



# **Registered Building Service Manager**

An Essential Industry Certification Program for  
Building Service Contractor Managers

Credibility...Excellence...Professional Achievement...



Registered  
Building Service  
Manager

Only building service professionals who demonstrate the desire to excel, the dedication to serve and proven industry competence will earn this designation.

By earning the RBSM designation, you'll become part of an elite group of building service professionals worldwide and the rewards will be plentiful.

Isn't it time to demonstrate  
YOUR commitment to excellence?

## BSCAI's Registered Building Service Manager Designation... The Symbol of Excellence for Building Service Contracting Personnel

### Take the Next Step – Become a RBSM

#### Be a Part of an Elite Group of Professionals

The RBSM designation is a symbol of accomplishment and is recognized with great respect by other building service contractors and customers throughout the industry. After successfully completing the program, you may use your designation on business cards, personal stationery and in company brochures and proposals — wherever your name appears.

#### Advance Your Career and Increase Your Profits

In this era of increased competition, clients and prospective customers alike seek credentials that substantiate knowledge and experience. Your competitors already know that the RBSM designation provides a “competitive edge.” Use that edge to significantly enhance your prospects for career advancement and opportunities.

#### Expand Your Knowledge

Applicants must successfully complete and pass a comprehensive, four part examination. By using the RBSM examination preparatory materials available from BSCAI, you gain a thorough knowledge of building service contracting in every aspect of this profession.

### Getting Your RBSM Designation: A Four-Step Process

- 1. The Application** – Complete the RBSM application found at [www.bscai.org/RBSM](http://www.bscai.org/RBSM) and submit with your certification payment of \$275. Your enrollment in the Registration Program — and any information you provide on the RBSM application — is kept confidential prior to your attainment of the RBSM designation. The application remains valid for a period of one year, during which you will have access to Volume 1-7 and Guide to Green Cleaning electronically. Failure to submit to the examination process within one (1) year from the date of your application will require re-application and fee payment.
- 2. Preparing for the Examination** – After filing your application with BSCAI Headquarters, visit the BSCAI online store, at [www.bscai.org/marketplace](http://www.bscai.org/marketplace), if you wish to order the RBSM preparatory package. Then set up your own personal study schedule to prepare for your examination. Also, you can purchase Virtual Workshops that will help you prepare for the exam.
- 3. The Examination** – The next step is to take the RBSM examination. *The RBSM exam is only offered in English.* You can take the exam online within 365 days of application.
- 4. Passing/Retesting** – Your examination will be graded instantly. Candidates must achieve a minimum passing score of 70% on each of four (4) sections. Any section that a candidate does not pass must be taken again within one (1) year.

## RBSM Eligibility Requirements

- You must be a building service manager or supervisor of a building service contracting firm who actively performs managerial and supervisory functions.
- You must have acceptable character, ability and reputation.
- You must pledge in writing to adhere to the BSCAI Code of Ethics (see [www.bscai.org](http://www.bscai.org)).
- You must have been in the building service contracting field for a minimum of one (1) year before making application for registration and must have been in a management capacity for at least one (1) year.

The qualification of candidates for the RBSM designation is based strictly on compliance with criteria as established by the Certification and Registration Board. It is not the intent of the Certification and Registration Board to determine who can or cannot practice as a building service manager. The Board specifically disclaims any intention to interfere with or limit, in any way, the professional activities of anyone in the field of building service contracting. That a person is not registered does not indicate that he or she is unqualified as a building service manager, only that such individual has not fulfilled the requirements for the RBSM or has not applied for the designation.

## Exam Preparation

You should plan to study for your examination by using BSCAI's Building Service Management Program. This text was designed for use as an "independent study program," allowing each RBSM applicant to study at his/her own pace. Each book covers essential information on everything from technical industry aspects to your own professional development. All electronic versions of these materials are available on BSCAI's Web site at [www.bscai.org/RBSM](http://www.bscai.org/RBSM). Individuals desiring additional materials, such as physical copies of exam preparation materials, virtual workshops, etc., should visit [www.bscai.org/marketplace](http://www.bscai.org/marketplace).

