



NATIONAL PROCESS SERVER TRAINING

Confidence, Compliance, and Clarity
in Service of Process

Course Overview

Built for real-world process servers — practical, compliant, and client-ready.

- ✓ **Code of Ethics**
- ✓ **Field Craft**
- ✓ **Trespass and the Right of Entry**
- ✓ **Licensing, Insurance, and Information Security**
- ✓ **Recipient Interactions and Field Conduct**
- ✓ **Operational Procedures and Court Compliance**
- ✓ **Complaints - Disputes and Professional Accountability**
- ✓ **Safety, Risk and Field Awareness**

Process Server Practices (Core Skills)

- **Professional Standards in the Field**
- **Interactions with Others**
- **Cyber and Document Security**
- **De-escalation and Conflict Management**
- **Affidavit and Certificate of Service**

What Sets This Course Apart

- ✓ **Reference-based learning (open-book, practical application)**
- ✓ **Real-world scenarios & assessment questions**
- ✓ **Feedback and coaching included**
- ✓ **Training registers & audit support tools provided**
- ✓ **Developed in partnership with the Institute of Mercantile Agent (IMA)**

Industry Recognised



CERTIFICATE
of Compliance
For Successfully Completing

National Process Server Training
Your Name

Attaining a pass result of 80% or higher

[Signature]
Training Director - Beebox
NPST-V1

[Signature]
Chief Executive Officer - IMA
wKpQHd20lc

January 9, 2026
Completion Date

IMA
Institute of Mercantile Agents
beebox training



National Process Server Training

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Professional Standards

- Commitment to Ethics and Integrity** Process servers must uphold the highest levels of ethics, integrity, and professional conduct.
- Comply with all relevant laws, regulations, and industry guidelines.
 - Use clear, accurate business names and styles — never misleading or implying false associations.
-

- Conflict of Interest: Knowing the Recipient Personally** Process servers must remain **neutral and impartial**. If you have a personal connection with a recipient — such as a family member, friend, neighbour, or someone with a close association — you must disclose this to the client before attempting service, as it may affect your neutrality.
- Simply recognising someone from previous professional interactions (e.g., having served them before) does not create a conflict unless the prior contact could reasonably compromise your impartiality.
-

- Impartiality and Independence** Process servers must remain neutral and objective.
- Act only as a messenger of the court or client — not as an advocate.
 - Refrain from giving legal advice to recipients.
-

- Fairness and Transparency** Process servers must treat clients, colleagues, and recipients (the individual or party to whom documents are served) fairly and with respect.
- Communicate honestly and transparently at all times.
 - Provide clear and accurate information to clients about services and fees.
 - Honour agreed payment terms with any subcontractors, secondary agents, or service suppliers engaged.
 - Cooperate with the courts, regulators, clients, and industry bodies.
-

- Respectful Interactions** Process servers must treat recipients and third parties with dignity and respect.
- Make contact at reasonable times and intervals, considering recipient requests where practical.
 - Confirm the recipient's identity before sharing information.
 - Identify themselves, their role, and the purpose of contact.
 - Respect property and avoid offensive, aggressive or anti-social behaviour.
-

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Professional Standards in the Field, Continued

Communication and Behaviour Standards, Continued

- Be alert to behavioural cues, environmental risks, and potential escalation.
- If the situation becomes unsafe, disengage promptly and report the circumstances to the client.
- Prioritise your safety over completing service — you may return at a later time or date.

Professional Judgement

- Each attendance is different; apply sound judgement based on the setting, risk level, and client instructions.
 - Maintain composure when faced with challenging behaviour.
 - Document observations factually and without speculation.
-

