



# **Industry Training Consultants**

*real estate training specialists*

## **OPERATIONAL HANDBOOK**

CPD COURSES | AML/CTF CONSULTANCY | PROPERTY COMPLIANCE

Delivering professional education and consultancy services that promote ethical practice, regulatory compliance and continuous improvement throughout the property industry.

### **DOCUMENT CONTROL**

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## **Table of Contents**

1. Introduction & Core Services
2. Client Responsibilities & Professional Conduct
3. Industry Training Consultants Rights and Responsibilities
4. Access and Equity and Client Service
5. Wellbeing Support Services
6. Client Enrolment and Service Selection
7. Course Information: CPD & AML/CTF Focus
8. Consulting Engagement Scope (General Support vs. Specialist Services)
9. Fees, Billing, Retainers, and Cost of Recovery
10. Assessment Submission & Course Re-Attempt Policy
11. Academic Integrity, Anti-Fraud, and Professional Honesty Policy
12. Refund, Withdrawal, and Cancellation Policies
13. Consumer Law and Statutory Protections
14. Reasonable Adjustments and Language, Literacy, and Numeracy (LLN)
15. Client Support, Guidance Services, and Flexible Delivery
16. Complaints, Grievances, Appeals, and Disciplinary Procedures
17. Client Records, Privacy, and Document Replacement
18. Work, Health and Safety (WHS) & Risk Management
19. Intellectual Property and Confidentiality
20. Independent Contractor, Indemnification, and Governing Law
21. Industry Contacts and Regulatory Reference Sites

## 1. Introduction & Core Services

### What Does Industry Training Consultants Provide?

Industry Training Consultants delivers specialised Continuing Professional Development (CPD) courses and expert consultation services tailored to the property services sector, with a primary emphasis on **AML/CTF property-centric consultancy services** (accessible via the [ITC AML/CTF Property-Centric Consultancy Portal](#)). We bring training and advisory support directly to your business, delivering customised coaching and operational mentoring tailored specifically to your operations and employees through interactive, supervised, face-to-face sessions. Independent correspondence or unmonitored home-study options are not offered.

### Our Objective

Our objective is to ensure that property sector professionals achieve high standards of operational competence and regulatory alignment by delivering our programs and consultancy services in accordance with current industry standards and regulatory expectations.

## 2. Client Responsibilities & Professional Conduct

- **(i) Attendance:** Clients and participants are required to arrive at sessions 15 minutes prior to the official starting time as agreed upon by Industry Training Consultants and your employer to ensure prompt commencement and minimise class distraction.
- **(ii) Breaks:** Breaks will be allocated by the facilitator at the start of the session. Participants are expected to return promptly.
- **(iii) Attentiveness:** Participants are asked to remain attentive during sessions to maximise educational and advisory benefits.
- **(iv) Participation:** Programs and workshops contain interactive components (such as discussions, role-plays, and practical demonstrations). Active and appropriate engagement is expected.
- **(v) Complete Assessments & Deliverables:** Participants must complete all required tasks within the designated timeframe. Please notify your facilitator or consultant promptly if you experience difficulty.

## 3. Industry Training Consultants Rights and Responsibilities

Industry Training Consultants reserves the right to:

- Withdraw and/or cancel the delivery of a service for non-payment of fees.
- Prevent a participant from attending sessions or accessing materials if prerequisites or fees are outstanding.
- Withhold documentation for uncompleted or unfulfilled modules or services.
- Cancel or reschedule an offering, or alter times, dates, or delivery locations when necessary.
- Charge additional fees where a participant fails an assessment repeatedly or is unable to demonstrate competency.

Industry Training Consultants maintains an obligation to provide clients with clear pre-enrolment and pre-engagement information regarding policies, procedures, and relevant legislative requirements, including:

- Work Health and Safety Act 2011

- Anti-Discrimination Act 1977
- Privacy Act 1988
- Australian Consumer Law

#### 4. Access and Equity and Client Service

Industry Training Consultants applies access and equity principles, providing timely and appropriate information, advice, and support services to assist clients in identifying and achieving their professional goals. Our materials and delivery methods promote equity and inclusion by:

- Being inclusive of Aboriginal and Torres Strait Islander participants and acknowledging diverse cultures, backgrounds, experiences, abilities, religions, and beliefs.
- Ensuring relevance across the full range of participants so that everyone can experience success and demonstrate achievement.

#### 5. Wellbeing Support Services

Industry Training Consultants promotes student and client wellbeing support services available via the [NSW Student Wellbeing Portal](#). Anyone seeking immediate mental health support or counselling is encouraged to contact Lifeline at **13 11 14** (available 24 hours a day).

#### 6. Client Enrolment and Service Selection

Enrolment or engagement consists of completing an application or agreement form and providing necessary personal, professional, and emergency contact details. Additional operational information may be requested to assist in tailoring CPD or consulting programs to your specific real estate business environment.

#### 7. Course Information: CPD & AML/CTF Focus

##### Continuing Professional Development (CPD) Programs

Industry Training Consultants delivers targeted CPD courses designed to meet ongoing professional standards within the property services sector. Programs focus heavily on practical risk management, ethical practice, legislative updates, and specialised operational workflows—most notably **Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) property-centric obligations**.

