

Accredited Facilities Manager & Certified Facilities Administrator Certification Program

Version Sept 26, 2025

Certification Program Overview: CFA & AFM

The Association recognized the need for a **credentialing process** to validate the **professional expertise** of its members. In response, the **Accredited Facilities Manager (AFM)** and the more advanced **Certified Facilities Administrator (CFA)** certifications were established. These designations provide members with well-earned **professional recognition** for their education, experience, licensure, and the responsibilities they manage daily.

Why Certification Matters

Facilities management is a uniquely multidisciplinary field that encompasses a wide range of responsibilities—blending **management, engineering, personnel oversight, legal compliance, purchasing, accounting, and applied technology**. The **AFM** and **CFA** certifications affirm your qualifications across these areas, serving as a **benchmark of professional competence** in facilities management. MFAA may elect to prefix the certification with ‘Massachusetts’ to distinguish this credential from others offered elsewhere.

Certification Process

To earn a Certified Facilities designation:

- Applicants must submit a **comprehensive application**, including all required **supporting documentation**.
- The **Certification Committee** will evaluate submissions using a point-based system. A minimum of **100 out of 135 available points** is required to earn the **CFA** designation.

AFM Certification

- The **AFM** credential is available to applicants who meet all CFA requirements **except the experience requirement outlined in Section 1** (i.e., 3 years as a supervisor and/or 7 years of relevant work experience).
- **AFMs are encouraged to reapply for CFA** once they meet the experience threshold.

Unqualified Applicants

- Applicants who do not meet the requirements will receive a letter outlining areas where additional experience or documentation is needed.
- There is **no additional fee** for re-examination.
- Once the additional requirements are met, applicants may resubmit for review.

Upon successful certification, the Association will issue an **official letter of achievement** to both the applicant and their supervisor, formally recognizing their accomplishment.

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Application Package Requirements

Your application package must include:

- A **completed application form**.
- A **current resume** showing at least **10 years of employment in facilities**, with a minimum of **5 years as a Manager or Director**.
 - For CFM: **3 years as a supervisor and/or 7 years of facilities experience**.
- An **optional letter of recommendation** from your immediate supervisor, if available, highlighting your responsibilities.
- **Supporting documentation** including:
 - Education credentials
 - Work experience records
 - Licenses and certifications
 - Any other relevant professional documents

Submission Format

- Submit materials in a **small 3-ring binder**, organized with **tabs** according to **Sections 1–8** of the **Evaluation Form**.
- Also include a **USB/thumb drive** containing a complete **electronic version** (PDF or similar format) of your application materials must accompany the binder. A File copy must be emailed to **Exec@massfacilities.com**

Each section should begin with a **Fact Summary Sheet** listing:

- Items included in that section
 - A brief explanation of how you meet the qualifications for that section
 - Place supporting documents **behind each summary** to complete the section
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Evaluation Guidelines

Applicants should submit documentation for **all subject areas** that reflect their actual work in facilities management. Be sure to include **measurable and in-depth performance examples** wherever possible. These can vary by portfolio, so include **any and all responsibilities** you've held that relate to the following areas:

- Engineering & Technical Systems
 - Energy & Environmental Management
 - Operations & Maintenance
 - Budgeting & Finance
 - Personnel Management
 - Legal Compliance
 - Purchasing & Contracting
 - Strategic Planning
 - A **cover letter or explanatory sheet** in each section is strongly encouraged to explain your specific role, level of involvement, and the outcomes achieved. This helps the committee evaluate borderline cases or award partial credit when direct evidence may be limited.
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Points & Evaluation

Points are awarded based on the **depth and relevance** of your experience. For example:

- If you have 10 hours of formal education and 20 CEUs, you may receive **partial credit** (e.g., 5 of 10 possible points).
- If you manage energy use and conservation—but not the energy budget directly—you may still earn points under **Energy Management**, though not under **Budgeting**.

This is why **detailed explanations of your responsibilities** are critical.

Recertification Requirements

Certification must be renewed every **five (5) years**.

