

ProFMI[®]

PROFESSIONAL
FACILITY MANAGEMENT
INSTITUTE

ProFM[®]

CREDENTIAL HANDBOOK

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1. Welcome and Introduction

Welcome to the ProFM® community! With millions of professionals around the world performing facility management (FM) functions, we have a powerful voice when we work together. By setting and achieving a global standard of knowledge and skills, we can elevate the entire profession for the advancement of all facility professionals.

A. Introduction to the Professional Facility Management Institute® (ProFMI®)

The ProFM credential is offered by ProFMI, an organization that is committed to elevating the facility management industry and serving its professionals around the world. This independent organization was formed in 2017. It represents a collaboration between industry leaders serving as the ProFMI Commission, National Facilities Management & Technology (NFMT), and Holmes Corporation.



ProFMI is guided by the ProFMI Commission, a group of voluntary leaders speaking for the market and representing the diversity of the FM profession. It assembles the top thought leaders in the industry to define the required knowledge and competencies of facility professionals, validate these findings with ongoing market research, create and deliver superior education, and evaluate professionals against these standards.

B. Introduction to the ProFM Credential

The ProFM credential was introduced to unite and elevate the FM profession as facility professionals around the world are being asked to go beyond traditional FM tasks and become strategic business leaders focused on driving organizational success. FM professionals at all levels need to understand the scope of knowledge and skills required of them today and in the future.



FM training and credentials have not been keeping pace with globalization, technology, and the broadened demands on facility professionals. This is a concern for organizations as their most experienced FM professionals and leaders plan for retirement.

ProFM gives facility professionals one source for gaining the full spectrum of FM knowledge, skills, and competencies. It is the global standard for today's facility professionals. The ProFM® Credential Program is the global standard for today's facility professionals and provides the most current and comprehensive training to help individuals and organizations identify and fill their knowledge gaps.

C. Purpose of the Handbook

The *ProFM Credential Handbook* will provide you with an overview of the credential, with step-by-step details on how to earn and maintain your ProFM credential. We encourage all candidates to read through the entire handbook before beginning your ProFM studies.

D. Contact Information

If you have additional questions or concerns about the ProFM credential, please contact ProFM Customer Care at ProFM@profmi.org or call +1-866-642-2757 (USA/Canada) or +1-651-905-2667 (Worldwide).

E. Legal Trademarks, Privacy Policy and Copyright

- The ProFM name and logo, all product and service names and trademarks are the property of ProFMI and its collaborators and may not be displayed or used without prior written permission.
- To learn more about the information collected by ProFMI and the use of this data, please review the Privacy Policy at ProFMI.org/privacy-policy.
- All materials within the ProFM Credential Program and on the ProFMI website are owned and copyrighted or licensed by ProFMI, its corporate affiliates or its third-party vendors, Copyright © 2022 Professional Facility Management Institute® all rights reserved. No reproduction, distribution or transmission of the copyrighted materials is permitted without the written permission of ProFMI.

2. ProFM Credential Details

A. ProFM Differentiators

ProFM is a training and credentialing program built to celebrate the diversity and growing roles of facility professionals. It is the most significant project in years focused on supporting the FM profession and the success of its professionals. ProFM stands apart from other programs in the market for a number of reasons.

- **Relevant & Current:** The ProFM Body of Knowledge, developed in 2017 and revalidated in 2021, is the most current and relevant standard for facility professionals. It goes beyond the traditional definition of FM to reflect the knowledge and skills required of today's facility professionals.
- **Comprehensive:** The ProFM credential is based on the ProFM Body of Knowledge which includes 19 functional knowledge areas and five cross-functional competencies that have never before been combined together into one complete program.
- **Applicable:** ProFM focuses not only on enhancing your knowledge, but also building and testing your practical application skills.
- **Global:** The ProFM Body of Knowledge reflects the globalization of the FM industry from the incorporation of global FM ISO 41000 standards, the perspective of international ProFMI Commission members, and input from facility professionals in 93 countries.
- **Independent:** ProFM was developed by facility professionals, for facility professionals. Respected FM thought leaders, employers, and working professionals came together with the common goal of elevating and uniting the FM profession.

B. What is the Value of ProFM for Facility Professionals and Employers?

ProFM Value for FM Professionals

- **Advancement:** Build a current, relevant, and broad skill set valued by employers.
- **Recognition:** Provide an independent validation of knowledge and skills.
- **Confidence:** Prepare FM professionals for daily challenges and leadership.

