Defining FM Excellence
Your guide to the IFMA-RICS suite of credentials and professional development

www.define.fm
The IFMA-RICS Collaboration

The most significant evolution in the history of facility management

Together, IFMA and RICS are defining and standardizing credentials, practice standards and professional development for the industry, uniting the global FM community to increase consistency of strategy across the life cycle of the built environment.

The collaboration will:

- advance standards and professionalism in FM worldwide, to drive greater consistency and effectiveness of the management of global real estate assets
- raise the profile of FM, giving a greater voice and increased recognition and status to the profession and the value of FM
- foster a more inclusive, global FM knowledge-sharing community, uniting all the professionals who optimize the built environment
- Create a one-stop shop for FM professional development needs and a suite of credentials for entry into and advancement in the FM discipline.

Join the global network. Visit www.define.fm

Suite of credentials

- **CFM**: A certification that sets the industry standard for practicing facility managers.
- **AssocRICS**: A qualification demonstrating regulated, technical FM expertise and ethics.
- **MRICS**: A chartered qualification demonstrating regulated, FM professional and strategic advisory expertise and ethics.
- **SFP**: A knowledge-based credential demonstrating sustainability expertise in FM.
- **fmp**: A knowledge-based credential demonstrating depth of core FM topic expertise.

CFM credential holders are eligible for direct entry to AssocRICS.
# Routes to chartered status

<table>
<thead>
<tr>
<th>Pre-requisite</th>
<th>Training options</th>
<th>Submission</th>
<th>Exam/assessment</th>
<th>Qualification obtained</th>
</tr>
</thead>
</table>
| • 5 years’ experience  
or  
• 3 years’ experience  
• Hold bachelor’s degree | • Current knowledge  
• Best practice and trends  
• Core competencies  
• Preparing for the CFM exam | • Ethics module | • CFM exam | AssocRICS & CFM* |
| • RICS-accredited degree  
• Structured training  
or  
• Bachelor’s degree  
• 5 years’ experience | • Understanding the APC  
• Preparing the APC submission  
• Competency classes  
• Preparing for the APC final assessment | • Case study  
• Summary of experience  
• Log of continuing professional development  
• Ethics module | • Assessment interview | Chartered FM Surveyor (MRICS) |
| • Senior position  
• 10 years’ experience | | | | *eligible for progression to MRICS |
Facility Management Professional® (FMP®)

**Master the core**
For Facility Managers seeking to advance while early in the FM field, those working with FMs or in related industries, the FMP credential is perfect for you.

**How will I be assessed?**
Online. You will be assessed on the following four knowledge areas. Successful completion of these four final assessments will qualify individuals for the FMP credential.

<table>
<thead>
<tr>
<th>Operations and maintenance</th>
<th>Project management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance and business</td>
<td>Leadership and strategy</td>
</tr>
</tbody>
</table>

**How long will it take to qualify?**
Online courses can be completed at your own pace. Overall average commitment is 100 hours.

**Next steps**
Learn more and sign up at [www.fm.training](http://www.fm.training)

Sustainability Facility Professional® (SFP®)

**Exceed in efficiency**
This credential is essential for facility managers and like-minded professionals with an interest in sustainable practices.

**How will I be assessed?**
Online. You will be assessed on the following three areas. Successful completion of these three final assessments will qualify individuals for the SFP credential.

<table>
<thead>
<tr>
<th>Strategy and alignment for sustainable facility management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing sustainable facilities</td>
</tr>
<tr>
<td>Operating sustainable facilities</td>
</tr>
</tbody>
</table>

**How long will it take to qualify?**
Online courses can be completed at your own pace. Overall average commitment is 100 hours.

**Next steps**
Learn more and sign up at [www.fm.training](http://www.fm.training)

Associate and Certified Facility Manager (AssocRICS & CFM)

**Define FM Excellence**
Gain the world's most highly esteemed credentials that validate facility management professionalism. AssocRICS and CFM professional designations will extend your reach and benefit you with elite status in both FM and property.

**How will I be assessed?**
To qualify as AssocRICS & CFM you must complete the CFM exam followed by the RICS Online Ethics Assessment.

The CFM exam will assess the following competencies:

<table>
<thead>
<tr>
<th>Operations and maintenance</th>
<th>Project management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance and business</td>
<td>Leadership and strategy</td>
</tr>
<tr>
<td>Environmental stewardship and sustainability</td>
<td>Communication</td>
</tr>
<tr>
<td>Emergency preparedness and business continuity</td>
<td>Human factors</td>
</tr>
<tr>
<td>Quality</td>
<td>Real estate and property management</td>
</tr>
<tr>
<td>Technology</td>
<td></td>
</tr>
</tbody>
</table>

**How long will it take to qualify?**
The CFM exam takes four hours to complete. Time to complete the RICS Online Ethics Assessment varies, although it is typically completed in three hours.

