

**ACMEA Academy**

Registered Training Organisation [RTO CODE]

Document Title: Student Handbook

Document ID: ACMEA-HB-001-V1.0

Version: 1.0

Effective Date: 10 March 2026

Review Date: March 2027

STUDENT HANDBOOK

ACMEA Academy – Registered Training Organisation

RTO Code: [RTO CODE]

Document ID:	ACMEA-HB-001-V1.0
Version:	1.0
Effective Date:	March 2026
Next Review:	March 2027
Approved by:	Naton Mansfield-du Toit
Prepared by:	Lucas Etcheverry



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1. Welcome to ACMEA Academy

ACMEA Academy trades as NSW Express Training First Aid & CPR. Some courses may be delivered by Sydney First Aid & CPR, an independent business that delivers training and assessment on behalf of ACMEA Academy under a formal Third-Party Agreement. In all cases, your enrolment and certification (Statement of Attainment) are issued by ACMEA Academy as the registered training provider, regardless of the brand you encountered during enrolment or marketing.

Welcome, and thank you for choosing ACMEA Academy for your first aid training. We are committed to providing high-quality, nationally recognised training that equips you with real skills that save lives.

This Student Handbook contains important information about your training program, your rights and responsibilities as a learner, and the support services available to you. Please read it carefully before you begin and keep it as a reference throughout your course.

If you have any questions about this handbook or your enrolment, please contact us at the details provided in Section 15.

2. About ACMEA Academy

ACMEA Academy is a Registered Training Organisation (RTO) based in Sydney, NSW, specialising in nationally recognised First Aid training. We deliver training from the HLT Health Training Package in accordance with the Standards for RTOs 2025, regulated by the Australian Skills Quality Authority (ASQA). Training is delivered directly by ACMEA Academy trainers and assessors, and through qualified third-party trainer (external third-party trainers only, not ACMEA Academy trading names)s and assessors engaged under formal Third-Party Agreements.

Legal Name:	ACMEA Academy
Trading Name:	ACMEA Academy
RTO Code:	[RTO CODE]
Regulator:	Australian Skills Quality Authority (ASQA)
Location:	Sydney, NSW, Australia
Training Package:	HLT – Health Training Package
Co-Directors:	Lucas Etcheverry & Naton Mansfield-du Toit

3. Courses Offered

ACMEA Academy currently delivers the following nationally recognised units of competency:

Unit Code	Unit Title
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HLTAID009	Provide Cardiopulmonary Resuscitation
HLTAID010	Provide Basic Emergency Life Support
HLTAID011	Provide First Aid
HLTAID012	Provide First Aid in an Education and Care Setting

3.1 Delivery Mode

ACMEA Academy uses a blended delivery model combining online pre-learning and face-to-face practical assessment. Training may be delivered directly by ACMEA Academy trainers or through qualified third-party trainer (external third-party trainers only, not ACMEA Academy trading names)s engaged under formal Third-Party Agreements. ACMEA Academy retains full responsibility for the quality of your training and assessment outcomes regardless of delivery mode. All third-party delivery arrangements are governed by a formal Third-Party Agreement in accordance with the Standards for Registered Training Organisations. The RTO maintains oversight of all training and assessment activities and retains responsibility for compliance regardless of delivery mode.

- Online component: Self-paced learning modules, instructional videos, and knowledge assessments delivered through our Learning Management System (LMS).
- Face-to-face component: Practical training and assessment conducted by a qualified trainer/assessor (directly engaged by ACMEA Academy or engaged as a third-party (external third-party trainers only, not ACMEA Academy trading names) provider under a formal Third-Party Agreement) at a scheduled venue, using simulation equipment including CPR manikins and AED trainers.

