

# APPA's Credentialing Program

Everything You Need and Want to Know About APPA's Credentialing Program

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APPA's Director of Credentialing and Benchmarking



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## AGENDA

- Why Credentialing? Why now? WIIFM?
- Introduction to program and goals
- Distinguishing between CEFP and EFP
- C/EFP online process and options
- Exams and preparation
- Q&A



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## Why Be Credentialed?



- Demonstrates personal and professional growth
- Demonstrates competency and aptitude
- Differentiates you from others
- Demonstrates dedication to excellence
- Many employers require it or note it is highly desirable
- Makes a strong statement about YOU!



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### Getting Credentialed is Easy

- Requires discipline to study
- Often requires an application or testing fee
- You have to actually take a pass the exam
- Often requires re-certification
- Requires on-going training




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### APPA is making it easier

- Move at your own pace through the online CIL Platform
- No longer requires an application or separate testing fee
- Exam is now taken online at your campus, at home, or at a local testing facility
- APPA tracks re-certification hours/units for you after attending APPA Professional Development Courses
- Easy re-certification application




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### The Good News

**APPA HAS THE RESOURCES TO DEVELOP AND VALIDATE EXPERTISE**




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### The Purpose of APPA's Credentialing Program

- Identify, validate and recognize competency
- Assure educational institutions of the quality of their facilities management professionals
- Encourage on-going professional development within the profession
- Establish standards for professional performance in educational facilities management
- Advance the profession
- Become the expected credential internationally for educational facility professionals




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### MISSION



The APPA Credential & Certification program is dedicated to strengthening and sustaining the profession by increasing professional competency and supporting the educational mission through establishing and validating standards for professional practice.




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Engineers  
 Architects  
 Facility Manager Programs  
 Other Majors  
 Technicians  
 Military Service  
 From the Ranks



**HIGHER EDUCATION FACILITIES MANAGERS COME FROM MANY BACKGROUNDS**

**APPA HAS THE RESOURCES TO DEVELOP AND VALIDATE EXPERTISE**




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**APPA**

### APPA Credentialed Professionals Becoming The Industry Standard

- The program will become the expected credential internationally for educational facility professionals
- Close to a thousand APPA member professionals and service providers have completed the process
- The journey - as important as the accomplishment!
- Fully on-line process with Customized Interactive Review available for regional and institutional delivery




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**APPA**

### What Should You Do as An Employer?

- Assess Your Aging Work Force
- Identify Your Future Leaders
- Implement a Succession Plan
- Invest In Professional Development
- Retain Your "STARS"
- Establish Recruiting Standards for CEFP and EFP


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**APPA**

### What Should You Do For Your Own Professional Development?

- Assess Your Goals
- Apply for APPA Scholarships
- Complete the IFM and Leadership Academy
- Gain Professional Certification
- Leverage Your ROI





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### APPA's Credentialing Program

- Based on the Body of Knowledge (BOK)
- Also references other APPA resources
- Customized for the Educational Facilities Professional
- Two Levels – CEFP & EFP
- Online Preparatory Course and Study Guide
- Online Exams




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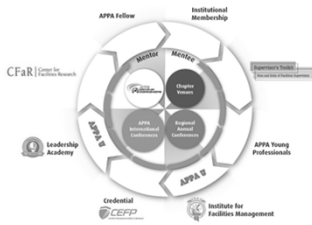
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### Competency Based Professional Development Continuum




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### Program Distinctions

- **Update on EFP**
- **CEFP**
  - The official credential for the profession
  - Validates competency
  - Expectation for all higher level management
  - Working on ANSI (ISO 14027) Certification




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### Program Distinction

- *No Required Minimum Years of Experience*
- *Knowledge & Experience Based Credential (4 year renewal)*
- *Eligibility Requirements*
- *Recertification Requirements*
- *Demonstrates your application of skills and knowledge at the institutional level*




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### CEFP Points Check

1. How many years have you been employed in educational or non-educational facilities related work?
2. What is the highest level of education or training you have acquired?
  - Graduate Degree
  - BS/BA degree (or equivalent)
  - Associates Degree
  - HS Diploma (only if higher education was not obtained)
- 3a. Total number of tracks completed at the Institute for Facilities Management.
- 3b. Total number of tracks completed at the Leadership Academy.
4. Have you earned the Educational Facilities Professional (EFP) certificate?
5. How many non-APPA related licenses/certification/professional association designations (i.e. Trades Craft/Journeyman) do you hold?




