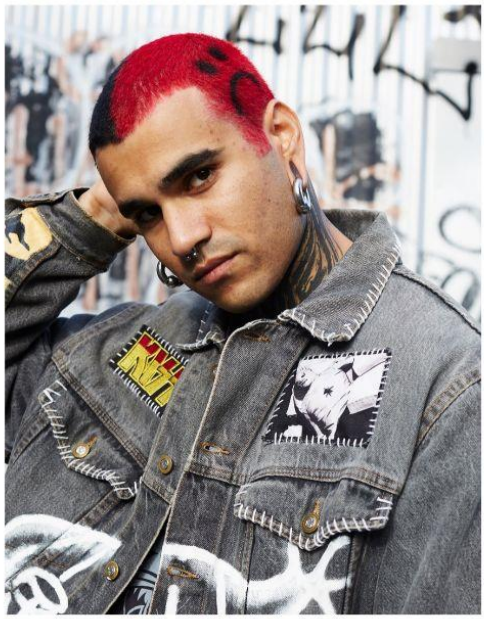
BIBA
ACADEMY

INTERNATIONAL STUDENT HANDBOOK

Certificate III IN HAIRDRESSING • SHB30416
Certificate III IN BARBERING • SHB30516





MAIN CAMPUS - FITZROY
236 Johnston Street
Fitzroy VIC 3065

CBD MELBOURNE
401 Swanston St
Melbourne VIC 3000

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WHERE THE NEXT GENERATION OF STYLISTS BEGINS

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1. BIBA Academy at a glance

Both of our Academies foster a self-paced, salon-simulated approach to learning Hairdressing and Barbering. Around 80% of training takes place with real, returning clients in our Fitzroy and Melbourne CBD salons; the remaining 20% is mannequin practice, theory and demonstration — delivered in a highly supervised yet relaxed, professional environment.

- Fitzroy — 236 Johnston Street, Fitzroy VIC 3065 (main campus)
- Melbourne CBD — 401 Swanston Street, Melbourne VIC 3000
- Set group sizes of approximately 15 students per teacher
- Nationally recognised, CRICOS-registered training for overseas students
- Students are supported by educators with substantial industry experience

While Academy clients receive less expensive hair services than a commercial salon, results are delivered to a professional finish — giving students genuine, highly supervised client experience from day one.

Our courses — quick facts

	Hairdressing SHB30416	Barbering SHB30516	Hairdressing SHB30416 Barbering SHB30516
Total training hours	Approx. 1,526 hours	Approx. 945 hours	Approx. 1720 hours
Duration (5 days/wk)	11 months (incl. 20 days holiday)	7 months (incl. 10 days holiday)	NA
Duration (4 days/wk)	14 months (incl. 16 days holiday)	9 months (incl. 8 days holiday)	NA
Duration (3 days/wk)	18 months (incl. 12 days holiday)	12 months (incl. 6 days holiday)	24 months (incl. 14 days holiday)

Attendance	Monday – Friday, minimum 80% attendance required for visa compliance
Daily schedule	Academy opens 9:15am · classes 9:45am – 5:00pm/6:00pm
Enrolments	First come, first served — rolling intake
Commencements	Monthly – February to November
Locations	Fitzroy (main) and Melbourne CBD
Delivery	Practical, client-based salon training + guided theory (approx. 80/20 split)

IMPORTANT

Course duration varies with your attendance pattern and is fixed in your Confirmation of Enrolment (CoE). Holidays must be requested through the office and can only be taken after 4 months of course participation. We do not run on regular school terms.

Jan 2027
CRICOS No. 01709K
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236 Johnston Street Fitzroy, Victoria Australia 3065
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2. Welcome — your first day

Thank you for choosing BIBA Academy. We want your first day to be as easy and exciting as possible.

- BIBA Academy opens its doors at 9:15am and closes at approximately 6:00pm.
- On your first day, arrive at 9:30am and go straight to the front desk for a quick tour and sign-in.
- The morning meeting is held every day at 9:45am for all students — arriving after this time is considered late and you must report to the office.
- There are three breaks each day: two 10-minute breaks and a 45-minute lunch break.
- Your day finishes at approximately 5:00pm with a quick pack-up before you sign out.

Please speak to any staff member if you have questions at any stage — we are here to help. Note that parking in the Fitzroy area is limited; all-day parking is available in Gore Street with 4-hour parking also nearby.

