CAFM Certified Automotive Fleet Manager

HANDBOOK

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Policy #1 - Applications

Evaluation of Applications

NAFA Credentialing & Recognition staff will evaluate each applicant to validate the candidate's eligibility for certification. A candidate whose application is being reviewed will be notified in writing and given a reasonable time frame, not less than ten business days, to provide any additional documentation if necessary. If a candidate does not respond by the deadline or does not provide the required documentation within the given time frame, the application will be evaluated based on the initial information provided and it can be declared ineligible.

An application will be denied for the following reasons:

- Failure to meet the minimum eligibility requirements
- Failure to comply with the verification or review process.
- Violation of any published NAFA and CAFM policies and/or procedures.

Denied applicants may appeal the decision to the CAFM Commission. The appeal must:

- Be in writing;
- Be accompanied by evidence or other pertinent information refuting the decision;
- Be received by NAFA no later than 10 business days after notification of the denial;
- Be sent via email to NAFA staff at certification@nafa.org.

The Appeals Committee shall be empowered to investigate, deliberate, and bring to resolution, according to these Rules and Procedures, all appeals.

The CAFM Commission shall set all application fees and review them annually.

Policy #2 - Anti-Discrimination Statement

Position

Consistent with the CAFM Commission Charter, the Commission, in both its values and practices, is committed to best-in-class credentialing practices that foster inclusion, accessibility, and equity in all activities.

There shall be no barriers to participation in any activity of the Commission on the basis of race, creed, color, religion, age, citizenship, national origin, disability, sex, gender or sexual orientation. The Commission will seek diversity and inclusiveness in its business practices and will not condone any form of unlawful discrimination.

The CAFM Commission recognizes and values the diverse skills, perspectives, and experiences of professionals in the automotive fleet management community and believes inclusiveness enhances the Commission's ability to serve the interests of professionals in fleet management, develop the workforce for fleet industry employers, and protect the public.

Reporting

Please report all incidents where you observe behaviors or practices that may be a violation of this policy, or which are otherwise making you or others feel unsafe, unwelcome, or

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uncomfortable. Anyone who believes someone is in physical danger should call their local authority's emergency number. If you have a report by and about an incident involving a CAFM applicant, candidate, designee, commissioner, volunteer, or NAFA staff member please contact NAFA's chief executive officer at info@nafa.org or NAFA's chief learning officer at certification@nafa.org with the following information to initiate an investigation:

- Name(s) of the people involved and contact information, if available.
- If names are unknown, use descriptions and any identifiable info such as appearance, role, handle, project/community affiliation.
- Description of incident, including memorable dates, events, and locations.
- Relationship of the reporter to the subject of the alleged discrimination and the alleged aggressor.

If you want to make an anonymous report, understand that without contact information, it may be difficult to proceed with the investigation and update you when appropriate. Note the person taking the report may be required by law to disclose what they know in some circumstances.

Policy #3 - **Standards of Conduct**

CAFM certified professionals and approved candidates for certification must adhere to a Code of Professional Responsibility, agreeing to:

- Perform professional duties in accordance with the law and the highest moral principles. Noncompliance includes any acts or omissions amounting to unprofessional conduct and deemed prejudicial to the certification.
- Observe the precepts of truthfulness, honesty, and integrity.
- Be faithful, competent, and diligent in discharging their professional duties.
- Safeguard confidential and privileged information and exercise due care to prevent its improper disclosure.
- Not maliciously injure the professional reputation or practice of colleagues, clients, or employees, including NAFA, its officers and staff, the CAFM Commission, and the CAFM program.

Any act deemed prejudicial to the certification may result in denial of approval to take the certification examination or disciplinary action by the CAFM Commission, up to and including suspension or revocation of certification or candidacy. Such acts may include, but are not limited to:

- Providing false or misleading statements or information when applying to take the certification examination or to recertify.
- Any act or omission that violates the provisions of the CAFM Code of Professional Responsibility or published CAFM rules and policies.
- Failure to cooperate with the CAFM Commission in performance of its duties in investigating any allegation against an applicant, candidate, or certificant.
- Knowingly violating the law during the CAFM's professional activities, including fraud, embezzlement, misappropriation of property, or unlawful discrimination. Allegations of violations of this section must be based on an independent finding of a violation of the law by a court of competent authority or an administrative or regulatory body.
- Failure to report and willfully concealing one's knowledge of illegal activity related to fleet

