

Transitioning to IWFM: Questions and Answers

Q1 What is changing?

We are changing our name to the Institute of Workplace and Facilities Management (IWFM) rebranding the Institute and working towards chartered body status.

Q2 When will the name change?

On Monday 12 November 2018 our current name, the British Institute of Facilities Management, will be replaced on the register of companies by our new name, the Institute of Workplace and Facilities Management.

Q3 What will be different on that day?

The switch to IWFM won't happen instantly. For the first few days we'll still look like BIFM on the outside, but in our legal and financial transactions you might see the words "The British Institute of Facilities Management [BIFM] is the trading name of the Institute of Workplace and Facilities Management [IWFM]"

Q4 When will things change?

The full transition to IWFM will happen during this week, culminating in the launch of our new brand and new website on Monday 19 November. By 1 March 2019 we'll have transitioned all our products and services to the IWFM brand. We're taking some time over this because there's a lot to consider and we want to make sure we spend money wisely.

Q5 How does all of this affect me in practical terms?

Our overall aim in upgrading our website and improving our internal systems is to make things easier for you - our professional community - to find what you need and to do business with us. As part of our drive to becoming a modern professional body we're committed to streamlining business communications and simplifying the interactions you have with us. This includes making improvements to our online service while contributing to a sustainable future by cutting down on unnecessary paper and plastic use.

What about my postnominals?

Your postnominals will change once we legally become IWFM.

On Monday 12 November 2018 current grades ABIFM, MBIFM, CBIFM and FBIFM will become AIWFM, MIWFM, CIWFM and FIWFM and you may begin to use them at that time. At the time you renew your membership we'll send you a digital certificate reflecting the IWFM postnominals. You can request an updated certificate any time before then by getting in touch with the memberships team.

How does that affect me as a Corporate / Group Member?

You will become a Corporate or Group member on Monday 12 November. We'll send you the new IWFM logo when the new brand is launched on the 19 November. When you renew your membership with us, or sooner if you request it, we'll send you a digital certificate reflecting the new name.

When will I get a an IWFM membership card?

We'll no longer print and issue our members with a renewal pack and a plastic member card. Instead, we will enable you to access everything you need online, wherever you are.

I'm studying for a BIFM qualification

If you are currently working towards a BIFM qualification, you may rest assured that the quality, level and content of the qualification toward which you are studying will not change. But the name of the awarding body will change from BIFM to IWFM when the Institute's name change comes into effect on Monday 12 November 2018.

Achievements made before Monday 12 November will be presented in BIFM livery. Achievements made on or after 12 November will be presented in the new IWFM livery.

The worked illustration below, shows a possible route to a Level 4 Certificate in Facilities Management qualification and how the date of achievement will determine the name of the award.

Activity	Date	Credits	Comment
Register to undertake BIFM Level 4 Certificate in Facilities Management	October 2017	Minimum 24 credits required to achieve the qualification	
Achieve FM4.01 Overview of Facilities Management	January 2018	6 credits	
Achieve FM4.02 FM Strategy	April 2018	3 credits	9 credits accumulated
Achieve FM4.05 Health & Safety	July 2018	6 credits	15 credits accumulated
Achieve FM4.15 Customer Service	September 2018	4 credits	19 credits accumulated
Achieve FM4.21 Procurement and Contract Management	October 2018	3 credits	22 credits accumulated
Achieve FM4.23 Change initiatives	9 November 2018	6 credits	28 credits achieved The achievement of this unit triggers the award of a BIFM Level 4 Certificate in Facilities Management
OR			
Achieve FM4.23 Change initiatives	26 November 2018	6 credits	28 credits achieved The achievement of this unit triggers the award of an IWFM Level 4 Certificate in Facilities Management

*Dates and units shown are for illustrative purposes only

Professional Standards

The Professional standards will initially be updated to reflect the competencies required of a workplace professional.

A review of qualifications in 2019 will include a full re-write of the Professional Standards and the development of a new suite of qualifications. Until then, the structures and formats of the existing ones remain valid.

Q6 Why is BIFM changing?

The Institute exists to promote excellence, embed professional standards and advance the facilities management profession, we believe the move to embrace workplace will allow us to do that. Members have told us that the profession needs to occupy a more strategic space and we think that embracing workplace, aiming for chartered body status and refreshing our brand will help us to re-position FM with the stakeholders who are important to our members. We're delighted that members supported the proposal to change our name to IWFM at the 2018 AGM.

Q7 Why include 'Workplace' in the name?

The decision by the BIFM Board to include 'workplace' was informed by research on the future of FM. The results of that research were published and disseminated to members with an announcement on 1st March 2018. A special resolution to change the Institute's name to the Institute of Workplace and Facilities Management was passed by a majority of members on 5th July 2018. You can read more [here](#)

Q8 How else is the institute going to change?

Some things have already changed at BIFM; we've upped our game on policy and research, improved our governance structure and strengthened the team; we've process engineered our internal systems to become more customer focussed and are working to develop new member benefits to support workplace and facilities managers whatever their current specialism or role.

