

APPA's Credentialing Program



Presented by:

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Chair, APPA Credentialing Board



Opportunities in APPA

Christina Hills

APPA Director of Credentialing and Benchmarking



AGENDA



- Why Credentialing? WIIFM?
- Introduction to program and goals
- Distinguishing between CEFP and EFP
- Customized Interactive Learning Platform
- 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**



The Good News

APPA HAS THE RESOURCES TO DEVELOP AND VALIDATE EXPERTISE

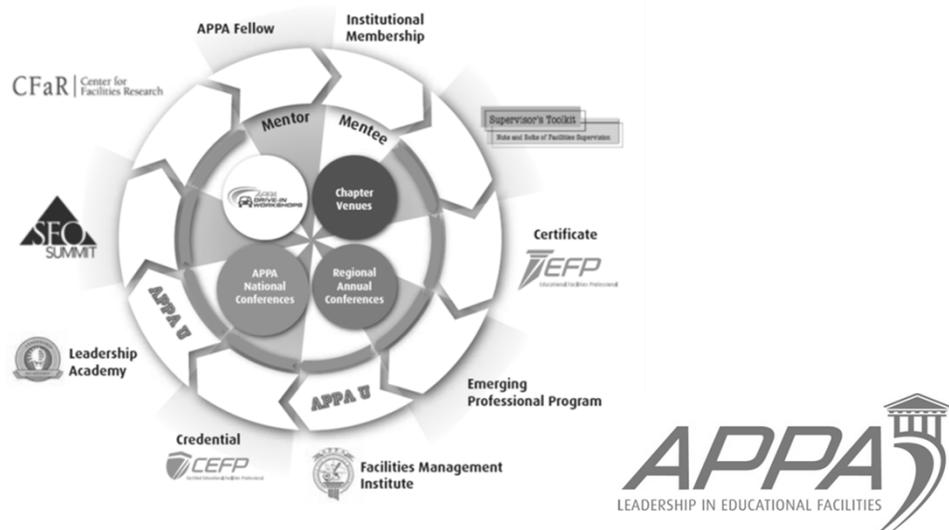


The Purpose of APPA's Credentialing Program

- 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



Competency Based Professional Development Continuum



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



Program Distinctions

- **EFP**
 - Transitional certificate for the emerging professional
 - Demonstrates the individual knows the basics
- **CEFP**
 - The official credential for the profession
 - Validates competency
 - Expectation for all higher level management
 - Working on ANSI (ISO 14027) Certification



Program Distinctions



- *Minimum 5 years experience*
- *Knowledge & Experience Based Credential (4 year renewal)*
- *Eligibility Requirements*
- *Recertification Requirements*
- *Demonstrates your application of skills and knowledge at the institutional level*



- *1-4 years experience*
- *Knowledge Based Lifetime Certificate*
- *No Eligibility Requirements*
- *No Recertification Requirements*
- *Demonstrates you have what it takes to be in the educational facilities profession*



CEFP / EFP Points Check

FOR THE EDUCATIONAL INSTITUTION:

- Demonstrates that the campus facilities organization is comprised of qualified, competent, and learned professionals.
- Supports succession planning and maintenance of quality facilities practices on campus.
- Provides an incentive for recruitment and retention.
- Advances the stewardship of the institution's facilities investment.

Do I Qualify for the CEFP Certification?

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?
 - PhD degree (Facilities or Non-Facilities related)
 - Masters degree (Facilities or Non-Facilities related)
 - BS/BA degree (Facilities related, i.e. Architecture/Engineering/Facilities Management, etc.)
 - BS/BA degree (Non-Facilities related)
 - Associates Degree
 - HS Diploma (only if higher education was not obtained)
3. Have you earned or acquired any of the following supplemental achievements?
 - Total number of tracks completed at the Institute for Facilities Management
 - Total number of tracks completed at the Leadership Academy
 - EFP Recipient
4. List up to three non-APPA related licenses/certification/professional association designations (i.e. Trades Craft/Journeyman)
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You have earned of 15 points required to take the CEFP exam.