3. Our obligation as your RTO

BIBA Academy is a Registered Training Organisation (RTO) regulated by the Australian Skills Quality Authority (ASQA). We must comply at all times with the Standards for RTOs, which are part of the VET Quality Framework, and any third parties we work with — including training partners, marketing brokers and agents — must comply as well.

- Maintain appropriate training and assessment systems and resources.
- Issue AQF certification documents in line with our issuance policy.
- Maintain student records, assessment evidence and certification records.
- Provide access to complaints and appeals processes.

BIBA Academy ensures all marketing and course information provided to prospective students is accurate, complete and not misleading, in accordance with Standard 1 of the National Code.

We do not proactively engage Education Agents to recruit international students. However, if you choose to work with an Education Agent to assist you with your student visa application, you are welcome to make your own arrangements with an agent. We can then establish an agreement with the agent to facilitate your enrolment with us.

> **IF YOU HAVE A CONCERN**
>
> If you believe BIBA Academy has not met its obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined later in this handbook.

4. Selection, entry & enrolment

Applications are accepted on a first come, first served basis. If a course is full, you will be offered a place in a later intake. To enrol, complete an Application for Enrolment Form along with any documentary evidence required — such as verified qualifications, identification/passport, schooling records and evidence of English language level (within the last 2 years).

Applicants must be over the age of 18.

English language competence

This can be demonstrated through documented evidence of any of the following:

- IELTS test score 5.5 or above. Or a test equivalent to this.
- 5 years of education in an English-speaking country.
- At least 6 months of a Certificate IV level course at an Australian RTO.
- Successful completion of the College English Placement Test.
- Successful completion of High School in the English language.

How to enrol

1. Complete your Application for Enrolment Form and gather required evidence.
2. Send your application to mirella@biba.com.au — you will be contacted with the outcome.
3. On approval, you will receive a letter of offer (LOO) outlining the course details. Sign and return the LOO to confirm your enrolment.
4. Your electronic Confirmation of Enrolment (eCoE) is issued once we receive your signed agreement and evidence enrolment fee paid. Evidence of Overseas Student Health Cover (OSHC) can be provided any time prior to starting.

5. Your orientation day

Once you have settled into your accommodation, call Student Services during business hours to arrange your orientation session. This takes up to an hour and covers:

- Our organisation, staff introductions and course structure
- Rules, regulations, safety and workplace health & safety (OH&S)
- How and where classes are organised, and how to access Student Support services
- Living in Melbourne and things to see and do in Australia
- Locker allocation, and any equipment or textbooks purchased for your course

We will also walk you around the Academy grounds so you feel at home when you start on your first day.

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6. Course fees & payment options

Fees below reflect the current Schedule of Fees for 2027 and are subject to change; your written agreement and tax invoice set out the exact amounts and payment dates that apply to you.

Certificate III in Hairdressing (SHB30416) — total $19,247.50 AUD

Enrolment fee	$250 (non-refundable, for CoE)
Online learning resources	$540 (non-refundable, inc. GST)
Student Services & Amenities Fee	$590 (non-refundable, inc. GST)
Full equipment kit	$1,285 (non-refundable, inc. GST, subject to change)
Training investment	$16,582.50 (inc. GST)

Certificate III in Barbering (SHB30516) — total $15,455.00 AUD

Enrolment fee	$250 (non-refundable, for CoE)
Online learning resources	$540 (non-refundable, inc. GST)
Student Services & Amenities Fee	$200 (non-refundable, inc. GST)
Full equipment kit	$1,265 (non-refundable, inc. GST, subject to change)
Training investment	$13,200 (inc. GST)

OR TOGETHER Certificate III in Hairdressing (SHB30416) & Certificate III in Barbering (SHB30516) — total $22,617.50 AUD

Enrolment fee	$250 (non-refundable, for Hairdressing CoE) & $250 (non-refundable, for Barbering CoE)
Online learning resources	$540 (non-refundable, inc. GST)
Student Services & Amenities Fee	$590 (non-refundable, inc. GST)
Full equipment kit	$1,600 (non-refundable, inc. GST, subject to change)
Training investment	$19,387.50 (inc. GST)

Enrolment to be paid for issuing CoE.