##### AML/CTF Property-Centric Consultancy & Training

With increasing regulatory focus on real estate transactions, our specialised consultancy and training components prepare agencies to navigate:

- Source of funds verification and transaction transparency.
- Identifying property-centric anomalies and material risk indicators.
- Implementing robust internal compliance controls tailored to real estate operations.

## 8. Consulting Engagement Scope (General Support vs. Specialist Services)

- **General Support & Ad-Hoc Services:** Short-term operational support billed at \$200 per hour plus GST. These services do not require a formal retainer agreement, but they are strictly limited and are not intended for ongoing or project-based work.
- **Specialist AML/CTF & AgentSafe Services:** Engagements extending into AML/CTF implementation, compliance framework development, system integration, or AgentSafe configuration. These require a formal agreement and retainer prior to commencement, billed at \$350–\$500 per hour plus GST depending on complexity.
- **Reclassification:** The Consultant reserves the right to reclassify services if the project scope expands into implementation.

## 9. Fees, Billing, Retainers, and Cost of Recovery

- **Fee Structure:** All fees and charges are listed in Australian dollars (AUD) and are disclosed prior to engagement via documentation, agreements, and invoices. Goods and Services Tax (GST) applies to all fees.
- **Retainer Requirement:** For Specialist Services, a retainer equivalent to 50% of the estimated engagement value is payable prior to work commencing. This secures scheduling and is applied directly against rendered services. Additional work may require a retainer top-up.
- **Invoicing & Estimates:** Estimates are indicative only and may vary based on complexity. Services billed on a time or package basis are payable upon receipt.
- **Cost of Recovery:** Where Industry Training Consultants is required to commence debt recovery action or legal proceedings for overdue amounts, the organisation reserves the right to recover external costs, including debt recovery agent costs, repossession costs, location search costs, process server costs, and solicitor costs on a solicitor/client basis.

## 10. Assessment Submission & Course Re-Attempt Policy

- **Submission Procedures:** Assessments are completed and collected during supervised sessions and workplace mentoring. Active participation in practical exercises and oral questioning is documented directly by the assessor. Any required written components must be handed directly to your trainer or submitted through the approved secure portal during designated hours (Monday to Friday, 9:00 AM to 4:00 PM).
- **Re-Attempting a Course:** If an assessment task remains unsuccessful after a third attempt, additional charges for facilitation time will apply, and the outcome will be formally recorded.

## 11. Academic Integrity, Anti-Fraud, and Professional Honesty Policy

Industry Training Consultants (ITC) is committed to maintaining the highest standards of professional honesty, integrity, and ethical conduct in all CPD delivery and advisory services. All work submitted or presented by a participant must be entirely their own.

- **Definitions of Misconduct:**
  - **Plagiarism:** Presenting someone else's work, words, ideas, or data as one's own without proper acknowledgment or referencing. This includes copying material from textbooks, online resources, or peer submissions.
  - **Collusion:** Unauthorised collaboration or working together with another person to complete a task or assessment that is designated as an individual effort.

- **Cheating / Impersonation:** Using unauthorised aids during a session or assessment, copying from another participant, or having another individual complete a task or attend a supervised session on the participant's behalf.
- **Fabrication or AI Misuse:** Falsifying workplace documents, logbooks, or practical evidence, or submitting unauthorised AI-generated text as original work.
- **Detection and Investigation Process:**
  - If an assessor or consultant suspects plagiarism, cheating, or professional fraud, the matter is reported immediately to management.
  - An investigation is initiated, which may include comparing submissions against digital databases, cross-referencing peer work, or conducting a verbal questioning session with the participant to verify their understanding of the submitted content.
  - The participant will be notified in writing and given an opportunity to respond before any formal penalty is applied.
- **Consequences of Breaches:**
  - **First Minor Offence (Unintentional/Poor Practice):** The participant may be given a single opportunity to re-attempt the task with guidance on proper referencing and professional standards.
  - **Severe or Repeated Offence (Intentional Fraud/Plagiarism):** The participant will receive a non-satisfactory result for the module, may be required to pay a re-assessment fee, and in severe cases of deliberate fraud or impersonation, may have their enrolment or engagement immediately cancelled.

## 12. Refund, Withdrawal and Cancellation Policies

- **CPD Course Refund Policy**  
A full refund is available where written notice of cancellation is received at least fourteen (14) days prior to the scheduled course date. Cancellations received within fourteen (14) days of the scheduled course will incur a cancellation fee equal to 25% of the program fee, or a flat cancellation fee of \$200.00 for CPD Compulsory Topics courses. Cancellations received on the day of the course, or where a participant fails to attend without prior notice, will forfeit all fees paid.
- **Course Withdrawal Policy**  
Requests to withdraw from a course must be submitted in writing using the official Withdrawal Form at least fourteen (14) days prior to the scheduled course date. Where withdrawal occurs after administrative, scheduling or course preparation activities have commenced, Industry Training Consultants reserves the right to charge reasonable administrative fees, including consulting services at \$200.00 per hour plus GST where applicable.
- **Consulting Retainer Non-Refundability**  
Where Specialist Consulting Services have commenced, the upfront retainer is strictly non-refundable. The retainer secures project scheduling, resource allocation and the commencement of professional consulting services.
- **Training Provider Cancellation Policy**  
If Industry Training Consultants is unable to deliver a scheduled training session due to unforeseen circumstances beyond its reasonable control, including serious illness, accident or other exceptional circumstances, we will, where reasonably practicable, arrange an alternative presenter or reschedule the training in consultation with the client. If neither option is reasonably practicable, a full refund of any fees paid for the affected training will be provided.