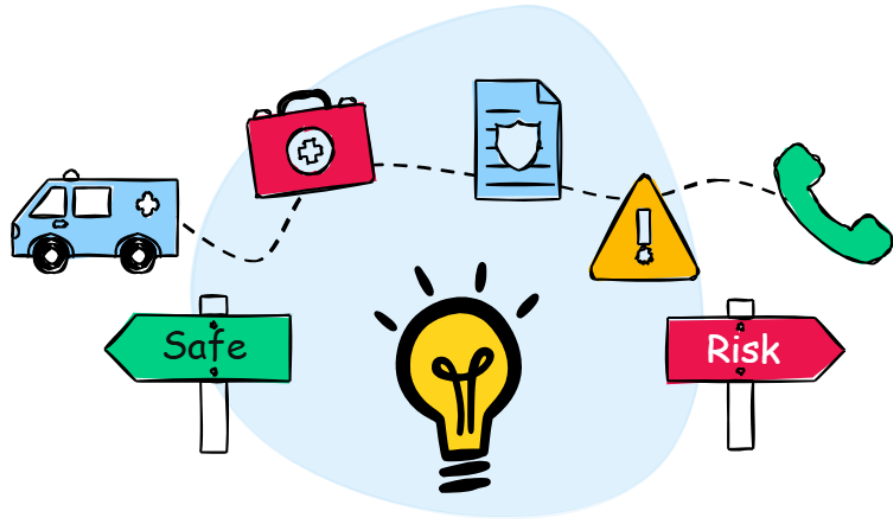
Why Field Conduct Matters



- Builds trust with courts, clients, and the public.
 - Reduces complaints and reputational risk.
 - Ensures service is carried out lawfully, ethically, and with minimal disruption.
-

Safety and Risk Awareness (Overview)

Staying Alert,
Prepared,
and
Professional



Process servers often work alone and in unpredictable environments. Personal safety is part of professional conduct — not a separate activity.

Before visiting any property, pause to consider where you are going, whom you may meet, and how to exit safely if something changes. Plan your parking, keep your phone charged, and let someone know your expected return time.

If a situation feels unsafe — for example, aggressive behaviour, poor lighting, or signs of danger — **withdraw immediately** and record what occurred. Never risk injury or confrontation to complete a service.

Safety awareness also means recognising environmental hazards, such as animals and vehicles, and trip risks, and staying alert to early warning signs in people's behaviour.

All detailed procedures, examples, and legal duties relating to risk assessment, de-escalation, and emergency response are explained in [Part 8 – Safety, Risk and Field Awareness](#). Review that section carefully, as it forms a key compliance requirement of this course.

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Scenario Example 1 – Locked Gate and Signage

Process server **Samantha Lloyd** attends a rural property to attempt service. The driveway gate is locked, and a clearly visible sign reads: “Private Property – Trespassers Prosecuted.”

Samantha remains outside the gate, does not enter, and takes a photo of the frontage and signage from the public verge to document the obstruction.

She records the time, date, location, and wording of the sign in her field notes along with photos, then contacts the client to report that lawful entry was not possible and to suggest seeking substituted or alternative service through the court.

Reflection Prompt

What three key details from this attendance should be included in your notes to show that you recognised and respected the limits of lawful entry?

Implied vs Express Consent

Implied Consent

At common law

A process server has an implied licence to approach a property’s entrance using the regular route an ordinary visitor would take, for the limited purpose of attempting lawful contact.

Ordinary access route

The implied licence extends only to the usual, unobstructed access way that leads to the *correct* entrance of the specific dwelling or unit being served. For a standard single-dwelling property, the front door is typically reached via the front path or driveway.

For properties with alternative layouts — such as battle-axe blocks, rear dwellings, dual occupancies, multi-unit sites, or laneway-access homes — the ordinary access route may legitimately include a side path, shared driveway, or rear accessway if that is how a visitor is usually expected to reach the residence.



Case Law: Authority and Trespass – SA Police

The **High Court of Australia** ruled in *Plenty v Dillon* (1991), referencing a 1763 quote from the Earl of Chatham in the House of Commons:²

"The poorest man may in his cottage bid defiance to all the forces of the Crown. It may be frail – its roof may shake – the wind may blow through it – the storm may enter – the rain may enter – but the King of England cannot enter – all his forces dare not cross the threshold of the ruined tenement. So be it – unless he has justification by law."

This case demonstrates that even police officers can commit trespass when they exceed the limits of the implied licence to approach a property. For process servers, the lesson is clear: the implied licence only allows lawful access to the front door or gate for legitimate contact. If there are signs, barriers, or an instruction to leave, proceeding further may amount to trespass.



Case Law: Authority and Trespass – NSW Police

In *Roman v Police* (2023), the NSW Supreme Court confirmed that **even police officers are not exempt from trespass law**.³

What Happened:

Two police officers went to a NSW property because they suspected the owner, Sanchia Romani, might be planning a public gathering or protest that would violate the COVID-19 lockdown rules. The property gate was locked with a chain and padlock, and a sign was posted and visible.

