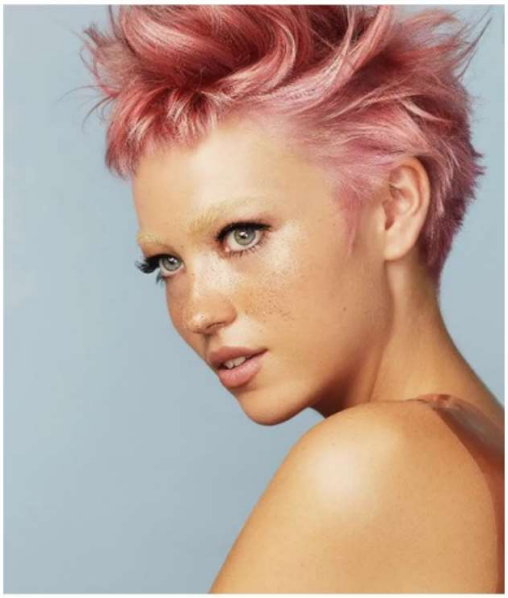
BIBA ACADEMY

STUDENT HANDBOOK

Certificate III IN HAIRDRESSING

APPRENTICE

SHB30416



MAIN CAMPUS - FITZROY
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Fitzroy VIC 3065

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Melbourne VIC 3000

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WHERE THE NEXT GENERATION OF STYLISTS BEGINS

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1. BIBA Academy at a glance

Apprenticeship training built around real salon experience.

For more than five decades, BIBA has built its reputation on strong technique, creativity and a genuine connection to salon life. BIBA Academy was created to bring that same standard into education — giving students the opportunity to learn in working salon environments with real clients and experienced educators.

As an apprentice, you learn on the job with your employer and attend BIBA Academy for your off-the-job training. Our self-paced, salon-simulated approach to learning the trade of Hairdressing means you are expertly guided through both theory and practice, with a significant amount of time spent working on real, returning clients who value the highly supervised, fun and welcoming atmosphere.

Our approach

Around 80% of your off-the-job training is hands-on, working with real clients in a live salon environment. The remaining 20% focuses on theory, demonstrations and guided learning.

BIBA Academy operates across two inner-Melbourne campuses, each combining dedicated student training facilities with a BIBA Academy Salon open to the public. All apprenticeship training and assessment takes place at our Fitzroy campus.

- Fitzroy — 236 Johnston Street, Fitzroy VIC 3065 (apprenticeship training and assessment)
- Set group sizes of up to 20 students per group, with one teacher per group
- Nationally recognised training

Academy clients enjoy high-quality services at a fraction of commercial salon prices, without compromising on the polished, professional finish — which is why they keep coming back.

Our aim is straightforward: develop capable, confident graduates who understand how a professional salon operates and are ready to contribute on the salon floor.

2. Your apprenticeship — quick facts

Course	Certificate III in Hairdressing (SHB30416)
Course type	Apprenticeship — off-the-job training under a registered Training Contract with your employer
Duration	Approximately 2 years, depending on your progress and Training Plan
Delivery	Face-to-face off-the-job training at BIBA Academy (practical, client-based training plus guided theory), combined with on-the-job training in your workplace
Release pattern	Day release (1 day per week) or Block release (1 week every 5 weeks) — chosen by your employer
Daily schedule	Academy opens 9:15am · morning meeting 9:45am · classes finish between 5:00pm and 6:00pm
Enrolments	Rolling monthly, once your documentation is complete and your Training Contract is active on Epsilon
Location	Fitzroy — 236 Johnston Street, Fitzroy VIC 3065 (all apprenticeship training and assessment)

Fees	Skills First apprenticeship training — see Section 6 and the Schedule of Fees
To commence	A registered apprenticeship Training Contract, a completed Pre-Training Review and enrolment, and a valid Unique Student Identifier (USI)
To complete	Demonstrate competency in all 28 units (21 core, 7 elective) through assessment. Your employer gives the final sign-off of your qualification
Qualification	Nationally recognised Certificate III
Licensing	No occupational licence is required to complete this qualification
Third parties	BIBA Academy delivers and assesses this course. Any third-party arrangement that affects your training will be given to you in writing before you enrol

The qualification is current on the national training register (training.gov.au). It reflects the role of hairdressers who use a range of well-developed sales, consultation and technical skills and knowledge to provide a broad range of hairdressing services to clients, and who take responsibility for the outcomes of their own work.

IMPORTANT

Your Training Contract and Training Plan determine your release pattern and nominated completion dates. Course duration varies with your progress.

Please refer to the separate Schedule of Fees for a full breakdown of current costs.

