



CAREER MENTORING GUIDE

**The Atlanta Chapter
Of The
International Facilities Management Association
Career Management Committee**

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Table of Contents

- I. Overview of the Career Mentoring Program
- II. Key Contacts
- III. What is a mentor?
 - a. Qualifications
 - b. What are the responsibilities of a mentor?
 - c. What are the benefits to being a CFM mentor?
 - d. Timeline
- IV. What is a mentee?
 - a. Qualifications
 - b. Benefits
 - c. Expectations
- V. Overview of Certifications and Mentoring
- VI. Top Five Reasons to Get Certified
- VII. How does the program work?
- VIII. Mentor Registration Form
- IX. Mentee Registration Form

Overview of the Mentoring Program

- I. This guide is designed to provide both mentors and mentees in the International Facilities Management Association (IFMA) - Atlanta Chapter an overview of how the program works. As a mentor, you will be helping members to sustain and enhance their careers by increasing their competencies, earning certifications, building relationships and helping to prepare them as future leaders of our association. As a mentee, this program will provide you with a knowledgeable facilities management professional who can provide you with a wealth of experience and advice to enhance your career development.

II. **Key Contacts**

Joe Carroll 404-582-8859, joe@istmanagment.com

Clara Smith 678-438-1756, clara.smith@mindspring.com

William Broome 404-609-6303, williambroome@westminster.net

III. **What is a Mentor?**

A mentor is an experienced facilities management professional who can provide professional advice and guidance to students and less experienced facilities management professionals to help them attain professional certifications and advance their professional growth.

a. Qualifications of Mentor

1. Five plus (5+) years as a facilities management professional.
2. Willingness to communicate with the mentee either in person, by phone, or email.
3. Must be a certified member of the Atlanta Chapter of the International Facilities Management Association.

b. What are the responsibilities of a Mentor?

1. Assist an IFMA Professional Member who needs help or guidance in areas including, but not limited to:
 - i. Facilities management topics
 - ii. Advice on career-related objectives
 - iii. Help in attaining one or more professional credentials.
2. Determine the mentee's goals and time frames.
3. Establish best communication mode with mentee.
4. Direct mentee to needed classes, seminars, study groups, knowledge sources on the particular competences that will increase his/her knowledge/experience base.

5. Send notes of encouragement.
6. Discuss mentee's goals.
7. If the mentee is pursuing a facilities management certification, communicate with mentee during the application process, before taking exams and after the exam for either congratulations or support.

c. What are the benefits to being a Mentor?

1. Receive 5 CFM maintenance points per year per person mentored. No documentation is required.
2. Re-energizes the mentor's career.
3. Satisfaction of mentoring another FM professional seeking advice, career guidance, credentialing status and enhancing their professional and career potential.
4. Raising the distinction of the designation into the Atlanta Business Market.
5. Recognition from the Atlanta Chapter as a Chapter Mentor.

d. Timeline

1. You can become a mentor at any time.
2. The goal is to help the mentee advance his/her professional growth and achieve certification as soon as practical.
3. There are no specific time lines regarding how long the mentoring will last. It will vary based on the needs of the mentee.

IV. What is a Mentee?

A Mentee is a facilities management professional seeking advice and guidance from an experienced, certified facilities management professional in order to advance his or her professional growth and/or to attain certification(s).

a. Qualifications of Mentee

1. Be in an accredited degree program and a student member of the Atlanta chapter of IFMA or
2. Be a professional member of IFMA and
3. Be willing to communicate with the mentor as often as necessary.

b. Benefits

1. Will improve your problem solving, listening skills, communications, interpersonal relationships, technical abilities and leadership skills.
2. Meet colleagues with varied experiences, skills and contacts.
3. Network with others in your field.
4. A mentor will help you in areas concerning your professional growth.
5. A mentor will help you to achieve certification.
6. Meet colleagues with varied experiences, skills and contacts.

c. Expectations

1. Attend monthly meetings when time permits.
2. Communicate with mentor as needed.

3. Take initiative and seek guidance from your mentor as needed.
4. Discuss your needs and objectives with your mentor.
5. Listen objectively when receiving feedback from your mentor.
6. Provide feedback to the Chair of the Career Management Committee.