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management.
- Violation of other CAFM certification or credential standards resulting in revocation or other discipline.
- Knowingly making false statements of material fact in any professional context, including falsification of academic, employment, or credentialing records.
- Failure to disclose one's own actual conflict of interest to a third-party decision-making body, where such conflict would be material to such body's deliberations or decision-making process. Such third party may be a board of directors, a committee of the board, a client, or an employer.
- Failure to adhere to the acceptance of commissions, remuneration or other benefits in connection with the scope of the certificant's employment.
- Unauthorized, material disclosure of confidential information except when required by law, whether or not disclosure results in damage to the owner of the confidential information.
- Willful disregard of lawful board of director directives that materially undermines the organization's interests.

While applying for certification or renewal, certificants are to be made aware of the bases for which certification can be revoked.

The Professional Conduct Committee shall be empowered to investigate, deliberate, and bring to resolution, according to these Rules and Procedures, all offenses made against certificants.

The CAFM Commission, including recommended action by the Professional Conduct Committee as delegated by these procedures, is the only entity authorized to make final decisions with respect to suspension, revocation, or other disciplinary actions.

Policy #4 - **Eligibility**

CAFM candidacy is available to any person who successfully fulfills the requirements of eligibility.

The eligibility requirements provide material assurance that applicants for the CAFM certification have the expertise, responsibility, and character needed to be successful when attempting CAFM examinations assuming reasonable preparation.

Eligibility to be a candidate for the CAFM includes:

1. **Experience**
   Candidates shall provide complete information regarding their professional experience, including employer, job title and role, commencement and end dates, and more. Qualifying experience includes 1 year of work in fleet management or parts thereof and may include other adjacent fleet and mobility related roles.

2. **Ethics**
   Affirm and agree to abide by the CAFM Code of Professional Responsibilities. The

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requirement provides increased awareness of expected ethical behaviors and increased public protection through a process that provides a reporting and investigation mechanism for violations.

3. **Examination(s)**
   Pass standardized assessment(s) that are used to ensure that certificants possess professional knowledge and skill at the level that is required for certification. The CAFM examination's content is determined by a practice analysis study.

NAFA membership is not required for eligibility.

Application Review
NAFA certification staff will review all applicants to verify eligibility.

Applicants that are selected for audit may be asked to submit appropriate documentation to confirm their reported education and experience if not already included during the application process. NAFA will not contact employers or educational institutions to obtain verification documentation on an applicant's behalf; rather, the applicant is responsible for providing all requested documentation.

Applicants whose applications require additional documentation will be notified by e-mail and will have 10 business days to submit all required documentation. Applicants must satisfy eligibility requirements before they are permitted to continue with the certification process. Failure to comply with the verification request in a timely manner, and/or falsification or misrepresentation of requested information, will result in denial of the application and forfeiture of all fees, in addition to having any future applications automatically audited for accuracy.

To satisfy eligibility verification an applicant must:

- Verify their experience and employment history. Applicants may be required to verify the information if questions about employment arise.
- Attest to adherence to the CAFM Professional Standards of conduct. The requirement for adherence to the Professional Standards of Conduct provides increased awareness of expected ethical behaviors as well as increased public protection through a process that provides a reporting and investigation mechanism for violations.

Policy #5 - Reasonable Accommodations

The CAFM Commission is fully committed to providing inclusive testing and will make reasonable accommodations for candidates who need them and who qualify because of a medical condition or qualifying disability, provided that the request is made in a timely manner, the accommodation would not fundamentally alter the measurement of the skills or knowledge the examination is intended to test, and that the accommodation would not result in an unattainable burden to NAFA as the certifying body.

The Americans with Disabilities Act (ADA) sets the criteria used for eligibility as “a physical or mental impairment that substantially limits one or more major life activity, a person who has a

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history or record of such an impairment, or a person who is perceived by others as having such an impairment." There is no set list of qualifying disabilities, however things like hearing or vision impairments and learning disabilities like dyslexia are some common examples.

All requests must be made at the time of the CAFM candidate enrollment application and include supporting documentation if appropriate (this could include a physician's note stating the individual's diagnosis, etc.). We do not require, nor do we wish to receive, medical records as part of the request. Once the application form is received, the request will be reviewed on a case-by-case basis to determine the appropriate accommodation(s) and candidates will be notified of the outcome by email. Candidates requesting accommodation(s) must make their request no less than 15 business days before attempting the exam.