ProFM Value for FM Employers

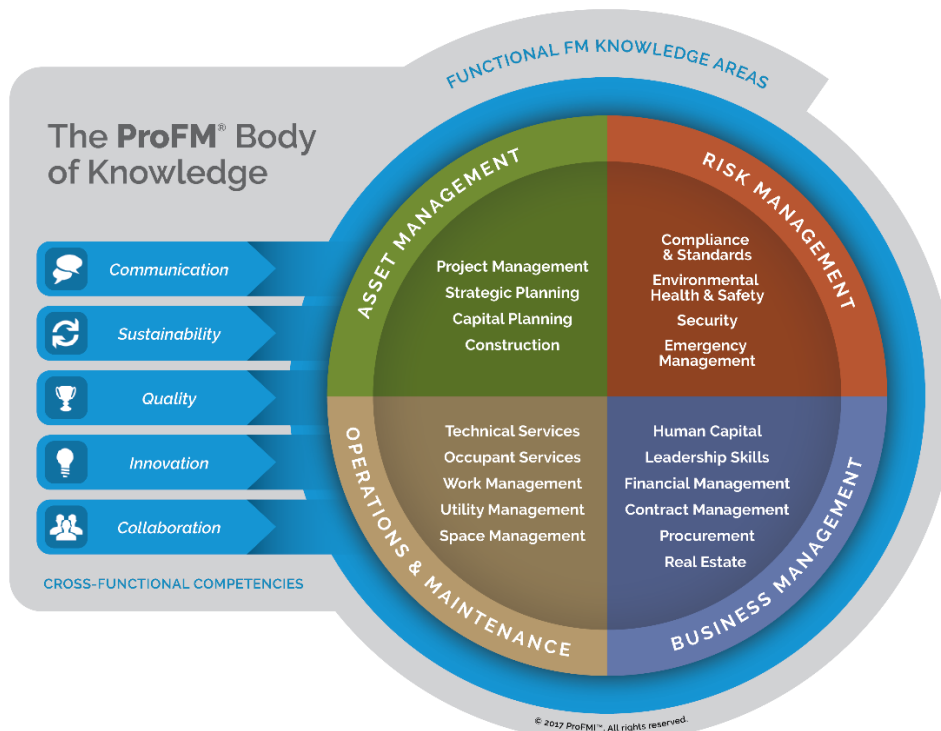
- **Hiring:** Validate knowledge and skills held by candidates.
- **Evaluation:** Identify knowledge and skill gaps in FM staff.

- **Universal:** ProFM will benefit FM professionals at all career levels:
 - *Early Career:* Build new FM skills and gain recognition with employers, clients, and co-workers.
 - *Mid-Career:* Identify and fill knowledge and skill gaps, build competency to implement business improvements, and show a commitment to leadership.
 - *Senior Career:* Update and validate knowledge, build competency to plan and implement business improvements, and identify knowledge and skill gaps in staff.
- **Training:** Deliver quality, turn-key FM training to fill retirement gaps and prepare staff for advancement.
- **Flexibility:** Offer training to local and geographically dispersed teams through self-study or instructor-led courses.
- **Communication:** Build a common language and knowledge foundation across functional areas to enhance communication and cooperation.
- **Return on Investment:** Monitor individual and group progress throughout the course with online reporting to ensure completion.
- **Value:** Implement organization-wide training that meets global standards with no development costs and affordable volume-based pricing.

C. ProFM Body of Knowledge

The foundation of the ProFM credential is the ProFM Body of Knowledge which defines the 19 functional FM knowledge areas and five (5) cross-functional competencies required of today's facility professionals. This body of knowledge is the result of an extensive 2017 research study led by ProFMI and the ProFMI Commission with input from more than 3,300 professionals spanning 93 countries. It was thoroughly reviewed and revalidated in 2021.

Download a copy of the complete ProFM Body of Knowledge at ProFMI.org/facility-management-knowledge.



D. Steps to Earn the ProFM Credential

Everything a facility professional needs to grow their FM knowledge and earn the ProFM credential is included in the **ProFM® Credential Program**:

- **Step 1: PURCHASE** the ProFM Credential Program self-study materials or enroll in a Coached Self-Study session at store.profmi.org. If you prefer an instructor-led course, find a course near you at ProfMi.org/find-a-course and enroll with the course provider.
- **Step 2: ASSESS** current FM knowledge and identify gaps with an online pre-test.
- **Step 3: ENHANCE** your FM knowledge by reading printed or online study materials.
- **Step 4: CHECK** knowledge retention and apply the concepts with online quizzes and flashcards.
- **Step 5: EARN** the ProFM credential by passing the online final assessment with a score of 65%* or higher.
- **Step 6: RENEW** the ProFM credential every three years and stay on the cutting edge of the FM industry.