V. Overview of Certifications and Mentoring

There are four types of certifications that can help facility managers maintain a high level of knowledge and competence:

- A. Certified Facility Manager (CFM)
- B. Facilities Management Professional (FMP)
- C. Sustainability Facility Professional (SFP)
- D. LEED Accredited Professional (LEED AP)

The ideal mentor is someone who is a member of the chapter who already has the certification that the mentee is interested in achieving. See details regarding each designation below. More details are available at the IFMA website (www.ifma.org).

Certified Facility Manager (CFM)

The CFM certification requires a high level of facility management experience, skill and education. Certification is granted to those who are able to pass a comprehensive exam covering all FM core domain areas.

The Certified Facility Manager® (CFM) credential sets the industry standard for ensuring the knowledge and competence of practicing facility managers.

IFMA's certification process is designed to assess competency in the field through work experience, education and the ability to pass a comprehensive exam that covers 11 competencies that make up the facility management body of knowledge. Since the program began in 1992, more than 3,100 facility managers from 32 countries have achieved this prestigious recognition.

Complete List of Competencies

1. **Communication**
2. **Emergency Preparedness & Business Continuity**
3. **Competency Area: Environmental Stewardship & Sustainability**
4. ***Finance and Business***
5. **Human Factors**
6. **Leadership and Strategy**
7. **Operations & Maintenance**
8. **Project Management**
9. **Quality**
10. **Real Estate & Property Management**
11. **Technology**

How do I become credentialed?

- A. Meet specific eligibility requirements.
- B. Assess your readiness and prepare for the exam. Although no specific coursework is required, IFMA provides a variety of resources to help prepare CFM candidates.
- C. Submit your application through the IFMA website.
- D. Schedule and pass the exam. After receiving IFMA approval, schedule an appointment to take the exam at one of Prometric’s centers. The 4-hour exam consists of 180 multiple-choice questions, administered through a computer-based testing (CBT) format.

Are there prerequisites or eligibility requirements to take the CFM Exam?

CFM candidates must meet education and work experience eligibility requirements:

Education	Experience With the FMP	Experience Without the FMP
Facility management master’s degree or bachelor’s degree from an IFMA Accredited Degree Program	3 years	3 years
Related bachelor’s degree*	3 years	4 years
Non-related bachelor’s degree or associate’s degree	4 years	5 years
Some post-secondary education	5 years	8 years

*Related degrees include, but are not limited to: facility management, business, architecture, interior design, building construction, construction management, engineering and property management.

After submitting my CFM Exam application, how long will it take to get my CFM credential?

- Once your CFM Exam application and payment are submitted, IFMA will review your application and you will be notified of the outcome by email. The approval process may take up to 21 business days.
- Once approved, you will receive an email with instructions for registering for the exam. You will need to schedule and pass the exam.
- The CFM application should be completed only when you are sure that you are ready to sit for the exam. If you need assistance in determining whether your education and experience fit the exam requirements, please contact : credentials@ifma.org

What is the IFMA CFM exam application fee?

IFMA Members – US \$550

Nonmembers – US \$815

Visit www.ifma.org for the most up to date schedule & fees. Application fees are charged immediately and are only refunded if the application is denied.

How do I get reimbursed for the CFM Exam through the Department of Veterans Affairs (VA) under the G.I. bill?

For more information copy and paste the following link in your browser:

http://www.ifmacredentials.org/cfm/cert-and-recert/Applying%20for%20CFM%20Reimbursement_under-the-GI-bill.pdf

How many questions need to be answered correctly to pass the exam?

The test is pass/fail.

What if I don't pass the first time? When can I retake it?

Individuals who have taken the CFM Exam but have not passed it within 12 months are eligible to retake the CFM exam. All other applicants should complete the standard application.

How long do I have to take the exam once I apply? Does it expire?

Candidates must take the exam within three months of application acceptance and payment.

What if I can't take the exam once I schedule it?

