RTO 46630 · HLT Health Training Package

HANDBOOK

Student Handbook

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ACMEA Academy
Registered Training Organisation · RTO 46630
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STUDENT HANDBOOK

ACMEA Academy – Registered Training Organisation (RTO 46630)

RTO Code: 46630

Document ID:	ACMEA-HB-001-V1.6
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Approved by:	Naton Mansfield-du Toit
Prepared by:	Lucas Etcheverry

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1. Welcome to ACMEA Academy

Note: ACMEA Academy Pty Ltd delivers directly as ACMEA Academy and under its registered business name N.S.W Express Training First Aid & CPR (registered to the company with ASIC from 1 September 2026). Training is also delivered on ACMEA Academy's behalf by Sydney First Aid and CPR (ABN 95 568 772 980), the business of Naton Mansfield-du Toit, engaged as a third party under a formal Third Party Agreement. Responsibility for all training, assessment, enrolment and certification rests with ACMEA Academy as the registered provider, regardless of which trading name you may have encountered during enrolment or marketing.

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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 46630) 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 Pty Ltd (ABN 58 694 459 240)
Trading Name:	ACMEA Academy; N.S.W Express Training First Aid & CPR (registered business name)

RTO Code:	46630
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
HLTAID009	Provide Cardiopulmonary Resuscitation
HLTAID010	Provide Basic Emergency Life Support
HLTAID011	Provide First Aid
HLTAID012	Provide First Aid in an Education and Care Setting

What each course issues: the CPR course issues HLTAID009. The First Aid course issues HLTAID009, HLTAID010 and HLTAID011, and the Childcare (Education and Care) First Aid course issues HLTAID009, HLTAID010, HLTAID011 and HLTAID012, each on one Statement of Attainment at no extra cost. HLTAID010 is not offered as a course on its own.

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; standard session 30 minutes)
HLTAID010 – Provide Basic Emergency Life Support	Included in the HLTAID011 and HLTAID012 courses at no extra time or cost (not offered as a course on its own)
HLTAID011 – Provide First Aid	6–9.5 hours (approx. 5–6 hrs online pre-learning + 1–3.5 hrs face-to-face practical assessment; standard session 1 hour)
HLTAID012 – Provide First Aid in Education & Care	8–12 hours (approx. 7–8 hrs online pre-learning + 1–4 hrs face-to-face practical assessment; standard session 1 hour)

4. Enrolment

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

- 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. You can pay in full when you enrol or pay later; your Statement of Attainment is issued once your fees are paid in full.

6.2 Refund Policy

Circumstances	Refund Entitlement
Cancellation more than 72 hours before your session	Full refund, less a $25 administration fee.
Cancellation less than 72 hours before your session	No refund.
Cancellation on or after the start of your session	No refund, except in documented special circumstances approved by the CEO.
No-show on the day of training	No refund.
Session cancelled or rescheduled by ACMEA Academy or our delivery partner	Full refund of all fees paid, or transfer to another session if you prefer.
Assessment resubmission (gap training may apply)	No additional fee for up to three (3) reassessment attempts of the practical.

Private on-site (group) training: deposits are non-refundable. These terms apply to every session, whether delivered by ACMEA Academy or by our delivery partner Sydney First Aid and CPR. To request a refund or transfer, contact ACMEA Academy in writing at info@acmea.com.au. Requests are answered within 10 working days and approved refunds are paid within 14 calendar days. Nothing in this policy limits your rights under the Australian Consumer Law.

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 up to three reassessment attempts of the practical at no additional cost. The online knowledge quizzes have unlimited attempts. 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 your course, ACMEA Academy will issue one Statement of Attainment listing every unit of competency in your course (see section 3), 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.
- 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 the online knowledge quizzes (100% pass mark, unlimited attempts) and the written scenario incident report before the face-to-face session. The online learning lessons before each quiz are optional but recommended.
- Attend the full scheduled face-to-face practical training session.
- Participate actively in all practical activities and scenarios.
- Complete the practical assessment, observed by your trainer, during the session.

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.
- 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	Please always contact us first so we can try to resolve the issue together. If we cannot resolve it, you can contact the National Training Complaints Hotline on 13 38 73 or at www.dewr.gov.au/national-training-complaints-hotline.

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 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 enrolment records, results and Statement of Attainment records are kept for at least 30 years, and your completed assessment evidence (quizzes, scenario report and

observation checklist) for 5 years after completion, 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:	46630
Email:	info@acmea.com.au
Phone:	0497 677 906
Website:	www.acmea.com.au
Postal Address:	Sydney, NSW, Australia
Co-Director – Compliance:	Lucas Etcheverry
CEO / Training Director:	Naton Mansfield-du Toit

ASQA National Enquiry Line: 1300 701 801 | www.asqa.gov.au
USI Registrar: www.usi.gov.au
National Training Complaints Hotline (only if we could not resolve your complaint together): 13 38 73 | www.dewr.gov.au/national-training-complaints-hotline

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.

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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.

Updated November 2026 (V1.2) — ACMEA Academy registered by ASQA on 3 November 2026 (RTO 46630). Course durations aligned with the Training and Assessment Strategies V1.2: standard face-to-face session 30 minutes for CPR and 1 hour for First Aid and Education and Care, longer for larger groups or reasonable adjustment. 8 Nov 2026: section 10 updated (online learning optional; online quizzes and scenario report completed before the session). Updated 10 November 2026 (V1.5): new refund terms (section 6.2); legal and business names shown in section 2.

Updated 10 November 2026 (V1.6) — section 3: what each course issues (the First Aid course also issues HLTAID009 and HLTAID010; the Childcare First Aid course also issues HLTAID009, HLTAID010 and HLTAID011; one Statement of Attainment per course); HLTAID010 is not offered on its own. Section 8 wording updated to match.