

Frequently Asked Questions for the Experiential Route to CIWFM

Who is the Experiential Route suitable for?

Workplace and facilities management (WFM) professionals who are working at a senior and strategic level within their organisations. You should have experience working across all of the IWFM Professional Standards and are now responsible for setting and delivering the WFM strategy for your organisation.

To be eligible to apply, you should:

- hold a senior or strategic role in workplace or facilities management
- be responsible for planning and implementing significant strategic or operational changes
- lead complex tasks and oversee the work of others, exercising broad autonomy and judgement
- be able to provide examples from your work experience that meet the IWFM Professional Standards.

What will be required from me?

You will be required to complete two parts of assessment. Part 1 will involve 4 competency-based tasks that include uploading commentary on your experience and giving evidence of working at a strategic level. Part 2 will be a professional discussion with an external IWFM assessor.

How long does the process take?

You will have plenty of time to complete the assessment (12 months). The minimum time to complete the assessment will be 1 month.

How much does it cost?

This assessment route is different to any other experiential route. We have developed this route over time and carefully benchmarked it to ensure it reflects the value of the certification and aligns with industry and other professional body standards. The total cost is £899+VAT. This is made up of £592 for the assessment and £307 for the Certified membership subscription. You have an option to pay in full or via Direct Debit. You won't need to pay for the membership subscription until you have passed your assessment.

What does achieving Certified mean?

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 and it's a highly regarded accolade in the workplace and facilities management profession.

What will I receive when I get Certified status?

You will be able to use the post nominals to show your achievement of CIWFM. Once you have your membership subscription for Certified, you will also access your membership benefits including:

- Post nominals: show your peers that you're dedicated to the profession and its development and showcase your level of expertise by displaying with post nominal letters.
- Networking: When you join, you immediately receive access to our Regions, Networks and Special Interest Groups (SIGs) and the variety of events they host throughout the year.
- Facilitate magazine: As part of your membership, you'll receive a subscription to the profession's award-winning publication, [Facilitate](#). We also release an annual, members-only Buyers Guide that will save you both time and money by giving you access to the latest services.
- IWFM Community: connect with other members through our IWFM members-only Community groups forum.
- Mentoring: a one-to-one career service for members at professional grades, and those with a complementary one-year membership as part of their IWFM qualification
- Strategic Leaders Forum: developed to promote, support, and foster the growth of IWFM Certified and Fellow members wherever they operate.

Can I pay for the assessment via direct debit?

Yes, we offer a Direct Debit option on both the assessment fee and membership subscription.

Is there a discount available for the assessment?

The assessment fee for an application for the Experiential Route is necessary to cover overheads, which are inevitable arising from the scheme development and running costs. As the assessment fee is to cover external costs, there would be a discount applied to this scheme.

Do I get membership access while I go through assessment?

If you are already a member, you can maintain your membership as usual until you have completed your assessment and will then be invited to pay for your Certified grade of membership. As a non - member, you will need to complete your assessment before gaining membership with IWFM.

How do I get my membership when I have completed the assessment?

You will be invited to pay for your Certified membership subscription once you have passed your assessment by the Member and Customer Engagement Team. Once you have paid the membership subscription, you will receive access to your membership.

Do I pay for my membership annually?

Yes, your membership renewal will be annual.

What happens if I do not complete the assessment in 12 months?

If you do not complete the assessment within 12 months, you will be required to repay the assessment fee. Throughout the assessment, you can reach out to our Member and Customer Engagement Team for support and guidance to keep you on track.

What happens if I fail my assessment?

Your assessor will give you feedback on what would be required in future for you to achieve CIWFM. You are also welcome to join IWFM at a different grade of membership until you are ready to reapply for your CIWFM assessment.

Can I appeal if I fail?

Yes, all appeals must be submitted to IWFM in writing within 14 working days. This must include the basis on which you are appealing.

I have changed my mind, can I get a refund?

Assessment fees are non-refundable once the assessment has been accessed and work has commenced.

The assessment fee will be subject to the 14 day cooling off period (providing that work has not been submitted to an assessor). After this time, the assessment fee is non-refundable.

I was previously invited to upgrade under the Recognition Route scheme, can I still do this instead?

The Recognition Route was a scheme that IWFM offered in 2021 and was for a limited period only. If you would still like to achieve your Certified status of membership, you would need to do so through the Experiential Route.

If I achieve CIWFM through the Recognition Route and my membership lapses, do I need to be reassessed?

The IWFM bylaws state that an assessment will be valid for a period of two years after lapsing without the need for reassessment. If you decide to rejoin, you will also need to pay for the years that you were not active so that you do not require reassessment. If you lapse for more than two years, you will require reassessment and so the fee will apply.

How long does it take for my submitted evidence to be assessed by the assessor?

Once you have submitted your documentation for Part 1 of your assessment, it will take up to 21 days for the assessor to provide feedback. If the assessor requires you to resubmit on any of your tasks to support your application, this information can take up to a further 10 days for assessment.

Part 2 will be booked 7 days after successful completion of Part 1. Once your discussion has been conducted, you will receive the final outcome within 5 working days.

What guidance is available?

There is detailed guidance for each of the tasks. You will also find the Professional Standards Framework useful. You can view [The Professional Standards here](#).

What happens during the professional discussion?

The Professional Discussion will be a conversation with one of the assessors. The Professional Discussion will last around one hour online. The assessor will ask about your experience and may refer to your submissions.

What sort of evidence do I need to submit?

Some of the evidence may be naturally occurring workplace evidence produced as part of your day-to-day job. You will also have to write a supporting narrative to underpin the evidence you have submitted. You will have to write a narrative which demonstrates your knowledge, skills and experience of key management functions. You will also provide a critical evaluation or critical analysis of each of the key management functions.

Some of the evidence might be confidential or I may not be able to share it, what should I do?

You can redact some sensitive information as long as there is sufficient for the assessor to assess. All assessments are kept confidential and submissions will be destroyed after the assessment is completed.

I don't have any evidence from my current role, can I use evidence from a previous role?

Evidence should be as recent as possible and within the last three years. If you are still able to provide evidence from a previous role within three years ago, then you may submit this.

Where do I go for help or support?

You can contact our Member and Customer Engagement Team on 01279 712 650 or by emailing engagement@iwfm.org.uk. They will be able to help guide you through the process and the steps you need to take.

What reasonable adjustments can be made to support any additional needs I may have?

The platform for your assessment allows work to be submitted in written, video, or audio formats. We encourage you to contact our Member and Customer Engagement team to discuss any specific needs, and we will explore what accommodations can be provided.