Prometric's policy for Cancellation, Rescheduling, No Show or Late Arrival for Scheduled Test):

For each candidate who reschedules, cancels, arrives late or does not appear for a scheduled test during the Cancellation/Reschedule Period set forth below, Prometric shall be entitled to the following Cancellation/Rescheduling Fees for such candidate:

Category	Cancellation / Reschedule Period	Fee
1	31 days or more	No Charge
2	5 to 30 calendar days prior to test	\$40 Fee collected by Prometric
3	a) Less than 5 days before test date	The full test delivery fee for the cancelled/rescheduled test
	b) Fails to appear for a scheduled test	
	c) Presents self more than 15 minutes after the scheduled start time for taking the test and is refused admission	

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

Do I have to recertify?

The CFM certification is valid for three years. Visit www.ifmacredentials.org/cfm/recertification for more details.

I heard the CFM Exam is changed, what does that mean?

As a result of the most recent global job task analysis, IFMA is updated the competency areas that define the CFM credential. In June 2013, the CFM Exam was updated to test 11 competencies. Previously, the CFM Exam covered nine competencies.

What is the difference between a certification and a certificate program?

It is the role of TRAINING and its relationship to credentialing that sets these two types of credentials apart. The primary focus of a knowledge-based and/or assessment-based certificate program is to deliver education and training. This credential is directly linked to a training course, that the student must complete, and the credential is proof that its holder has completed the course and achieved its prescribed outcomes. Hence, the purpose of a certificate program is to educate participants, and the assessment is used as a mirror to prove that the associated learning outcomes have been completed. A professional certification, on the other hand, is independent of a training course. The primary focus of a professional or personnel certification is on assessment. Moreover, the assessment conducted by a certification program is independent of a specific class, course, or other education/training program and also independent of any provider of classes, course or programs. With professional certification, the examination is used not as a mirror but as a screen – to separate those who meet the assessment standards from those who do not.

Facilities Management Professional (FMP)

IFMA's Facility Management Professional (FMP) designation is a knowledge-based credential for FM professionals and industry suppliers looking to increase their depth-of-knowledge in the core FM topics deemed critical by employers. By earning the must-have FMP credential, you will improve your knowledge, enhance your skills, and gain immediate credibility with employers, clients and peers.

Who should pursue the FMP credential?

- A. Early to mid-career facility management practitioners seeking enhanced knowledge and skills.
- B. Individuals who are transitioning into an FM career.
- C. Partner practitioners such as architects, designers and safety engineers.
- D. Associated corporate providers of FM products and services.
- E. Students entering the profession from colleges, universities, certification or technical programs.

5 steps toward earning the FMP credential

- A. Order the IFMA FMP Credential Program self-study materials or find a local instructor-led course at www.ifma.org/fmp.
- B. Review Essentials of FM, an online introductory overview of the FM profession.
- C. Read the print modules, complete the online training for each course, and attend live courses (optional) to enhance your skills and knowledge.
- D. Complete the four FMP final assessments online with a passing score.
- E. Submit your application to IFMA to validate your FMP credential.

FMP Application Fees are:

1	IFMA Member	\$130.00
2	Young Professional IFMA Member	\$105.00
3	Non-Member	\$210.00

FMP CREDENTIAL FAQS

- A. **How do I earn the FMP credential?** Individuals who pass all four FMP final assessments with a passing score of 75% or higher within the 65 minute time limit, and submit their FMP application (with fee) to IFMA, will be awarded their FMP credential. *(You will receive an email with a link to your pre-populated FMP application form after successfully completing the four FMP final assessments.) For more information about the FMP, listen to an archive of our latest webcast: [Everything you ever wanted to know about the FMP!](#)*

- B. **Are there prerequisites or eligibility requirements to earn the FMP credential?**
 - a. There are no specific educational or experiential prerequisites required to take the FMP program and assessments.

- C. **Can LEED accredited professionals earn GBCI LEED maintenance credits with the FMP program?**
 - a. Yes, the FMP program has been approved by GBCI for LEED credential maintenance. LEED Professionals can earn 60 general CE hours upon successful completion of the full FMP program or 15 general CE hours for each individual course.