**Next steps**
Visit [www.define.fm](http://www.define.fm) to apply online.
Associate
Gain the advantage
If you have work-based experience or vocational qualifications, you're already on your way to qualifying as an RICS Associate. As an Associate you are entitled to use the designation AssocRICS after your name.

How will I be assessed?
To qualify, you must complete the Associate assessment. You will be assessed through written submissions which will test a range of skill sets.

Assessment requirements

<table>
<thead>
<tr>
<th></th>
<th>Associate assessment</th>
<th>Direct entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>48 hours of recorded CPD</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>3,000 word summary of experience</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>2,500 word case study</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Online ethics assessment</td>
<td>✓ ✓</td>
<td></td>
</tr>
</tbody>
</table>

If you already have one of the following RICS approved qualifications, you will be eligible for direct entry, meaning you can qualify straightaway without completing a written submission.

- International Facility Management Association (IFMA) Certified Facility Manager (CFM) credential
- BIFM Part II Professional Examinations
- BIFM Diploma in Facilities Management (level 4 or above)
- Building Futures Group Senior Manager or Strategic Manager Competency Certificate
- Building Futures Group’s Course (formerly known as the Facilities Management Association Certificate)
- Sheffield Hallam University Foundation Degree (FHEQ Level 5): Facilities Management, Facilities Services, or Integrated Maintenance and Facilities Service or Foundation Certificate (FHEQ Level 4): Facilities Management or Facilities Services
- Institute of Asset Management: Diploma (IAMDip). Minimum of four years’ relevant experience required.

How long will it take to qualify?
Depending on your experience, it will typically take six to twelve months to qualify. Here is a summary of the competency requirements you will need to demonstrate:

Mandatory competencies

<table>
<thead>
<tr>
<th>Competency</th>
<th>Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client care</td>
<td>Data management</td>
</tr>
<tr>
<td>Communication and negotiation</td>
<td>Health and safety</td>
</tr>
<tr>
<td>Conduct rules, ethics and professional practice</td>
<td>Sustainability</td>
</tr>
<tr>
<td>Conflict avoidance, management and dispute resolution procedures</td>
<td>Team working</td>
</tr>
</tbody>
</table>

Next steps
If you are interested in becoming an Associate visit [rics.org/associate](http://rics.org/associate) and download our Associate Pathway Guide for Facilities Management and enrol online. Still have questions? Email [join@rics.org](mailto:join@rics.org)

Progressing from AssocRICS to chartered status
RICS offers flexible progression from Associate to chartered status for those with the career ambition and capability to work at a more advanced level. It involves an element of further study/training and work experience at an advanced level, plus written submissions and a face-to-face interview to demonstrate your competencies.

Requirements for AssocRICS progression to chartered status

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Four years’ flexible learning (900 study hours from a final level of accredited degree)</td>
<td>✓</td>
</tr>
<tr>
<td>48 hours of recorded CPD</td>
<td>✓</td>
</tr>
<tr>
<td>1,500 word summary of experience for mandatory competencies</td>
<td>✓</td>
</tr>
<tr>
<td>3,000-4,000 word summary of experience for technical competencies</td>
<td>✓</td>
</tr>
<tr>
<td>3,000 word case study</td>
<td>✓</td>
</tr>
<tr>
<td>Online ethics assessment</td>
<td>✓</td>
</tr>
<tr>
<td>Final interview</td>
<td>✓</td>
</tr>
</tbody>
</table>

Both the College of Estate Management and Birmingham City University offer flexible learning modules for progression. Visit [rics.org/progression](http://rics.org/progression) for more details.
Chartered
Premier professional status
Chartered status is awarded to individuals who maintain exemplary standards, which is why having MRICS after your name demonstrates your professionalism and strategic expertise.

To become chartered you will need a combination of academic and/or professional qualifications as well as experience.

How will I be assessed?
To qualify you will need to complete the Assessment of Professional Competence (APC). You will be assessed through written submissions and a face-to-face interview that will demonstrate your technical and soft skill competencies.

Requirements for the Assessment of Professional Competence (APC)

<table>
<thead>
<tr>
<th></th>
<th>Graduate Accredited degree &lt; 5 years’ experience</th>
<th>Graduate Any degree and over 5 years’ experience</th>
<th>Degree equivalent professional qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Structured training</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recorded CPD</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Log book</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Summary of experience</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Case study</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Online ethics assessment</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Final interview</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

How long will it take to qualify?
Depending on your existing experience, it will typically take between two and five years to complete the APC.