To maintain certification:

- Earn a minimum of **50 CEU hours** over five years
 - At least **25 hours** must come from **MFAA-sponsored events** (e.g., meetings, summits, conferences)
- Submit CEUs and attendance hours for **committee review** and **Google Drive upload**.
- Recertification can be submitted **early** once requirements are met, but the **certification cycle** will remain based on the original approval date.

Note: It is the applicant's responsibility to track and submit all supporting documentation for CEUs and professional development activities. The process for Google Drive uploading will be sent to successful applicants.

Final Notes: Your certification binder is more than just a requirement—it becomes a valuable portfolio to showcase your career achievements. Keep it updated with milestones, new certifications, and relevant documentation to support future renewals or career advancement.

Application Process

1. Application Form & Documentation:

- Complete the application form.
- Prepare **two loose-leaf copies** of your certification documentation that supports your application.
- Keep one and Submit **one loose-leaf binder** and an **electronic file** (PDF or another common format) that replicates the contents of your binder. This file will be used for committee review.

2. Required Documents:

- A **current resume**, demonstrating a minimum of **seven (7) years of employment in facilities**, with at least **five (5) years in a Manager or Director role**.
 - *If applying for the AFM designation:* A minimum of **three (3) years as a Supervisor** and/or **seven (7) years of facilities-related work experience** is required.

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[2. Required Documents continued]

- A **letter of recommendation** from your immediate supervisor (if possible), outlining your roles and responsibilities.
 - **Supporting documentation** for your:
 - Education
 - Work experience
 - Licenses and certifications
 - Other relevant qualifications
3. **Organization of Materials:**
- It is recommended to use a **small 3-ring binder with clearly labeled tabs**.
 - Organize your supporting documentation according to **Sections 1–8** listed in the **Evaluation Form**.
 - Begin each section with a **Fact Summary Sheet**, listing:
 - The documents included in that section.
 - A brief explanation of how you meet the qualifications for that section.
 - Place all relevant supporting documents behind each summary sheet.
4. **Presentation Tips:**
- Include **in-depth, measurable performance examples** for each subject area you include.
 - Submit documentation for **all subject areas** you've worked in as part of your facility management duties.
 - This binder can serve as an ongoing **professional portfolio**, so it is recommended that you **update it regularly** with new accomplishments and milestones.
 - Once your certification is awarded, it is recommended that a 'ReCertification section' be suffixed to help track your progress towards 10 CEUs per year [50 over 5 years]

Submitting Your Certification Package

Please contact a member of the **CFA Committee** for guidance on how to submit your certification package.

[Committee names and contact details will be added here and on the website: Massfacilities.com.]

In the meantime, you may email Exec@massfacilities.com for further information or submission instructions.

Application Fee

An **application fee of \$150.00** is required to be sent to the Treasurer and cc: the Treasurer on your email with the attached application submission file [The Treasurer will inform the Committee to evaluate your application once your check clears].

- Please make checks payable to **Mass Facilities Admin Association [MFAA]**

Note: The application fee is currently under review and **may increase to \$200.00** to support the enhanced record-keeping requirements associated with re-certification. These records are the responsibility of the applicant and are stored in an **official archive on our server**, accessible upon request.

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Certified Facility Administrator (CFA) Application

Name _____ Title _____

Employer _____ Division _____

Address _____ City _____ State _____ Zip _____

Phone _____ E-Mail _____

Home Address _____ City _____ State _____ Zip _____

Years of service in the facility maintenance field _____

Hours or degree in formal education _____

Please attach a copy of a current resume (include all facility related experience).

Signed: _____ Date _____

Certified Facility Administrator Evaluation Form

Applicant:		Date:	
Reviewer:		Total Points:	

Section 1: Application and Qualification (A "No" in any question in section 1 indicates that the application should be rejected and the fee returned.)