Despite the sign, the officers climbed over the gate and approached the house.

The owner's daughter met the officers and asked them to leave since her mother was not home.

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² *Plenty v Dillon* [1991] HCA 5; (1991) 171 CLR 635 (7 March 1991)

³ *Romani v State of New South Wales* [2023] NSWSC 49 (7 February 2023)

Understanding Licensing Requirements

Different Rules, Different States

Licensing and registration requirements for process servers vary significantly between Australian states and territories.

There is **no single national licence**. Instead, each jurisdiction applies its own rules under local security-industry or commercial-agent laws.

- **Regulated jurisdictions (NSW, QLD, TAS & NT):**

Individuals who serve legal documents must hold a current licence or registration—usually a Commercial Agent, Field Agent, or equivalent licence—meeting fit-and-proper tests, background checks, and renewal obligations.

- **Unregulated jurisdictions (VIC, WA, SA & ACT):**

No dedicated licence is required to serve court documents. Any adult may serve process if the service complies with the relevant court rules.

However, process servers must still observe **privacy, trespass, harassment, and WHS laws** that apply nationally.

Even where a licence is not mandatory, **professional accountability still applies**. Operating without the correct licence in a regulated state is a serious offence that can attract fines or prosecution.

Serving Across Borders

Process servers who accept instructions or conduct fieldwork in another Australian jurisdiction must ensure they are **authorised to act in the state or territory where service is to be performed**, not only in their home jurisdiction.

However, when serving documents issued by a court in another Australian state or territory, it is critical to understand that:

Where the Service and Execution of Process Act 1992 (Cth) (SEPA) applies, the **method of service is governed by the rules of the court that issued the documents** — not the state or territory where service physically occurs.

This means:

- The originating court determines how service must be effected
- The process server must ensure the documents are served in accordance with those rules

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Identification and Insurance Requirements, Continued

Insurance Obligations

All process servers and agencies must maintain **appropriate insurance to manage professional and operational risks**.

Insurance coverage should reflect the size, structure, and scope of the business and meet both client contractual and regulatory expectations.

Essential categories of insurance include:

- **Public Liability Insurance** – protects against injury or property damage claims arising from service activities.
- **Professional Indemnity Insurance** – covers liability for errors, omissions, or negligence during service or affidavit preparation.
- **Workers' Compensation Insurance** – required by law for employees in each state or territory.
- **Motor Vehicle Insurance** – comprehensive cover for vehicles used in the course of business, including document transport.
- **Business and Cyber Insurance** – optional but recommended to cover office assets and data loss from theft, fire, or cyber incidents.

Note: *IMA members are encouraged to seek guidance from a qualified insurance broker to ensure that coverage limits are adequate and that co-insurance clauses are understood.*