E. Eligibility Requirements

ProFM offers benefits for facility professionals throughout all career stages. There are **no mandatory prerequisites**, however it is beneficial for candidates to have **one or more** of the following:

- Basic knowledge of facilities management
- Work experience in FM-related functional areas such as:
 - Asset management (project management, strategic and capital planning, construction)
 - Risk management (compliance and standards, environmental health and safety, security, emergency management)
 - Business management (human capital, leadership skills, financial management, contract management, procurement, real estate)
 - Operations and maintenance (technical and occupant services, work management, utility management, space management)
- Related FM credential

F. ProFM Credential Program

i. Overview

The ProFM Credential Program includes everything a facility professional needs to broaden their knowledge and earn the ProFM credential with no additional application or assessment fees. Regardless of the chosen study option, self-study, coached self-study, instructor-led courses, or corporate/group training, all candidates will receive the following:

- **Reading materials**, available online via an embedded e-reader, teach the entire ProFM Body of Knowledge. Printed versions of the reading materials are also available for \$50 plus shipping and taxes.
- **Online study tools** help identify knowledge gaps, build a study plan, and apply the topics learned through quizzes, flashcards, and more.
 - **Pre-test** – Identify strengths and knowledge gaps.
 - **SmartStudy** – Build a customized study plan using pre-test results to target the most challenging topics and optimize study time.

* Passing score was updated in 2022 to align with industry standards and global professional organizations.

- **Section Quizzes** – After reading each section, test comprehension, retention, and ability to apply concepts.
- **Flashcards** – Review key FM terms and definitions.
- **Progress Report** – Track activities and scores.
- **Resource Center** – Access additional resources, feedback links, and more.
- **Online final assessment** determines whether the candidate’s knowledge meets the ProFM standard. The final assessment is broken into two (2) exam parts. Candidates must complete each part with a score of 65% or higher within the 90-minute time limit. Assessments may be repeated at no additional charge until a passing score is achieved. Both exam parts must be completed within the 12-month access period of the ProFM Credential Program.
 - **Part 1: Knowledge Exam** – Designed to measure your breadth of knowledge in the FM profession, based on the 19 functional knowledge areas and five (5) cross-functional competencies of the ProFM Body of Knowledge.
 - 75 multiple-choice questions
 - 90 minute time limit
 - **Part 2: Application Exam** – Designed to test your ability to apply your skills to real-world scenarios that you may encounter in your work. Questions focus on reviewing and critically analyzing different situations to best apply the ProFM knowledge and competencies.
 - 50 multiple-choice questions
 - 90 minute time limit

ii. Access Period

ProFM candidates will have access to the online portion of ProFM Credential Program for 12 months (from original purchase or enrollment date). Candidates must complete both assessment exams within this time period.

iii. Study Options

The ProFM Credential Program is delivered through four convenient study options:

- **Self-Study Program:** Candidates can study when and where it's convenient with reading materials and mobile-optimized online study tools. To begin, order online at store.profmi.org or call +1-866-642-2757 (USA/Canada) or +1-651-905-2667 (Worldwide).
- **Coached Self-Study Program:** Candidates enjoy the flexibility of the self-study program combined with the structured support and accountability of seven 1-hour online sessions led by a ProFM-credentialed expert instructor. To find the next available session and enroll, visit store.profmi.org.
- **Instructor-Led Course:** Candidates learn from an expert instructor, network with peers and stay on track to complete their goal. Online and in-person courses are offered by ProFM Education Partners located around the globe. To find a course, visit ProfMi.org/find-a-course.
- **Corporate/Group Training:** Employers can deliver consistent training to a local or geographically dispersed team of two or more individuals. Leverage volume discounts and group progress reports for the best return on investment. To learn more, visit www.ProFMi.org/groups or contact Vicky Vander Woude at vickyv@profmi.org or +1.651.905.2645.

iv. Pricing and Fees

- **Self-Study Program:** The total cost for the self-study program is US\$1695 (plus applicable taxes). Candidates may choose to add a printed version of the reading materials for US\$50 (plus shipping and applicable taxes). There are no additional application, administration, or exam fees. The self-study program may be purchased at <https://store.profmi.org/>.

