RTO 46630 · HLT Health Training Package

MARKETING DOCUMENT

Pre-Enrolment Information Sheet

DOCUMENT ID	ACMEA-MKT-002-V1.8
VERSION	1.8
EFFECTIVE DATE	November 2026
NEXT REVIEW	November 2027
APPROVED BY	Naton Mansfield-du Toit — Co-Director & CEO

Version	1.8
Date	November 2026
Status	CURRENT

PRE-ENROLMENT INFORMATION SHEET

ACMEA Academy Pty Ltd — First Aid Training Provider | Sydney NSW

IMPORTANT: Please read this document carefully before enrolling. It explains what to expect from your course, your rights as a student, fees and refunds, and how we support you. This document is part of your enrolment process as required under the Standards for RTOs 2025.

1. ABOUT ACMEA ACADEMY

ACMEA Academy Pty Ltd delivers nationally recognised first aid training in Sydney, NSW, directly and through a third party engaged under a formal Third Party Agreements. ACMEA Academy retains full responsibility for your training and assessment outcomes regardless of who delivers your session. 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. Our courses are approved under the Australian Qualifications Framework (AQF) and listed on the National Register of VET (training.gov.au).

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.

RTO Number:	46630
ABN / ACN:	ACN 694 459 240 | ABN 58 694 459 240

Version	1.8
Date	November 2026
Status	CURRENT

Delivery Location:	North Ryde School of Arts, 201 Coxs Road, North Ryde NSW 2113; Kingsgrove Community Centre, 30 Morgan Street, Kingsgrove NSW 2208; Newtown Neighbourhood Centre, 11-13 Darley Street, Newtown NSW 2042; Redfern Oval Community Room, 51 Redfern Street, Redfern NSW 2016

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.

2. COURSES OFFERED AND FEES

The following nationally recognised units of competency are available:

Unit Code	Title	Fee	Duration
HLTAID009	Provide cardiopulmonary resuscitation	$40	2–3 hrs
HLTAID010	Provide basic emergency life support	Included	Included in HLTAID011 and HLTAID012
HLTAID011	Provide First Aid	$80	6–9.5 hrs
HLTAID012	Provide First Aid in an education and care setting	$90	8–12 hrs

Version	1.8
Date	November 2026
Status	CURRENT

Note: the HLTAID011 course also includes HLTAID009 and HLTAID010, and the HLTAID012 course also includes HLTAID009, HLTAID010 and HLTAID011, at no extra cost; all the units of your course are listed on one Statement of Attainment. HLTAID010 is not offered as a course on its own. Course duration is shown as a range. Learning resources are provided online and are optional; the compulsory component is the online knowledge assessment (quizzes with a 100% pass mark and unlimited attempts), completed before the course; the face-to-face session is used for demonstration and practical assessment only. Our standard face-to-face session is 30 minutes for CPR (HLTAID009) and 1 hour for First Aid (HLTAID011) and Education and Care (HLTAID012). It may run longer for a larger group or where a reasonable adjustment is needed, so that every student is individually observed and assessed. Your confirmed session time is advised at least two business days before the course. Fees are payable at the time of enrolment. All fees are quoted in Australian dollars (AUD) and include GST where applicable. Sessions delivered by our partner Sydney First Aid and CPR (booked through its ACMEA booking page): $45 / $89 / $99 (HLTAID009 / HLTAID011 / HLTAID012) when booked and paid online, or $40 / $80 / $90 if paid in cash on the day of the session.

3. PAYMENT AND REFUND POLICY

You can pay in full when you book, or pay later. Your Statement of Attainment is issued once your fees are paid in full.

- 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.
- Non-attendance (no-show), or withdrawal on or after the session starts: no refund, except in documented special circumstances approved by the CEO (for example, a credit towards a future session if you cannot complete because of injury or illness).
- Session cancelled or rescheduled by ACMEA Academy or our delivery partner: full refund, or transfer to another date, at your choice.
- 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. Refund requests must be made in writing to info@acmea.com.au; they 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.