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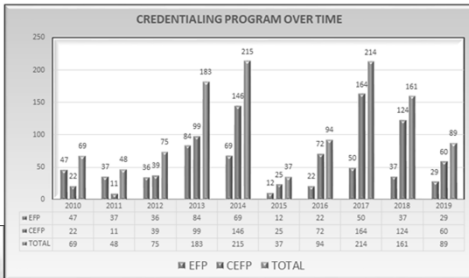
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### CEFP / EFP Earned

EFP 562  
CEFP 776  
Total 1,338

The competition is increasing so join in and get your credentials.




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### Customized Interactive Learning Platform

- Four core areas
- Modular
- Flashcard course
- Practice exams and quizzes
- BOK study guide
- Knowledge checks
- Interactive exercises
- Self-paced and facilitated




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### Customized Interactive Learning Platform

What advantage will the CIL platform provide for you?

- Facilitated by a qualified instructor
- Active engagement via Forum chat area
- Live webinars identify BOK content improvement areas
- Helps to gauge your level of readiness
- Able to facilitate larger cohort groups
- Customizable!




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### Updated Study Guides

- Separate Guides for both EFP and CEFP
- "Cliff Notes" of Four Core Areas
- Key Terms and Concepts
- Sample Case Studies for CEFP
- Updated Charts/Graphs
- Glossary/Appendices/Searchable PDF




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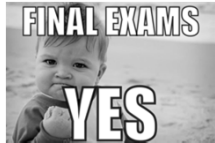
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### Exam Format

Exam Format for CEFP:

- 110 Multiple Choice Questions
- 6 Case Studies (Multiple Choice)
- Up to 4 hours to complete exam




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### Test Platforms

Multiple online testing options:

- Test centers
- Remote proctoring
- Client proctored
- Easy navigation
- Pass/Fail immediately known
- Certificate package




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### Success Strategies

- Make a commitment – make it a priority!
- Select an exam date – Plan your study accordingly.
- Schedule blocks of study time each week.
- Use the “mock” exam to determine areas to focus on.
- Re-take the “mock” exams to gauge progress.
- Shorter sessions are better for retention.
- Use all the tools provided in the CIL, including the forum.
- Form a study group.




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### Test Taking Strategies

- Read questions and answer sets thoroughly.
- Pace yourself.
- If stuck, mark question and return later to answer.
- Don't leave a question blank – make an educated guess.



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### Test Taking Strategies (continued)

- Beware of "absolutes" in the wording of questions and answers.
- Eliminate the distractor.
- Narrow it down to two choices.
- Reread and choose the better of the two.



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### APPA's Four Core Competencies

Approximate Distribution of Test Questions:

- General Administration & Leadership = 35%
- Operations & Maintenance = 25%
- Energy, Utilities & Environmental Stewardship = 17%
- Planning, Design & Construction = 23%



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**Good News**

**Your Pathway to Professionalism (P2P) is  
HERE!**



PATHWAY 2 PROFESSIONALISM



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**MORE Good News**

Regional Support:

All APPA regions provide:  
Discounted Pricing



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**EVEN MORE Good News**



THE AMERICAN INSTITUTE  
OF ARCHITECTS

Strategic Alignments



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### I. General Administration & Management

- 1. An ethical climate is created and supported by:
  - a) severe discipline b) longevity awards c) ethics advisory committee d) security
  
- 2. Best practices for professional development include all except:
  - a) establish suitable goals b) conflict resolution
  - c) action plans d) timeliness




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### I. General Administration & Management

- 1. An ethical climate is created and supported by:
  - a) severe discipline b) longevity awards c) ethics advisory committee d) security
- C. Ethics Advisory Committee
  
