

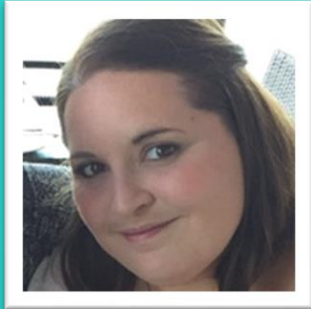
# The Experiential Route to Certified (CIWFM)

Tuesday 24 September

**iwfm**

Institute of Workplace  
and Facilities Management

# Speakers



**Danielle Scott**  
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Head of Workplace and  
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Chair Designate, Strategic  
Leaders Forum, IWFM

# Welcome

## Agenda

- Who are IWFM
- The Professional Standards
- IWFM Membership grades, benefits and what it means to be Certified
- The process for the new experiential route
- How to get set up for assessment
- Questions



# Introduction

## What is a professional body?

An organisation with individual members practicing a profession or occupation in which the organisation maintains an oversight of the knowledge, skills, conduct and practice of that profession or occupation.

## Who are IWFM?

The Institute of Workplace and Facilities Management (IWFM) is the professional body for workplace and facilities professionals.

We exist because workplace and facilities management transforms organisations and enhances experience. We empower and enable workplace and facilities professionals to expand their potential and have rewarding, impactful careers. We are a business enabler. Together, we optimise the profession's impact. Our vision: where every workplace delivers.

The IWFM was established in 2018. It builds on the proud heritage of 25 years of the British Institute of Facilities Management.

## **We are a worldwide community**

IWFM assesses and recognises thousands of members for their competence at each career stage, and together with some of the largest organisations in the world, we collaborate to make change happen.

## **We are thought leaders**

We develop research, guidance and insight to inform the FM profession, shape government policy and legislation, and to help organisations stay ahead of the game.

## **We are standard setters**

IWFM's Professional Standards define FM competences at all levels and inform our world-leading professional development pathway, including qualifications, training, membership, and CPD. We are the recognised awarding organisation for the industry, approved by OFQUAL.

## **We are business enablers**

We help organisations understand their FM maturity, build their FM strategy, and boost their capabilities and competence to deliver consistently across their operations and deliver tangible business value.

# The Professional Standards

**Our Professional Standards underpin the workplace and facilities management profession.**

Created in consultation with industry stakeholders, experts and professional standards writers, the Standards can be used to benchmark skills, knowledge and competence for those working at all levels in the FM profession.

These Standards form the basis of what is the world's most extensive FM Professional Development Pathway, from entry level through to senior strategic roles, which provides qualifications, training, professional membership and CPD to help all individuals and businesses excel in facilities management.



[Professional Standards Handbook](#)

# Member grades

Make sure your membership type reflects your professional capacity and current role.

<p><b>Affiliate grade:</b> <b>Current experience</b> This is our entry-level grade. If you have an interest in or are already working in workplace and facilities management, it is suitable for you. No previous experience in the profession is required.</p>	<p><b>Associate grade (AIWFM)</b> <b>Current experience</b> If you have at least two years' experience in the profession or one years' experience and a related qualification at Level 2 or above, you may be eligible.</p>	<p><b>Member grade (MIWFM)</b> <b>Current experience</b> If you have at least 5 years' experience in the profession, with 3 year management OR level 4 diploma and 2 years managerial experience within a workplace and facilities management environment.</p>	<p><b>Certified grade (CIWFM)</b> <b>Current experience</b> If you have a Level 6 Qualification (a degree or above) and 3 years operational or management experience OR new experiential route.</p>	<p><b>Fellow grade (FIWFM)</b> <b>Current experience</b> If you have extensive experience and can clearly demonstrate a sustained or significant contribution to the profession or wider industry, you may be eligible.</p>
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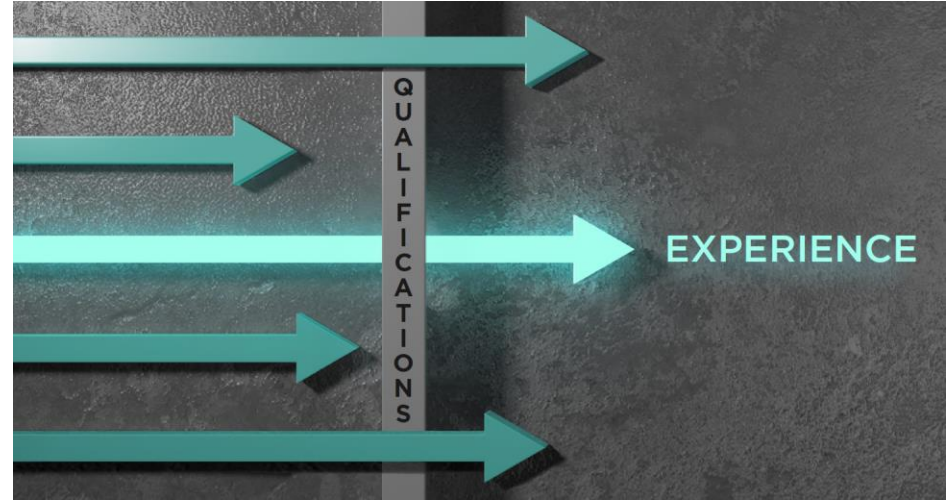
## Why have we created the new route?

