



Luvium (Australia Education & Career College)

Former student factsheet

Why have I received a Notice of decision to cancel?

The Australian Skills Quality Authority (ASQA) cancelled the registration of Registered Training Organisation (RTO) Luvium Pty Ltd (trading as Australia Education & Career College 52865) (Luvium). The cancellation took effect from 19 October 2024 and was published on training.gov.au.

As a result of the cancellation of Luvium’s registration, ASQA undertook a process to issue notices of intent to cancel qualifications or statements of attainment issued by Luvium between 1 January 2023 and 19 October 2024.

ASQA issued a [Notice of intent](#) to you to cancel your qualification(s) and/or statement(s) of attainment on 6 November 2024.

For those former students who received their notice of intent via email, you were given seven days to respond, i.e. no later than 7pm (AEDT) 7 days after receiving the written notice 7:00pm Wednesday 13 November 2024.

What happened if I didn’t provide a response?

ASQA provided all former students an opportunity to respond to the notice of intent. As you have decided not to respond, ASQA has cancelled your relevant qualification(s) and or statement(s) of attainment. ASQA has also provided you a Notice of the decision to cancel via email.

Can I provide a response after the period specified in the notice?

ASQA will not consider any responses after the due date and has cancelled your qualification.

What evidence did ASQA consider?

ASQA required former students to submit information and/or evidence that you undertook valid training and assessment and could demonstrate achieving the learning outcomes or competencies required.

Your response and evidence was required to:

- Demonstrate that Luvium Pty Ltd provided you with appropriate training and/or assessment; and
- Responses must be supported by evidence as outlined in the table below:

Relevant evidence	Evidence that, on its own, will not be sufficient in this decision
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<ul style="list-style-type: none"> • Documents related to your training and assessment with Luvium Pty Ltd. (For example, completed assessment tasks, assessment feedback, marked assignments, or evidence that you completed work placements); and/or • Documents and evidence provided for recognition of prior learning (RPL) with Luvium Pty Ltd. • An outline of the period of your enrolment and what training and assessment and/or work placement occurred during that period. • Any other relevant information since you were issued the qualification. 	<ul style="list-style-type: none"> • Written statements which described your skills and experience • Proof of employment in industry • Letters of support from employers • Qualifications or statements of attainment from another education provider
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Who made the decision?

The decision was made by the Chief Executive Officer of ASQA in her capacity as the Regulator.

When does the decision take effect?

This decision takes effect on 7 days after the date of your letter.

Will the decision be made public?

In accordance with the requirements of section 216(1)(a)(vi) of the NVR Act, ASQA will publish this decision. However, ASQA will not include your personal details in the publication.

What if I disagree with ASQA's decision to cancel my qualification?

You have the right to have the decision reviewed. As this decision was made by the Regulator, you cannot apply to ASQA to reconsider the decision. You may apply to the Administrative Review Tribunal (the ART) (formerly the Administrative Appeals Tribunal) for a review of the decision. The ART is an independent review authority that has the power to affirm, vary, or set aside ASQA's decisions.

More information on the review process can be found on the ART website (<https://www.art.gov.au/>.)

What do I need to do next?

If you received a Notice of decision to cancel, you are now required to return your qualification(s) and/or statements of attainment(s) to ASQA at this address:

Attention: Qualification Cancellations

Australian Skills Quality Authority

GPO Box 9928

BRISBANE QLD 4001

The documents must be returned to ASQA within 7 days of the date of this notice. You may incur a penalty if you do not comply.

If you continue to use your qualification(s) and/or statements of attainment(s) ASQA may take further action and penalties apply.

ASQA will notify the Office of the Student Identifiers Registrar. They manage the register that holds each individual's Unique Student Identifier (USI) Record.

Why didn't I receive a Notice of decision to cancel?

ASQA has received your response and is considering the information and/or evidence that you undertook valid training and assessment and could demonstrate achieving the learning outcomes or competencies required.