3.2 Volume of Learning

Unit	Approximate Duration
HLTAID009 – Provide CPR	2–3 hours (approx. 1.5–2 hrs online pre-learning + 0.5–1 hr face-to-face practical assessment)
HLTAID010 – Provide Basic Emergency Life Support	~3 hours (approx. 2–2.5 hrs online pre-learning + 0.5–1 hr face-to-face; co-delivered with HLTAID011 or HLTAID012)
HLTAID011 – Provide First Aid	6–8 hours (approx. 5–6 hrs online pre-learning + 1–2 hrs face-to-face practical assessment)
HLTAID012 – Provide First Aid in Education & Care	7–9 hours (approx. 6–7 hrs online pre-learning + 1–2 hrs face-to-face practical assessment)

4. Enrolment

To enrol in a course with ACMEA Academy, you must:



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- Complete and submit the ACMEA Academy Enrolment Form.
- Provide a valid Unique Student Identifier (USI) — see Section 5.
- Pay the applicable course fee or confirm funding arrangements.
- Confirm you meet any prerequisites for the course (if applicable).

Enrolment constitutes your agreement to the terms and conditions outlined in this handbook.

5. Unique Student Identifier (USI)

All students undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI). Your USI links your training records to a national database, allowing you to access your training history at any time.

You can create your USI for free at: www.usi.gov.au — You will need a valid form of ID (e.g., driver licence, passport, or Medicare card).

ACMEA Academy is required by law to verify your USI before issuing your certificate. If you do not provide a valid USI, we cannot issue your Statement of Attainment or Certificate.

6. Fees and Refund Policy

6.1 Course Fees

Course fees are published on the ACMEA Academy website and confirmed at the time of enrolment. Fees are payable prior to commencement unless other arrangements have been agreed in writing.

6.2 Refund Policy

Circumstances	Refund Entitlement
Cancellation more than 10 business days before course	Full refund of fees paid.
Cancellation 5–10 business days before course	50% refund of fees paid.
Cancellation fewer than 5 business days before course	No refund, however a transfer to an alternative date may be offered at no charge.
No-show on the day of training	No refund.
Course cancelled by ACMEA Academy	Full refund of fees paid within 5 business days.
Assessment resubmission (gap training may apply)	No additional fee for one (1) reassessment attempt.

To request a refund or transfer, contact ACMEA Academy in writing. Refunds will be processed within 10 business days of approval.



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7. Assessment

7.1 How You Will Be Assessed

Assessment for each unit of competency consists of two components:

- Knowledge Assessment (written): A set of written questions covering the underpinning knowledge required for the unit. Completed online or on paper prior to the face-to-face session.
- Practical Observation: Your trainer will observe you performing first aid skills and mark each criterion as Satisfactory (S) or Not Yet Satisfactory (NYS) using a standardised checklist.

You must achieve a Satisfactory result in both components to be deemed Competent in the unit.

7.2 Assessment Outcomes

Outcome	Meaning
Competent (C)	You have demonstrated all required knowledge and skills. A Statement of Attainment will be issued.
Not Yet Competent (NYC)	You have not yet met all requirements. Your assessor will provide feedback and arrange a reassessment opportunity.

7.3 Reassessment

If you receive a Not Yet Competent result, you are entitled to at least one reassessment opportunity at no additional cost. Your assessor will provide you with specific feedback identifying the areas requiring improvement before your reassessment.

7.4 Recognition of Prior Learning (RPL)

If you have existing knowledge and skills relevant to a unit of competency, you may be eligible to apply for Recognition of Prior Learning (RPL). RPL is an assessment process that recognises skills and knowledge you have gained through work experience, previous training, or life experience. Speak to us before enrolling if you believe RPL may be relevant to you.

8. Certification and Qualifications

Upon successful completion of each unit of competency, ACMEA Academy will issue a Statement of Attainment within 30 days of your assessment date. The Statement of Attainment is a nationally recognised document and will include:

- Your full legal name.
- The unit(s) of competency successfully completed.



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- The RTO's name and RTO code.
- The date of issue.
- The AQF level of the qualification.

Certificates are typically valid for 3 years for first aid and 1 year for CPR, in line with industry recommendations. ACMEA Academy will remind you when your renewal is due.

9. Student Support Services

ACMEA Academy is committed to supporting all learners to succeed. The following support services are available:

9.1 Language, Literacy and Numeracy (LLN) Support

If you have difficulty with reading, writing, or numeracy, please let us know during enrolment. We will work with you to identify appropriate support options, which may include adapted learning materials, additional time, or alternative assessment formats.