This route into membership has been developed over the last two years following feedback from our members.

It was important that IWFM recognised the experience our members gained over the years of their career development, and we allowed them the professional recognition of CIWFM without the need for a qualification.

IWFM wanted to make sure that members could seamlessly progress through the membership pathway with all routes being available to everyone with or without a qualification.

This route has been carefully developed and trialled to ensure that it is reflective of members working at this level and the expectation of what is required for CIWFM.







“Taking the experiential route to IWFM Certified grade was perfect for me as it gave me the opportunity to reflect back on my career and to pull out key areas of my roles and responsibilities within FM over a twenty-five-year career in order to demonstrate in real life terms my experience of working in a complex organisation such as the Ministry of Justice (Prisons).

Gaining the certified grade was a big milestone for me for my professional development and it has also enabled me to apply for and achieve my new promotion within the organisation.”

**Martin Davey CIWFM**

## What does it mean to achieve Certified status

- The Certified membership grade is a recognisable badge of professionalism.
- It signifies that its holder has met a level of competence, specialised skill, knowledge and experience.
- It shows the individual is operating at a senior and strategic level.
- It's a highly regarded accolade in the workplace and facilities management profession.



# Membership benefits



## Top tip

Make sure your details are kept up to date and your contact preferences are set in the MYIWFM section of [iwfm.org.uk](http://iwfm.org.uk)

Post nominals – professional recognition



Mentoring – access to support within your network



Research and insight



Facilitate magazine



Networking and events



CPD tool to track your development



Qualifications and short courses



Community groups forum



## Strategic Leaders Forum – Our purpose

- To promote, support and foster the **growth** of membership categories of Certified and Fellows wherever they operate
- To create a group to gather **insight** and to create CPD opportunities for strategic leaders within the profession across the world
- **Advocate** for the strategic leaders in order that output for Special Interest Groups meets their need
- To create opportunity for strategic leaders to **network** both digitally and physically that helps create a body of knowledge
- Bring together feedback and experience into IWFM’s insight programmes and work with IWFM to create an assurance framework for leaders to engage in **policy development and advocacy** on behalf of IWFM
- Provide representation to support the IWFM to **collaborate with leading international FM networks** and communities on common objectives



STRATEGIC LEADERS  
FORUM

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# The assessment process

# Who should apply

You will be responsible for planning and developing courses of action that underpin or initiate substantial strategic and/or operational changes or developments.

You will initiate and lead tasks and processes, taking responsibility and being accountable, where relevant, for the work and roles of others whilst exercising broad autonomy and judgement across a significant area of work or study.