3. Welcome — your first day

Thank you for choosing BIBA Academy. We want your first day to feel clear, organised and exciting. Please arrive ready to participate in a professional learning environment.

- BIBA Academy opens its doors at 9:15am and closes at approximately 6:00pm.
- Arrive at 9:30am and go straight to the front desk — we will sign you in and give you a quick tour. You can put your gear away and have a coffee before the morning meeting.
- The morning meeting for all students is held every morning at 9:45am. Afterwards we will schedule you into a class.
- Arriving after 9:45am is considered late — you will need to report to the office.
- Each day includes two 15-minute breaks (morning and afternoon) and a 45-minute lunch break — cafés and restaurants on Smith Street and Brunswick Street are popular lunch spots.
- Your afternoon includes more classes and demonstrations, followed by a quick pack-up before you sign out.

If you're driving, all-day parking is available on Gore Street, with 4-hour parking nearby for lunchtime moves — but parking in Fitzroy is limited, so public transport is recommended. Speak to any staff member if you need help at any stage.

YOUR MINDSET MATTERS

Patience, application and an open mind are the keys to success. Treat BIBA Academy as a work-simulated professional environment: be punctual, prepared, respectful and ready to communicate with clients, educators and the wider team.

4. Our obligation as your RTO

BIBA Academy (RTO 6035) is a Registered Training Organisation regulated by the Australian Skills Quality Authority (ASQA). We must comply with the Standards for RTOs 2025 — the Outcome Standards, the Compliance Standards and the Credential Policy — which replaced the Standards for RTOs 2015 on 1 July 2025 and are made under the National Vocational Education and Training Regulator Act 2011. We take part in ASQA audits as required, and any third party involved in your recruitment, training or assessment must meet these requirements too.

As your RTO, we are responsible for issuing your AQF certification documents in line with our issuance policy (see Section 18).

What you can expect from us

- Clear, accurate and current information about us, your course, fees and support before you enrol — and prompt notice of any change that may affect you.
- A review of your existing skills, language, literacy, numeracy and digital literacy before enrolment, so you are advised whether this training is suitable for you.
- Training and assessment delivered by qualified trainers and assessors with current industry skills, in suitable facilities with appropriate resources.
- Access to support services, and to your trainers, assessors and other staff, throughout your training.
- Fair and accessible feedback, complaints and appeals processes.
- Secure management of your personal information and records.

IF YOU HAVE A CONCERN

If you believe we have not met our obligations as an RTO, you have the right to make a complaint. Follow the Complaints and Appeals process in Section 21 — and if you are not satisfied with the outcome, you can contact ASQA.

5. Before you start: enrolment, Pre-Training Review & your Training Contract

BIBA Academy accepts applications from apprentices who have started working with their employer, have completed their apprenticeship contract paperwork and are active on Epsilon — Victoria's apprenticeship and traineeship register. Once you are active, we will contact you and your employer within 5 business days to organise your enrolment, which includes your Pre-Training Review, a literacy and numeracy test and your Statement of Fees.

Pre-Training Review

Before you enrol, we review your existing skills and competencies — including your language, literacy and numeracy (LLN), through our literacy and numeracy test, and your digital literacy — and advise you whether this training is suitable for you and what support is available. We also confirm your Training Contract details with you and your employer.

How enrolment works

1. You and your employer sign a Training Contract, which is registered through an Apprentice Connect Australia provider and the Victorian Registration and Qualifications Authority (VRQA) on Epsilon. Training starts once your contract is registered.
2. When you are active on Epsilon, we contact you and your employer within 5 business days to book your enrolment.

3 Complete your Pre-Training Review (including the literacy and numeracy test) and enrolment forms, including your USI details (Section 18). If you are applying for credit, supply certified copies of your USI transcript (Section 19).

4 We give you your Statement of Fees and written information about your training, all fees and charges, and your obligations before any fees are payable. You then receive your Training Plan outline.

Your rights and responsibilities as an apprentice

- Your employer is responsible for your on-the-job training and supervision under your Training Contract; BIBA Academy delivers your off-the-job training.
- Attend your scheduled training, complete your assessments and keep your contact details up to date.
- Tell us straight away if your employment ends or your Training Contract changes. BIBA Academy must notify apprenticeship authorities of certain events, and we will tell you and your employer when we do.
- For concerns about pay or conditions at work, contact your employer first, then your Apprentice Connect Australia provider or the Fair Work Ombudsman (13 13 94).