Online resources, SSAF, equipment and first month tuition to be paid prior to commencement.

Tuition to be paid monthly via Ezidebit Direct Debit.

Monthly tuition is calculated based on how many days you have committed to: 3, 4 or 5days a week.

Payment methods available

- Cash
- Electronic transfer (email mirella@biba.com.au for details)
- Credit card

All monthly tuition payments will be set up via Ezidebit as confirmation in the Letter of Offer.

7. Certificate III in Hairdressing (SHB30416)

This qualification involves approximately 1,526 contact hours, the majority of which are workplace-based. Training is competency based and delivered through oral demonstration, visual/video demonstration, and hands-on mannequin and live-client practice, tailored to each student's learning style (visual, auditory or kinaesthetic).

Around 80% of training happens in the Training Salon with real, returning clients; the remaining 20% is theory delivered via digital pack, presentations and lectures. Students progress from mannequin work to live models once assessed as competent in attitude, task completion, accuracy, confidence and technical understanding.

Areas covered

- Salon reception — phone/appointments, greetings, timekeeping
- Basin services — client preparation, product choice, chemical rinsing
- Salon duties — client care, refreshments, cleaning and maintenance
- Colour — theory, consultation, tint, highlights, bleach and creative colour
- Styling & finishing — products, tools, formal and creative dressing
- Cutting — tools, bone structure, short and long hair cutting
- Straightening — theory, tools, solutions and application

Most training is completed at the Fitzroy campus; nearing course completion, students may relocate to the Melbourne CBD campus, which is a simulated real commercial salon, to refine their skills before graduating.

Certificate III in Hairdressing monitoring Clusters

- Dress & Style hair and theory components
    - By the end of this study period students will be able demonstrate (in the BIBA Academy salon) skills in blow waving using different brush types, create classic and creative hair ups and styling hair with numerous types of products, perming & straightening. Students will have a clear understanding on hairdressing health and safety, how to communicate with clients, understand the importance of consultation, carry out basin work (shampoo and condition hair), and receive and direct clients, sell products/services, conduct reception duties and be able to work as a team.

- Colour and chemical services, theory, mannequin and client assessments
    - By the end of this study period students will (in the BIBA Academy salon) be able to conduct clear and concise consultations with clients, understand client's colour needs, demonstrate skills in applying colour in a number of techniques and rinse out colour all within the health and safety guidelines. Including colour and chemical straightening and relaxing hair.

- Cutting theory, mannequin and client assessments
    - By the end of this study period (in the BIBA Academy salon) will be able to conduct clear consultation with clients and identify what haircut they would like. Students will be able to design haircut structures and demonstrate skills in basic classic cutting styles on BIBA Academy clients all within the hairdressing health and safety guidelines.

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8. Certificate III in Barbering (SHB30516)

This qualification involves approximately and 945 contact hours. Training follows the same competency-based model as Hairdressing — mannequin work progressing to live clients, 80% practical and 20% theory.

Areas covered

- Reception — phone/appointments, greetings, timekeeping
- Basin services — client preparation, product choice, hygiene practices
- Salon duties — client care, refreshments, cleaning and maintenance
- Styling & finishing — products, tools, drying and dressing hair
- Cutting — tools, bone structure, classic and combined cutting, grooming and shaving

Training begins at the Fitzroy campus and moves to the Melbourne CBD campus once your instructor determines you are ready — staying at Fitzroy is also available on request.

Certificate III in Barbering monitoring Clusters

- Fundamentals and Dry hair to shape (GOU #1) approx. 3.5 month
    - By the end of this study period (10 weeks) students will be able demonstrate (in the BIBA Academy salon) skills in drying hair to shape using different brush types, create classic and creative styles on numerous types of hair. Students will have good product knowledge. Students will have a clear understanding on barbering organisational health and safety, how to communicate with clients, understand the importance of consultation, carry out basin work (shampoo and condition hair), and receive and direct clients, recommend products/services, conduct reception duties, doing research into the industry, planning hair for special events and be able to work as a team.

- Cutting theory, mannequin and client assessments (GOU #2) approx. 3.5 months
    - By the end of this study period (30 weeks) students (in the BIBA Academy barbershop) will be able to conduct clear consultation with clients and identify what haircut they would like. Students will be able to design haircut structures and demonstrate skills in basic classic cutting styles on BIBA Academy clients all within the barbering/hairdressing health and safety guidelines.

