



# Gills College Pty Ltd (Gills College, trading as Elite College Australia and/or Sterling Business College 2417)

## Former Student Factsheet

### Why have I received a Notice of Intent?

The Australian Skills Quality Authority (ASQA) has cancelled the registration of Gills College Australia Pty Ltd (Gills College, trading as Elite College Australia and/or Sterling Business College 2417/01701G). The cancellation took effect from 21 November 2024 and was published on the [National Register](#).

ASQA's decision to cancel the registration of Gills College was based on findings it had issued qualifications and statements of attainment without adequate assessment, and did not ensure students had successfully satisfied all requirements prior to issuing VET certification.

As a result of the cancellation of this registration, ASQA is now commencing a process to issue notices of intent to cancel a number of qualifications and/or statements of attainment issued by Gills College since January 2022.

ASQA considers that some of the qualifications and/or statements of attainment issued by Gills College during the relevant period are valid. **You will be contacted directly by ASQA only if we have concerns about your specific qualification(s) and/or statement(s) of attainment.**

### What happens next?

#### What does the Notice of Intent to cancel my qualification mean?

ASQA has not made a decision about your qualification yet. The Notice of Intent is the first step in the process to consider the validity of your qualification(s) and/or statement(s) of attainment. The notice advises you that ASQA considers your qualification(s) and/or statement(s) of attainment issued to you by Gills College should be cancelled for the reasons outlined in the notice. You now have an opportunity to tell ASQA why your qualification(s) and/or statement(s) of attainment should not be cancelled and provide evidence in support.

#### How much time do I have to respond?

If you decide to respond to the Notice of Intent, you must do so within the period specified in the notice, i.e. **no later than 7pm (AEDT) 7 days after receiving the written notice dated 26 November 2024** if you have any of the following qualification(s) and/or statement(s) of attainment from Gills College:

AUR30620 Certificate III in Light Vehicle Mechanical Technology
AUR40216 Certificate IV in Automotive Mechanical Diagnosis

CHC30121 Certificate III in Early Childhood Education and Care
CHC33015 Certificate III in Individual Support
CHC43015 Certificate IV in Ageing Support
CHC43115 Certificate IV in Disability
CHC43315 Certificate IV in Mental Health
CHC50121 Diploma of Early Childhood Education and Care
CHC51015 Diploma of Counselling
CHC52015 Diploma of Community Services
CHC53315 Diploma of Mental Health
HLTAID009 Provide cardiopulmonary resuscitation
HLTAID011 Provide first aid
HLTAID012 Provide First Aid in an education and care setting

If you decide to respond to the Notice of Intent, you must do within the period specified in the notice, i.e. **no later than 7pm (AEDT) 6 January 2025** if you have any of the following qualifications from Gills College:

BSB30120 Certificate III in Business
BSB40120 Certificate IV in Business
BSB40320 Certificate IV in Entrepreneurship and New Business
BSB40520 Certificate IV in Leadership and Management
BSB50120 Diploma of Business
BSB50420 Diploma of Leadership and Management
BSB60120 Advanced Diploma of Business
BSB60420 Advanced Diploma of Leadership and Management
BSB80120 Graduate Diploma of Management (Learning)
CUA40720 Certificate IV in Design
ICT40120 Certificate IV in Information Technology
ICT50220 Diploma of Information Technology
ICT60220 Advanced Diploma of Information Technology
SIT30222 Certificate III in Travel
SIT30821 Certificate III in Commercial Cookery
SIT40521 Certificate IV in Kitchen Management

SIT50116 Diploma of Travel and Tourism Management
SIT50422 Diploma of Hospitality Management

Your Notice also specifies the due date of your response to ASQA.

ASQA will consider your response before it makes a decision on whether or not to cancel your qualification(s) and/or statement(s) of attainment.

### How do I provide evidence to ASQA to respond to the Notice of Intent?

ASQA has created a secure electronic form on its website which will allow you to lodge your response and any evidence. Please use the link provided in the Notice to [submit your response](#).

### What type of evidence would be considered?

If you have information and/or evidence that you undertook valid training and assessment and can demonstrate achieving the learning outcomes or competencies required, you should provide this to ASQA.