Best Practice Expectations

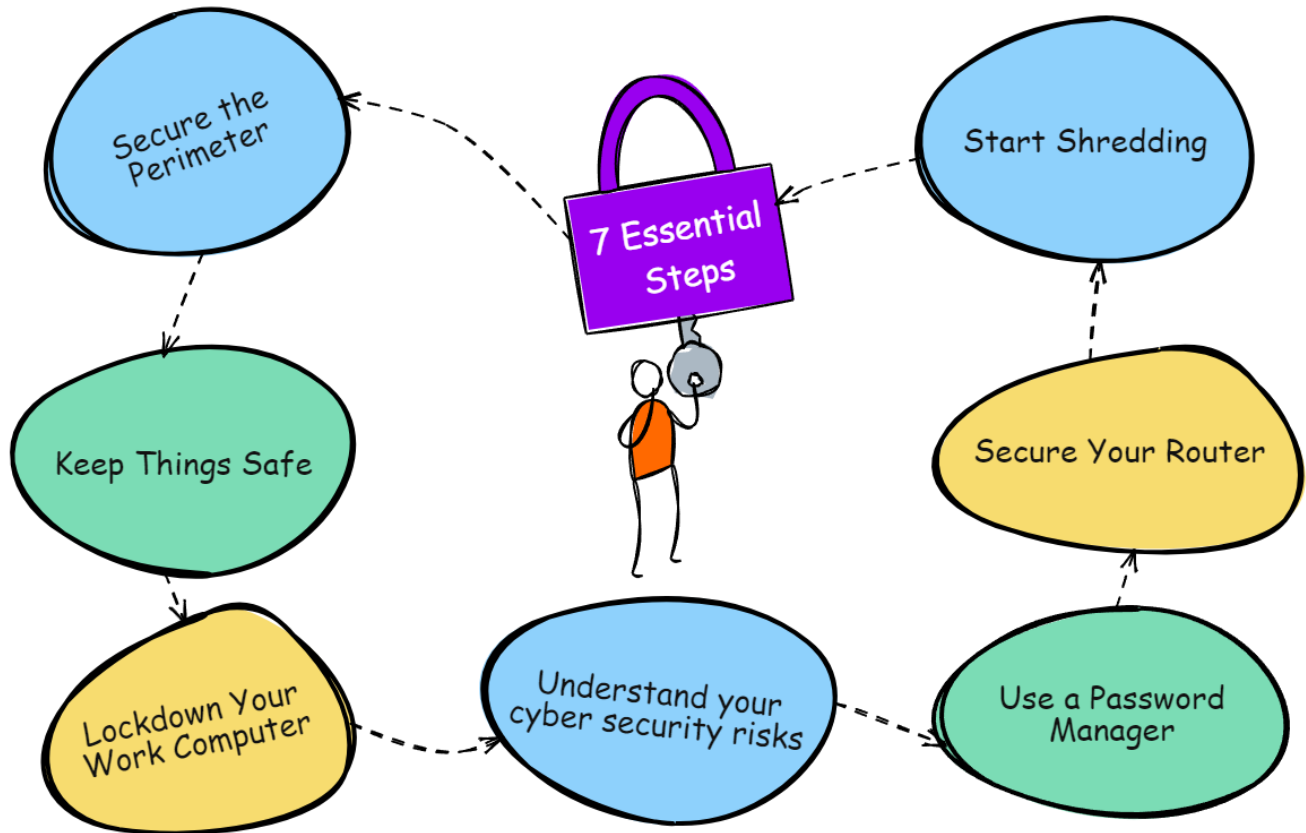
- Keep **insurance certificates of currency** on file and renew them before expiry.
- Ensure **subcontractors** also hold equivalent cover and provide proof before engagement.
- Review policies annually to confirm limits remain suitable as business activities change.
- Report incidents promptly to both the insurer and the instructing client.
- Maintain a simple **insurance register** showing policy numbers, providers, coverage types, and expiry dates.



Note: *Carrying valid identification and maintaining current insurance are minimum professional standards expected of every process server operating under the IMA Best Practice Guide for Process Serving.*

Infographic

Securing Your Office & Vehicle



The Australian Privacy Principles (APPs) mandate strict protocols for handling personal and sensitive data, regardless of where you work.

Overview

In the hustle and bustle of managing multiple clients and tight deadlines, especially when working from home or on the go, it's easy to overlook security measures. However, it's crucial to remember that **your home office and vehicle are extensions of your workplace.**

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Managing Difficult or Emotional Situations

Recipients may react with confusion, anger, or distress when served with legal documents. The process server's job is to remain calm, patient, and composed, regardless of the other party's reaction.

Best practice responses include:

- Maintain a neutral facial expression and body language.
- Use a calm tone — never raise your voice or argue.
- Avoid physical gestures that could be seen as confrontational (e.g. pointing, stepping too close).
- If a situation escalates, withdraw immediately and report the incident to your client.
- Do not attempt to justify, explain, or argue about the contents of the documents — that is not your role.

Note: *You can't control how people react — only how you respond.*



De-escalating an Angry Recipient

Scenario

Process server **Alex Tran** attends a suburban property at around 6 pm to serve a Statement of Claim.

When **David Morrison**, the recipient, opens the door and recognises the nature of the documents, he becomes agitated — raising his voice, pacing on the veranda, and accusing Alex of harassment.

Neighbours begin to take notice, and the atmosphere quickly becomes tense. Alex keeps a safe distance, adopts a calm posture, and speaks in a steady, respectful tone:

“I understand this is upsetting, Mr Morrison. I'm not here to discuss the matter — I'm simply delivering these documents addressed to you.”

He places the papers within David's view, confirms identity, and withdraws to his vehicle once service is effected.

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Managing Third-Party Interactions, Continued

Record- Keeping and Reporting

Accurate, contemporaneous records are essential whenever a third-party interaction occurs.

