



ASQA regulatory action regarding Luvium Pty Ltd

General Factsheet

What action has been taken?

The Australian Skills Quality Authority (ASQA) is progressing regulatory regarding the qualifications issued between 1 January 2023 and 19 October 2024 by Luvium Pty Ltd (Luvium), a Registered Training Organisation (RTO) trading as Australia Education & Career College.

Luvium provided training across Australia and delivered qualifications in areas including first aid, individual support and care qualifications.

What happens next?

ASQA is progressing regulatory action regarding the qualifications and/or statements of attainment issued by Luvium between 1 January 2023 and 19 October 2024.

ASQA issued a notice of intent to cancel qualifications or statements of attainment. ASQA sent this notice to 7,360 students on 6 November 2024.

ASQA commenced issuing notices of its decision to cancel qualifications to former students of Luvium from 15 November 2024.

There are some cases which are still being considered. ASQA will provide written advice to these students as further decisions are made.

How am I impacted by this?

ASQA and multiple government departments and relevant regulators are working through the potential impact on students and affected workplaces.

ASQA will be regularly updating information at: www.asqa.gov.au.

The Department of Employment and Workplace Relations (DEWR) will be regularly updating information at: [Potential cancellation of qualifications – Luvium Pty Ltd - Department of Employment and Workplace Relations, Australian Government](#)

Frequently Asked Questions for employers and the general public are available here: [Frequently Asked Questions](#).

More information will be made available as the situation progresses.

Employers

Where possible, ASQA and other relevant sector regulators have been contacting employers who may be in one of the sectors where students may have been issued with a qualification by Luvium.

If you have been contacted by ASQA, or are an organisation concerned you may have employees with a qualification from Luvium, you may want to review your records to identify if any of your current employees are affected. You could also reach out to your regulatory body for advice if you are concerned this matter will affect your regulatory compliance.

If holding a qualification is a condition of employment or a requirement for a role, your organisation can request evidence of an employee's qualification at any time.

If you have been contacted by ASQA, or are concerned you may have employees with a qualification from Luvium, you may like to request that your employees share a full copy of their authenticated Unique Student Identifier VET transcript with you. VET transcripts can be shared by either emailing a PDF or providing a hard copy of the document. This transcript will include a clickable link and a QR code for accessing the online record to further validate the training listed in the transcript. More information is available here: www.usi.gov.au/transcripts%20info-for-employers.

ASQA began issuing notices of its decision to cancel qualifications to former students of Luvium from 15 November 2024. For some students this cancellation will come into effect 7 days following the receipt of this notice.

You may wish to review the VET transcript of any impacted employees over time because the timing of the regulatory decision and any updates to the VET transcript may vary depending on the person's specific circumstances.

ASQA and DEWR are working with relevant Commonwealth agencies, Industry Regulators and State and Territory Governments to manage the impact on former Luvium students, and on any workplaces affected.

ASQA and DEWR will be regularly updating information on their respective websites.

If you have questions you can contact the ASQA phone line on 1300 701 801 or contact your regulator.

General Public

If you access a service that may be impacted by this matter, you may wish to raise it directly with the organisation or you can call the ASQA phone line on 1300 701 801.

Former Students

ASQA provided all students an opportunity to respond to the notice of intent no later than 7pm (AEDT) 7 days after receiving the written notice, i.e. 7:00pm Wednesday 13 November 2024 via the Student Response Form.

If you received your notice of intent by Registered Post, 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.

ASQA will not consider any responses after the due date.