Upon approval, program staff will provide reasonable and appropriate accommodations related to the testing process (e.g., extra exam time, using a test reader, etc.)

Determinations of denial for reasonable accommodations may be appealed at the discretion of the applicant, candidate, or designee.

Policy #6 - Examinations

Confidential
All individuals involved with examination development shall follow established security and confidentiality measures. Concerns regarding a breach of confidentiality should be reported to the Chair of the CAFM Commission at certification@NAFA.org. If the concern involves the Chair of the CAFM Commission, the concern should be reported to the Vice Chair or the NAFA chief executive officer at info@NAFA.org. Concerns regarding a breach shall be investigated in accordance with established procedures.

Evidence-Based and Relevant
A job task analysis (JTA, also called practice analysis) study of the Fleet Management profession will be performed no less frequently than every five years, due to the rate of change and adoption of new practices in the profession. The changes in the exam content are typically minimal and are based on changes of importance levels of practices and word usage that have evolved in the previous five years. The study findings will serve as the foundation for the Exam Competency Framework or ECF which serves as a blueprint for the content of the exam (also called examination specifications). The JTA findings and examination specifications will be reviewed by the CAFM Examination Committee, and any necessary adjustments will be recommended to the Commission for final review and approval.

Authority Agnostic
An author and publisher agnostic body of literature aligned with the examination content outline will be identified by the CAFM Commission and designated as the official CAFM Resources. The CAFM Commission will ensure that the CAFM Resources list shall be reviewed periodically and revised at that time if appropriate in conjunction with the Job Task Analysis. In addition to the CAFM Resources, CAFM exam items can be referenced to any Fleet Management curated knowledge. Fleet Management curated knowledge is defined as information published or disseminated by NAFA in pursuit of CAFM certification such as books, articles, boot camps or

content published in industry publications.

Format and Scoring
The CAFM exams consist of 50 multiple-choice questions each, of which all are stand-alone knowledge-based questions assessing practical skills and competency in the domains of the ECF. All examination forms will be assembled in accordance with the examination specifications. The CAFM Commission will set and approve the passing score for each exam form. The passing standard shall be set using a criterion-referenced methodology. Any question that does not meet accepted statistical criteria shall be evaluated by the CAFM Examination Committee, which will determine whether the item should be: (a) scored "as is," (b) scored with an alternate key(s), or (c) scored as correct for all responses. Whenever examinee volumes permit, equating will be used to maintain the passing standard across different examination forms and to statistically adjust scores, as necessary, to compensate for differences in difficulty across examination forms.

Policy #7 - Candidate Extensions

CAFM Candidates are expected to pass the required modules and examinations within their enrollment period. NAFA recognizes that personal and professional obligations may interfere with a candidate's ability to complete the program within their enrollment period. Candidates may therefore apply for a one-year extension. If a second extension is requested, it must be approved by the NAFA Commission Appeals Committee. The first extension is automatic if the candidate has taken and passed three exams in three disciplines within three years; then, two more exams must be passed before a second extension would be granted.

No extensions outside of this policy will be approved unless approved by the NAFA Commission Appeals Committee for extenuating circumstances.

All extensions must be requested by emailing certification@nafa.org.

Policy #8 - Testing & Proctoring

CAFM certification exams are taken online. Candidates are required to test by computer using NAFA's web-based testing platform and may do so at the time of day and location of their choice so long as it meets the requirements below. Artificial Intelligence (AI) assisted proctoring technology is embedded in the platform and used automatically for every exam to ensure secure testing.

Preparation

Prior to taking exams, candidates must ensure their computer meets the equipment and environmental requirements. An Examination Readiness Check is provided free of charge, and strongly encouraged. On examination day, a physical copy of an original government issued identification (such as a driver's license or passport) that includes the candidate's full name and photo is required.

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Equipment Requirements

Candidates must have access to a computer with internet access, a working webcam, a supported browser, and a microphone.

- Monitor: candidates must take the exam on a computer with only one monitor.
- Browser: candidates must use Google Chrome. Computer Based Testing is not supported through other browsers.
- Lighting: candidates must have adequate lighting to ensure optimal function of a webcam.

Environmental Requirements

Candidates must understand how their environment may interact with Artificial Intelligence-assisted proctoring, and plan accordingly. The entire examination process is monitored using the candidate's webcam, and AI-assisted proctoring closely observes candidates while taking exams.