6. Fees, charges & refund information

Your apprenticeship training is delivered under Victoria's Skills First program. Please refer to the current BIBA Academy Schedule of Fees (www.bibaacademy.com.au/policies-forms) for tuition fees, other fees and additional charges. Fees may vary according to individual enrolment circumstances, any approved Credit Transfer and your eligibility for government subsidy.

Before you enrol — and before any fees are payable — we give you your Statement of Fees and written information setting out the training we will provide, all fees, costs and charges, payment terms and any obligations that apply to you.

> **DO NOT RELY ON OUTDATED FEE FIGURES**
>
> The Schedule of Fees and your Statement of Fees are the controlling documents for current prices. This handbook intentionally does not reproduce dollar amounts that may change during 2027.

Other costs and obligations

- **Possible additional charges:** student services and amenities fees, ancillary fees, replacement certification or academic records, and other charges listed in the Schedule of Fees.
- **Device and equipment:** you must bring your own device (iPad or laptop) for our digital platform (assessment guide, activity book, textbook and online records) and your own professional equipment kit.
- **Work placement:** your employment with your employer is your workplace training — no separate placement is required.
- **USI:** creating a Unique Student Identifier is free at usi.gov.au (see Section 18).
- **Withdrawing:** see the refund policy below.

Refund policy and withdrawal

- Cancellations must be made in writing — by email, post or in person. Forms are available at www.bibaacademy.com.au.
- If you cancel before the course commences, you receive a full tuition fee refund.
- If you cancel within 4 weeks after the scheduled commencement date, you receive a partial refund, less tuition fees for any units of competency you have withdrawn from. After that period, no refund applies except as set out below.

- If you cancel, there is no refund of the Student Services and Amenities Fee (SSAF) or of books and resources, including the digital package and online textbook.
- If BIBA Academy cancels government-funded training at any time during your enrolment, we refund the full tuition contribution, the pro-rata portion of any student services and amenities fees and ancillary fees, and any fees for materials or services not used before the cancellation date.
- If you do not undertake part of your government-funded training because of recognised prior learning, we refund the difference between the tuition contribution you paid and the tuition contribution that applies to the enrolled subject hours you do undertake in that calendar year.
- BIBA Academy may grant refunds in other circumstances, or of greater amounts, as it sees fit.

WRITTEN NOTICE REQUIRED

If you intend to stop attending, give BIBA Academy written notice stating the date and your reasons. If the reason is a health issue, we also need written documentation from your GP or specialist stating that you are unable to attend classes. Without written notice, a refund may not be available.

Nothing in this handbook limits your rights under the Australian Consumer Law.

7. Release pattern, attendance & lateness

Your employer chooses either day release (1 day per week) or block release (1 week every 5 weeks). Your Training Plan shows your scheduled training and nominated completion dates. Attendance is a core part of competency development because training is practical and client-based. Late arrivals, early leave and absences are communicated to your employer.

Lateness & early leave

Professional punctuality is part of your training. BIBA Academy has a strict lateness policy to ensure the smooth running of the Academy.

- Arriving at 9:45am or later: report to the office and complete a "late arrival" form. A copy is sent to your salon.
- Arriving late three times in a school term between 9:45am and 10:00am: BIBA Academy may send you home or back to your salon, and you must catch up on any training missed.
- Arriving after 10:00am: BIBA Academy may send you home or back to the salon immediately.
- Classes finish between 5:00pm and 6:00pm, or when your instructor releases you.
- Early leave: raise it with your instructor first thing in the morning, then complete an "early leave" form at the office, confirmed with administration and your employer.

Absences

- **Acceptable reasons:** sickness; danger of being affected by an infectious or contagious disease; and unavoidable, sufficient cause such as bereavement or family trauma.
- **Not acceptable:** truancy; shopping expeditions; helping at home or at a parent/guardian's workplace; part-time or casual work (including travel); appointments that could be made outside training hours (including driving lessons or tests); and excessive time for appointments.
- Contact the Academy and your employer on the day you are absent. You are responsible for catching up on missed training — we will help you plan it.

WHY IT MATTERS

Being on time is not simply an attendance requirement. It reflects the professional standards expected in a salon and helps protect your progress through the course.

8. Extensions, deferral, suspension & cancellation

Extensions

If you need more time to reach competency, speak with your educator and employer. Any extension is recorded on your Training Plan (and on Epsilon where required). Extension fees, if any, are listed in the Schedule of Fees and confirmed in writing before they apply.

Deferring, suspending or withdrawing

Tell us as soon as possible if you need to defer, suspend or withdraw — for example because of illness (supported by a medical certificate), serious personal or family circumstances, or a change in your employment. Because your Training Contract is registered with the VRQA, changes to your training or contract may also need to be notified to your employer and apprenticeship authorities; we will guide you through this.