Your notes may later support an affidavit, client inquiry, or court review — so precision matters.

Every attendance involving a third party should include:

- **Date, time, and complete address** of the attendance.
- **Name (or description)** of the person spoken to, including apparent age and relationship to the recipient.
- **Summary of conversation**, noting whether documents were accepted or refused.
- **Details** of how documents were left, if lawful substituted service occurred.
- **Behavioural** observations relevant to safety, cooperation, or potential vulnerability.
- **Photographic or supporting evidence**, where appropriate and permitted by the client.

Additional best-practice tips:

- Make your notes **immediately after** leaving the premises — avoid relying on memory.
- Keep entries **objective and factual**; avoid speculation or personal opinion.
- Ensure all entries are **legible, dated, and securely stored** for client or court reference.
- If unsure about how much detail to include, err on the side of **accuracy and transparency**.

Note: *Clear, factual records protect you, validate the service, and allow clients to make informed decisions about next steps.*

Personal Service Requirements, Continued

Some courts define personal service more broadly under their procedural rules. **Always check the applicable court rules** for the relevant jurisdiction and court level.

Important

In most jurisdictions, service on another adult at the address is not personal service and may instead be classified as ordinary service or substituted service, depending on the court rules.

However, some courts define personal service more broadly. For example, Rule 6.03 of the Magistrates' Court General Civil Procedure Rules 2020 (Vic) provides that personal service may be effected by delivering the document to a person apparently over 16 years of age at the person's residence or workplace.

Because definitions vary between jurisdictions and court levels, always check the applicable court rules before relying on alternative forms of service.



Refusal to Accept Documents

Scenario

Process server **Kylie Bennett** attends a townhouse in **Carindale, Queensland**, to attempt to personally serve Mark Peterson with a Statement of Claim.

After confirming Mark's identity by asking his full name and cross-checking the details from her instruction sheet, Kylie introduces herself. She explains that she has official court documents to deliver.

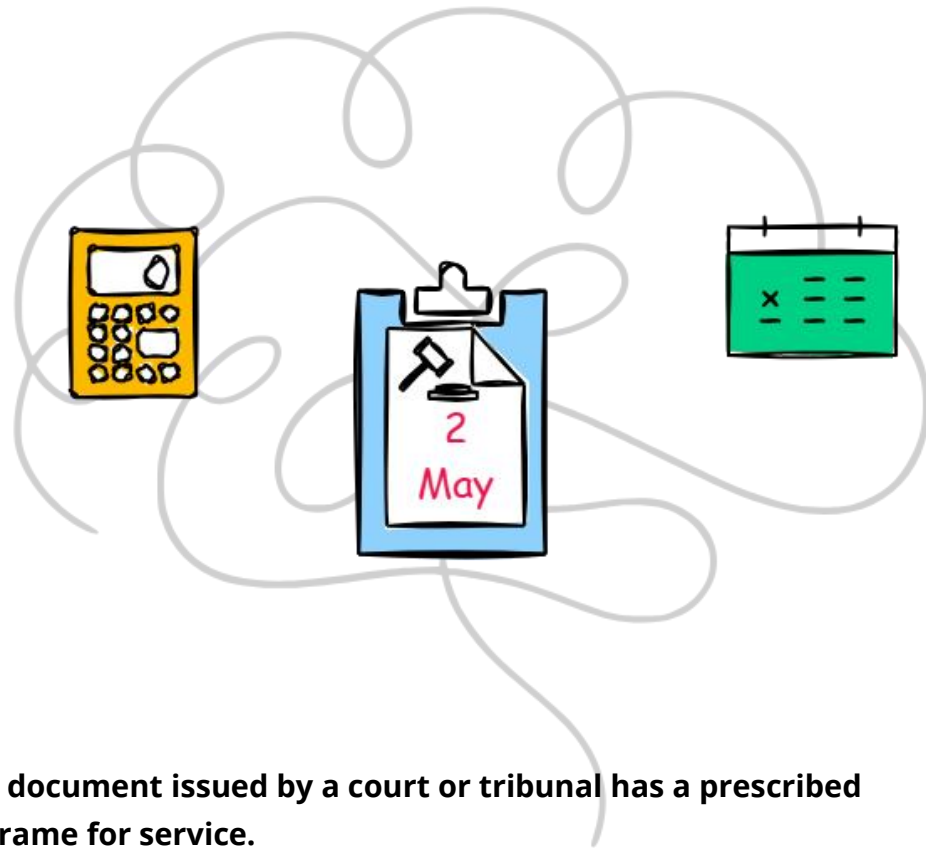
Mark folds his arms and says, "I'm not taking that," then steps back inside the doorway.