Nullification of Results

Any movements or actions out of the ordinary during the exam will be flagged by the AI-enabled proctoring for review by NAFA certification staff and may result in the nullification of exam results. Refunds are not offered for nullified exams. Actions that can result in an exam result being nullified include, but are not limited to:

- Did not show the required photo ID.
- Photo ID does NOT match the candidate's name.
- Student's face is not showing "head-on" throughout the entire process.
- Standing up, walking around, or leaving the room.
- Another person or pet enters the room.
- Talking with someone.
- Opening a browser or other program.
- Accessing the phone.

Additional advice to ensure compliance:

- Test in a location where no individuals (or pets) are present.
- Do not use a computer with more than one monitor.
- Sit straight-on (NOT from an angle), looking into the screen with the exam, and do not look around the room.
- If the webcam is not built into the top of the monitor, set up the webcam to be at that height and angle.
- Turn off nearby electronic distractions such as phones, tablets, televisions, alarms, etc.
- Do not open other browsers or software programs, or have other browsers or programs open during the exam.
- Students may use the computer calculator.

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- Candidates will not be able to take a break during the exam. Do not stand up or walk around.
- Refrain from eating or drinking while testing.
- Do not talk to other people who may be in a different room.
- Do not use reference books, study materials, or notes.

Cheating

Cheating or attempted cheating will result in immediate nullification of exam results and may lead to referral for disciplinary review under Policy #11 – Certification Termination & Sanctions. No refunds will be offered for exams invalidated due to cheating or misconduct.

Policy #9 - Certification & Use of Designation

The designations “CAFM”/“CAFS” (and the respective graphic representations) are trademarked property of NAFA. Use is subject to approval by the CAFM Commission which is authorized by NAFA to independently govern all aspects of the programs.

Professionals who have met the certification standards defined by the CAFM Commission and who maintain their credential through the recertification process are authorized to use the CAFM/S certification designation. Credential-holders may include their credential on business cards, in resumes, on personal web pages (e.g., LinkedIn or Facebook), in bylines for articles or blog posts, and in email signatures.

Credential-holders should protect the integrity of their CAFM credential by adhering to the following guidance:

- New credential-holders may use the credential designation letters right away.
- When using the credential with their name, credential-holders must place the CAFM certification designation immediately after their name or post-graduate degree (e.g., Ph.D.).
- Credential-holders may use their credential in promotional text (e.g., “Jane Smith has satisfied the requirements for CAFM certification as prescribed by NAFA and is now a CAFM certified automotive fleet manager”).
- Always use all capital letters (CAFM).
- Never use periods between the letters.
- Do not abbreviate the credential (e.g. CFM).
- If the certification has expired, you must immediately discontinue using the credential.

Limitations

The designation may not be used to imply that a company or firm is certified. Use of the title and designation by individuals who have not been awarded the certification or who have failed to maintain their certification is prohibited. Earning the CAFM permanently forfeits the CAFS credential, which cannot be held concurrently.

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Policy #10 - **Recertification**

Given the rate of change in the profession, professional practices and standards affected by technological changes, the need to stay current in fleet management practices and knowledge, and the need to maintain employer and public trust in the value and meaning of the CAFM, regular recertification is an essential component of the CAFM program. Recertification ensures that certificants have maintained and improved their knowledge and competence in the fleet and mobility management field.

Renewal Reporting Period

CAFM/S designees are required to recertify every five years thereafter. For example, a CAFM certification earned on 2/1/2019 will be due to on 2/1/2024.

CPE Requirements

CAFM designees are required to earn eighty (80) Continuing Professional Education (CPE) hours during each renewal reporting period. CAFS designees are required to earn fifty (50) Continuing Professional Education (CPE) hours during each renewal reporting period. See Continuing Professional Education Guide for qualifying activities.

Notification

Reminder notices are sent to certificants who are due to recertify, using the most recent email address on file. Neither NAFA nor the CAFM Commission are responsible for undeliverable, unopened, or blocked communications regarding recertification deadlines for which the designee is solely responsible.

Fee

A recertification processing fee of $150 for members or $250 for nonmembers is assessed, via credit card, at the time of submission.

Review Period

The review period for complete recertification applications can take 3-6 weeks for processing depending on volume at the time of submission. The review period for incomplete applications or those missing information could take longer. NAFA staff will notify applicants who are missing information via e-mail to let them know what documentation is still needed. Failure to provide the additional documentation within 10 business days will result in renewal decisions based on submitted information and may result in revocation of the credential.