Here is a summary of the competency requirements you will need to demonstrate:

<table>
<thead>
<tr>
<th>Mandatory competencies</th>
<th>Core competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting principles and procedures</td>
<td>Analysis of client requirements</td>
</tr>
<tr>
<td>Business planning</td>
<td>Procurement and tendering</td>
</tr>
<tr>
<td>Client care</td>
<td>Corporate real estate management</td>
</tr>
<tr>
<td>Communication and negotiation</td>
<td>Maintenance management</td>
</tr>
<tr>
<td>Conduct rules, ethics and professional practice</td>
<td>Environmental management</td>
</tr>
<tr>
<td></td>
<td>Works progress and quality management</td>
</tr>
</tbody>
</table>

Core competencies
Choose four from the following:
- Analysis of client requirements
- Business planning
- Professional practice
- Conduct rules, ethics and professional practice
- Environment management
- Works progress and quality management

Optional competencies
Choose three from the following:
- Building Information modelling (BIM) management
- Conflict avoidance, management and dispute resolution procedures or Health and safety or Sustainability
- Construction technology and environmental services
- Consultancy services
- Contract administration
- Design and specification
- Contract practice
- Environmental management
- Works progress and quality management
- Landlord and tenant (including rent reviews and lease renewals)
- Project audit
- Project financial control and reporting
- Property management
- Strategic real estate consultancy
- Fire safety
- GIS

Next steps
If you are interested in becoming chartered visit rics.org/chartered and download our APC Pathway Guide for Facilities Management and enrol online. Still have questions? Email join@rics.org
Senior Professional

In recognition of exceptional career achievement we offer an assessment specifically designed for senior professionals. Our senior professional assessment is available to individuals who are:

- **industry leaders, such as CEOs, board members and senior directors**
- **experts in their field**, for example speakers at high level conferences or contributors to leading industry publications.

**How will I be assessed?**

To qualify as a chartered professional through the Senior Professional Assessment you will be assessed through written submissions and a face-to-face interview that will demonstrate your technical and soft skill competencies.

<table>
<thead>
<tr>
<th>Requirements for the Senior Professional Assessment</th>
<th>10 years’ experience and in a senior industry position</th>
<th>5 years’ experience and in a senior industry position with an under or post graduate degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resume template</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Organisational structure chart</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Summary of experience</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Recorded CPD</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Case study</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Online ethics assessment</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Final interview</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

**How long will it take?**

It will typically take six to twelve months to qualify.

**Next steps**

If you are interested in becoming chartered visit [rics.org/spa](rics.org/spa) and download the Senior Professional Assessment Guidance for Applicants. Still have questions? Email [join@rics.org](mailto:join@rics.org)
Training and professional development

A one stop shop of all IFMA and RICS training is available to all professionals globally.

FM.Training provides convenient access to a catalogue of training in a variety of formats, whether that’s: technical training, covering all phases of facility management from procurement to delivery or performance measurement; training into the wider built environment disciplines of corporate real estate and asset management; or training to help you develop your leadership and business skills.

No matter what career stage you’re at, FM.Training provides essential resources to upskill your capabilities and transform your career including:

Continuing education
Over 60 online, short courses and on-demand recordings covering all aspects of FM, from an introduction to FM strategy to courses on specific topics, such as technology, real estate, asset management and sustainability.

IFMA training
This includes the Essentials of Facility Management workshop series to help those who are new to the field of FM standardise language across teams, along with a range of online training to support the achievement of IFMA’s credentials.

RICS training
A range of course formats covering varied FM aspects, from 90-minute live web classes to 6-month distance learning programs.

View the full range of courses at www.fm.training

Industry-leading events for built environment professionals worldwide

IFMA and RICS offer educational and networking events for facility management practitioners worldwide. In addition to Summits, Leaders’ Forums, Facility Fusion and other face-to-face events, IFMA and RICS are collaborating to produce World Workplace, the world’s largest series of facility management conferences and expositions.

Knowledge and research resources

IFMA and RICS are collaborating to deliver content on all topics related to the built environment to help professionals stay current on industry trends and insights:

FM Research and Benchmarking Institute
Key research resources to eliminate limitations and gaps in market insight for the FM industry including joint research reports, benchmarking projects, FM toolkits and more to meet the heightened demands of the sector.

Knowledge Library
A comprehensive online collection of FM content resources, such as articles, white papers, research, case studies, how-to videos, podcasts, scopes of work and more.

Publications
A range of available resources including FMJ, IFMA’s official, award-winning magazine along with The Wire, a biweekly e-newsletter for hot topic news, events, courses and opportunities and IFMA Insider, a weekly digest of news in the world of FM.

View the full range of resources at ifma.org/knowledgelibrary
The IFMA-RICS collaboration represents the most significant evolution in the history of facility management (FM), providing an unprecedented level of industry support to meet the growing demands of the 25 million FM practitioners around the world. The two organizations are aligning standards and professional development for the industry, uniting the global FM community to increase consistency and unification of strategy across the life cycle of the built environment. The collaboration offers a single suite of professional qualifications in facility management, providing global recognition for FMs of all educational backgrounds, skills, work experiences and career goals. These efforts serve to raise the profile of FM, giving a greater voice and increased status to the profession to shape the future of the built environment and enable business success. Visit www.define.fm to learn more about the IFMA-RICS collaboration.