Without entering the premises, Kylie calmly replies, "That's fine, Mr Peterson. I'm required only to hand these to you or leave them in your presence."

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Calculating the Last Date for Service

Why Timing Matters



Every document issued by a court or tribunal has a prescribed timeframe for service.

Failing to meet this deadline can render the service invalid, delay proceedings, or result in a case being dismissed.

Process servers must therefore:

- **Check the filing or issue date** of the document before scheduling attendance.
- **Confirm the required service timeframe** under the relevant court or tribunal rules.
- Allow sufficient time for re-attendance if initial attempts are unsuccessful.
- **Communicate immediately** with the client if a deadline may be missed.

Remember: Service deadlines are not flexible.

An expired document usually requires re-issue or a court extension before it can be lawfully served.

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Internal Complaint Handling

Purpose This section outlines how to establish and maintain an internal complaint-handling system that is proportionate to the business's size and structure.

A well-managed process ensures that issues are identified early, handled fairly, and documented for accountability and improvement.

Receiving a Complaint

- Accept complaints in **writing, verbally, or electronically**.
 - Record the **date, name, and nature** of the issue immediately.
 - Acknowledge receipt within a reasonable timeframe (e.g. two business days).
 - Maintain a respectful and non-defensive tone when engaging with the complainant.
-



Handling a Complaint from a Recipient

Scenario

Process server **Emily Watkins** receives a phone call from **John Farrow**, who says he was “treated rudely” when documents were served at his home in Fremantle, Western Australia, the previous week.

John claims Emily “threw the papers” and “walked off without saying anything.” Instead of becoming defensive, Emily listens quietly and lets John finish speaking. She thanks him for calling and explains that she’ll record his concern and refer it to her manager for review. Emily documents the details immediately in the agency’s **Complaint Register**, noting date, time, and summary of the issue.

Later that day, she emails her manager and the instructing client a brief factual report of what occurred, including her field notes. The complaint is acknowledged in writing within two business days, and John receives a courteous response outlining the findings and resolution.

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Environmental and Operational Hazards, Continued

Scenario & Discussion, Continued

As she drives along an unlit gravel road, she loses mobile signal. Nearing the address, she sees no house number — only a long, unlit driveway stretching into the bush.

Recognising the growing risk, she stops on the roadside and waits until her phone regains reception. She messages the client to report the conditions and explains that she will re-attend after sunrise when visibility and coverage improve. She records the details in her field notes and marks the job **deferred – unsafe to proceed**.

Discussion

This scenario reinforces how time, distance, and isolation amplify field risk. Naomi's decision reflects sound judgment through:

- **Dynamic assessment** — reassessing once conditions have changed.
- **Lone-worker awareness** — avoiding entry where communication or visibility is lost.
- **Client transparency** — notifying and recording her decision to delay.

Working alone after hours increases the risk of exposure to unpredictable hazards. Deferring until safe conditions are met, which protects both personal safety and procedural integrity.

Reflection Prompt

If you were required to attend a rural or isolated property late at night, what safety measures would you take before leaving home?

How would you decide when to proceed and when to postpone attendance?

High-Risk Attendance Controls

Dual-Server Attendance and Escalation Controls

Where credible safety risks have been identified — including prior violence, weapon references, escalating aggression, or high-risk environmental factors — consideration must be given to additional controls before attendance proceeds.

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Sample Test Questions



Ethical Communication With Recipients

Process servers must maintain professional and ethical communication when interacting with recipients. Which of the following statements reflects correct ethical practice?

Choose **one** correct answer.

Select one:

- a. Avoiding eye contact and speaking as little as possible to prevent misunderstandings.
- b. Remaining calm, respectful, and factual during all interactions, even if the recipient becomes emotional or uncooperative.
- c. Explaining why the documents were issued and providing guidance on how the recipient should respond.
- d. Matching the recipient's tone to help "level" the conversation and keep the interaction equal.