Your response and evidence must:

- Demonstrate that Gills College 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
<p>Documents related to your <b>training and assessment with Gills College</b>. For example:</p> <ul style="list-style-type: none"><li>• completed assessment tasks</li><li>• assessment feedback</li><li>• marked assignments</li><li>• evidence of completing work placements</li><li>• an outline of the period of their enrolment and what training and assessment and/or work placement occurred during that period</li><li>• subject guides or timetables</li></ul> <p>Evidence of <b>current related work/other relevant training</b>:</p> <ul style="list-style-type: none"><li>• letters of support from current or recent employers (within last 12 months)</li><li>• VET qualifications or Statements of attainment issued by another RTO <b>in a similar or same field</b></li><li>• higher education qualifications issued in Australia <b>in a similar or same field</b></li></ul>	<ul style="list-style-type: none"><li>• Written statements which describe your skills and experience</li><li>• Proof of employment in industry</li><li>• Letters of support from employers</li><li>• Qualifications or statements of attainment from another education provider</li></ul>

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| <ul style="list-style-type: none"> <li>evidence that overseas qualifications in a similar or same field have been assessed as equivalent to Australian qualifications by another RTO or organisation.</li> </ul> |  |
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### What happens if I don't provide a response?

If you decide not to respond to the Notice of Intent, ASQA will cancel your relevant qualification(s) and/or statement(s) of attainment. ASQA will provide you a notice of its cancellation decision via email.

### What happens if I provide a response after the period specified in the notice?

If you do not respond by the due date, ASQA may cancel your qualification(s) and/or statement(s) of attainment.

### What happens after I respond to the Notice of Intent with evidence?

ASQA will review the information you provide before making a decision.

ASQA will provide you a notice of its decision after it has reviewed the evidence and information you have provided. ASQA will notify you via email.

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

You have the right to have the decision reviewed. See above for more information on the review process and you will receive further information about your appeal rights if ASQA decides to cancel your qualification(s) and/or statement(s) of attainment.

## What should I do next?

The first step is to use the link in the Notice to provide information and evidence. You can also access the response form on [ASQA's website](#).

If you decide to respond to the Notice of Intent, you must do within the period specified in the notice, i.e. **no later than 7pm (AEDT) 7 days after receiving the written notice dated 26 November 2024** if you have the following qualification(s) and/or statement(s) of attainment from Gills College:

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Your Notice also specifies the due date of your response to ASQA.

**I am an overseas student with a Gills College qualification(s) and/or statement(s) of attainment, will this affect my visa?**

The first step is to use the link in the Notice to provide information and evidence. You can also access the response form on [ASQA's website](#). It is important you reply to the Notice and within the specified period.

If you used the qualification that you have now received a Notice as part of your student visa application process, you should consider telling your current training provider that you are engaging with ASQA in this process if your qualification(s) and/or statement(s) of attainment:

- is/are required for you to undertake the current or a future course
- was/were presented to your training provider for you to be issued a Confirmation of Enrolment (CoE).

### **Do I need to tell my employer?**

The first step is to use the link in the Notice to provide information and evidence. You can also access the response form on [ASQA's website](#). It is important you reply to the Notice and within the specified period as ASQA has not yet made a decision about your qualification.

You should consider telling your employer that you are engaging with ASQA in this process if your qualification(s) and/or statement(s) of attainment:

- is/are required for you to undertake your role
- was/were presented to your employer for you to be appointed to your role

### **Can I get a refund on the cost of getting my qualification(s) and/or statement(s) of attainment with Gills College?**

There are a number of consumer protection agencies that may be able to assist.

Australian Capital Territory: [Access Canberra](#)

New South Wales: [NSW Fair Trading](#)

Northern Territory: [NT Consumer Affairs](#)

Queensland: [Office of Fair Trading Queensland](#)

South Australia: [SA Office of Consumer and Business Services \(CBS\)](#)

Tasmania: [Tasmania Consumer, Building and Occupational Services \(CBOS\)](#)

Victoria: [Consumer Affairs Victoria \(CAV\)](#)

Western Australia: [WA Consumer Protection - Department Of Mines, Industry Regulation and Safety](#)

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(s) and/or statement(s) of attainment, what can I do?**

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

## What happens after the review?

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

### **If a decision is made to cancel my qualification(s) and/or statement(s) of attainment, what happens then?**

You will be required to return your qualification(s) and/or statement(s) of attainment to ASQA.

It is important you return the qualification(s) and/or statement(s) of attainment to ASQA. You may incur a penalty if you do not comply. ASQA will advise you in writing, as part of the decision notice, when and how to do this.

If you continue to use your qualification(s) and/or statement(s) of attainment 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.

### **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?**

A qualification and/or statement of attainment is no longer valid if it has been cancelled, so you would not be able to seek a credit transfer.

### **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.