



Australian Government
Australian Skills Quality Authority

ASQA

6 November 2024

Dear *Recipient*,

Notification of intention to cancel a qualification and/or statement of attainment issued to you by the former registered training organisation, Luvium Pty Ltd (trading as Australia Education & Career College RTO 52865)

The Australian Skills Quality Authority (ASQA) is the National Vocational Education and Training (VET) Regulator.

What ASQA is doing

ASQA has recently investigated the operations of Luvium Pty Ltd (trading as Australia Education & Career College 52865) for the period 1 January 2023 to 19 October 2024 (the relevant period) and found the organisation to be critically non-compliant with its registration obligations.

As a result of this finding, ASQA has cancelled the registration of Luvium. The effective date of Luvium's cancellation as a registered training organisation (RTO) was 19 October 2024. That cancellation means that Luvium is no longer an RTO and not permitted to provide nationally recognised vocational education and training.

ASQA has evidence that during the relevant period Luvium issued you **one or more** qualifications and/or statements of attainment from its scope of registration, as set out at in [Annexure A](#) for Qualifications and [Annexure B](#) for Statements of Attainment (see below).

A formal notice

This letter is formal written notice to you that ASQA:

- (i) **intends to cancel** the qualification(s) and/or statements of attainment issued to you by Luvium for the reasons detailed below; and
- (ii) is providing you an opportunity to respond before a final decision is made.

ASQA concerns about the provider and your qualifications

ASQA has examined evidence provided by Luvium and found that Luvium **has not** and **did not**:

- a) implement an assessment system that ensures the Principles of Assessment and Rules of Evidence are applied in its assessment practices so that all assessment requirements of the relevant training package are met.

The evidence provided did not demonstrate that Luvium assessed any of the sampled students as meeting the requirements of the training package. Based on:

- comments documented in the assessments months after VET certification was issued, and
- the only nominated trainer and assessor for the 'Disability' training products stating that he never conducted any assessment for the provider.

ASQA is satisfied it would be reasonable to conclude that the completed student assessments submitted to ASQA were created after VET certification was issued and created for the purpose of submission to ASQA for this regulatory activity.

b) ensure its training and assessment is delivered only by persons who have vocational competency, current industry skills or current knowledge and skills in vocational training and learning that informs their training and assessment.

None of the provider's trainers and assessors demonstrated meeting the requirements and evidence submitted was verified to be not authentic by the nominated trainers and their industry employers.

c) have access to appropriate staff including sufficient number of qualified trainers and assessors for the number of students enrolled with the provider.

None of the nominated trainers and assessors met the regulatory requirements.

d) appropriate facilities, sufficient equipment and resources to support delivery of its training and assessment of its training products.

The provider did not demonstrate that there were any systems in place to ensure students had access to required appropriate facilities or resources.

e) have training and assessment strategies and practices in place that will ensure its student are provided with training and assessment that would meet the requirements of the training package and enable each learner to meet the requirements of each unit of competency in which that are enrolled.

The provider did not identify the mandatory work placement requirements or entry requirements into the relevant training products. Subsequently, the demonstrated practice revealed students did not meet the requirements of the training package.

f) demonstrate that it uses a range of strategies to undertake authentic industry engagement to ensure the industry relevance of its training and assessment strategies, practices, resources and current industry skills of its trainer and assessors.

Evidence reviewed revealed that engagement was not undertaken with appropriate industry representatives. Furthermore, the contact details and job description for the industry representative detailed on the industry engagement forms was verified to be false and misleading information.

g) systematically review and monitor its internal systems, strategies and practices to ensure ongoing compliance.

h) demonstrate that students were issued with VET qualifications and VET statements of attainment because they satisfied the requirements of the relevant qualification or unit of competency.

What does this mean for you?

Based on these findings, which were evident during the relevant period and when you undertook training and assessment with Luvium, ASQA is satisfied that Luvium **did not provide you with the training or assessment necessary for you to achieve the learning outcomes or competencies required for the qualification(s) and/or statement(s) of attainment issued to you.**

ASQA is satisfied it has reasonable grounds to **cancel** the qualification(s) and/or statement(s) of attainment issued to you by Luvium.

This letter is notice to you that, under section 57(1)(a) of the *National Vocational Education and Training Regulator Act 2011* (the NVR Act), ASQA intends to cancel, under sections 56(1)(a) and 56(1)(d) of the NVR Act, the qualification(s) and/or statement(s) of attainment issued to you by Luvium.

What you need to do next

In accordance with section 57(1)(b)(i) of the NVR Act, you are invited to provide ASQA with a written response to this notice. This response should include reference to and copies of any supporting documentation or other relevant information.

Should you choose to provide a written response, it must be received by ASQA no later than **7:00pm (AEDT) 13 November (seven days after you received this letter).**

Please go to www.asqa.gov.au to submit your response, using your unique reference number as noted at the top of this letter. Please attach any supporting evidence.

ASQA will take any response and supporting information you provide into account in considering whether to proceed with the cancellation of your qualification(s) and/or statement(s) of attainment.

If you do not respond by the time specified above, ASQA may, without further reference or notice to you, cancel your qualification(s) and/or statement(s) of attainment.