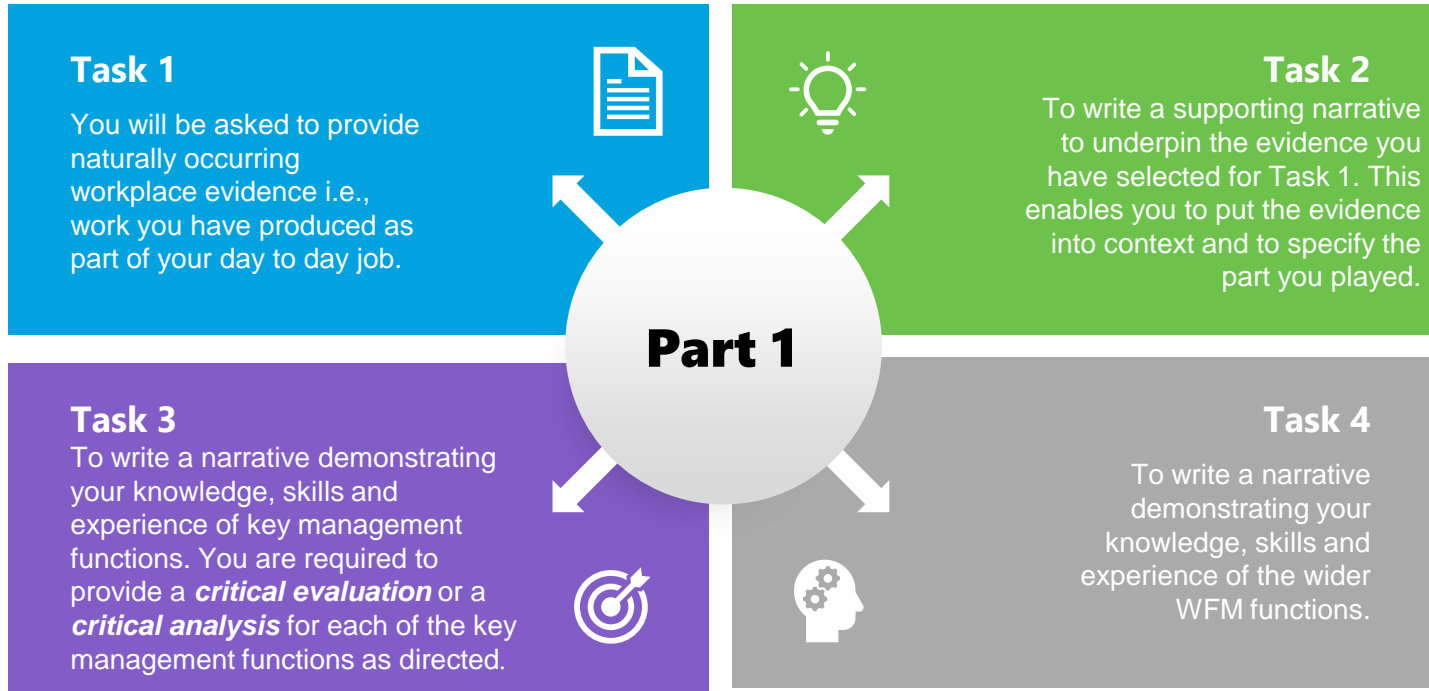


Your role involves you initiating and leading complex tasks and processes, taking responsibility and being accountable for the work and roles of others.

You have knowledge and experience across all of the IWFM Professional Standards.

# What do you have to do?

The assessment is split into two parts. You will be asked to complete Part 1 and be assessed on this before you will progress to Part 2



Both tasks 3 and 4 allow you to provide relevant workplace evidence in support of your narratives if you so wish.

## Part 2: A professional discussion

Once Part 1 is completed, you can prepare for the professional discussion with an assessor.