Approval

To remain in good standing, recertification designees must submit a qualifying recertification application and fee by their certification expiration date. Once an application has been approved, the designee is notified and is “recertified” for another five-year period.

Deadline & Grace Period

Recertification applications are due by the certification expiration date. Applications will continue to be accepted during a 90-day grace-period but will be subject to an additional, nonrefundable

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fee of $75 in addition to the recertification fee.

Revocation

After the grace period ends, the certification(s) will be revoked and may only be reinstated in accordance with the reinstatement policy. A designee whose credential has lapsed is no longer certified, and the CAFM credential and designation MAY NOT be used in any manner.

Reinstatement
The CAFM certification may be reactivated in accordance with Policy 12 for Reinstatement.

Policy #11 - Termination & Sanctions

A Certificant may have their certification suspended, revoked, or may receive other disciplinary action for violation of program policies including:

- Policy Violation/Code of Conduct - Candidate or designee is no longer eligible for recertification due to a violation of the Certification Code of Conduct
- Policy Violation/Exam Procedures - Candidate or designee violated the certification exam rules, policies and or security.
- Policy Violation/Application - Candidate or designee violated the certification application rules, policies and/or security.
- Policy Violation/Credential Misuse - Candidate or designee violated the rules and policies for the CAFM credential.
- Policy Violation/Outstanding Fees - Candidate or designee did not resolve outstanding fees.
- Policy Violation/Unlawful Activity - Candidate or designee has been convicted of a felony relating to professional practice in the field of fleet management and/or deemed prejudicial to the CAFM certification program.

In addition, active certification may be ended for the following non-punitive reasons:

- The CAFS will be terminated (invalidated) automatically upon successfully earning the CAFM.
- The CAFM or CAFS will be terminated (invalidated) if the candidate or designee is deceased.

Policy #12 - Reinstatement

If a designee fails to complete their recertification requirements by the end of their five (5) year Recertification Period, the CAFM/CAFS designation will lapse and that person will no longer be certified. All rights and recognition are revoked from former CAFM designees who must cease and desist from using the credential in any/all manners. A lapsed (expired) CAFM may be reinstated (i.e. reactivated) by complying with one of the following:

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- **Option 1. Grace Period (automatic, less than 3 months expired)**
  Former CAFM designees will have a 3-month (90 day) Grace Period after the end of their 5-year Recertification Period during which they may submit a late recertification application for consideration. A non-refundable late fee will be assessed via credit card at the time of submission at prevailing rates, currently $75 in addition to the regular recertification processing fee, currently $150 for Members or $250 for Non-members. If recertification (renewal) is successful during the Grace Period, then the CAFM will be restored and no lapse in the credential will be part of the permanent record.

- **Option 2. Reinstatement Request + Education (less than 5 years expired)**
  This option for reinstatement may be taken only once per lifetime and must be made within 5 years of the end of the last Recertification Period. A non-refundable reinstatement processing fee is assessed at prevailing rates, currently $350 for Members or $650 for Non-members, via credit card at the time of submission. If approved, the candidate for reinstatement will have 4 months (120 days) to provide retroactive evidence of having completed the required CPE during their last Reporting Period (80 hours) During this 4-month period, the CAFM will not be current until the requirements have been fulfilled in full. If reinstatement is successful, no lapse in the credential will be part of the permanent record and the designees current reporting period will be in-progress as if no lapse had occurred.

- **Option 3. New Certification Application**
  If all other avenues have been exhausted, former designees who wish to be certified must begin again as a new certification candidate. They must demonstrate they meet current certification eligibility requirements by submitting a qualifying CAFM application and must achieve a passing score on the CAFM examination(s) required of all new designees. Prevailing rates will apply. The designee's permanent record will show a "gap" during which they were not certified.

  All fees are subject to change.

Policy #13 - **Candidate Appeals**

An appeal may be submitted by certification or recertification candidates regarding the following circumstances:

- The CAFM Commission's interpretation of standards, including candidate eligibility from the time of candidate inquiry, or the filing of the initial application through the time of conferring of the credential
- Exam administration procedures
- Conditions severe enough to cause a major disruption of the examination process
- Exam score based on exam content and/or keyed item responses

All appeals must:

- Be in writing
- Be accompanied by evidence or other pertinent information refuting the circumstances

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- Be received via email by NAFA certification staff

The Appeals Committee will meet by teleconference within 30 days after receiving a written appeal. All determinations regarding appeals must be decided by a two-thirds (2/3) vote of the Appeals Committee.

