



Luvium (Australia Education & Career College)

Former Student Factsheet

Why have I received a notice of intent?

The Australian Skills Quality Authority (ASQA) has 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 is now commencing 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.

What happens next?

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

ASQA has not made a decision about your qualification or statement of attainment yet. The Notice of Intent is the first step in the process to consider the validity of your qualification. The notice advises you that ASQA considers your qualification(s) and/or statement(s) of attainment issued to you by Luvium should be cancelled for the reasons outlined in the letter. You now have an opportunity to tell ASQA why your qualifications 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 within the period specified in the notice, i.e. **no later than 7pm (AEDT) 7 days after receiving the written notice dated 6 November 2024**. Your Notice will specify 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 statements of attainment(s).

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 (add link).

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 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
<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 you 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 describe your skills and experience• Proof of employment in industry• Letters of support from employers• Qualifications or statements of attainment from another education provider

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?

It is important you respond to the Notice of Intent within the period specified in the Notice, i.e. **no later than 7pm (AEDT) 7 days after receiving the written notice dated 6 November 2024**. Your Notice will specify the due date of your response to ASQA. If you do not respond by the due date, ASQA may cancel your qualification.

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. More information on the review process can be found on the [ASQA website](#) and you will receive further information about your appeal rights if ASQA decides to cancel your qualifications.

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 website](#). It is important you reply to the Notice within the period specified in the Notice, i.e. **no later than 7pm (AEDT) 7 days after receiving the written notice dated 6 November 2024**. Your notice will specify the due date of your response.

I am an overseas student with a Luvium qualification, 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 website](#). It is important you reply to the Notice and within the specified period.

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.

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 website](#). It is important you reply to the Notice and within the specified period as ASQA has not yet made a decision.

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 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.

What happens after the review?

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

If a decision is made to cancel my qualification or statement of attainment what happens then?

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

It is important you return the qualification(s) and/or statements of attainment(s) 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 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.

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 will no longer be valid if they have been cancelled, you will 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.