- 2. Best practices for professional development include all except:
  - a) establish suitable goals b) conflict resolution
  - c) action plans d) timeliness
- B. Conflict Resolution




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### I. General Administration & Management



**True or False**  
 If you are hanging an approved "Think Safety" sign you can stand on the lift railing.




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## II. Operations & Maintenance

1. Effective managing ratio for custodial employees (FTE) to supervisor?

- a) 6-8    b) 9-12    c) 13-17    d) 18-25

2. Best equipment to remove carpet spills/stains?

- a) Backpack vacuum    b) Scrubber    c) Extractor    d) Burnisher




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## II. Operations & Maintenance

1. Effective managing ratio for custodial employees (FTE) to supervisor?

- a) 6-8    b) 9-12    c) 13-17    d) 18-25

B. 9-12

2. Best equipment to remove carpet spills/stains?

- a) Backpack vacuum    b) Scrubber    c) Extractor    d) Burnisher

C. Extractor




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## II. Operations & Maintenance

“Domestic Hot Water System”




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### III. Energy, Utilities & Environmental Stewardship

- 1. The single largest consumer of electrical energy, on average, is?  
a) Computers   b) chillers   c) boilers   d) lights   e) motors
- 2. The largest source of U.S energy to make electricity is?  
a) Fossil Fuels   b) Nuclear   c) Hydropower   d) Solar and Wind
- 3. Electric meters are used to measure?  
a) Thermal energy   b) reactive power, watts   c) fuel  
d) pollution emitted




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### III. Energy, Utilities & Environmental Stewardship

- 1. The single largest consumer of electrical energy, on average, is?  
a) Computers   b) chillers   c) boilers   d) lights   e) motors  
D. Lights
- 2. The largest source of U.S energy to make electricity is?  
a) Fossil Fuels   b) Nuclear   c) Hydropower   d) Solar and Wind  
A. Fossil Fuels
- 3. Electric meters are used to measure?  
a) Thermal energy   b) reactive power, watts   c) fuel  
d) pollution emitted  
B. Reactive power, watts




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### III. Energy, Utilities & Environmental Stewardship



#### “Alternative Fuel Vehicle”

Discuss the pros and cons of this vehicle




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### III. Energy, Utilities & Environmental Stewardship



**“Using your Metro Station for storm detention”**  
Discuss the pros and cons of this option



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### IV. Planning, Design & Construction

1. What is not a typical facilities construction delivery method?  
a) Design Build b) Just-in-time c) Design-Bid-Build d) CM @ Risk

2. Which industry defines building, materials, products, and equipment specifications?  
a) BOMA – Building Operations and Management Association  
b) APPA - Leadership in Educational Facilities  
c) SCUP – Society of College and University Planners  
d) CSI - Construction Specification Institute



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### IV. Planning, Design & Construction

1. What is not a typical facilities construction delivery method?  
a) Design Build b) Just-in-time c) Design-Bid-Build d) CM @ Risk  
B. Just-in-time

2. Which industry defines building, materials, products, and equipment specifications?  
a) BOMA – Building Operations and Management Association  
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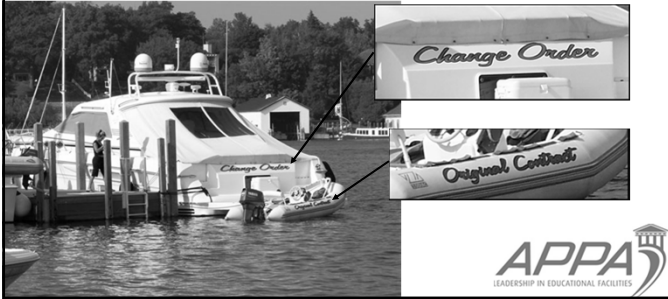
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### IV. Planning, Design & Construction



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### Thank You!

Please visit us at  
[www.credentialing.appa.org](http://www.credentialing.appa.org) for  
more information on APPA's  
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Program or contact Christina  
Hills, APPA's Director of  
Credentialing & Benchmarking  
at [christina@appa.org](mailto:christina@appa.org)



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