Notice of the Appeals Committee determination shall be provided to the CAFM Commission within 10 business days of the decision.

The appeal shall be considered at the next regularly scheduled meeting of the CAFM Commission. All determinations regarding appeals must be decided by two-thirds vote of the CAFM Commission. Notice of the Commission determination shall be provided in writing to the Appellant within 10 business days of the Commission meeting.

The CAFM Commission's determination shall be final.

Policy #14 - **Lifetime CAFM**

Certificants in good standing who retire full-time from any type of employment may retain their connection to the CAFM community by applying for the CAFM Lifetime designation. The Lifetime status allows individuals to continue to be recognized for earning the CAFM after leaving the fleet management profession or related fields.

Eligibility
To be eligible to apply for the Lifetime CAFM Lifetime certification, individuals must meet the following criteria:

a) Must have held an active CAFM certification in good standing for at least 10 years and be in good standing at the time of application.
b) Be separated from the fleet industry being fully retired and no longer have employment of any kind (including but not limited to full or part-time duties; excluding public speaking or writing engagements) as an employee, consultant or contractor in fleet, mobility, automotive or adjacent industries.
Submit a qualifying application and a one-time application fee.

Rights And Privileges
Individuals who qualify for Lifetime certification may use the applicable CAFM or CAFS certification followed by the retired designation after their name and all forms of address to indicate their status. This includes correspondence, publications, speaking engagements and other public mentions. For example, "Anwar Smith, Lifetime CAFM (Ret.)" or "Anwar Smith, CAFM (Ret.)" which signifies a Lifetime retired certification.

CPE Exemption
CAFM Lifetime (Ret) certification status does not require the continuing professional education (CPE) requirements of the active certifications, which may no longer provide value to a retired individual, employers, or the public. Other benefits, rules, and policies governing CAFM designees, including but not limited to the Code of Professional Responsibilities, will still apply.

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Restrictions
Lifetime certification designees may not use the applicable CAFM or CAFS certification without the "(Retired)" or “(Ret.)” suffix, and they are not entitled to use or hold themselves out to the public as an active certificant.

Maintenance
Lifetime CAFM (Ret.) designees are exempt from recertification, however a certificant must:

a) Lifetime CAFM (Ret.) designees are subject to the same code of conduct and same disciplinary actions as active CAFM credentials holders.
b) CAFM (Ret.) designees must remain fully retired or no longer employed by a qualifying company as an employee, consultant or independent contractor.
c) CAFM (Ret.) designees must notify the CAFM Commission of any change in employment circumstances that would render the individual ineligible for CAFM (Ret.) status

Reinstatement Considerations
Reactivation of any Lifetime CAFM (Ret) certification is at the discretion of the CAFM Commission. Active certificants should think carefully and wisely before changing to the Lifetime CAFM (Ret.) certification. The CAFM Commission encourages certificants to maintain an active CAFM or CAFS certification in good standing if they are not sure they will remain fully retired from the fleet management profession or related fields. Reactivating a CAFM certification through examination, pursuant to Policy # 12 for Reinstatement may not be easy, especially if the retired certificant is not regularly pursuing CPE hours. Also, a retired certificant may not meet current eligibility requirements at the time he or she may apply to retest.

Policy #15 - Public Disclosure

NAFA is committed to the protection of data entrusted to us by others and data generated through the administration of the certification process and other work of the CAFM Commission. CAFM Commission policies will be maintained in a manner that is publicly available with the exception of policies where the release of which could potentially jeopardize the security or integrity of the CAFM credential and the security or integrity of the program. Applications for certification and any information or material received or generated in connection with certification, certification maintenance, recertification, and reinstatement will be kept confidential and will not be released except as described in this policy.

Public Information
The following are considered to be matters of public record and may be disclosed at any time to anyone through any means:

- the fact that an individual is or is not, or has or has not been, certified or designated as a Lifetime CAFM;
- dates relevant to an individual’s certification history;
- the status of the fulfillment of requirements for certification maintenance;
- and publicly reported disciplinary action (i.e., revocation, disciplinary or administrative suspension, or letter of censure).