Should ASQA cancel your qualification, you will be advised of that decision and be required to return your certificate(s) to ASQA.

Further information

- Phone: 1300 701 801 or for calls outside Australia +61 3 8613 3910
- If you require further information in relation to this matter, please go to www.asqa.gov.au.

Yours sincerely,

Carmen Basilicata
Executive Director - Integrity
6 November 2024

ANNEXURE A

Qualifications

- CHC30121 Certificate III in Early Childhood Education and Care
- CHC33015 Certificate III in Individual Support
- CHC33021 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support
- CHC43115 Certificate IV in Disability
- CHC43121 Certificate IV in Disability Support
- CHC50121 Diploma of Early Childhood Education and Care
- CHC52015 Diploma of Community Services
- CHC52021 Diploma of Community Services
- CHC53315 Diploma of Mental Health

ANNEXURE B

Statements of attainments

- BSBFIM501 Manage budgets and financial plans
- BSBFLM306 Provide workplace information and resourcing plans
- BSBINM201 Process and maintain workplace information

- BSBLDR402 Lead effective workplace relationships
- BSBMGT401 Show leadership in the workplace
- BSBMGT406 Plan and monitor continuous improvement
- BSBPEF401 Manage personal health and wellbeing
- BSBWOR204 Use business technology
- CHCAGE001 Facilitate the empowerment of older people
- CHCAGE007 Recognise and report risk of falls
- CHCAGE011 Provide support to people living with dementia
- CHCAGE013 Work effectively in aged care
- CHCCCS001 Address the needs of people with chronic disease
- CHCCCS004 Assess co-existing needs
- CHCCCS009 Facilitate responsible behaviour
- CHCCCS011 Meet personal support needs
- CHCCCS017 Provide loss and grief support
- CHCCCS025 Support relationships with carers and families
- CHCCCS026 Transport individuals
- CHCCCS033 Identify and report abuse
- CHCCCS035 Support people with autism spectrum disorder
- CHCCCS036 Support relationships with carer and family
- CHCCCS037 Visit client residence
- CHCCCS038 Facilitate the empowerment of people receiving support
- CHCCCS042 Prepare meals
- CHCCCS044 Follow established person-centred behaviour supports
- CHCCDE023 Develop and deliver community projects
- CHCCDE027 Implement community development strategies
- CHCCOM003 Develop workplace communication strategies
- CHCCSL001 Establish and confirm the counselling relationship
- CHCCSL002 Apply specialist interpersonal and counselling interview skills
- CHCCSL003 Facilitate the counselling relationship and process

- CHCCSL007 Support counselling clients in decision-making processes
- CHCCSM012 Coordinate complex case requirements
- CHCDEV004 Confirm developmental status
- CHCDIS001 Contribute to ongoing skills development using a strengths-based approach
- CHCDIS002 Follow established person-centred behaviour supports
- CHCDIS003 Support community participation and social inclusion
- CHCDIS006 Develop and promote positive person-centred behaviour supports
- CHCDIS007 Facilitate the empowerment of people with disability
- CHCDIS008 Facilitate community participation and social inclusion
- CHCDIS014 Develop and use strategies for communication with augmentative and alternative communication systems
- CHCDIS016 Develop and promote positive person-centred behaviour supports
- CHCDIS020 Work effectively in disability support
- CHCDIV003 Manage and promote diversity
- CHCECE034 Use an approved learning framework to guide practice
- CHCECE035 Support the holistic learning and development of children
- CHCECE036 Provide experiences to support children's play and learning
- CHCECE038 Observe children to inform practice
- CHCECE053 Respond to grievances and complaints about the service
- CHCHCS001 Provide home and community support services
- CHCLEG001 Work legally and ethically
- CHCMGT003 Lead the work team
- CHCMGT006 Coordinate client directed services
- CHCMHS001 Work with people with mental health issues
- CHCMHS002 Establish self-directed recovery relationships
- CHCMHS003 Provide recovery oriented mental health services
- CHCMHS007 Work effectively in trauma informed care
- CHCMHS013 Implement trauma informed care
- CHCPAL002 Plan for and provide care services using a palliative approach

- CHCPAL003 Deliver care services using a palliative approach
- CHCPAS001 Plan for the provision of pastoral and spiritual care
- CHCPAS002 Provide pastoral and spiritual care
- CHCPRT001 Identify and respond to children and young people at risk
- CHCPRT009 Provide primary residential care
- CHCPRT010 Work with children and young people with complex trauma and attachment issues and needs
- CHCPRT025 Identify and report children and young people at risk
- CHCPRT033 Provide support to children and youth in out-of-home care
- CHCPRT034 Work with children and young people with complex trauma and attachment issues and needs
- HLTAAP001 Recognise healthy body systems
- HLTAHA013 Provide support in dysphagia management
- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID011 Provide First Aid
- HLTAID012 Provide First Aid in an education and care setting
- HLTHPS006 Assist clients with medication
- HLTHPS007 Administer and monitor medications
- HLTINF001 Comply with infection prevention and control policies and procedure
- HLTINF006 Apply basic principles and practices of infection prevention and control