- D. **Can I test out of the FMP?**
 - a. The FMP is an assessment-based certificate program and you cannot test out of it nor can you just buy the assessment. Graduates of the IFMA Foundation Accredited Degree Program should contact credentials@ifma.org before proceeding with the courses.

- E. How many questions need to be answered correctly to pass the FMP final assessment?**
- a. In order to pass each of the FMP final assessments, you must earn a score of 75% or higher (at least 38 out of 50 questions correct) within the 65 minute time limit. Each final assessment must be completed in one sitting. You cannot pause the assessment and come back to it. If you do not achieve a passing score within the allotted time, you must start the assessment over.
- F. What if I do not pass the FMP final assessment? When can I retake the FMP final assessment?**
- a. Candidates who fail an FMP final assessment may retake it immediately. There is no limit to the number of times you can retake the final assessment. However, once you successfully complete/pass a final assessment with a score of 75% or higher in the 65 minute time limit, it will have served its purpose and will no longer be available.
- G. If I fail a final assessment, how do I find out which topics I need to review further?**
- a. Click on the *Reports* link located beneath the course name tab of your online study tools page. Then, click on the *Final Assessment Chapter/Topic Breakdown Report*. This report will show you how well you've scored by chapter and topic so you can identify exactly where to focus your studies.
- H. How long do I have to take the FMP final assessment? Does it expire?**
- a. If you purchase an individual course, access expires one year from the date it was activated. If you purchase the bundle of all four course, access expires two years from the date it was activated.
- I. After submitting my application, how long will it take to get my FMP credential?**
- a. Once a candidate has successfully earned a passing score (75% or higher) on all four FMP final assessments and completed the FMP application, IFMA will verify their results and approve the application. Verification may take up to 30 business days.
- J. What is included in the updated FMP program format?**
- a. The IFMA FMP Credential Program includes comprehensive print materials, interactive online study tools and online FMP final assessments. Visit our [training components page](#) for complete details.
- K. What is the estimated time for completing the self-directed study option?**
- a. The length of time the course takes will depend greatly on the person who is studying (based on experience, knowledge, reading comprehension, etc.). Students have invested time ranging from 50-100 hours to complete the entire four-module program and earn their FMP.

L. After my order, What are the next steps to access the online tools and printed materials? Will there be any downloads?

- a. Within 24 business hours or less of your purchase, you will receive an e-mail response providing a link to enroll in the online component. Upon completing the enrollment process, you will have immediate access to the online study tools. We recommend that you complete the prerequisite *Essentials of FM* introductory industry overview and the pre-test while waiting for the print materials to arrive. The program is Web-based, so no downloads are required. Users simply need a Web browser, such as Internet Explorer, to use it.
- b. Once an order is processed, the printed modules are generally shipped within two business days. Unless otherwise requested, we ship FedEx ground domestically, which takes three to five business days.

M. Can I print hard copies of online items like the glossary, flashcards, progress reports, etc.?

- a. The e-Flashcards are available in a printable format. For all other online items, you are welcome to use your Print Screen function. However, please be advised that the contents of this program are copyrighted, therefore any material printed can only be used by the original purchaser/user of the program.

Sustainability Facility Professional (SFP)

Optimum “sustainability” for savvy CEOs and facility professionals goes beyond certifying the premises with the preferred building rating system. It is a commitment to improving the facility’s impact on the environment, productivity and people — not just today, but tomorrow too.

Become an SFP and play a key leadership role in creating, managing and operating sustainable facilities. The SFP is the credential for FMs seeking a higher level of sustainable performance. Go farther, faster. Engage all your company’s FM assets to truly maximize triple bottom line results.

STEPS TO ACHIEVE THE SFP CREDENTIAL

- A. Determine whether you have a basic foundational knowledge of FM as this knowledge is necessary to apply the SFP concepts and pass the final assessments. A Facility Management Overview is included in the SFP program as a refresher.
- B. Order the IFMA SFP Credential Program, an all-inclusive training and assessment program that combines comprehensive reading materials to help you learn about sustainable facility practices from an FM perspective, interactive online study tools to test your understanding and retention, and final SFP assessments to qualify you to earn the SFP credential.
- C. Study the electronic/printed training materials and complete the online interactive study tools for each focus area (in sequence) to enhance your skills and knowledge.

