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*If it's **GOLD** it's **SOLD***

## **RISK MANAGEMENT COMPLIANCE MANAGEMENT (FICA MANUAL)** **PROGRAMME FOR ESTATE AGENTS**

1. Confirmation of who the Company FIC Compliance officer is, their duty and responsibility.
2. Detailed training session on the office FICA Manual.
3. Make agents aware of where the FICA and PAIA manuals are stored for agent access.
4. Questions and answers
5. Agents confirmation of training forms
6. File forms with FICA manual

### **OTHER**

1. FICA training will be provided with every update or change to the ACT.
2. FICA training will be provided annually by either the Attorneys or the nominated FICA Compliance Officer.
3. The manual will be updated with every change or amendment required by FIC and communicated to all agents.