9.2 Reasonable Adjustments

If you have a disability, injury, or other condition that may affect your participation in training or assessment, ACMEA Academy will make reasonable adjustments to accommodate your needs. Adjustments are agreed between you and your trainer and will not compromise the requirements of the unit of competency.

9.3 Welfare and Personal Support

If personal circumstances are affecting your training, please speak to your trainer or contact our administration team. We can discuss options such as deferral, flexible scheduling, or referral to external support services.

10. Attendance and Participation

To be assessed as competent, you must:

- Complete all online learning modules prior to the face-to-face session.
- Attend the full scheduled face-to-face practical training session.
- Participate actively in all practical activities and scenarios.
- Submit all knowledge assessment responses prior to or on the day of training.

If you are unable to attend a scheduled session, please notify ACMEA Academy as soon as possible. We will endeavour to transfer you to an alternative session where available.

11. Student Rights and Responsibilities

11.1 Your Rights

- To receive accurate and honest information about your training before you enrol.



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- To be treated with respect, fairness, and without discrimination.
- To access support services to help you complete your training.
- To receive clear feedback on your assessment performance.
- To appeal an assessment decision you believe is unfair.
- To raise a complaint and have it dealt with fairly and promptly.
- To have your personal information handled in accordance with the Privacy Act 1988.

11.2 Your Responsibilities

- To treat trainers, assessors, and fellow learners with respect.
- To complete all pre-reading and online components before the face-to-face session.
- To submit your own work in assessments — plagiarism or cheating will result in a Not Yet Competent outcome.
- To arrive on time and dressed appropriately for practical training.
- To disclose any health conditions or special needs that may affect your participation.
- To provide a valid USI before your certificate can be issued.
- To notify ACMEA Academy promptly if you need to cancel or reschedule.

12. Complaints and Appeals

ACMEA Academy is committed to resolving any concerns you may have fairly and efficiently.

12.1 Complaints

If you are dissatisfied with any aspect of your training experience, you are encouraged to raise the matter with your trainer in the first instance. If the matter is not resolved, you may lodge a formal complaint by completing the ACMEA Academy Complaint Form (ACMEA-FOR-001), available from our administration team.

Step	Action
Step 1	Raise the matter informally with your trainer or the administration team.
Step 2	If unresolved, submit a written Complaint Form to the Co-Director.
Step 3	ACMEA Academy will acknowledge your complaint within 2 business days and provide a written response within 10 business days.
Step 4	If you are still not satisfied, you may refer the matter to ASQA at www.asqa.gov.au .

12.2 Assessment Appeals

If you disagree with an assessment decision, you have the right to appeal. To lodge an appeal, complete the ACMEA Academy Appeals Form (ACMEA-FOR-002) within 10 business days of receiving your result. Your appeal will be reviewed by a second assessor



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who was not involved in the original assessment. You will receive a written outcome within 10 business days.

13. Privacy and Confidentiality

ACMEA Academy collects personal information for the purpose of administering your enrolment, delivering training, issuing qualifications, and meeting its regulatory obligations under the National Vocational Education and Training Regulator Act 2011.

- Your personal information will not be disclosed to any third party without your consent, except as required by law.
- Your training records will be retained for a minimum of 30 years in accordance with our Records Management Policy.
- You may request access to your personal information at any time by contacting our administration team.
- ACMEA Academy's handling of personal information is governed by the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

14. AVETMISS Data Reporting

ACMEA Academy is required to collect and report statistical data about learners and training activity to the National Centre for Vocational Education Research (NCVER) through the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). This data is used for national reporting purposes and does not personally identify you in public reports.

By enrolling with ACMEA Academy, you consent to the collection and reporting of your statistical training data as required under the National VET Data Policy.