By the end of this study period (4 weeks) students will be able demonstrate skills in how to manage their time efficiently in the barbershop salon performing back to back clients in all areas i.e. cutting, styling, dry hair to shape etc.

All units are delivered holistically and in conjunction of one another.

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9. Units of competency & career pathways

Hairdressing SHB30416 — core & elective units

SHB30416 Certificate III in Hairdressing

Core Units

SHBHBAS001	Provide shampoo and basin services
SHBXWHS001	Apply hygiene, health and work practices
BSBSUS201	Participate in sustainable work practices
SHBHIND001	Maintain and organise tools, equipment and work areas
SHBXIND002	Communicate as part of a salon team
SHBHTRI001	Identify and treat hair and scalp conditions
SHBXCCS002	Provide salon service to clients
SHBXCCS001	Conduct salon financial transactions
SHBXIND001	Comply with org requirements within a personal services environment
SHBHIND003	Develop and expand a client base
SHBHDES003	Create finished hair designs
SHBHCLS002	Colour and lighten hair
SHBHCLS003	Provide full and partial head highlighting treatments
SHBHCLS004	Neutralise unwanted colours and tones
SHBHCLS005	Provide on scalp full head and re-touch bleach treatments
SHBHREF002	Straighten and relax hair with chemical treatments
SHBHCUT001	Design haircut structures
SHBHCUT002	Create one length or solid haircut structures
SHBHCUT003	Create graduated haircut structures
SHBHCUT004	Create layered haircut structures
SHBHCUT005	Cut hair using over-comb techniques

Elective Units

SHBHIND002	Research and use hairdressing industry information
SHBHCCS001	Plan hair services for special events
SIRRMER001	Produce visual merchandise displays
SHBHDES004	Create classic long hair up-styles
SHBHDES002	Braid hair
SHBHCUT006	Create combined haircut structures
SHBHCUT007	Create combined traditional and classic men's haircut structures

The above electives have been chosen by BIBA Academy specifically as we feel they are skills which will be regularly applied in every salon situation and specifically in the BIBA Academy salon environment.

During duration of the course, students must demonstrate competency in all aspects of hairdressing and complete approx. 1562 hours of which majority are workplace-based training.

These include:

- Cutting
- Colouring & chemical straightening
- Client relations
- Professionalism
- Blow-waving and styling

Barbering SHB30516 — core & elective units

SHB30516 Certificate III in Barbering

Core Units

SHBHBAS001	Provide shampoo and basin services
SHBXWHS001	Apply hygiene, health and work practices
BSBSUS201	Participate in sustainable work practices
SHBHIND001	Maintain and organise tools, equipment and work areas
SHBXIND002	Communicate as part of a salon team
SHBHTRI001	Identify and treat hair and scalp conditions
SHBXCCS002	Provide salon service to clients
SHBXCCS001	Conduct salon financial transactions
SHBXIND001	Comply with org requirements within a personal services environment
SHBHIND003	Develop and expand a client base
SHBHDES001	Dry hair to shape
SHBHCUT001	Design haircut structures
SHBHCUT002	Create one length or solid haircut structures
SHBHCUT003	Create graduated haircut structures
SHBHCUT004	Create layered haircut structures
SHBHCUT005	Cut hair using over-comb techniques
SHBHCUT007	Create combined traditional and classic men's haircut structures
SHBHCUT009	Cut hair using freehand clipper techniques
SHBHCUT011	Design and maintain beards and moustaches
SHBHCUT012	Shave heads and faces
SHBHCUT013	Provide men's general grooming services

Elective Units

SHBHIND002	Research and use hairdressing industry information
SIRRINV001	Receive and handle retail stock
SIRRMER001	Produce visual merchandise displays
SHBHCCS001	Plan hair services for special events
SHBHCUT006	Create combined haircut structures

The above electives have been chosen by BIBA Academy specifically as we feel they are skills which will be regularly applied in every salon situation and specifically in the BIBA Academy salon environment.