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Exam Details
CAFM Commission will disclose to the NAFA educational program staff via the secured association management system the date individuals apply for CAFM candidacy, the date of exam attempts, and the resulting score.

Disciplinary Actions
In cases reviewed under CAFM Rules and Policies for disciplinary matters and/or appeals, after a final reportable decision has been reached, the CAFM Commission may notify interested parties of the outcome and the underlying facts thereof as deemed appropriate.

Research
CAFM Commission may disclose de-identified information about CAFM candidates and designees in aggregate format for purposes of statistical analysis and research.

Other Disclosures
Other individually identifiable information about program participants provided to NAFA in connection with certification, certification maintenance, recertification, or reinstatement will be released only with the participant's written or online authorization.

Policy #16 - Revocation & Suspension

The CAFM Commission is responsible for protecting the integrity, credibility, and public trust of the CAFM and CAFS certification programs. To maintain these standards, a certificant's credential may be suspended, revoked, or otherwise restricted when a violation of program policies or professional conduct occurs.

The following policy outlines the conditions under which a certification may be suspended or revoked, the scope of these actions, and the obligations of the certificant.

Grounds for Disciplinary Action

A certificant may be subject to suspension or revocation at any time for reasons including, but not limited to:

1. Failure to Meet Recertification Requirements

- Failure to submit a complete and qualifying recertification application by the certification expiration date, including within the grace-period.
- Failure to provide requested documentation within prescribed timelines.
- Nonpayment of required fees.

2. Falsification or Misrepresentation

- Providing false, misleading, or incomplete information on a certification, recertification, reinstatement, or CPE submission.
- Alteration or fabrication of documents submitted to the CAFM Commission or NAFA.

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3. Cheating, Exam Misconduct, and Security Violations

- Use of unauthorized materials, devices, or assistance during any examination.
- Copying, photographing, recording, or attempting to reproduce exam content in any form.
- Use of AI-enabled tools or other technologies that are not explicitly permitted.
- Impersonation of another candidate or allowing another individual to test on one's behalf.
- Any action that compromises exam security or violates established exam administration rules.

4. Professional or Ethical Misconduct

- Violation of the Certification Code of Conduct.
- Unethical, dishonest, or unprofessional behavior that reflects adversely on the credential, NAFA, or the fleet management profession.
- Misuse of the CAFM or CAFS designation or continued use of the credential after it has expired, been suspended, or revoked.

5. Criminal or Unlawful Activity

- Conviction of a felony or other offense related to the practice of fleet or mobility management.
- Any unlawful or harmful activity deemed prejudicial to the reputation or integrity of the CAFM/CAFS programs.

6. Failure to Comply with Program Policies

- Refusal or repeated failure to comply with CAFM program requirements, security protocols, documentation requests, or policy directives.
- Nonpayment of outstanding fees associated with certification or recertification.

Suspension

Suspension is a temporary removal of certification status for a defined period.

During suspension:

- The certificant may not use the CAFM or CAFS designation in any manner.
- The certificant may be required to complete corrective actions, provide additional documentation, or satisfy outstanding requirements.
- Failure to satisfy conditions of suspension may result in revocation.

Suspension may be imposed for issues that are correctable or time-limited in nature, including incomplete documentation, outstanding fees, or violations that do not warrant immediate revocation.

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Revocation

Revocation is the permanent removal of certification status.

Revocation occurs when:

- The certificant fails to comply with recertification or reinstatement policies after all deadlines have passed.
- A serious violation of program policy, exam integrity, credential misuse, or ethics has occurred.
- Misrepresentation, falsification, or unlawful activity is substantiated.
- Actions taken by the certificant significantly undermine the trust, safety, or credibility of the CAFM program.

Individuals whose certification has been revoked:

- Must immediately discontinue all use of the CAFM/CAFS designation and digital badges.
- May not market themselves as certified in any capacity.
- Must remove the credential from professional profiles, resumes, directories, business materials, or signatures.

Revocation is final unless otherwise eligible under the program's appeal process.

Appeal Rights

Certificants subject to suspension or revocation will be notified in writing and may appeal the decision in accordance with the established Certification Appeal Policy. Grounds and timelines for appeal must be followed explicitly; failure to do so will result in the disciplinary action becoming final.

Reinstatement

If eligible, a formerly certified individual may seek reinstatement in accordance with Policy #12 – Reinstatement. Reinstatement is not guaranteed and is subject to all requirements, fees, and review procedures outlined by the CAFM Commission.

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