15. Contact Information

Organisation:	ACMEA Academy
RTO Code:	[RTO CODE]
Email:	info@acmea.edu.au
Phone:	[+61 XXX XXX XXX]
Website:	[www.acmea.edu.au]
Postal Address:	Sydney, NSW, Australia
Co-Director – Compliance:	Lucas Etcheverry
CEO / Training Director:	Naton Mansfield-du Toit

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*ASQA National Enquiry Line: 1300 701 801 | www.asqa.gov.au**USI Registrar: www.usi.gov.au**National Training Complaints Hotline: 13 38 73*

16. Student Acknowledgment

By signing below, you confirm that you have read and understood this Student Handbook and agree to comply with the terms and conditions outlined herein.

Learner Full Name:	
Learner Signature:	Date:
Course Enrolled In:	
Enrolment Date:	

Updated 11 March 2026 — delivery model clarified to reflect direct delivery (including through ACMEA Academy trading names) and third-party (external third-party trainers only, not ACMEA Academy trading names) delivery arrangements with external providers.

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COURSE INFORMATION POLICY

ACMEA Academy – Registered Training Organisation

RTO Code: [RTO CODE]

Document ID:	ACMEA-CIP-001-V1.0
Version:	1.0
Effective Date:	April 2026
Next Review:	April 2027
Approved by:	Naton Mansfield-du Toit
Prepared by:	Lucas Etcheverry

1. Purpose

This policy sets out how ACMEA Academy provides clear, accurate, and current course information to prospective and enrolled learners so they can make an informed decision about their training and assessment. It supports compliance with the Standards for Registered Training Organisations 2025, Quality Area 2 (VET Student Support), the National Code of Practice for ELICOS/VET where applicable, and relevant Australian Consumer Law obligations.

2. Scope

This policy applies to all nationally recognised training delivered by ACMEA Academy, whether delivered directly by ACMEA Academy, under an ACMEA Academy trading name (including Sydney First Aid & CPR and NSW Express Training First & CPR), or through an external third-party delivery partner under a formal Third-Party Agreement. It applies to all staff and contractors who produce, publish, or distribute course information on behalf of the RTO.

3. Information Provided to Prospective Students

Before enrolment or before any fee is accepted (whichever occurs first), ACMEA Academy provides each prospective learner with clear information covering:

- the legal name and RTO code of ACMEA Academy, including a clear statement that training is delivered by ACMEA Academy regardless of which trading name appears in marketing;

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- the code and title of each unit of competency offered, the training package from which it is drawn, and the nationally recognised outcome on successful completion;
- delivery mode (online pre-learning, face-to-face practical, or blended), duration, volume of learning, scheduled session times, and delivery location;
- entry requirements, language, literacy and numeracy (LLN) expectations, digital literacy requirements, and any physical requirements for practical assessment;
- all fees and charges payable, refund entitlements, payment terms, and any fees that may be charged after enrolment (such as reissue of certificates);
- assessment methods, re-assessment arrangements, and the requirement to hold a Unique Student Identifier (USI);
- recognition of prior learning (RPL), credit transfer, reasonable adjustment, and support services available to learners;
- learner rights and responsibilities, including access to the Complaints & Feedback Policy, Appeals Policy, and Privacy Policy;
- third-party arrangements that may affect delivery or assessment (where applicable), and the RTO's ongoing responsibility for the quality of outcomes.

4. Accuracy and Currency

Course information must be accurate, not misleading, and reflect the current version of the unit of competency on training.gov.au. All course collateral is reviewed at least annually by the Co-Director – Compliance, and immediately whenever a training package update, fee change, scope change, or regulatory change takes effect. Superseded collateral is withdrawn from all channels within ten (10) business days of the change.

5. Publication Channels

Course information is published through the ACMEA Academy website, trading-name websites, course flyers and brochures, the Student Handbook, the pre-enrolment information pack, enrolment confirmation emails, and (where applicable) third-party partner channels. Every channel must reference ACMEA Academy and its RTO code, and must not present a trading name or third-party partner as a separate training provider.

6. Responsibilities

The Co-Director – Compliance is responsible for approving all course information before publication and for maintaining a register of current collateral. The CEO / Training Director is accountable for the overall accuracy of publicly available course information. Trainers and assessors must report any inaccuracies they identify in course information to the Co-Director – Compliance within five (5) business days.

