

The Experiential Route to CIWFM

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About IWFM

The Institute of Workplace and Facilities Management (IWFM) is the 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



[The Workplace and Facilities Management Professional Standards Wheel](#)

Why is it important to belong to a professional body like IWFM?

Belonging to a professional body like IWFM gives you access to best practice, educational resources, networking and professional development opportunities. It allows you to stay aware of industry developments and acquire new skills to enhance your professional effectiveness.

We the Institute, have the heritage, standing, expertise, and resources to help you become the best you can be. The IWFM Professional Standards define the competences necessary to be an accomplished workplace and/or facilities management practitioner at every career stage.

What are the advantages of achieving IWFM Certified membership (CIWFM)?

Your IWFM membership grade not only mirrors the trajectory of your career but also serves as a testament to employers, colleagues and recruiters about your wealth of knowledge and experience, showcasing the impactful contributions you can bring to any organisation.

Attaining the status of a Certified member grants you the privilege of using the post-nominals CIWFM, a professional recognition of your qualifications and experience. It enables you to demonstrate your alignment with the standard setter within the industry, establishing credibility in your career as you seek employment opportunities or present credentials to potential clients.

Not only does the Certified grade signify a level of proficiency, IWFM research suggests that on average, members at the CIWFM grade earn more than £10k* more per year in salary than those at the Member grade (MIWFM).

As well as post-nominals to demonstrate your experience, IWFM membership unlocks exclusive access to benefits, providing you with valuable resources and opportunities, such as:

- Personal career support to help you achieve your goals with IWFM Mentoring.
- Discounts on training courses to further enhance your skills and knowledge.
- Access to industry-leading guidance and research and insights by industry experts and partners from leading brands.
- Opportunities to attend networking and CPD events by our Regional and Special interest groups and Networks.
- The ability to connect with a community of thousands on our members-only online forum.
- A printed subscription to IWFM's award-winning Facilitate magazine.
- The chance to shape the future of the Institute and the wider profession by engaging in surveys and consultations.

What is the Experiential Route to CIWFM?

The traditional route to CIWFM is to hold a Level 6 qualification such as a degree in Facilities Management or a related subject and three years of operational or management experience.

The Experiential Route does not require you to hold any qualifications or specify years of experience. Instead, you will be required to demonstrate how you meet the IWFM Professional Standards with examples showing your competence from your work experience.

Is the Experiential Route to CIWFM for you?

You are in a senior or strategic role in workplace or facilities management (WFM).

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.

What will you have to do?

There are TWO parts to the Experiential Route. Part 1 comprises FOUR tasks and Part 2 is a professional discussion with an IWFM assessor.

The purpose of the following four tasks is to enable you to demonstrate achievement of the Professional Standards required for IWFM membership at Certified level (CIWFM).

Part 1 has FOUR tasks:

- **Task 1** asks you to provide naturally occurring workplace evidence i.e., work you have produced as part of your day-to-day job.

Provide workplace evidence related to any **ONE** of the five topics A-E listed below. The evidence could be related to something that you have created, or something which you are responsible for implementing, delivering and/or managing.

- A. A financial proposal (this may be in a business plan)
- B. Service Innovation (possibly improving standards or efficiency)
- C. Risk Management (for example Business Continuity Planning)
- D. Corporate Social Responsibility planning (CSR)/Environmental, Social and Governance (ESG) (for example delivering environmental plans or sustainable FM).
- E. Workplace Strategy (that has enhanced organisational performance).

- **Task 2** asks you to write a supporting narrative to underpin the evidence you have selected for Task 1. This enables you to put the evidence into context and to specify the part you played.
- **Task 3** asks you to write a narrative demonstrating your knowledge, skills and experience of key management functions. You are required to provide a **critical evaluation** or a **critical analysis** for each of the key management functions as directed.

- Quality Management
- Customer Service
- Financial Management

- **Task 4** asks you to write a narrative demonstrating your knowledge, skills and experience of the wider WFM functions. The narrative should not exceed 500 words per function (1500 words maximum).

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

On each task, the Assessor may ask you to submit more information and you will be requested to resubmit evidence on that task. You will have two additional attempts to resubmit information to support your assessment.

Once you have successfully completed all four tasks in Part 1, you can proceed to Part 2 – the Professional discussion with an assessor. This will be held virtually and will last around one hour. The professional discussion will cover some or all of the topics below and you may be asked about what you submitted for Stage 1 of the assessment.

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

How should you prepare?

You will need to prepare your evidence and supporting evidence. As well as describing projects or initiatives that you have been involved with, you should be prepared to critically analyse your role and the lessons learned. If necessary, you may redact sensitive information. A successful application will take a number of hours to complete and you should allow for this. You will have 12 months from registration to complete both stages of the assessment.

How long does the assessment process take?

You will have 12 months to complete both parts of your CIWFM assessment. Part 1 marking will take up to 21 days for an Assessor to complete. Additional resubmissions (if the assessor asks you to supply additional information) can take up to 10 days.

The professional discussion should be booked in one week after receiving the Part 1 completion. This will give you time to prepare for your professional discussion. The Assessor will then send their report within 5 working days, and you will be contacted by a member of the Member and Customer Engagement team with the assessment outcome.

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.

How to apply

To apply for CIWFM, contact our Member and Customer Engagement team at engagement@iwfm.org.uk or call **+44 (0) 1279 712 620** to pay the assessment fee of **£592 + VAT**. The total cost is £899 + VAT which 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. This non-refundable fee has been carefully benchmarked to ensure it reflects the value of the certification and aligns with industry and other professional body standards.

You'll then receive access to our Learning Management System (LMS) which will take you through the assessment process.

Once you pass the assessment, you'll be invited to pay for the Certified membership grade and will receive your CIWFM post-nominals and certificate.

Contact us

Any queries about the contents of the document please contact:

engagement@iwfm.org.uk

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