- **Coached Self-Study Program:** Adding seven online coaching sessions to the self-study program is only US\$100, for a total of US\$1795 (plus applicable taxes). Add printed books for US\$50 (plus shipping and applicable taxes).
- **Instructor-Led Course:** Instructor-led course registration fees are set by Global Education Partners. Registration fees include the ProFM Credential Program reading materials, online study tools, and online final assessment. Find a course near you at ProfMi.org/find-a-course.
- **Corporate/Group Training:** Pricing for corporate/group training depends on the size of group and whether self-study, coached self-study, or instructor-led course implementation is chosen. For support in setting up a group training program, contact Vicky Vander Woude at vickyv@profmi.org or +1.651.905.2645. More information is available at ProfMi.org/groups.

G. Online Final Assessment

i. Topics and Weightings

The ProFM Credential Program has been developed by facility management experts using the ProFM Body of Knowledge (BOK) as the foundation. The program is organized into five modules, covering the 19 functional knowledge areas and five (5) cross-functional competencies identified in the BOK.

The following table identifies the proportion of questions from each module (domain) that will appear on the final assessment. These percentages are used to determine the number of questions related to each domain in the exam.

Module	Percentage of Items on Final Assessment
Module 1: Competencies for Facility Professionals	15%
Module 2: Asset Management	20%
Module 3: Risk Management	18%
Module 4: Business Management	23%
Module 5: Operations and Maintenance	24%
	100%

ii. Number of Questions and Time Allotted

The final assessment is broken into two (2) exam parts.

- **Part 1: Knowledge Exam** – Designed to measure your breadth of knowledge in the FM profession, based on the 19 functional knowledge areas and five (5) cross-functional competencies of the ProFM Body of Knowledge.
 - 75 multiple-choice questions
 - 90-minute time limit
- **Part 2: Application Exam** – Designed to test your ability to apply your skills to real-world scenarios that you may encounter in your work. Questions focus on reviewing and critically analyzing different situations to best apply the ProFM knowledge and competencies.
 - 50 multiple-choice questions
 - 90-minute time limit

iii. Passing Score

Candidates must earn a score of 65% or higher on both parts of the ProFM final assessment to earn the ProFM credential. Assessments may be repeated multiple times within the 12-month online access period without additional fees.

iv. Assessment Scoring

Candidates will be given their score immediately after completing each part of the online ProFM final assessment. To pass, candidates must achieve a score of 65% or higher on both exam parts. As each exam part is completed with a passing score, it will be marked complete and will no longer be available. To preserve the integrity of the assessment, a breakdown of incorrect/correct answers will not be provided.

If additional attempts are required to achieve a passing score, candidates will be provided a breakdown of their assessment score by module, to guide further study efforts.

v. Scoring Process

To earn the ProFM designation, candidates must achieve a passing score on both parts of the final assessment. The final assessment score is determined by the number of questions answered correctly out of the total number of questions on the exams. Each question is worth one point.

To pass each exam, a minimum number of questions must be answered correctly. (This is called the cut score). Candidates must achieve the minimum score of 70% or higher to pass the exam. If a question is not answered or left blank when the test is submitted, that question is scored as an incorrect answer.

The cut score is established through a systematic process of test item review and rating by a team of subject matter experts. It follows a common method used in the credentialing industry where items are evaluated and a score estimate is determined. Ratings are compiled to determine the minimum passing score for the exam.

vi. Policies & Expectations

The following policies apply to the completion of the online ProFM final assessment exam parts and ProFM credential registration. Failure to comply with these policies may result in the revocation of an individual's ProFM credential.

- The registered user of the ProFM Credential Program must complete their own online ProFM final assessment, without assistance from others. Accommodations can be made for individuals with disabilities or extenuating circumstances.
- Only the individual who completes both ProFM final assessment exam parts can claim to have earned the ProFM credential.

vii. Question Types

Two types of traditional multiple-choice questions will appear on the ProFM final assessment, described below. Each multiple-choice question includes a question and four response options, one of which is the best response (scored as the correct answer), as based on the ProFM Credential Program materials.

