

TOP TEN QUESTIONS
CERTIFIED FRANCHISE EXECUTIVES PROGRAM

1. *Where is the CFE Website:*
The CFE section of the IFA website can be reached directly at www.franchise.org/cfe.
2. *How do I log into see my CFE credits?*
Go to www.franchise.org/cfe. Click on "My CFE". Your username is your email address as it appears in the IFA membership records. Your password is your individual IFA ID number. If you change your email or password and do not notify us you won't be able to log in until we make the changes to your record.
3. *Where are the online courses?*
There are CFE online and video-on-demand courses at: www.franchiseuniversity.org; <https://ifa.bizvision.com>; <http://mp.franklincovey.com/?ms=ifa>; <http://ifa.tortal.net/>. Additional online courses may be added at various times.
4. *I can't log into my online courses—why do I get a message that my username/password are wrong?*
Your username/password for the IFA Website (www.franchise.org) will not work at any of the online training sites. The first step you should take to take any online courses is register as a new user at each site, creating a username and password.
How do I get credits for online courses?
You may submit request online or my email directly to Rose DuPont (rdupont@franchise.org). In either case, you must print out and fax or email the certificate you receive when you successfully complete the course.
5. *When must I complete my CFE credits in order to graduate?*
Graduation takes place once a year at IFA's Annual convention. In order to be eligible to graduate, candidates must complete all the required credits by November 20th of the preceding year.
6. *How long do I have to complete the program?*
Candidates have three years from the enrollment to complete the certification program. If you do not finish with that time period, you may re-enroll (additional fee applies) once more for another 3 years with no forfeiture of credits earned to date.
7. *Where can I find information about course offerings?*
The current CFE Calendar is available at www.franchise.org/cfe. You can also check the Events section of the IFA website. The calendar is updated regularly as new courses are approved for CFE credits.
8. *Can you explain the types and difference in CFE credits?*
There are three types of CFE credits: Experience (500 maximum can be credited); Participation (500 maximum can be credits); Education (minimum of 2500 needed).
9. *What do I need to do to recertify once I have received my CFE?*
CFEs must accumulate 1200 credits during each 3-year renewal period to maintain their certification. Recertification applications must be filed no later than February 1st every three years. Information on the process is available at www.franchise.org/cfe - "Recertification".