THE AGENT ACADEMY

PROGRAM SYLLABUS

Agency Administration Mastery

Trust accounts, contracts, compliance — the engine room, engineered.

VERTICAL	LEVEL	DURATION	MODULES
Administration	Foundation	18 hours · 9 modules · 35 lessons	9

Programme overview

For agency admin staff, sales coordinators and PAs who want to own the operations of a high-turnover real estate business. Statutory trust accounting, contract administration, compliance calendars, and the systems that let a Principal actually leave the office.

What you'll master

01 Reconcile a sales and rental trust account to statutory standard

02 Identify and correct the top-5 trust breaches before they become audit findings

03 Prepare an agency for a Fair Trading / CAV / OFT audit — end-to-end

04 Administer contracts from exchange to settlement without letting a deadline slip

05 Run a compliance calendar that surfaces licence renewals, CPD, trust audits and insurance in one view

06 Communicate with vendors, purchasers, tenants and landlords with the confidence of an office manager

07 Build a systems documentation library so the office runs without you when you're on leave

Skill focus

- Trust Accounting
- Audit Readiness
- Contracts Administration
- Compliance
- Systems & CRM
- Communication
- Reporting

The syllabus

9 modules · one standard

VI. 06 · Systems, CRM and documentation

3 LESSONS

01	CRM hygiene as a compliance issue	reading · 13 min
02	Building the SOP library	masterclass · 12 min
03	Knowledge check	quiz · 6 min

VII. 07 · Communication and stakeholder management

4 LESSONS

01	The client-facing email that earns respect	masterclass · 10 min
02	Handling the difficult stakeholder call	reading · 12 min
03	Knowledge check	quiz · 4 min
04	Scenario: The vendor demands the deposit early	scenario · 9 min

VIII. 08 · AML/CTF file-keeping and privacy obligations

5 LESSONS

01	AML/CTF and customer identification in agency admin — the principles	masterclass · 13 min
02	Building a defensible identification file	reading · 14 min
03	Privacy obligations and the Notifiable Data Breaches scheme	masterclass · 12 min
04	A staff member's laptop with tenant files is stolen	scenario · 9 min
05	Knowledge check: AML/CTF and privacy	quiz · 6 min

IX. 09 · Contractor WHS compliance and the trust audit walkthrough

5 LESSONS

01	WHS obligations when engaging contractors and tradespeople	masterclass · 12 min
02	Walking through an auditor's trust account checklist	reading · 14 min
03	The most common audit findings and how to prevent them	masterclass · 11 min
04	Preparing for an unannounced regulator audit	scenario · 9 min
05	Knowledge check: WHS and trust audit	quiz · 6 min

Important — non-accredited training

The Agent Academy is not a Registered Training Organisation (RTO). This program is professional development designed for elite outcomes and earning potential; it does not issue nationally accredited qualifications, statements of attainment or units of competency. Content is built around real industry practice — completion does not satisfy licensing or registration requirements in any Australian state or territory.

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