

CHARTERED 
INSTITUTE OF PROFESSIONAL CERTIFICATIONS

CERTIFIED FACILITIES AND PROPERTY MANAGER™

CFAP™

**Fully Accredited
By:**

Chartered Institute of
Professional Certifications

CPD
Certification Service



PROGRAM OVERVIEW



According to a recent study by the International Facility Management Association, **organizations that adopt advanced facilities management practices cut operational costs by as much as 23%**. Beyond efficiency, these practices also **drive stronger tenant satisfaction and retention**—key factors in sustaining long-term occupancy. Most importantly, **properties that are professionally managed consistently command 15–28% higher market values**, making effective facilities management a critical determinant of both financial performance and long-term asset resilience.

This certified program is designed to equip facility and property management leaders with advanced expertise in developing strategic facility plans and implementing high-impact operational frameworks. You will explore core areas including **preventive and predictive maintenance, smart building system integration, lease administration, and financial performance management**. Through case studies and applied learning, the program ensures mastery in **creating long-term facility strategies, designing effective tenant engagement initiatives, and deploying technology-driven solutions** to improve efficiency and sustainability across diverse property types.

Throughout the program, you will engage with critical topics such as **hybrid workplace planning, ESG compliance strategies, carbon reduction targets, emergency preparedness, and vendor performance management**. You will gain the ability to evaluate operational risks, build resilient business continuity frameworks, and design adaptive space management strategies that respond to shifting organizational priorities and market dynamics.

ACCREDITATIONS



4.8



4.6



PROGRAM OVERVIEW



Through real-world case studies and technology demonstrations, you will gain hands-on experience with industry-standard tools such as **Computerized Maintenance Management Systems (CMMS)**, **Integrated Workplace Management Systems (IWMS)**, and **Computer-Aided Facility Management (CAFM) platforms**. You will also develop proficiency in **energy benchmarking**, **sustainability certification processes (LEED, BREEAM, WELL, and Fitwel)**, and **capital planning frameworks**. In addition, this program will strengthen your leadership capabilities, stakeholder communication and ethical decision-making in complex facility environments.

Upon successfully completing the program, you will be awarded the **Certified Facilities and Property Manager (CFAP™)** designation. This certification will enhance your professional credibility, demonstrate your expertise in strategic facility and property management, and validate your ability to deliver operational excellence and sustainability outcomes. Globally recognized and holding lifelong validity, the **CFAP™** credential will serve as a powerful testament to your commitment, leadership, and proficiency in the fast-growing and ever-critical field of facility and property management.

ACCREDITATIONS



4.8




4.6



KEY SKILLS YOU WILL GAIN

From This Program



**PREVENTIVE & PREDICTIVE MAINTENANCE
SMART BUILDING SYSTEMS
CAPITAL RENEWAL PLANNING
LEASE STRUCTURING & COMPLIANCE**

**TENANT ENGAGEMENT & RETENTION
CONFLICT MANAGEMENT & COMMUNICATION
SPACE UTILIZATION METRICS
WORKPLACE STRATEGY & CHANGE
MANAGEMENT**

**FACILITY MASTER PLANNING
CARBON REDUCTION & NET-ZERO PLANNING
ENERGY AUDITING & BENCHMARKING**

**SUSTAINABILITY CERTIFICATIONS
(LEED/BREEAM/WELL/FITWEL)
RISK ASSESSMENT & EMERGENCY
PREPAREDNESS
BUSINESS CONTINUITY PLANNING
INSURANCE & LIABILITY MITIGATION**

**BUDGETING & CAPITAL PLANNING
FINANCIAL PERFORMANCE METRICS
(NOI/IRR/TCO)**

YOUR FACULTY DIRECTOR



John Wong

Distinguished Expert in Property & Facilities Management

John Wong is a distinguished expert in property and facilities management with over 35 years of progressive leadership experience across public and private sectors. He has an extensive track record in **managing large, multi-use facility portfolios, spearheading complex development and renewal projects, and driving sustainability and operational excellence.**

As **Acting Director of Corporate Services and Senior Facilities and Asset Management Professional with the District of West Vancouver**, John has overseen capital planning, facility operations, space management, and long-term asset strategies. A **Chartered Professional Accountant (CPA) and Certified Facility Manager (CFM)**, he combines technical expertise with financial acumen to deliver cost-efficient, lifecycle-focused facility solutions. His leadership spans master planning, energy efficiency programs, emergency preparedness, sustainability initiatives, and stakeholder engagement in high-profile projects.

Beyond his executive roles, John has **taught in professional programs for the Architectural Institute of British Columbia, the Canada Green Building Council, and the Supply Chain Management Association.** He has also served as **Past President of APPA's Pacific Coast Region and Past Chair of the Public Construction Council of British Columbia**, underscoring his reputation as a respected leader and innovator in facilities management.