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7. Related Documents

Student Handbook; Pre-enrolment / LLN / Suitability Policy; Marketing Policy; Fees, Refunds & Cancellations Policy; Access & Equity / Reasonable Adjustment Policy; Privacy Policy; Complaints & Feedback Policy.

8. Review

This policy is reviewed annually or sooner following a regulatory change, a validation finding, a complaint, or a continuous-improvement action.

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MARKETING POLICY

ACMEA Academy – Registered Training Organisation

RTO Code: [RTO CODE]

Document ID:	ACMEA-MP-001-V1.0
Version:	1.0
Effective Date:	April 2026
Next Review:	April 2027
Approved by:	Naton Mansfield-du Toit
Prepared by:	Lucas Etcheverry

1. Purpose

This policy sets out the standards ACMEA Academy applies to all marketing, advertising, and promotional activity for its nationally recognised training. It ensures marketing is ethical, accurate, clearly identifies ACMEA Academy as the Registered Training Organisation, and complies with the Standards for Registered Training Organisations 2025 and the Australian Consumer Law.

2. Scope

This policy applies to every marketing or promotional activity conducted by or on behalf of ACMEA Academy, including activity conducted under an ACMEA Academy trading name (including Sydney First Aid & CPR and NSW Express Training First & CPR) and any marketing undertaken by an external third-party delivery partner. It covers websites, landing pages, social media, search and display advertising, printed flyers, email campaigns, and any third-party promotion.

3. Marketing Standards

All marketing material produced or distributed by ACMEA Academy must:

- identify ACMEA Academy as the Registered Training Organisation and display the ACMEA Academy RTO code;
- accurately reference the code and title of each nationally recognised unit of competency as listed on training.gov.au, and describe outcomes using current training-package language;



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- use the Nationally Recognised Training (NRT) logo only in accordance with the current NRT Logo Specifications, and use the ASQA registration mark only in accordance with ASQA's conditions of use;
- not make false, misleading, or unsubstantiated claims about course outcomes, employment prospects, salary expectations, industry licensing, or third-party endorsements;
- clearly distinguish nationally recognised training from non-accredited training, and never imply accreditation where none exists;
- disclose all fees, refund arrangements, and any conditions attached to an advertised price or discount;
- use testimonials and case studies only with the written consent of the learner or client named, and only where the representation is truthful and current.

4. Use of Trading Names

ACMEA Academy operates under trading names (including Sydney First Aid & CPR and NSW Express Training First & CPR) for marketing and local delivery purposes. These trading names are not separate RTOs. All marketing under a trading name must include a visible statement that training, assessment, and certification is provided by ACMEA Academy, along with the ACMEA Academy RTO code. Trading-name branding must never suggest that the trading name is itself a Registered Training Organisation.

5. Third-Party Marketing

Where an external third-party delivery partner markets ACMEA Academy training, the arrangement must be covered by a written Third-Party Agreement that requires compliance with this policy. Marketing produced by a third-party partner must be approved in writing by the Co-Director – Compliance before publication, must identify ACMEA Academy as the RTO and display the ACMEA Academy RTO code, and must not represent the third party as a Registered Training Organisation.

6. Approval and Records

All marketing material (including trading-name and third-party material) must be reviewed and approved in writing by the Co-Director – Compliance before publication. A master copy of each approved marketing asset, together with its approval date and publication channels, is retained in the Marketing Register for a minimum of five (5) years.

7. Complaints About Marketing

Any concern about the accuracy or conduct of marketing by ACMEA Academy, a trading name, or a third-party partner may be raised through the Complaints & Feedback Policy.

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Substantiated issues are corrected within ten (10) business days and logged as a continuous-improvement action.

8. Related Documents

Student Handbook; Course Information Policy; Fees, Refunds & Cancellations Policy; Complaints & Feedback Policy; Privacy Policy; Third-Party Agreement template.

9. Review

This policy is reviewed annually or sooner following a regulatory change, a substantiated marketing complaint, or a continuous-improvement action.