

Trust Accounting, Finance & Audit Readiness

Move from correct trust processing to genuine financial command of the agency.

VERTICAL	LEVEL	DURATION	MODULES
Administration	Advanced	16 hours · 6 modules · 33 lessons	6

Programme overview

Built for office managers, senior administrators, department heads and principals who already know the basics of trust receipting and want the advanced layer: the money flows behind sales deposits and rental trust transactions, a reconciliation and audit-trail discipline that survives real scrutiny, how errors and deficiencies actually get identified and reported, the fraud controls a growing agency needs, and what an external auditor genuinely tests versus what agents assume they test. The back half turns to agency finance more broadly — desk cost, break-even per salesperson, GCI versus retained revenue, PM department EBITDA, rent-roll multiples, commission structures, lead cost and marketing ROI, cashflow and the wages-to-revenue ratio, and reading a P&L with confidence. This is professional development for people already operating in a licensed environment — it is not an accredited trust-account qualification and does not replace the statutory trust-accounting training, licensing course or CPD required in your state; always confirm current legislative requirements with your state's regulator or your compliance adviser before relying on any figure or rule taught here.

What you'll master

- 01 Trace a sales deposit and a rental trust transaction end-to-end, from receipt to disbursement, without gaps.
- 02 Run a monthly reconciliation and end-of-month routine that closes clean every time, not just when there's time.
- 03 Build an audit trail that stands up to scrutiny: authorities on file, sequential receipting, no unexplained balances.
- 04 Recognise a trust deficiency early, understand the breach-reporting obligation it may trigger, and act on it correctly.
- 05 Design fraud controls and user permissions appropriate to your agency's size, including segregation of

duties.

- 06 Prepare for an external audit knowing what an auditor actually samples and tests, not just what looks tidy.
 - 07 Produce management reports that give a principal a genuine read on trust and department health.
 - 08 Calculate desk cost and break-even per salesperson, and use both in a real remuneration or hiring decision.
 - 09 Distinguish GCI from retained revenue and PM department EBITDA, and calculate a defensible rent-roll multiple.
 - 10 Read a P&L, a cashflow position and the wages-to-revenue ratio well enough to challenge a number that looks wrong.
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Skill focus

- Trust Money Flows
- Reconciliation & Audit Trails
- Breach & Fraud Controls
- Audit Readiness
- Management Reporting
- Agency Financial Intelligence

The syllabus

6 modules · one standard

I. 01 · Trust Money Flows, Receipts & Disbursements

5 LESSONS

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|----|--|----------------------|
| 01 | How money actually moves through a trust account | masterclass · 14 min |
| 02 | Sales deposits versus rental trust transactions | masterclass · 14 min |
| 03 | Receipting standards and disbursement authority | masterclass · 13 min |
| 04 | The end-of-month trust close routine | reading · 14 min |
| 05 | Knowledge check: Trust Money Flows | quiz · 4 min |
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II. 02 · Reconciliations, End-of-Month Routines & Audit Trails

5 LESSONS

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|----|--|----------------------|
| 01 | The mechanics of a proper trust reconciliation | masterclass · 14 min |
| 02 | Why individual ledger integrity matters as much as the total | masterclass · 12 min |
| 03 | A small unexplained variance turns up at month-end | scenario · 10 min |
| 04 | Building an audit trail that actually holds up | reading · 13 min |
| 05 | Knowledge check: Reconciliations & Audit Trails | quiz · 4 min |
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III. 03 · Errors, Deficiencies, Breach Reporting & Fraud Controls

6 LESSONS

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|----|---|----------------------|
| 01 | Identifying a trust deficiency before it becomes a crisis | masterclass · 13 min |
| 02 | What breach reporting actually requires | masterclass · 13 min |
| 03 | Fraud controls and designing user permissions | masterclass · 13 min |
| 04 | A junior staff member flags a possible shortfall | scenario · 10 min |
| 05 | Common error patterns and how they're actually caught | reading · 12 min |
| 06 | Knowledge check: Errors, Breaches & Fraud Controls | quiz · 4 min |
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IV. 04 · Audit Preparation & What Auditors Actually Test

6 LESSONS

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|----|--|----------------------|
| 01 | Understanding what an auditor is actually testing for | masterclass · 13 min |
| 02 | Running a mock audit before the real one | masterclass · 13 min |
| 03 | Responding to audit findings professionally | masterclass · 12 min |
| 04 | The auditor asks for a disbursement you can't immediately locate | scenario · 10 min |
| 05 | Turning audit results into permanent process fixes | reading · 11 min |
| 06 | Knowledge check: Audit Readiness | quiz · 4 min |
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V. 05 · Management Reporting & Financial Communication

4 LESSONS

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|----|---|----------------------|
| 01 | Reporting trust health upward, not just compliance data | masterclass · 13 min |
| 02 | Building a department reporting cadence that gets used | masterclass · 12 min |
| 03 | Communicating financial information to non-finance colleagues | reading · 12 min |
| 04 | Knowledge check: Management Reporting | quiz · 4 min |
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VI. 06 · Agency Financial Intelligence: From Desk Cost to the P&L

7 LESSONS

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|----|---|----------------------|
| 01 | Calculating desk cost and break-even per salesperson | masterclass · 14 min |
| 02 | GCI versus retained revenue: the number that actually matters | masterclass · 13 min |
| 03 | Property management EBITDA and rent-roll multiples | masterclass · 14 min |
| 04 | Deciding whether to invest in growing the rent roll | scenario · 10 min |
| 05 | Commission structures, lead cost and marketing ROI | reading · 13 min |
| 06 | Cashflow, the wages-to-revenue ratio, and reading a P&L | masterclass · 14 min |
| 07 | Knowledge check: Agency Financial Intelligence | quiz · 6 min |
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Important — non-accredited training

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