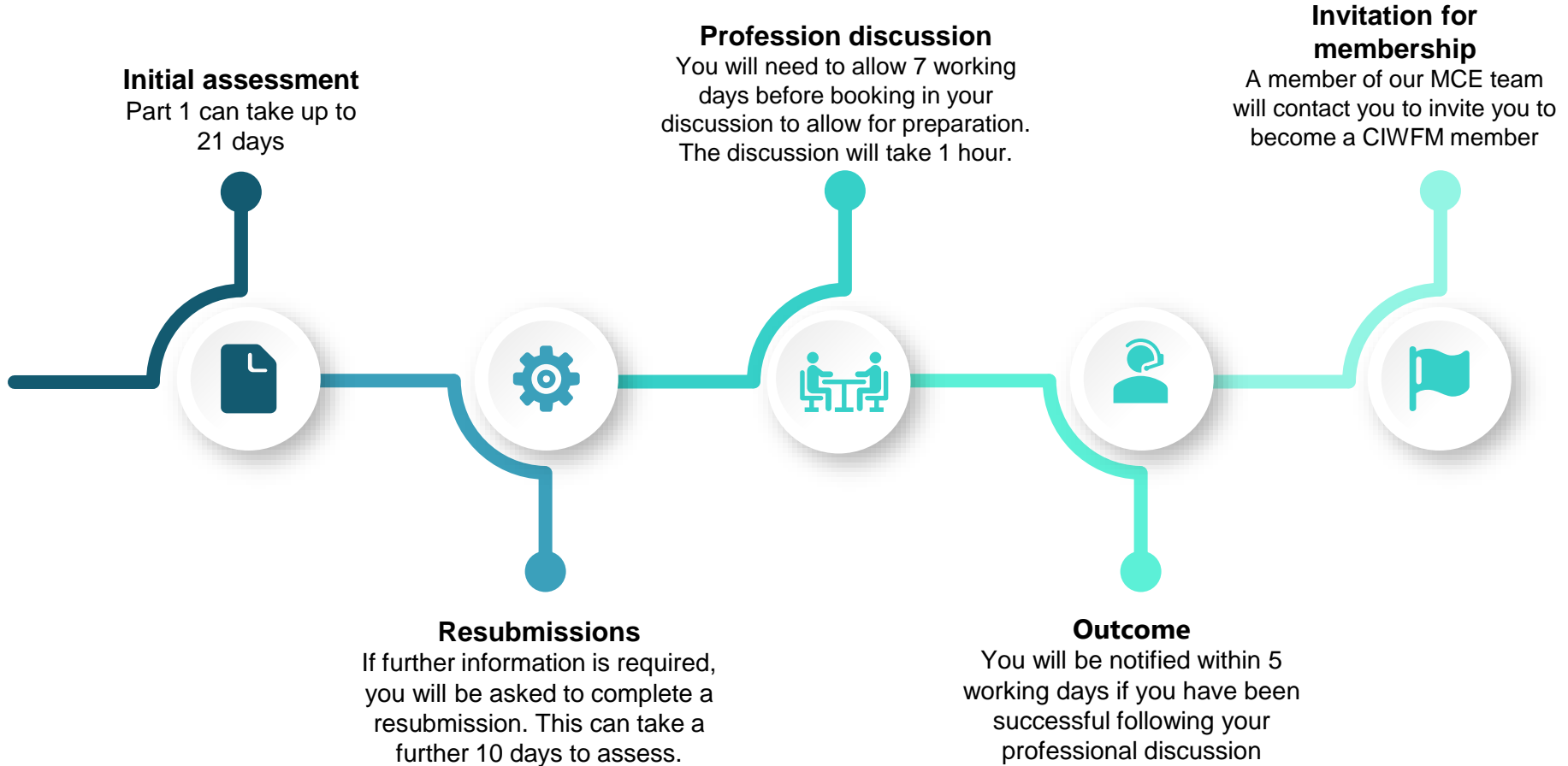
The questions will cover some or all of the following topics:

- Environmental, social and governance
- Business support services management
- Managing accessibility and inclusion
- Risk Management
- Facilities Management technologies
- Change management, culture and values
- Organisational behaviour
- A healthy and productive workplace
- Financial Management





# Time frames for the assessment



## Getting started



### Payment

You can join online and select the Experiential Route on our Entry Routes at [iwfm.org.uk](http://iwfm.org.uk). The cost of the scheme is £592 for the assessment fee (membership fee will be payable if you are successful separately). If you are already a member, please contact our Member and Customer Engagement Team ([engagement@iwfm.org.uk](mailto:engagement@iwfm.org.uk)). Payment can be made via invoice, credit or debit card or monthly direct debit.



### Access

Once the assessment fee is paid, you will gain access to our LMS system to begin your assessment. You will receive an email and can always access the assessment by logging into our website and selecting My Courses.



### Useful information

Once you have accessed the LMS, you will find useful guidance and FAQ's to help support you through the process. You can also contact our MCE Team at anytime on [engagement@iwfm.org.uk](mailto:engagement@iwfm.org.uk) or 01279 712650.



### LMS

The LMS system will guide you through the tasks and what the next steps are. You can access the assessment at any time and upload information to support your assessment. Your assessor will be able to access information for your assessment directly through the LMS.



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**Any questions?**