What happens next?

ASQA will notify you of the outcome of its decision and provide you with information on the next steps.

What do I do if I was issued a Notice of intent to cancel by Registered post?

ASQA sent a Notice of intent to you to cancel your qualification(s) and/or statement(s) of attainment on 6 November 2024 by Registered Post.

You were given seven days to respond, i.e. no later than 7pm (AEDT) 7 days after receiving the written notice, i.e. no later than 7:00pm Friday 15 November.

It is important that you call ASQA on 1300 701 801 (dial +61 3 9613 3910 from outside Australia) so that we can provide you with access to the response form on ASQA's website. Responses must be provided no later than 7:00pm Friday 15 November. You must provide information and/or evidence that you undertook valid training and assessment and can demonstrate achieving the learning outcomes or competencies required (as listed above).

When providing your response, you must provide information and/or evidence that you undertook valid training and assessment and can demonstrate achieving the learning outcomes or competencies required (as listed above).

What options do I have to get appropriate qualifications?

We recommend searching for a registered training provider or training course on [Your Career](#). Your Career is Australia's directory of training. It includes information on training in Australia for school leavers, students, apprentices, and employers.

When choosing a training or education provider, it is important to consider whether the provider and the course will meet your needs and expectations. Our [Choosing a course and provider](#) section includes a consumer checklist with important questions to ask a potential provider

You could undertake a Recognition of Prior Learning (RPL) assessment with another provider. RPL may be based on evidence collected through formal, non-formal and informal learning to determine the extent to which a person has achieved the required learning and/or competency outcomes to be awarded a unit of credit; this is often matched with 'gap' training, to meet the full competency requirements of a unit or course.

Formal learning, as the term relates to RPL, may mean units of credit which are related, but not equivalent to, the credit being sought, or credits which are no longer current.

Non-formal learning refers to learning, which is structured and focused, but which is delivered outside the Australian Qualifications Framework; for example, seminars, continuous professional development activities, and non-accredited training.

Informal learning refers to learning which is gained without syllabus or curriculum without any formal or non-formal direction – in the vocational sector this often relates to skills acquired through the workplace, which have not been directed by an instructor or structured to lead to a recognised outcome.

You can provide a variety of documentation. This includes, but is not limited to:

- records of previously completed training
- assessment items
- assessment records and/or
- declarations from a student's employer

You can also speak with your employer about training opportunities.

Am I entitled to a credit transfer?

As your qualification(s) and/or statements of attainment has been cancelled, you will not be able to seek a credit transfer.

I am an overseas student with a Luvium qualification, will this affect my visa?

Luvium was not registered to deliver qualifications to overseas students so your current student visa and course of study will not be impacted. If you have used the cancelled qualification(s) and/or statements of attainment to gain entry into your current course of study, you should contact the Department of Home Affairs.

Can I get a refund on the cost of getting my qualification with Luvium?

There are a [number of consumer protection agencies](#) that may be able to assist.

The Australian Competition & Consumer Commission (ACCC) has advice for [Problem with a product or service you bought | ACCC](#) on their website.

If you have a VET FEE-HELP or VET Student Loans debt that you believe you should not have, you can [VET student loan complaints | Commonwealth Ombudsman](#) for information and advice, or phone 1300 362 072.

If you are an overseas student, then you are able to contact the [Overseas student complaints | Commonwealth Ombudsman](#) for assistance.

I am not sure I have the necessary Recognised Prior Learning (RPL) for qualification, what can I do?

If you have now gained the relevant experience in industry you could undertake an RPL assessment with another RTO.

Who can I call for help?

Call ASQA on 1300 701 801 (dial +61 3 9613 3910 from outside Australia).

If you are experiencing distress help is available 24 hours a day, 7 days a week, anywhere in Australia.

If you need help now, call:

- [Lifeline](#) – 13 11 14
- [Beyond Blue](#) – 1300 224 636.