### 13. Consumer Law and Statutory Protections

- **Statutory Rights:** Nothing in these terms and policies excludes, restricts, or modifies any consumer guarantee, right, or remedy conferred by the **Australian Consumer Law (ACL)** or any applicable state legislation where to do so would be unlawful.
- **Misleading or Deceptive Conduct:** If services are rendered or agreements are entered into under circumstances involving misleading or deceptive conduct, unconscionable conduct, or statutory breaches by the Consultant or ITC, clients retain full statutory remedies, including rights to refunds or compensation regardless of standard non-refundable clauses.

### 14. Reasonable Adjustments and Language, Literacy, and Numeracy (LLN)

Industry Training Consultants supports participants with specific learning needs or disabilities, implementing reasonable adjustments in consultation with the participant where appropriate. LLN screening can be facilitated upon request to ensure participants are fully equipped to navigate course materials and workplace requirements comfortably.

### 15. Client Support, Guidance Services, and Flexible Delivery

- **Support Structure:** Clients have access to the training and support department via email and telephone during standard business hours. Additional on-site visits or extended meetings are billed at an hourly rate of \$200.00 (plus GST where applicable).
- **Flexible Delivery:** Assessments derive from multiple valid and reliable techniques, including theory questions, case studies, workplace projects, and practical reports.
- **Guidance Services:** Information regarding technical and vocational opportunities upon completion of professional development is readily provided upon request.

### 16. Complaints, Grievances, Appeals, and Disciplinary Procedures

- **Complaints & Appeals (CGA):** Industry Training Consultants handles grievances with strict impartiality and diligence. Pro Forma 1.1.7 CGA Form is available upon request. Grievances should first be directed to head office at **(02) 4001 0128** for prompt investigation and resolution.
- **Disciplinary Procedures:** Disciplinary action may be initiated in the event of overdue fees, breach of confidentiality regarding proprietary learning or consulting materials, or inappropriate conduct that compromises the safety or wellbeing of staff and peers.

### 17. Client Records, Privacy, and Document Replacement

- **Privacy:** Client and participant records are maintained securely in strict compliance with the Commonwealth Privacy Act and the Australian Privacy Principles (APPs).
- **Replacing Documents:** Misplaced certificates, transcripts, or statements can be reissued by emailing **admin@itc.nsw.edu.au**. A base reissue fee of \$25.00 per document applies. Where extensive record retrieval or administrative preparation is required, an additional administrative fee of \$200.00 per hour will apply. Participants must notify ITC immediately of any change of personal details prior to document issuance.

### 18. Work, Health and Safety (WHS) & Risk Management

- Participants and clients are advised to evaluate their study or work environment to prevent fatigue, strain, or injury (e.g., workstation ergonomics, adequate lighting, and regular breaks).

- **Management of Risk:** To ensure a safe operational environment, participants must disclose any history of violent or threatening behaviour that could pose a risk to staff or peers. ITC evaluates disclosures objectively to provide necessary support plans while maintaining a safe environment.

## 19. Intellectual Property and Confidentiality

- **Confidentiality:** All non-public client information shared during training, consulting, and advisory engagements remains strictly confidential.
- **Intellectual Property:** The client owns final customised deliverables upon full payment of fees. However, Industry Training Consultants retains sole ownership of underlying systems, templates, methodology, and the AgentSafe platform.

## 20. Independent Contractor, Indemnification, and Governing Law

- **Independent Status:** Industry Training Consultants operates strictly as an independent contractor.
- **Indemnification & General Provisions:** Standard mutual indemnification clauses, severability, and entire agreement provisions apply to all commercial and educational interactions.
- **Governing Law:** This agreement and all terms are governed by the laws of **New South Wales**, with notices directed to Industry Training Consultants in Maryville, NSW.

## 21. Industry Contacts and Regulatory Reference Sites

Key regulatory bodies, agencies, and reference sites relevant to property services, AML/CTF compliance, and business operations include:

- **AUSTRAC:** [www.austrac.gov.au](http://www.austrac.gov.au)
- **SafeWork NSW:** [www.safework.nsw.gov.au](http://www.safework.nsw.gov.au)
- **NSW Fair Trading:** [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)
- **NSW Small Business Commissioner:** [www.smallbusiness.nsw.gov.au](http://www.smallbusiness.nsw.gov.au)
- **Australasian Legal Information Institute (AustLII):** [www.austlii.edu.au](http://www.austlii.edu.au)