Section 1 Total	N/A	Criteria	YES	NO
		Is the application form enclosed?		
		Has the application fee been paid?		
		Is the applicant's resume enclosed and current?		
		Is the applicant's Job Description enclosed and current?		
		Currently working or retired as a Facility Manager or Director?		
		5 Years as a Facility Manager or Director?		
		Does the applicant have 10 years of experience, 8 of which are in a facility related field?		
		Is the applicant a current member of MFAA in good standing?		

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Section 2: Education and Longevity: 40 possible points

Section 2 Total		
Criteria		Points
BS/BA Degree in Facilities, Engineering or Business (20 points)		
BS/BA Degree in non-related field (15 points)		
60-100 hours of courses toward a related BS/BA degree (12 points)		
AS/AA Degree in Facilities, Engineering or Business (15 points) <i>no points if BS/BA awarded</i>		
AS/AA Degree in non-related field (10 points)		
10-40 hours of courses toward a related AS/AA Degree (5 points)		
15 or more years as a Supervisor, Engineer, Manager or Director of Facilities (20 points)		
10 or more years as a Supervisor, Engineer, Manager or Director of Facilities (15 points)		
Applicant may enclose a letter of recommendation from his/her supervisor		N/A

Section 3: Managing Facilities and Maintenance: 20 possible points

Section 3 Total		
Criteria		Points
Do you manage more than 6 buildings or greater than 500,000 square feet? (10 points)		
Do you manage more than 3 buildings or greater than 200,000 square feet? (8 points)		
Do you manage less than 3 buildings or less than 100,000 square feet? (5 points)		
Do you oversee major construction or renovation projects for the district? (10 points)		
Are you an active member of a building committee? (5 points)		
Do you write and implement maintenance procedures, SOP's and plans? (10 points)		
Do you coordinate internal and external maintenance work schedules? (10 points)		

Section 4: Managing Personnel: 20 possible points

Section 4 Total		
Criteria		Points
Do you have more than 50 employees? (10 points)		
Do you have less than 50 employees? (5 points)		
Do you evaluate all employees for the district? (10 points)		
Are you an active member of a hiring review board? (5 points)		
Are you an active member of a labor negotiations committee? (2 points)		

Section 5: Budgets and Purchasing: 20 possible points

Section 5 Total		
Criteria		Points
Has the applicant passed all course requirements to become an MCPPO? (10 points)		
Has the applicant passed Public Contracting Overview course? (5 points)		
Has the applicant passed Supplies and services course? (5 points)		
Has the applicant passed Design and Construction Contracting course? (5 points)		
Does the applicant have purchasing responsibilities for his/her department? (8 points)		
Does the applicant prepare bid and quote specifications for his/her department? (8 points)		
Does the applicant develop, present and defend the maintenance budget? (8 points)		
Does the applicant forecast and budget utilities and commodities? (5 points)		
Does the applicant procure energy contracts? (5 points)		

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Section 6: Energy and Technology: 5 possible points

Section 6 Total	
Criteria	Points
Does the applicant utilize energy conservation measures for utilities and commodities? (3 points)	
Does the applicant use and understand computerized maintenance software as well as direct digital control of energy and is he/she skilled in the use of computers? (3 points)	

Section 7: Capital Planning: 5 possible points

Section 7 Total	
Criteria	Points
Does the applicant produce an annual Capital Plan as well as long range (5 year) plan which are used by the town for renovating facilities? (5 points)	
Does the Applicant maintain an up-to-date asset list for PM and capital planning (5points)	

Section 8: Licenses, Certifications and Regulatory Experience: 25 possible points

The applicant has the opportunity, in this section, to receive up to 25 points for other licenses, certifications and course credits for facility related issues. Please describe item and insert materials and/or a copy of each current license.