If BIBA Academy suspends or cancels your enrolment

BIBA Academy may suspend or cancel your enrolment if you become uncontactable, your attendance is unsatisfactory, you are not actively engaged in learning or assessment, fees remain unpaid under an agreed plan, or you do not abide by the Student Code of Conduct (Section 15).

1. We contact you by phone and email, and arrange a meeting with the Operations Manager to explore re-engagement.
2. If no contact is made within 28 days, a formal notice of intent to cancel is issued by email.
3. You then have 10 working days to respond and will be advised of your right to access the Complaints and Appeals process.
4. If that process is not pursued in time, the cancellation is finalised and confirmed by email.

YOUR RIGHT TO APPEAL

If BIBA Academy initiates a suspension or cancellation, you will be notified in writing and may lodge an appeal with Administration within 20 working days. Your enrolment status will not change until the internal complaints and appeals process is complete, unless the safety or welfare of students or staff requires otherwise.

9. Dress, presentation & general rules

Hairdressing is part of the fashion industry. Your presentation should be individual, but above all clean, professional, practical and appropriate for a client-facing salon environment — smart/casual and fun!

Do

- Hair styled
- Clothes clean and ironed
- Tasteful make-up

- Sensible shoes
- Neat and clean hands and nails

Avoid

- High-heeled shoes, thongs, flip-flops or footwear that is unsafe for work
- Excessive skin exposure, midriff showing or revealing underwear
- Excessively ripped clothes, tracksuit pants, leggings/tights or Ugg boots
- Sectioning clips holding your hair, unnatural fake tan lines and sunglasses worn on the head

These are guidelines and include exceptions. If you are unsure whether an item is suitable, ask Student Services or your educator before attending.

General rules

- Attend class fully prepared with all relevant professional equipment, and attend punctually.
- No smoking or vaping in or around the building at any time.
- No alcohol or illegal drugs (unless medically prescribed) on the premises — a breach may result in immediate removal from training and further action under Section 8.
- Keep rooms and equipment neat and tidy, in line with health and safety requirements.
- Stealing from BIBA Academy or fellow students may result in immediate removal from training and a report to police where appropriate.
- Use mobile phones for educational purposes only during class time, and do not leave class without your instructor's permission.
- Approach every client service requested by your instructor positively and professionally; raise any safety concern with your instructor first.

Facilities & equipment

At our Fitzroy campus we provide computers and internet, a quiet study area, basins and workstations, a fully simulated salon environment with real clients, colour and styling products, WiFi, magazines for assignments, a microwave to heat lunches and a student lunch area. Learning resources — videos, books, magazines and instructors — are available to you at all times.

You are responsible for your own equipment kit — BIBA Academy is not responsible for lost or stolen items.

10. Course delivery & your training journey

Training is competency based: you progress when you can demonstrate the skills and knowledge required in the workplace. Each part of your course is a "unit of competency" linked to specific workplace skills. Units are packaged into clusters to avoid repetition, so you are trained and assessed on all the units in a cluster at the same time. Delivery combines classes, practical demonstrations, workplace components, homework and online learning through Google Classroom.

At BIBA Academy you first complete an orientation and introduction to our policies, guidelines, facilities and regulations. You are then taken through the course individually, and the course structure is directed by your ongoing performance. We treat every student as an individual — everyone learns differently, and BIBA Academy is completely non-discriminatory.

80% PRACTICAL · 20% THEORY

Most of your off-the-job training takes place in our Training Salon, where members of the public are your models and you service them as you would in a regular salon — cuts, colours and other hair services. Theory — delivered through Google Classroom, lectures and live demonstration — covers topics such as the science and chemistry of hair, scalp disorders, and chemicals and their application.

You begin on mannequin heads and progress to live models once you have been assessed as competent in:

- Attitude and professional approach
- Task completion within the desired time
- Accuracy in application of technique
- Confidence in application
- Knowledge and understanding of why and how each technique is used

You begin practical work with dressing and styling hair — classic and creative hair-ups and blow-drying — followed by basic colour application with colour theory and demonstrations, then cutting and chemical services. As you advance, the techniques, and the standard required of you, intensify. You take notes and/or complete head sheets, which are handed to the administrator for assessment.

Assessments are conducted near the end of each cluster, and you can ask to be assessed at any time. You may be reassessed throughout your course so your standard of work, confidence and readiness for the workforce are maintained. If you are nearing the end of a cluster and waiting for specific client services to be assessed, it is your responsibility to arrange your own client models. BIBA Academy will help you build a client base, but we cannot guarantee to provide all client assessment services.

