

APPA's Credentialing Program

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

Presented by:

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APPA's Director of Credentialing and Benchmarking



AGENDA

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



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!





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





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



The Good News

APPA HAS THE RESOURCES TO DEVELOP AND VALIDATE EXPERTISE



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



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.



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



APPA

APPA Credentialed Professionals Becoming The Industry Standard



- The program will become the expected credential internationally for educational facility professionals
- Over a thousand APPA member professionals and service providers have completed the process
- The journey - as important as the accomplishment!
- Fully online process with Customized Interactive Learning (CIL) platform available for regional and institutional delivery



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

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

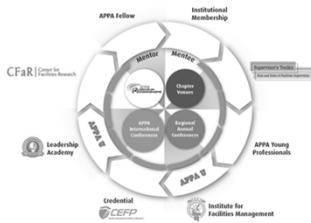



APPA's Credentialing Program

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



Competency Based Professional Development Continuum



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



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



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?



CEFP Earned Over Last Two Years



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



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!



Updated Study Guides

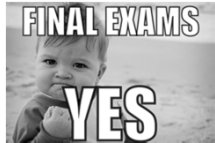
- Separate Guides for both EFP and CEFP
- “Cliff Notes” of Four Core Areas
- Key Terms and Concepts
- Sample Case Studies for CEFP
- Updated Charts/Graphs
- Glossary/Appendices/Searchable PDF



Exam Format

Exam Format for CEFP:

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



Test Platforms

Multiple online testing options:

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



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.



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.



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.



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%



Good News

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



PATHWAY 2 PROFESSIONALISM



MORE Good News

Regional Support:

All APPA regions provide:
Discounted Pricing



EVEN MORE Good News



THE AMERICAN INSTITUTE
OF ARCHITECTS

Strategic Alignments



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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C. Ethics Advisory Committee

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B. Conflict Resolution



I. General Administration & Management



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



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



II. Operations & Maintenance

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B. 9-12

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C. Extractor



II. Operations & Maintenance

“Domestic Hot Water System”



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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A. Fossil Fuels
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d) pollution emitted
B. Reactive power, watts



III. Energy, Utilities & Environmental Stewardship



“Alternative Fuel Vehicle”

Discuss the pros and cons of this vehicle



III. Energy, Utilities & Environmental Stewardship



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



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



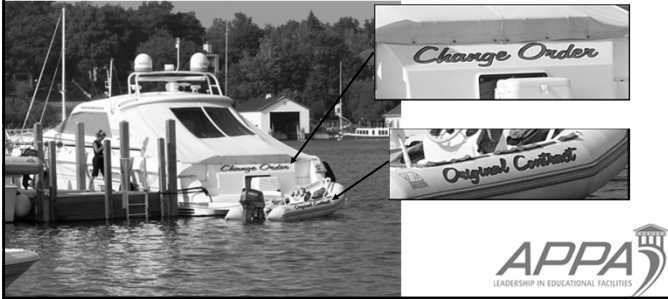
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IV. Planning, Design & Construction



Thank You!

Please visit us at
www.credentialing.appa.org for
more information on APPA's
Credentialing & Certification
Program or contact Christina
Hills, APPA's Director of
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at christina@appa.org