The Certificate III in Barbering involves **7 months study** (including holidays). This means attending BIBA Academy on a full-time basis 5 days per week. During this time you must demonstrate competency in all aspects of Barbering and complete all units of the course and complete approx. **945 contact hours**.
These include:

- Professionalism
- Client relation
- Complying with organisational policies and procedures
- Event planning
- Cutting

Possible Career pathways after Barbering or Hairdressing

- Certificate III in Hairdressing (SHB30416) — broader salon services
- Certificate IV in Hairdressing (SHB40216) — senior/specialist hairdresser roles
- Diploma of Salon Management (SHB50216) — salon manager or small business owner
- Graduate Certificate in Hairdressing Creative Leadership (SHB80116) — creative/artistic director roles

10. Monitoring your course progress

You are monitored daily to ensure you keep up with the workload of your course.

- Instructors check your Transcript in the Student Records System (SRS) at the start of each class.
- Completed activities and tasks are recorded in SRS at the end of each day.
- SRS records are stored online and accessible to both students and trainers at any time.

Hairdressing progresses through three broad study periods — Dress & Style/theory, Colour & chemical services, and Cutting — each ending in mannequin and client assessments.

Barbering progresses through Fundamentals/Dry hair to shape and Cutting groups of units, delivered holistically.

11. Assessments

Assessments may be practical, verbal or written, and are detailed in your Digital Pack. If you feel an assessment was not fair, raise it with us — we will re-evaluate and follow the Complaints and Appeals process if needed.

Formative assessment (activities)

Produces feedback on how you are progressing so you and your trainer can identify learning strategies as you go.

Summative assessment (tasks)

Occurs at the end of a unit/cluster to determine whether you have met the required outcomes. You may request a summative assessment at any stage if you feel ready.

- Assessment tasks are Satisfactory (S) or Not Yet Satisfactory (NYS).
- Unit outcomes are Competent (C) or Not Yet Competent (NYC).
- You are not penalised for an NYS result — you'll receive verbal feedback and a chance to practise and reattempt.
- You may attempt an assessment activity up to 3 times. If still NYS after 3 attempts, management is notified and you can either re-enrol in the unit or receive a Statement of Attainment for units completed.

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12. STUDENT DRESS CODE

Dress, presentation & professional standards

Hairdressing is part of the fashion industry. Your presentation should be clean, professional, practical and appropriate for a client-facing salon environment.

Do

- Arrive with hair styled and presentation considered.
- Wear clean, neat clothing suitable for salon work.
- Wear sensible, enclosed footwear appropriate for standing and practical work.
- Maintain neat, clean nails and appropriate grooming.

Avoid

- High heels or footwear that is unsafe for salon work.
- Thongs, flip-flops or Havaianas or any other Open Toed Shoes.
- Clothing that exposes excessive skin or underwear.
- Excessively ripped or unsuitable clothing.
- Tracksuit pants, Leggins/Tights, Ugg boots or other clothing not suited to a professional salon floor.

If you are unsure whether an item is suitable, ask Student Services or your educator before attending.

13. USI & Visas

Unique Student Identifier (USI)1

All RTOs must hold a valid USI for every student enrolled in nationally recognised training. You must either provide your USI or give us permission to access or create one on your behalf (any ID used for this is destroyed afterwards). We cannot issue a qualification or Statement of Attainment without a valid USI.

If you would like to create your own USI, please visit: http://www.usi.gov.au/Students/Pages/default.aspx

Visas

Once you receive your eCoE, you'll need to apply for your student visa — details, evidence required and OSHC obligations are explained on the Department's website. Information about applying for a visa can be found at: https://www.studyaustralia.gov.au/en/plan-your-move/visa-application-process

Allow plenty of time, as visa processing can take a while; if your visa is refused, you'll receive a full refund of fees paid.

Visa conditions

- Satisfy attendance and course progress requirements, and maintain a valid enrolment.
- Only work if permitted under your visa conditions.
- Maintain approved Overseas Student Health Cover (OSHC) at all times.
- Notify us of your Australian address and any changes within 7 days.
- Complete your course within the duration specified on your CoE.

- Remain with BIBA Academy for 6 months unless issued a letter of release.

14. Travel, arrival & entry into Australia

Travel costs are not included in course fees. Plan to arrive in Melbourne at least 2 weeks before orientation to allow time to settle in.

Documents to bring

- Valid passport and student visa
- Confirmation of Enrolment (CoE)
- Insurance policies (including OSHC)
- Certified copies of birth certificate, medical records and educational qualifications

Keep all documents in your carry-on luggage, and leave copies with family in case originals are lost.