## Taking the Exam

The RBSM examination is prepared and updated regularly by BSCAI's Certification and Registration Board.

Candidates must take the exam within 365 days of application. Each section is timed and examinees have 14 days to begin each of the four sections.

## Awarding the Designation

You are notified of your final score instantly. A final score of 70% or better is required in order to successfully complete the designation's requirements. Any section that a candidate does not pass may be taken again within one year. A \$100 re-examination fee will be assessed.

You are notified of your final score by email. Passing scores will receive a certificate within one month of passing. Additionally, press releases from BSCAI Headquarters are made available to you, which you may submit to your local media.

"As we look to grow our managers—and our business—the RBSM program has been instrumental in getting our new managers up to speed, providing knowledge that gives us a competitive edge and demonstrating our commitment to the industry"

— Nick Carter, CBSE, RBSM, President, Pro Quality Cleaning, LLC

## Subjects covered in the RBSM examination are as follows:

Basic Math  
Carpet Care  
Chemicals and Chemistry  
Communications  
Customer Relations  
Employee Motivation  
Employee Relations  
Employee Retention  
Employee Training  
First Aid  
Floor Care  
General Management  
Government Regulations  
Labor Laws  
Personnel Management  
Problem Solving  
Quality Control  
Restroom Cleaning  
Retuning Jobs  
Safety & Fire  
Security  
Technology of the Industry  
Unions  
Workloading & Scheduling

“The RBSM designation has provided our management team with a rewarding experience by joining an elite group of BSCs and achieving a symbol of excellence in our industry.”

— Dan Gougeon, RBSM, Operations Manager, The Budd Group

## Fees

### Certification Fee

(at time of application): \$275

Re-examination Fee: \$100

Renewal Fee (every two years): \$75

*All fees are not refundable or transferable.*

## Use of the RBSM Designation

RBSMs can use the designation with their name on company letterhead, business cards and other appropriate advertising. Registration, however, is for individuals only. The RBSM designation may not be used to imply that any building service contracting firm or company is registered.

## Maintaining the RBSM Designation

Continuing education is essential in order to maintain professionalism in any business practice. Therefore, as an RBSM, you are required to demonstrate your continuing education efforts.

Each Registered Building Service Manager (RBSM) is required to submit a completed “Knowledge Review” examination every two (2) years to maintain the RBSM designation. All RBSMs must complete the examination

and re-registration application and submit them to the Director of Certification at BSCAI Headquarters, with a postmark dated no later than June 15 of the re-registration year.

## Reinstatement

The Certification and Registration Board has set the following policy for RBSMs failing to renew their designation as required every two years:

Contractors who do not successfully complete the “Knowledge Review” examination by their June 15 renewal date will be notified in writing that their designation has been terminated. Such persons can no longer use the RBSM designation and will not be listed as an RBSM with BSCAI until such time that the contractor re-submits to the process of acquiring the designation and successfully meets again the designation criteria and passes the examination.

## Designation Suspension or Revocation

Your designation may be revoked for failure to abide by the BSCAI Code of Ethics. In such cases, you will be offered a hearing by the Certification and Registration Board and notified of the views of the complainant and of the hearing date and location. Notice shall be given to you at least 30 days in advance of the hearing.

## Lifetime Certification

All RBSM designees, upon reaching the age of sixty-two and renewing at least three (3) times, are designated for life. No further reporting is necessary other than notifying the Director of Certification in writing of meeting the age requirement.

## Administration

Responsibility for this Registration Program rests with the Certification and Registration Board. The Board is composed of BSCAI members holding the CBSE designation who are appointed by the President of BSCAI with the approval of the BSCAI Board of Directors. The program is administered by the Director of Certification who is a BSCAI employee appointed by BSCAI's Executive Vice President.



## Building Service Contractors Association International

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