- D. Complete the three online SFP final assessments with a passing score of 75% or higher.
- E. Submit your SFP application (with application fee) to IFMA to validate your SFP credential.

Due to the dynamic and ever-changing nature of the sustainability environment, the SFP certificate will be issued with a three-year term of validity. After this time, SFPs will be expected to demonstrate their understanding of the latest developments in sustainability through an online course and assessment.

IFMA’s SFP is an assessment-based certificate program delivering a specialty credential in sustainability. By earning your SFP credential, you will develop and gain recognition for your expertise in sustainable FM practices while impacting your organization's economic, environmental and social bottom line.

SFP Pricing Options

Product	Member Pricing	Non-Member Pricing
Self-study: e-Version only (Reading materials provided electronically only)	\$1,595.00	\$1,895.00
Self-study: e-Version & Hardcopy (Reading materials provided both electronically and as printed books)	\$1,795.00	\$2,095.00

Plus applicable taxes and shipping charges. Prices may change without prior notice.

LEED Accredited Professional (LEED AP)

LEED (Leadership in Energy and Environmental Design) represents excellence in green building design, construction, renovation, and operations and maintenance. To become a LEED Green Associate or LEED Accredited Professional, engineers, architects, planners, designers, construction managers and others must demonstrate a thorough understanding of LEED Rating Systems. That means staying current with green building technology and practices.

LEED credentialing is managed by the Green Building Certification Institute (GBCI) and includes registration/application, the LEED exam and continuing education.

The Green Building Certification Institute (GBCI) is a third-party organization that provides independent oversight of professional credentialing and project certification programs related to green building. GBCI is committed to ensuring precision in the design, development, and implementation of measurement processes for green building performance (through project certification) and green building practice (through professional credentials and certificates). Additional information is available at www.gbci.org.

Accreditation falls into two general categories:

LEED Green Associate: For professionals who want to demonstrate green building expertise in non-technical fields of practice- denotes basic knowledge of green design, construction and operations.

LEED AP: Signifies advanced knowledge in green building practices and reflects the ability to specialize in a particular LEED Rating System. First is the LEED Green Associate exam; second is a specialty exam based on LEED project experience within the last three years. Specialty credentials include:

- A. LEED AP Operations + Maintenance
- B. LEED AP Homes
- C. LEED AP Building Design + Construction
- D. LEED AP Interior Design + Construction
- E. LEED AP Neighborhood Development

Maintaining LEED Credentials

LEED-credentialed professionals are responsible for maintaining their credential through continuing education. LEED Green Associates must complete 15 hours of continuing education every two years, which includes three hours dedicated to LEED-specific education. LEED APs must complete 30 hours of continuing education every two years, which includes six hours dedicated to LEED-specific education and three hours dedicated to their LEED rating system specialty.

LEED Credentials and Exam

Fees

Category	Member Pricing	Non-Member Pricing
LEED Green Associate Exam	\$200.00	\$250.00
LEED AP Building Design + Construction	Full Exam	\$550.00
	Specialty Exam	\$350.00

Top Five Reasons to Get Certified

- A. **Distinguish Yourself.**
In today's competitive job market, your certification puts you ahead of the competition. Certified Facility Managers have proven their abilities and demonstrated their commitment to achieving excellence in the profession.
- B. **Invest in Your Future**
Certified managers earn, on average, 13% more than non-certified facility managers. Earning a certification is one of the most important career decisions you can make.
- C. **Demonstrate Your Leadership and Initiative**
It's not easy to achieve certification status. The credential is a tangible sign of your success. Share your expertise and mentor up-and-coming members of your organization.
- D. **Advance Your Profession**

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

E. **Enhance Your Professional Network**

Enjoy opportunities to network during special events for certified members. IFMA chapter members receive special recognition from their chapters.

How Does The Program Work?

- A. Joe Carroll, the Chair of the Career Services Committee serves as the Mentoring Program Manager (MPM).
- B. The MPM will receive requests for mentors and mentees and will seek to make appropriate matches.
- C. Prospective mentors and mentees must submit a registration form to the MPM.
- D. The MPM will monitor the progress of the program on an on-going basis and will provide periodic reports to the Chair of the Professional Development Committee.
- E. The MPM will seek ways to promote the program throughout the chapter.