On arrival

You'll clear passport control, collect baggage and pass through customs — Australia has strict quarantine laws, so declare any food or plant items. Use the Skybus shuttle, a taxi or Uber. Exchange some currency to Australian dollars before or on arrival, but avoid carrying large sums of cash.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at:

https://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine

15. Accommodation & bringing your family

Accommodation options

BIBA Academy does not arrange or provide accommodation for students. However, we have provided some options below for you to explore.

Type	Typical cost
Home stay with an Australian family	$250–$350 per week
Hostels and guesthouses (shared facilities)	$80–$135 per week
University accommodation	$80–$250 per week
Share accommodation (house/apartment)	$80–$350 per week

For short- & long-term accommodation charges and provisions, please visit the websites from the list provide below:

Venue Name	Location	Website
Iglu Student Accommodation	Melbourne	https://iglu.com.au/melbourne/
Scape Student Accommodation	Melbourne	https://www.scape.com.au/
Carlton Student Accommodation	Carlton	https://www.studentaccommodation.com.au/
Rooms International	Carlton	https://rooms.net.au/
The Nunnery	Fitzroy	https://nunnery.com.au/

Also visit https://www.studyaustralia.gov.au/en/life-in-australia/accommodation for more information about finding accommodation when planning to studying in Australia.

Bringing your family

Family members (partner and children under 18) will also need a visa and health cover. You'll need to provide proof of the relationship, such as birth or marriage certificates. For more details, visit www.immi.gov.au

16. Health, safety & OSHC

Emergencies

For fire, ambulance or police, dial 000. You'll be asked which service you need and for your name, address and phone number. For non-emergencies, see a GP or local medical centre.

Overseas Student Health Cover (OSHC)

You must hold OSHC for the duration of your student visa, purchased before you arrive. Approved providers include Australian Health Management, BUPA Australia, Medibank Private and OSHC Worldcare. OSHC helps cover medical and hospital care and most prescription medicines, but does not cover dental, optical or physiotherapy — additional private cover is available if you want this.17. Working, living costs & everyday life

Working in Australia

As a student visa holder, you may work up to 40 hours a fortnight during term time, and unlimited hours during scheduled course holidays.

Visit the following website to find out more about working in Australia, including how to find a job.

https://www.studyaustralia.gov.au/en/work-in-australia/finding-work-while-you-study

Living costs

Migration regulations require you to show access to sufficient funds. From 1 July 2026, the minimum annual living cost requirements are:

Applicant	Annual amount
Main student	AUD $29,710
Student's partner	AUD $10,394
First child	AUD $4,449
School-age child (annual tuition)	AUD $13,502

These figures are indicative only — actual costs vary depending on where you live. Budget for clothing, food, accommodation, transport, entertainment and (if applicable) childcare; moneysmart.gov.au is a useful budgeting resource.

Costs associated with living in Australia are included at:

https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs

Shopping & clothing

Major supermarkets (Coles, Woolworths, IGA, Aldi) and department stores (Myer, David Jones, Kmart, Target, Big W) are widely available, generally open 9am–5:30pm with late-night shopping on Thursdays or Fridays.

Visit the following website for more information about shopping as a student in Melbourne:

https://www.admitkard.com/blog/basic-stores-where-students-can-find-everything-in-melbourne

17. Maintaining your enrolment

You must meet course progress and attendance requirements as a condition of your visa.

Course progress

If your progress becomes unsatisfactory, you'll receive support first, then a first warning letter, then a second warning letter with a meeting to discuss further support. If progress remains unsatisfactory across two consecutive study periods, we are required to report you to the Department, which makes the final decision on your visa.

Attendance

You must maintain at least 80% attendance. If you're at risk of falling below this, we'll meet with you to offer support before any report is made. You can download your Attendance Report through your SRS at any time to check your current attendance percentage.

Compassionate or compelling circumstances

Reports may be avoided where circumstances beyond your control affected your progress or attendance — for example, serious illness or injury, bereavement, major political upheaval or natural disaster at home, a traumatic experience, or delays outside your control such as visa processing.

Academic integrity

BIBA Academy has a no-tolerance policy for plagiarism, cheating and collusion. Submitting an assessment is a declaration that the work is your own. If misconduct is found, you'll be given a chance to respond, and disciplinary action — typically redoing the assessment — will follow.