Section 8 Total		
Criteria	Description	Points
Regulatory (5 points)	Provides up to date AHERA plan for all buildings	
Regulatory (5 points)	Responsible for current filed Integrated Pest Management Plan	
Regulatory (5 points)	Asbestos Management Planner or AHERA Designated Person [trained]	
Regulatory (5 points)	Asbestos Management Inspector	
License (10 points)	Mass Fireman's License	
License (10 points)	Mass Construction Supervisor's License	
License (10 points)		
License (10 points)		
Professional memberships (2 points)	[besides MFAA]	
Other Prof Org (2 points)		
IFMA Certification(10pts)	Certified Facility Manager	
AFE Certification (10 pts)	Certified Plant Engineer	
Certification (5 points)	Certified Building Operator [BOMA or equal]	
Certification (5 points)		
Certification (5 points)		
Related Course (2 points)		
Related Course (2 points)		
*Responsible Area		
*Responsible Area		
*Responsible Area		

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Responsible Area Note: This refers to unique areas of responsibility you handle in your role, such as "Student Transportation" or "District Snow Removal." These areas may not be part of your regular job description but represent specialized tasks you perform in your community. These responsibilities may be awarded up to **10 points by the reviewing committee.*

Please include details of your **licenses, Professional Organization memberships, certifications, courses, seminars,** and areas of responsibility on **Tab 8** of your **loose-leaf binder** and in the **electronic file**. This will help the Review Committee assess your qualifications.

Section 9 - Life-long Learning

To maintain your certification, successful applicants must meet **CEU** point requirements and/or attend educational events for **five-year recertification**.

- **50 hours** of continuing education (CEUs) are required over five years.
 - At least **half of these hours** must come from **MFAA-sponsored events** (e.g., meetings, summits, conferences).

Re-certification can be submitted early, once all **CEUs and attendance hours** are met. However, the **renewal cycle** and **expiration date** will remain based on the **initial application approval date**.

Note: The prevailing **re-certification fee** will apply for renewal. Failure to renew your certification will result in the removal of your name from the registry and revoke your right to use the **‘CFA’** suffix after your name or signature.

Section 10 - Accredited Facilities Manager (AFM)

This certification is available to applicants who meet all the requirements except for the **experience criteria** specified in **Section 1** (i.e., 3 years as a supervisor and/or 7 years of relevant work experience).

- Once the **experience requirements** are met, the **AFM** should re-apply for the **Facilities Administrator Certification**.

Proposed Fee Increase: The fee for upgrading from **AFM** to **CFA** may increase to **\$150** to support ongoing file maintenance and other administrative requirements.

Electronic File Submission Submitting an electronic version of your certification package (binder or “book”) serves as proof of your technical competence in computer software—an important aspect of modern facilities management.

Certification Requirements To be awarded the **CFA** or **AFM** designation, applicants must accumulate a minimum of 100 points across the various sections, out of the total 135 possible points. Points are awarded solely at the discretion of the **CFA** committee.

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APPENDIX – The certifications in this program are intended to evidence proficiency in performing Public Facilities Management or Administration in accordance with the rules and regulations for municipalities and public schools in the commonwealth of Massachusetts

The Mass Facilities Administrators Association and CFA committee are solely responsible for program administration. The MFAA Board of Directors shall appoint a CFA Committee or a designated alternate such as an Education Committee to assure the program is sustainable.

Continuing Education Units are awarded when educational sessions are approved by the CFA Committee or the MFAA Board of Directors. Sessions sponsored by Mass. State Agencies that meet MCPPO, MASBO, MAPPO, Trades Licenses or similar accreditation requirements shall be recognized for appropriate CEU points based upon 1 CEU for 1 hour session.

Other association training sessions such as MIIA, ISSA, AFE, IFMA, APPA or similar (as may be approved by review of the MFAA's designee from time to time) shall also be recognized for appropriate CEU points based upon 1 CEU per hour of training.

Valued MFAA Sponsors offer training sessions via the internet or in person [often at MFAA events]. Sessions qualifying for CEU must be led by competent instructors, meet time and content criteria to be approved.

Whenever possible, CEU submittals should include proof of competency—such as test scores from training sessions—as valuable documentation to supplement the required course summaries and the presenter's biography.

At any time the MFAA reserves the right to update this program and provide such notice to certified administrators and accredited managers as necessary to assure they may meet ongoing CEU requirements, or other impacts of such changes.

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