4. YOUR USI (UNIQUE STUDENT IDENTIFIER)

Version	1.8
Date	November 2026
Status	CURRENT

All students completing nationally recognised training in Australia must provide a valid Unique Student Identifier (USI) prior to the course commencing. Without a verified USI, ACMEA Academy is unable to issue your Statement of Attainment.

- Create your free USI at: www.usi.gov.au
- Provide your USI on your enrolment form
- ACMEA Academy will verify your USI with the USI Registry before issuing credentials

5. WHAT TO BRING AND WHAT TO EXPECT

Please bring the following to your course:

- Photo identification (driver's licence, passport, or government-issued ID)
- Your confirmed enrolment confirmation email
- Comfortable clothing suitable for physical activity (CPR practice involves kneeling)
- Water and any medications you may need during the session

Please note:

- First aid training involves physical activity including performing CPR on manikins. Please advise us of any physical limitations or health conditions prior to the course.
- Before the course you must pass the online knowledge quizzes (100% pass mark; unlimited attempts). The online learning for each topic is optional but recommended.
- Participants are expected to attend the full session. Partial attendance may result in non-issuance of a Statement of Attainment.
- All equipment and training materials are provided.

6. STATEMENT OF ATTAINMENT ISSUANCE

Upon successful completion of your course, ACMEA Academy will issue your Statement of Attainment (for one or more units) usually within 5 business days (and always within 30 calendar days) of the course date.

- Statements of Attainment have no expiry date. A CPR refresher (HLTAID009) is recommended every 12 months.
- A first aid refresher (HLTAID011 or HLTAID012) is recommended every 3 years.
- Statements of Attainment will be issued via email in PDF format. Physical copies are available on request.

Version	1.8
Date	November 2026
Status	CURRENT

7. COMPLAINTS AND APPEALS

ACMEA Academy is committed to resolving student concerns fairly and promptly.

- Step 1: Contact ACMEA Academy directly by emailing info@acmea.com.au with details of your concern.
- Step 2: ACMEA will acknowledge your complaint within 2 business days and resolve it within 10 business days.
- Step 3: Please contact us first so we can try to resolve the issue together. If you are still not satisfied with the outcome, you may ask for review by an independent party, or contact the National Training Complaints Hotline on 13 38 73 (www.dewr.gov.au/national-training-complaints-hotline).

Our full Complaints and Appeals Policy is available on request.

8. LANGUAGE, LITERACY, AND NUMERACY (LLN) SUPPORT

ACMEA Academy recognises that all students have different learning needs. If you require any support with language, literacy, or numeracy — including if English is not your first language — please contact us before enrolment so we can discuss reasonable adjustments.

ACMEA Academy does not discriminate on the basis of language, disability, cultural background, or any other protected attribute.

9. STUDENT RIGHTS AND RESPONSIBILITIES

As a student of ACMEA Academy, you have the right to:

- Access fair and transparent enrolment, assessment, and complaints processes
- Be treated with respect and dignity by all ACMEA staff, trainers, and any third party trainer or assessor engaged by ACMEA Academy
- Receive your credentials within the timeframes stated in this document
- Access your student records upon request

You are responsible for:

- Providing accurate information at the time of enrolment (including USI)
- Attending the full course session
- Treating other participants and ACMEA staff with respect
- Advising ACMEA of any accessibility or health requirements before the course

Version	1.8
Date	November 2026
Status	CURRENT

10. CONTACT US

Email:	info@acmea.com.au
Website:	www.acmea.com.au
Location:	North Ryde, Kingsgrove, Newtown and Redfern (Sydney NSW)
Training Enquiries:	Lucas Etcheverry — Co-Director & Lead Trainer/Assessor

Delivery model: 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.

© 2026 ACMEA Academy Pty Ltd