- **Knowledge-based questions** – The Part 1 exam will feature knowledge-based questions designed to measure your breadth of knowledge in the FM profession, based on the 19 functional knowledge areas and five (5) cross-functional competencies of the ProFM Body of Knowledge.
- **Application-based questions** – The Part 2 exam will feature application-based questions designed to test your ability to apply your skills to real-world scenarios that you may encounter in your work. Questions focus on reviewing and critically analyzing different situations to best apply the ProFM knowledge and competencies.

viii. Feedback and Appeals Process

- **Feedback:** Feedback regarding course content, assessments and general edits are encouraged and appreciated and can be submitted via the ProFM Credential Program's online Resource Center. Candidates will also have an opportunity to submit feedback via a survey presented at the completion of the online ProFM final assessment.

- **Appeals:** While candidates may repeat the ProFM final assessment exam parts until successful completion (within the 12 month online access period), candidates wishing to dispute their assessment score may submit an official dispute by contacting ProFM Customer Care at ProFM@profmi.org or +1-866-642-2757 (USA/Canada)/+1-651-905-2667 (Worldwide) within 30 days of their assessment attempt.

H. Credential Application & Award

i. ProFM Credential Application & Confirmation

When the ProFM candidate completes both parts of the ProFM final assessment with a score of 65% or higher, they can expect the following:

- The candidate will be asked to complete an online evaluation of the ProFM Credential Program.
- Designees will be asked to register their credential and confirm their contact information in order for an official ProFM certificate to be delivered.
- Once registered, the ProFM credential holder will be given access to a digital version of their ProFM certificate and a digital badge to save and use as proof of course completion as they await their official certificate. At this point, credential holders may begin using “ProFM” in their signature, resume, and CV.
- ProFM credential holders will be given an opportunity to opt-in to the ProFM Online Credential Registry, allowing employers, clients and the public to validate their credential.

ii. Recognition for ProFM Credential Holders

Upon successfully earning the ProFM credential, individuals will receive the following recognition:

- **Use of “ProFM”:** Credential holders are encouraged to add “ProFM” after their name in their email signature, business cards, CV/resume, and other professional documents.
- **Official Credential Certificate:** Within 30 days of application approval, an official Credential Certificate will be sent to the credential holder via FedEx (or reasonable substitute).
- **Digital Badge:** After registering their credential, credential holders will receive access to a digital version of their ProFM certificate and a digital badge to download and use in social media, email signatures, and other digital communications.
- **Online searchable database:** If credential holders opt-in to the Online Credential Registry, their name will appear in the online searchable database allowing employers, clients and the public to validate their credential.
- **Recognition at NFMT events:** ProFM credential holders who have opted into the Credential Registry will be publicly recognized for their achievement at NFMT conferences.

iii. Code of Ethics

ProFM credential holders are expected to elevate their profession through their knowledge, conduct and ethics. The ProFM credential may be rescinded if the holder is found to have acted in a way that dishonors the profession including, but not limited to, the following:

- The credential holder is found to have misrepresented their identity when completing the ProFM final assessment or application.
- The credential holder does not maintain exemplary professional conduct.
- The credential holder misrepresents their qualifications, experience or education.
- The credential holder is found to have infringed on copyright law by copying or plagiarizing portions or all of the ProFM Credential Program.

3. ProFM Credential Renewal

The ProFM credential is valid for three (3) years from passing the ProFM final assessment. The date on which you earn the ProFM credential marks the start of a three-year renewal cycle. The purpose of the renewal cycle is to ensure that ProFM credential holders continue to update and expand their knowledge and skills as the facility management profession evolves with changing standards, trends and technology.

A. ProFM Credential Management System

Upon completing both parts of the online ProFM final assessment with a passing score, candidates will be prompted to register their credential in their ProFM Credential Management System account at ProFMi.org/my-prof. The system tracks credential status, important renewal dates, and renewal credits. Enrollment is mandatory for the maintenance of the ProFM credential and credential holders are expected to ensure that information within this system is kept current.

B. Required Renewal Credits

ProFM credential holders must earn a minimum of 45 renewal credits every three (3) years to maintain the ProFM credential. There are five categories for earning credits, each with a maximum allocation of renewal credits per renewal cycle. The three-year renewal cycle begins on the date of the successful completion of the ProFM final assessment.

C. Understanding Renewal Credits

One (1) hour of professional development equals one (1) renewal credit. Therefore, over a three-year period, candidates will be expected to participate in 45 total hours of continuing education. For candidates earning IACET credits, please note that one (1) hour of continuing education equates to .1 IACET credit, therefore .1 IACET credit equates to 1 hour of ProFM renewal credit.