OUR PARTICIPANTS

Over 70% of FORTUNE 500 Companies Have Attended Our Accredited Programs Before



PROGRAM AGENDA



MODULE 1 - INTRODUCTION TO PROPERTY AND FACILITY MANAGEMENT

- Evolving Role of Facility and Property Managers
- Regulatory and Market Trends - Climate Policies and Carbon Legislation
- Regulatory and Market Trends - Aging Infrastructure
- Regulatory and Market Trends - Hybrid Work Models
- Regulatory and Market Trends - Adapting to a Changing Landscape
- Introduction to Property and Facility Types - Overview
- Introduction to Property and Facility Types - Property and Facility Types
- Introduction to Property and Facility Types - Compliance & Regulation
- Introduction to Property and Facility Types - Tenant Interaction & Leasing
- Introduction to Property and Facility Types - Systems & Maintenance
- Introduction to Property and Facility Types - Financial Metrics
- Introduction to Property and Facility Types - Use Patterns & Peak Demand
- Introduction to Property and Facility Types - Stakeholder Relationships

- Introduction to Property and Facility Types - Key Takeaways

MODULE 2 - BUILDING OPERATIONS AND MAINTENANCE

- Preventive vs Predictive Maintenance
- Smart Building Systems
- Deferred Maintenance & Capital Renewal Strategies
- Case Study - Building Operations and Maintenance

MODULE 3 - LEASE ADMINISTRATION AND TENANT RELATIONS

- Lease Structuring and Compliance
- Tenant Experience and Retention Strategies
- Managing Conflict and Communication

MODULE 4 - FACILITY PLANNING AND SPACE MANAGEMENT

- Hybrid Work and Space Utilization Metrics
- Workplace Strategy and Change Management
- Facility Master Planning and Scenario Forecasting

PROGRAM AGENDA



MODULE 5 - ENVIRONMENTAL SUSTAINABILITY AND ENERGY MANAGEMENT

- Carbon Reduction and Net-Zero Targets
- Energy Auditing and Benchmarking Tools
- Sustainable Certification Standards
- Case Study - Environmental Sustainability and Energy Management

MODULE 6 - FACILITY RISK MANAGEMENT AND EMERGENCY PREPAREDNESS

- Hazard Identification and Risk Assessments
- Natural Disaster Risks and Assessments
- System Failures and Critical Infrastructure Risks
- Operational Hazards and Human/Process Risks
- Integrated Risk Management Frameworks
- Business Continuity Planning and Emergency Response
- Contingency Planning for Disasters, Pandemics, Fire, and Utilities
- Evacuation Planning, Roles, and Continuity Testing
- Insurance and Liability Mitigation

MODULE 7 - BUDGETING AND FINANCIAL MANAGEMENT

- Capital vs Operating Budget Planning
- Financial Performance Metrics Overview
- Net Operating Income (NOI) Essentials
- Internal Rate of Return (IRR) Analysis
- Total Cost of Ownership (TCO) & Metric Integration
- Regional Factors & Modeling Pitfalls
- Cost Optimization & Vendor Spend Control

MODULE 8 - PROJECT MANAGEMENT FOR FMPM

- Project Lifecycle and Stakeholder Alignment
- Scope, Schedule, and Budget Controls
- Post-Occupancy Evaluation and Handover

MODULE 9 - TECHNOLOGY IN FM AND PM

- CMMS, IWMS, and CAFM Platforms
- Digital Twin and Building Information Modeling (BIM) in Operations
- Mobile and Cloud-Based Tools

PROGRAM AGENDA



MODULE 10 - VENDOR AND CONTRACT MANAGEMENT

- Service Contracts and Performance Agreements
- Procurement Strategy and Vendor Selection
- Managing Outsourced Services

MODULE 11 - LEADERSHIP AND SOFT SKILLS

- Team Leadership and Talent Development
- Emotional Intelligence and Communication
- Ethical Decision-Making and Cultural Competence

EXAMINATION

YOUR CHARTER DESIGNATION



Chartered Institute of Professional Certification's programs are unique as they provide you with professional charter designation and mark that can be used across your lifetime once you have completed our programs.

Upon completing the program and passing the exam, you will receive the prestigious **Certified Facilities and Property Manager (CFAP™)** credential. This certification will establish you as a recognized expert in strategic facilities planning, property management, sustainability, and operational excellence. It not only elevates your professional credibility but also opens doors to new career opportunities, increases your earning potential, and equips you with the expertise to drive organizational success in facilities and property management.

Developed by the **Chartered Institute of Professional Certifications**, the **CFAP™** credential is globally recognized as a mark of excellence in facilities and property management. The program is also independently accredited and certified by CPD, ensuring it meets the highest standards of continuing professional development.

ABOUT US

49,525

Business Leaders Have
Attained Their Chartered
Certifications Since 2009

390

Certified and Fully
Accredited Programs

87%

Chartered Leaders Have
Reported Career Promotions
and Enhancements

Chartered Institute of Professional Certifications

All of Chartered Institute of Professional Certifications programs are fully accredited programs. The professional charters and designations are trademarked credentials that can only be used by professionals who have completed and passed our accredited program. It is also independently accredited by CPD as adhering to the highest standards of continuing professional principles.

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OUR FACULTY DIRECTORS

We Collaborate With
Instructors From
Renowned Institutions



HARVARD
UNIVERSITY



Wharton
UNIVERSITY of PENNSYLVANIA



Stanford University



UNIVERSITY OF MICHIGAN



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE



**Columbia
Business
School**

**London
Business
School**



CONTACT US TODAY

We Thank You for Your Ongoing Support
of Our Programs

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