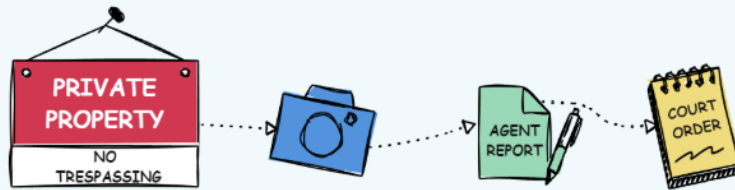
Privacy and Confidentiality in the Field

Process servers must protect the confidentiality of case information and handle all personal details with care. Which of the following actions demonstrates proper privacy and confidentiality practices in the field?

Tip: Choose **two** correct answers.

Select one or more:

- a. Include detailed personal impressions or assumptions about the recipient in the field notes.
- b. Carry documents in a clear plastic sleeve for easy access when attending multiple addresses in a day.
- c. Keep sensitive documents secure while travelling and avoid leaving files visible in vehicles or public places.
- d. Discuss case details with friends or other agents who are not involved in the matter, to get a second opinion.
- e. Treat all personal and case information as confidential, sharing it only with the instructing client or authorised parties.



Trespass and Right of Entry – Understanding Key Principles

Select the **two correct** missing words from the inline text.

1. A process server's lawful entry to a property is based on an implied licence that allows them to approach the front entrance to seek contact. This licence is automatically withdrawn when .

2. Even when a client instructs a process server to complete service urgently, the client trespass laws or grant authority to enter past locked gates, barriers, or clear signage.

Who is an occupier?

Scenario:

Process server Jake attends 25 Hillcrest Avenue to serve legal documents on Michael Wong.

A woman named Sophie answers the door. When Jake asks whether Michael is home, she responds:

"Michael's away. I'm house-sitting and looking after his dog. While he's gone, I don't want anyone coming onto the property. Can you please leave?"

Sophie remains calm but firm. She speaks with confidence and makes it clear that she is controlling access to the property while Michael is away.

Statement:

Because Sophie is not the named recipient and is only house-sitting, her instruction to Jake to leave does **not** revoke his implied licence to remain on the property, despite her expressly asking him to leave.

Jake may remain on the verandah to complete his notes or continue engaging with Sophie.

Is the statement **True** or **False**?

Select one:

- True
- False

Serving Across Borders - Court Rules When Serving Interstate-Origin Documents

When serving documents in your own state or territory that were issued by a court in another jurisdiction, which statement **best reflects your legal obligation as the process server**?

Tip: Choose **one** correct answer.

Select one:

- a. You only need to comply with your local court rules if the recipient disputes the service or refuses to accept the documents.
- b. You must follow the service rules of the court that issued the documents, even when serving them in your own state or territory, because the originating court retains procedural authority over how service must occur.
- c. You must follow the court service rules of the state or territory where the service occurs, unless the document is served under the Service and Execution of Process Act 1992 (Cth)
- d. Interstate-origin documents can be served using whichever service method is most convenient, provided the client agrees.

Managing Difficult or Emotional Situations

Scenario:

Process Server Alex attends a residential address to serve documents. The recipient opens the door abruptly, appears visibly agitated, and raises their voice, insisting Alex "get off the property immediately." Alex remains calm, maintains a safe distance, and speaks slowly to avoid escalating the situation.

Which of the following actions best aligns with effective de-escalation principles described in *Managing Difficult or Emotional Situations*

Select one:

- a. Continue explaining the purpose of the visit in detail, even if the recipient becomes increasingly angry, to avoid misunderstandings.
- b. Increase vocal assertiveness to match the recipient's tone so they understand the seriousness of the situation.
- c. Firmly insist on completing the service immediately, as retreating may encourage further aggression from the recipient.
- d. Maintain a calm tone, acknowledge the person's emotions without arguing, and withdraw safely if the interaction cannot be stabilised.

Sharing Safety Information and Amber Alerts

Note: This question contributes 4% toward your overall assessment grade.

Process servers must ensure safety information is shared promptly and securely. Complete each sentence by selecting the **correct missing words** from the dropdown menu.

Any incident involving threats, violence, or serious safety concerns must be .

Agencies or clients should enter the details into a to ensure future field personnel are informed before attendance.

Safety alerts must include details of the situation, the location, and any that assist other authorised field personnel.

Amber Alert or risk flagging information must only be disclosed to individuals who and managed in line with applicable privacy obligations.

Enrol
Now!