18. Credit Transfer & Recognition of Prior Learning

Credit Transfer

A credit reduces the units you need to complete based on equivalent study already completed with another RTO.

- Attach a certified copy of your Statement of Attainment when you submit your Enrolment Form.
- Your application will be assessed within 5 working days.
- Approved credits are recorded in your learning guide and training plan on commencement.

Recognition of Prior Learning (RPL)

RPL recognises skills, knowledge and experience you already have, gathered through evidence, questioning, tasks and (where relevant) workplace observation, supported by a trainer/assessor throughout.

19. Student support services

BIBA Academy is sensitive to cross-cultural issues and the needs of international students. You will have access to information and support regarding:

- Accommodation and welfare facilities
- Counselling and concurrent assistance
- Literacy and numeracy assistance
- Legal, emergency and health services
- Facilities and resources, and complaints & appeals

All support services are provided at no additional cost. Speak with Student Services if you need advice on any of the above — there are many avenues of support available to you.

Phone: + 61 (03) 9415 8488

Or email us directly: contact@biba.com.au

20. Deferring, suspending, cancelling & transferring

Deferral or suspension

You may apply to defer or temporarily suspend your studies only in exceptional circumstances beyond your control — for example, serious illness or family bereavement. BIBA Academy may also suspend or cancel your enrolment where you don't meet the Code of Conduct, and any such change is reported to the Department via PRISMS, which may affect your visa. Suspensions are granted for a maximum of 6 months, and if your enrolment is suspended for 28 days or more you must generally return home unless special circumstances apply. You can appeal any BIBA-initiated suspension or cancellation within 20 working days.

Transferring between providers

You cannot transfer to another RTO within your first 6 months of your principal course without a letter of release, except in limited circumstances (for example, if BIBA Academy's registration is revoked or a government sponsor determines a transfer is in your best interest). To transfer out, submit a written request with a valid offer from the new institution; letters of release are issued at no cost once outstanding fees are settled and there's no attempt to avoid a progress or attendance report.

21. Refunds & certification

Refund policy

Fee Protection

- All enrolment and course fees paid by students for accredited training delivered by BIBA Academy are deposited into an established Trust Account and are withdrawn only upon completion of the course.
- The Trust Account is administered by the Managing Director of BIBA Academy in accordance with the Conditions of Registration.
- Course fees paid in advance are protected under the Student Tuition Assurance Scheme.

Refunds Applicable When a Student Defaults

A student is considered to have defaulted if:

- the course commenced on the agreed start date, but the student did not begin training and has not previously withdrawn; or
- the student withdraws from the course at any time, either before or after the agreed start date.

Refund Conditions

- The $250 enrolment fee is non-refundable.
- For Certificate III students, the equipment fee is non-refundable once the course has commenced, as equipment becomes the property and responsibility of the student upon purchase.
    - Equipment may be refunded only if it remains unused and in its original packaging.
- If a student withdraws before course commencement, written notice is required. BIBA Academy will retain the enrolment fee.
- If a student withdraws after course commencement, written notice is required.
    - Students must pay for all units that have been opened or started.
    - Any tuition fees paid for units not yet started will be refunded to the original fee payer.

- Refunds for when a student defaults, will be paid within 4 weeks after default is confirmed.

Withdrawal Due to Bona-Fide Medical or Personal Reasons

If a student is unable to continue training due to genuine medical or personal circumstances:

- BIBA Academy will suspend the remainder of the course upon receiving written application from the student.
- The student's return to training is at the sole discretion of BIBA Academy but will occur within a reasonable timeframe once the application is accepted.
- If the student is unable to recommence training due to exceptional circumstances (e.g., incapacitation), a pro-rata refund will be issued.
- Monthly tuition payments will continue during the suspension period.
- Students may suspend their training for a maximum of six months.

Refunds Applicable When BIBA Academy Defaults

BIBA Academy is considered to have defaulted if:

- the course does not commence on the agreed start date;
- the course ceases after commencement and before completion; or
- the course cannot be fully delivered due to a sanction imposed on the provider.

Refund Conditions

- BIBA Academy will refund all fees paid, including the enrolment fee, within 14 days if a course is cancelled or its commencement is postponed.
- In accordance with Sections 27–31 of the ESOS Act 2007, a full refund must be paid to the student within two weeks of the default day.
- BIBA Academy will provide the student with a written statement explaining how the refund amount was calculated.