All of this is helping us to create a framework for ever greater support for FM professionals, not only in terms of the education we offer – key though that is - but through our work to highlight more widely the difference our members are making to workplaces and draw attention to its impact.

This feels like a hugely positive time for the profession. with BIFM professionals saying they can and will seize all the opportunities we can offer them.

Q9 What are the next steps toward chartered status?

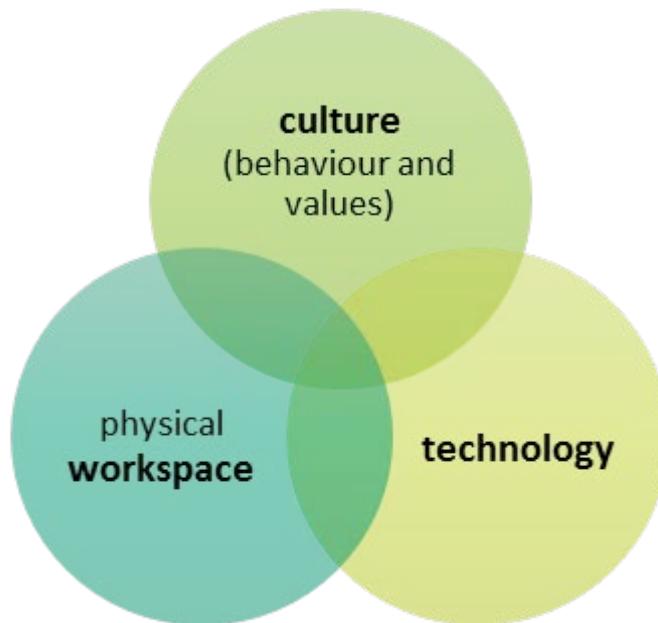
Now that the membership has voted to change our name to the Institute of Workplace and Facilities Management, we will begin in earnest to meet the criteria laid down by Privy Council to become a Chartered Body. Research carried out in 2017 showed Members' desire for us to become a Chartered Institute, and at the appropriate time, we will seek Members' approval before a formal application to Privy Council is made.

Q10 How long will it take?

There is no set timetable for a charter application and it doesn't make sense at this stage to specify one, given the number of variables that could affect it. To attain chartered body status is not something that can or should be rushed.

Q11 What is meant by 'workplace'?

Workplace has been described as space, culture and technology.



*courtesy
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The concept of 'workplace' does not just affect places which are primarily office type work places. It can be about hospitals, hotels, tourist attractions and many other types of facilities too.

Such facilities still need to be managed, but the FM of the future will take into account all their IT and cultural aspects as well as the physical environment.

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Q12 What is meant by re-positioning FM?

FM is facing significant challenges:

- Increasingly intellectually complex and demanding work;
- Too few professionals with the range of skills needed to genuinely improve workplace productivity;
- A forecast growing shortage of key skills as experienced professionals and potentially non-UK citizens leave the workforce; and
- A poor perception of FM such that organisations see it only in terms of what cost-savings can be achieved rather than the value it can contribute.

We want to use the focus on 'workplace' to help the Institute:

- To influence on your behalf – by representing the profession and educating the c-suite to understand the value which a workplace professional can contribute;
- To provide the base knowledge and education to become the skilled interconnectors between FM, HR and IT and to develop their skills for today's workplace – within the right professional framework; and
- To grow in-work competency to meet the unprecedented challenges and opportunities facing our industry, from new technology to shifting customer expectations.

We believe that a change of name, and a refresh of our brand, alongside a raised public profile, chartered body status, increased interaction with government and development of research data on the costs and values of workplace operation will help us to influence boardrooms more effectively.

This will help open the way for suitably skilled and qualified individuals to gain the status they deserve.

Q13 What is the workplace advantage?

The Board believes:

- That the term 'Workplace' is being adopted by forward thinking companies and will spread to a more general adoption over the coming years;
- That the term 'Workplace' embraces a wider range of key functions than Facilities Management as it takes in the connection between FM, IT and Human Resources and recognises their joint responsibility for ensuring optimal productivity;
- That skilled individuals who can interconnect between FM, IT and HR are needed to achieve productivity improvements where knowledge workers are employed, and that these people will want to use the title; Workplace Managers, Workplace Leaders or Workplace Directors;
- Workplace can embrace all aspects of facilities management from senior leader to operational support.

Q14 How will BIFM develop its workplace content?

We've been reviewing our existing content as we develop our new website, which we plan to launch in November; but the work of renewing our information and developing new insight and information tools will not stop then.

Providing the information that members need and keeping it up-to-date is a central part of our commitment to the profession.

We know that FM is facing a range of challenges and opportunities, and we need to do more to understand and articulate what these possibilities mean for our profession, unlocking its capacity to adapt and thrive.

Our 2019 research programme will encompass focused streams of work on key areas impacting the profession today and into the future.

Q15 How can I keep up with everything?

We'll keep BIFM members up to date via e-mail, BIFM News and in these pages. Get the background and the latest news at <https://www.bifm.org.uk/bifm/about/bifmchange>

If you have further questions, please get in touch at communications@bifm.org.uk