Mentor Registration Form

Name: _____

Company: _____

Address: _____

Phone: _____

Cell Phone: _____

Email: _____

IFMA's CFM Nine Competency Areas:

- Leadership and Management
- Communication
- Finance
- Human and Environmental Factors
- Planning and Project Management
- Operations and Maintenance
- Quality Assessment and Innovation
- Real estate
- Technology

Current Certifications: _____

Facility Management Strengths (Check as many as apply)

- | | |
|--|--|
| <input type="checkbox"/> Leadership and Management | <input type="checkbox"/> Communication |
| <input type="checkbox"/> Finance | <input type="checkbox"/> Human and Environmental Factors |
| <input type="checkbox"/> Planning & Project Management | <input type="checkbox"/> Operations and Maintenance |
| <input type="checkbox"/> Quality Assessment & Innovation | <input type="checkbox"/> Real Estate |
| <input type="checkbox"/> Technology | |

CFM Study Group Leader (Check as many as willing to lead)

- | | |
|--|--|
| <input type="checkbox"/> Leadership and Management | <input type="checkbox"/> Communication |
| <input type="checkbox"/> Finance | <input type="checkbox"/> Human and Environmental Factors |
| <input type="checkbox"/> Planning & Project Management | <input type="checkbox"/> Operations and Maintenance |
| <input type="checkbox"/> Quality Assessment & Innovation | <input type="checkbox"/> Real Estate |
| <input type="checkbox"/> Technology | |

Best Time to Meet with Mentee

- | | |
|---|--|
| <input type="checkbox"/> Weekday morning before 9:00 am | <input type="checkbox"/> Weekday evening after 5:00 pm |
| <input type="checkbox"/> Weekday Lunch 12:00 – 1:00 pm | <input type="checkbox"/> Saturdays |

Profile

of years in Facility Management # of years a CFM

Job Titles: _____

Field of Formal Education: _____

Field of Experience: _____

Signed: _____

Date: _____

Mentee Registration Form

Name: _____

Company: _____

Address: _____

Phone: _____

Cell Phone: _____

Email: _____

IFMA's CFM Nine Competency Areas:

- Leadership and Management
- Communication
- Finance
- Human and Environmental Factors
- Planning and Project Management
- Operations and Maintenance
- Quality Assessment and Innovation
- Real estate
- Technology

Current Certifications _____

Facility Management Strengths (Check as many as apply)

- | | |
|--|--|
| <input type="checkbox"/> Leadership and Management | <input type="checkbox"/> Communication |
| <input type="checkbox"/> Finance | <input type="checkbox"/> Human and Environmental Factors |
| <input type="checkbox"/> Planning & Project Management | <input type="checkbox"/> Operations and Maintenance |
| <input type="checkbox"/> Quality Assessment & Innovation | <input type="checkbox"/> Real Estate |
| <input type="checkbox"/> Technology | |

Facility Management Weaknesses (Check as many as apply)

- | | |
|--|--|
| <input type="checkbox"/> Leadership and Management | <input type="checkbox"/> Communication |
| <input type="checkbox"/> Finance | <input type="checkbox"/> Human and Environmental Factors |
| <input type="checkbox"/> Planning & Project Management | <input type="checkbox"/> Operations and Maintenance |
| <input type="checkbox"/> Quality Assessment & Innovation | <input type="checkbox"/> Real Estate |
| <input type="checkbox"/> Technology | |

Best Time to Meet with Mentor

- | | |
|---|--|
| <input type="checkbox"/> Weekday morning before 9:00 am | <input type="checkbox"/> Weekday evening after 5:00 pm |
| <input type="checkbox"/> Weekday Lunch 12:00 – 1:00 pm | <input type="checkbox"/> Saturdays |

Profile

of years in Facility Management Taken CFM Review Course

Job Titles: _____

Field of Formal Education: _____

Field of Experience: _____

Signed: _____

Date: _____