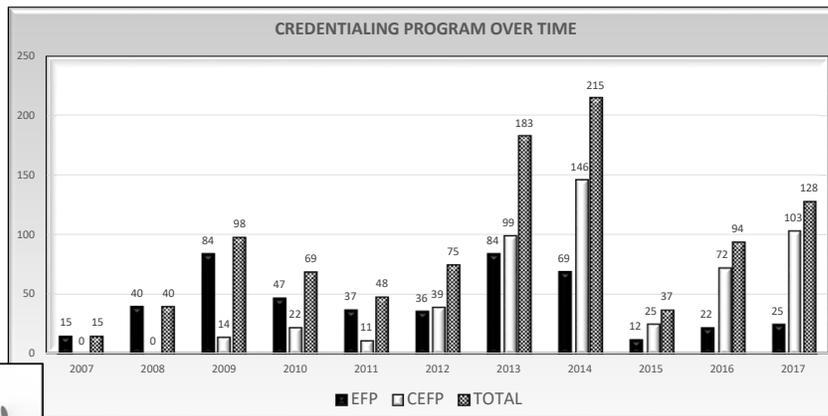
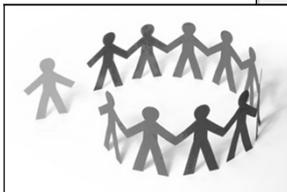


CEFP / EFP Earned

EFP 471
CEFP 531

Total 1,002

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



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!**

https://youtu.be/g_DVIK09LOM



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



Test Platforms

Multiple online testing options:

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



MORE Good News

Regional Support:

- ERAPPA - FREE
- SRAPPA – Discounted Pricing
- MAPPA - FREE
- CAPPa - FREE
- RMA – Discounted Pricing
- PCAPPa – Discounted Pricing



EVEN MORE Good News

COMING SOON!

- AIA CEU Course
- GSA Content Provider
- SAME Partnership



THE AMERICAN INSTITUTE
OF ARCHITECTS



U.S. General Services Administration



APPA's Four Core Competencies

Approximate Distribution of Test Questions:

<i>BOK Area</i>	<i>EFP</i>	<i>CEFP</i>
<i>General Administration & Leadership</i>	26%	35%
<i>Operations & Maintenance</i>	33%	25%
<i>Energy, Utilities & Environmental Stewardship</i>	21%	17%
<i>Planning, Design & Construction</i>	22%	23%



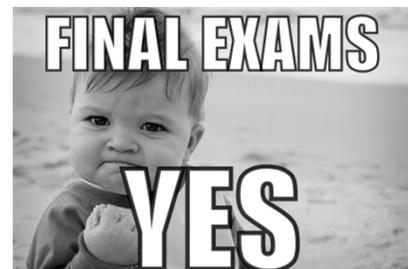
Exam Format

Exam Format for CEFP:

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

Exam Format for EFP:

- 135 Multiple Choice Questions
- Up to 3 hours to complete exam



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



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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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D. Lights

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A. Fossil Fuels

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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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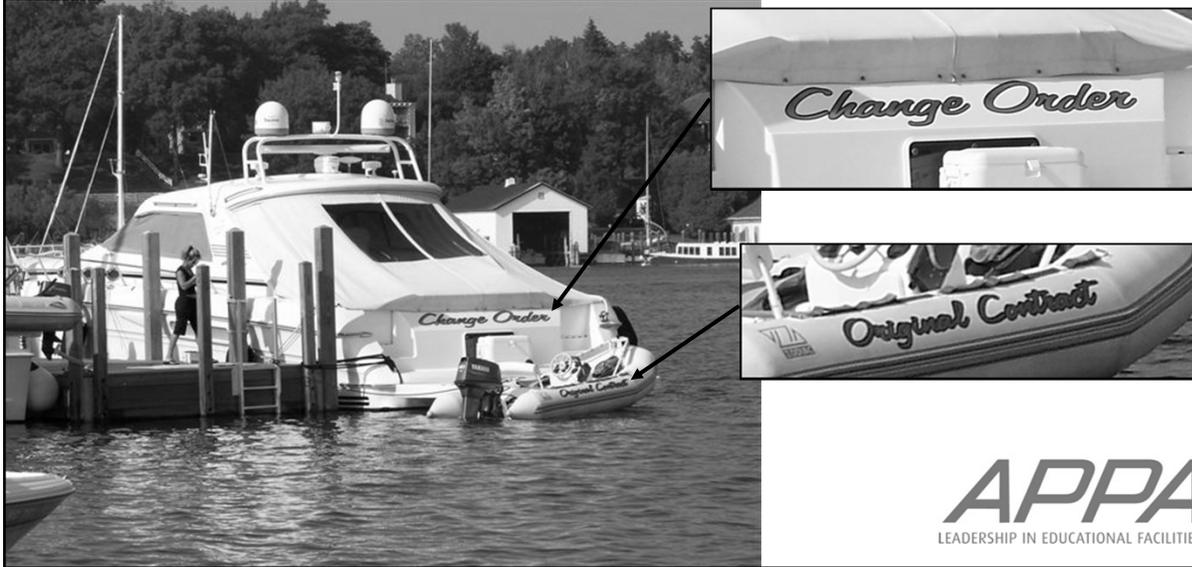
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IV. Planning, Design & Construction



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
Credentialing & Benchmarking
at christina@appa.org

