

**Grade Profile** To apply for Certified Grade, you must have:

**Non-IWFM Qualification Route (B):** At least 3 years FM experience, including 2 years managerial experience, and hold a relevant\* qualification at Level 6 or above **or** hold a Chartered Membership of a relevant professional body. \*The eligibility of the qualification depends on subject; whilst most FM qualifications are accepted, our Customer Experience Team will be able to provide guidance on other qualifications that may also be accepted.

**Knowledge** *Applicants must demonstrate their knowledge, skills and experience of the following competencies within their supporting documentation.*

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| **Competency** | **Knowledge – Applicants will be able to demonstrate they understand:** |
| The Business Organisation | How to develop and implement:* an *FM Strategy* and articulate its importance on the FM function and the wider organisation
* business plans and measure their performance
 |
| Risk Management | The principles and application of risk management, analysis and reduction and how this is integral to business continuity and strategy |
| Quality Management | Theories and principles of quality management, and implement quality systems, strategies and assurance control |
| Customer Service | The services environment and are; leaders in developing customer service led cultures, as well as experienced in customer relationshipmanagement. |
| Financial Management | Interpreting financial information to support operational activities anddecisions and are experienced in preparing and managing budgets; life costing and financial monitoring. |

Applicants must also demonstrate their knowledge, skills and experience in a range of the following areas or in-depth knowledge in one or more:

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| Management Principles |
| Human Recourse Management |
| Property and Building Services Maintenance |
| Support Services Operations |
| Sustainability and Environmental Issues |
| Procurement, Contracts and Contract Management |
| Legislation Codes, Directive and Regulatory Issues |

# Personal Declaration

By completing this application for Certified grade (CIWFM) I declare that I meet the requirements for CIWFM and have the relevant experience which is outlined in my CV. If successful, I declare that I will maintain a record of my CPD activities and understand that this may be monitored. If admitted, I undertake to accept and abide by the Code of Conduct of the institute and shall advance the work of IWFM.

1. Certified (CIWFM) Grade Profile and Declaration - Route A and B

I understand that the decision to award CIWFM is based on the information submitted and my declaration. I agree to being contacted to provide further information in support of my application where evidence is not sufficient. I certify that the information submitted in support of my application is true and correct.

**Signed: Date:**

**Print Name:**

To understand how your data will be used and your rights relating to it please see our privacy policy which can be found at: [iwfm.org.uk/privacy.](http://www.iwfm.org.uk/privacy) To find out more about the other steps in the process to become a member, please visit [iwfm.org.uk](http://www.iwfm.org.uk/) or contact us on:

Email: engagement@iwfm.org.uk

Phone: +44 (0)1279 712 650

# Optional Supporting Statement

Please provide any additional information in support of your application or additional evidence that is not referenced in your CV or job description. Additional pages can be used if required.

1. Certified (CIWFM) Grade Profile and Declaration - Route A and B