably with any disciplinary investigation by the designee or Certificate Commission; or
- Violation of the Code of Conduct for SFPs, Commission certificate rules, requirements, and/or policies.

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

Ownership of the Certificate Mark and Logo Use

Property

The credential marks and logos are the property of IFMA. Permission to use the credential marks or logos is granted to credentialed persons at the discretion of IFMA for permissible uses only.

Persons Authorized to Use the Marks

Use of the IFMA credential marks and logos is limited to those persons who have been granted a credential by the Certificate Commission and who satisfy all established requirements. Use of the mark and logo by individuals who have not been granted the credential with a current term of validity is expressly prohibited. Individuals may not use the credential until they have received specific written notification that they have successfully completed all requirements, and earned the credential.

Non-Assignability and Non-Transferability

Permission to use the credential mark is limited to the credential holder, and shall not be transferred to, assigned to, or otherwise used by any other individual, organization, or entity.

Mark and Logo Use

Those persons who have been granted permission to use a credential mark and logo shall do so pursuant to the rules and guidelines established by IFMA. Persons granted permission to use a credential mark and logo must familiarize themselves with the established rules and guidelines for use and must execute approved agreements setting forth such rules and guidelines for use.

After meeting all eligibility requirements, passing the required final assessments, and having the application approved, individuals may use Sustainability Facility Professional (SFP) credential in all correspondence and professional relations. The credential is typically used after the certificant's name following any academic degrees and licensure (e.g. Mary Smith, MBA, SFP or Mary Smith, SFP).

The IFMA marks and logo may not be revised or altered in any way. They must be displayed in the same form as produced by IFMA and cannot be reproduced unless such reproduction is identical to the mark provided by IFMA.

The mark or logo may be used only on business cards, stationery, letterhead and similar documents on which the name of the individual credentialed is prominently displayed.

The mark or logo may not be used in any manner 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.

APPENDIX

[Candidate Form for Special Accommodation Requests](#)

[Physician Form for Special Accommodation Requests](#)

[Facility Management Knowledge Center](#)

[FM.Training Online Courses](#)

CAMP System

[CAMP User Guide](#)

[SFP FAQs](#)