Certification

On successful completion and payment of all fees, you'll receive your qualification and record of results within 30 days. If you withdraw or partially complete your course, a Statement of Attainment is issued within 30 days provided fees are paid. A valid USI must be on file before any certification can be issued. Records are retained for at least 30 years, and replacement copies are available for a fee.

22. Code of conduct, legislation & child safety

BIBA Academy maintains high professional standards across marketing, course delivery, staffing, training environments and certification, and complies with relevant Australian legislation including:

- Workplace Health and Safety Act 2011 — a safe environment for staff and students
- Equal Opportunity principles — fair, courteous treatment for all students and stakeholders
- National VET Regulator Act 2011 — nationally mandated training and assessment standards
- Student Identifiers Act 2014 — valid USI required before certification
- Privacy Act 1988 and related legislation — secure handling of personal information, disclosed only with consent or as required by law

Child safety

BIBA Academy proactively manages risks of harm to children, including physical and online environments. Any allegation or safety concern must be reported immediately to BIBA Academy's child safety officer and recorded on an incident report; all reports are handled respectfully, discreetly and in line with Victorian child safety standards, with disclosures reported accurately to police or child protection services.

Bullying and harassment

BIBA Academy does not tolerate behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person. If you experience or witness this, tell the person the behaviour is unwelcome if you feel comfortable doing so, or lodge a complaint through our Complaints and Appeals process.

23. Complaints, appeals & feedback

We aim to resolve complaints promptly, fairly and confidentially, whether academic (assessment, training content) or non-academic (conduct, access to facilities, harassment).

Stage 1 — Informal complaint

Raise the matter with any staff member. We'll respond within 5 working days and, if unresolved, begin an internal investigation with a written outcome provided within 10 working days.

Stage 2 — Formal complaint

Submit a written complaint; an independent staff member investigates with a support person present if you wish, providing a written outcome within 10 working days. Unresolved matters go to a Management Committee for review, with an outcome within 15 working days.

External review

If still unsatisfied, you may contact the Dispute Settlement Centre of Victoria (DSCV) at no cost — telephone 1300 372 888 or check out their website www.vic.gov.au/contact-dispute-settlement-centre-victoria . Your enrolment is maintained while any complaint or appeal is in progress.

Assessment appeals follow a similar process: an independent reassessment, written outcome within 5–10 working days, and the right to escalate to a formal complaint if still unresolved. We also welcome general feedback by phone or email at any time — it feeds directly into our continuous improvement.

24. Our campuses

BIBA Academy Fitzroy

236 Johnston Street, Fitzroy VIC 3065

Conveniently located with easy access to public transport and free all-day parking in Gore Street (limited availability). The route 11 tram (via Brunswick St) and route 86 tram (via Smith St) both stop within a short walk; the 200 bus travels up Johnston Street from Hoddle Street.

BIBA Academy Melbourne CBD

401 Swanston Street, Melbourne VIC 3000

Just minutes from Melbourne Central Station and all trams travelling along Swanston Street, with all-day parking available in the QV building.

NEED DIRECTIONS?

Call the Academy — Fitzroy (03) 9415 8488 or Melbourne CBD (03) 9663 3327 — and we'll help you find us.

25. Key contacts & emergency numbers

Contact	Detail
Student Services (main line)	+61 3 9415 8488 · Open 9:45am–5pm
International Support Officer	Mirella Heuperman — mirella@biba.com.au
Website	www.bibaacademy.com.au
Police, Fire, Ambulance	000
Dept. of Home Affairs (visas)	131 881 · 2 Lonsdale Street, Melbourne VIC 3000
Public transport	ptv.vic.gov.au
Taxis	Silver Top 13 10 08 · 13 Cabs 13 22 27
Uber + Didi Carshare Services	Download the Apps through the Apple App Store or Google Play

BIBA ACADEMY

We're here to help you build the skills, confidence and professional habits to step onto the salon floor with purpose — and to feel at home while you do it.

YOUR NEXT STEP

Arrive prepared. Be curious. Communicate. Practise. Look after your clients, your team and yourself. Keep moving forward.

BIBA Academy of Hair and Beauty Pty Ltd

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