D. How to Earn Renewal Credits

Renewal credits will be awarded for FM professional development related to the individual, the organization, and/or the profession. There are a number of convenient and cost-effective ways to earn credits. Some examples of these activities are provided below.

Continuing Education

(Maximum renewal credits per cycle: 45)

- Attending in-person or virtual courses
- College/University classes
- Education sessions at industry conferences
- Seminars
- Workshops
- Digital media (webinars, podcasts, videos)

Working in the Profession

(Maximum renewal credits per cycle: 15)

- Advancing knowledge and skills through work as a practitioner
- Advancing knowledge and skills through work as a consultant

Reading

(Maximum renewal credits per cycle: 15)

- Books
- Articles
- Whitepapers
- Blogs

Sharing Knowledge

(Maximum renewal credits per cycle: 30)

- Mentoring
- Coaching
- Contributing as a subject matter expert
- Teaching

Professional Accomplishments

(Maximum renewal credits per cycle: 30)

- Presenting
- Speaking engagements

- Publications – writing books, articles, whitepapers
- Board or committee member
- Earning a related credential

E. Recording and Tracking Renewal Credits

- All renewal credits must be recorded and tracked using the ProFM Credential Management System, available at ProFMI.org/my-profm.
- Renewal credits are not required to be pre-approved, however the records of a portion of credential holders will be verified via audit each year. If you are randomly selected for audit, you will be required to show proof of your renewal credit activities.
- Credential holders will be asked to submit a description of the event, a training category, date, and length of time it took to complete.
- It is advised that credential holders input their credits online immediately after completing each continuing education event.
- ProFMI will send an email reminder to credential holders 6 months prior to their renewal deadline. Subsequent reminders will be sent periodically until the deadline. Email reminders will be sent to the email address on file. It is the responsibility of the credential holder to ensure this information is kept up to date.

F. Online Renewal Application

Once a ProFM credential holder has completed 45 hours of renewal credits, they may submit their online ProFM Renewal Application immediately using the ProFM Credential Management System.

- A small renewal application processing fee of US\$99 will apply. Payment must be submitted electronically via credit card at the time of renewal.
- Submitting the application early does not impact the three-year cycle of renewal. (i.e. the next renewal cycle will begin at the original renewal deadline.)

G. Renewal Credit Verification Process

- To ensure the accuracy of submitted renewal credits, ProFMI will review and verify a portion of renewal applications submitted on an annual basis through an audit process.
- ProFMI will only contact individuals if there are questions or inconsistencies related to their renewal application.
- If you are randomly chosen to be audited, you will be given 30 days to submit supporting documentation for the content and duration of activities submitted for renewal credits. If any inconsistencies are found, applicants will have either (a) 90 days from official notification date or (b) until their original renewal deadline, whichever is later, to rectify issues with their renewal credits. Credits will not be granted for undocumented activities. ProFM credential holders are required to retain documentation for all submitted activities until notice is received that your renewal has been granted.

H. Credential Suspension

ProFM credential holders may have their credential suspended if any of the following occur:

- **Renewal Deadline Missed:** If a credential holder does not submit 45 hours of ProFM renewal credits via the ProFM Credential Management System by their 3-year deadline, their credential will be suspended for a period of 90 days. ProFMI will make reasonable attempts to contact the credential holder via the email address or phone number indicated in the credential management system. Credential holders who do not complete and submit the required 45 hours of renewal credits within this 90-day period will have their ProFM credential expire.
- **Ethical or Legal Breach:** If a credential holder is found to have acted outside of the ethical and legal expectations outlined in the ProFM Credential Handbook, their credential will be suspended. The

suspended credential holder will have 90 days to rectify the situation to ProFMI's specifications, otherwise their ProFM credential will expire.

I. Credential Expiration

- If a suspended credential holder does not rectify the issue(s) for which they've been suspended within the allotted time, their ProFM credential will expire.
- Expired credential holders will be removed from the ProFM public directory immediately and their digital badge will expire.
- Expired credential holders may no longer associate the ProFM letters, wordmark, logo, or other forms of identification with their name.
- Expired credential holders who wish to gain back the credential may choose to:
 - a. Complete and record their 45 renewal credits within one (1) year of their expiration date and pay a \$199 post-expiration renewal fee; or
 - b. Purchase the ProFM Credential Program again, complete the training and pass the ProFM final assessment.
- Individuals who claim to hold the ProFM credential, yet have never earned the credential, or have let their credential expire, will be contacted by ProFMI's legal counsel.