Your Training Plan

Your Training Plan outline details nominated completion dates for each study period and helps instructors monitor your progress. It is developed with you and your employer and can be reviewed if your circumstances change. Completing within the nominated duration depends on you demonstrating competency on an ongoing basis. Your employer gives the final sign-off of your qualification.

Areas covered

- **Salon reception** — phone and appointments, greetings and client communication, timekeeping and service of clients
- **Basin services** — wrapping and covering clients, choice of shampoo and conditioner, massage and rinsing of chemical treatments
- **Salon duties** — care and service of clients, refreshments, cleaning and maintenance of the salon and equipment
- **Colour** — colour theory and composition, consultation, shade choice and suitability, tint, highlights and creative colour
- **Styling & finishing** — correct use of products and tools, consultation, drying and dressing hair, formal and fantasy dressing
- **Cutting** — tools and equipment, bone structure, basic and classic cutting, creative and advanced cutting for men and women
- **Chemical straightening** — theory and composition, solutions and application, consultation, applied straightening

11. Assessments

Assessment at BIBA Academy is designed to be fair, valid, reliable and flexible. It may involve practical demonstration, verbal questioning, written work or a combination — details are in your Digital Pack. Read your Student Assessment Guidelines and task sheet before each assessment so you know exactly what will be assessed.

Formative assessment (activities)

Produces feedback on your progress so you and your trainer can identify where improvement is needed and adjust your learning as you go.

Summative assessment (tasks)

Occurs at the end of a unit or cluster to determine whether you have met the required outcomes. You may ask to sit a summative assessment at any stage if you feel ready — this counts as one of your attempts.

- 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. Your assessor gives you written and verbal feedback on why you did not meet the criteria; it is recorded on the NYS assessment sheet and kept on file.
- You can practise and reattempt. A new assessment sheet is completed for each attempt, and you may attempt an assessment activity up to 3 times.
- If you are still NYS after the third attempt, your assessor notifies management and a meeting is held with the Academy Co-ordinator and Operations Manager to agree a documented plan of action in our Student Management System (VETtrak). Your options are to re-enrol in the unit or to receive a Statement of Attainment for the units achieved at the conclusion of your training.

Fairness, adjustments and appeals

If you need reasonable adjustments to demonstrate your competency — for example because of disability or language, literacy and numeracy needs — tell us early and we will work with you without lowering the required standard. If you believe an assessment decision was not fair, you can challenge or appeal it (Section 21). Your submitted assessment evidence is kept for at least two years after you complete your course.

12. Units of competency — SHB30416

To complete SHB30416 Certificate III in Hairdressing you must demonstrate competency in 28 units: 21 core units and 7 electives. BIBA Academy has chosen the electives because they are skills regularly applied in every salon and in the BIBA Academy salon environment. Units are delivered in four clusters.

Fundamentals

By the end of this stage you can demonstrate, in the BIBA Academy salon, hairdressing health and safety; client communication and consultation; basin work (shampoo and conditioning); receiving and directing clients; selling products and services; reception duties; and working as a team.

- SHBXWHS001 Apply safe hygiene, health and work practices
- SHBHIND001 Maintain and organise tools, equipment and work areas
- BSBSUS201 Participate in environmentally sustainable work practices
- SHBXIND002 Communicate as part of a salon team
- SHBXIND001 Comply with organisational requirements within a personal services environment
- SHBHIND002 Research and use hairdressing industry information (elective)
- SHBHTRI001 Identify and treat hair and scalp conditions

- SHBXCCS001 Conduct salon financial transactions
- SHBHIND003 Develop and expand a client base
- SHBXCCS002 Provide salon services to clients
- SIRRMER001 Produce visual merchandise displays (elective)
- SHBHCCS001 Plan hair services for special events (elective)
- SHBHBAS001 Provide shampoo and basin services

Styling

By the end of this stage you can demonstrate blow-waving with different brush types and techniques, and create classic and creative hair-ups and styles, including braiding.

- SHBHDES002 Braid hair (elective)
- SHBHDES003 Create finished hair designs
- SHBHDES004 Create classic long hair up-styles (elective)

Colour & chemicals

Includes theory, mannequin and client assessments. By the end of this stage you can run clear consultations, understand client colour and chemical straightening needs, and apply and rinse out colour and chemical straightening in a number of techniques, within health and safety guidelines.

- 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

Cutting

Includes theory, mannequin and client assessments. By the end of this stage you can run a clear client consultation, design haircut structures and demonstrate basic classic cutting on BIBA Academy clients, within health and safety guidelines.

- 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
- SHBHCUT006 Create combined haircut structures (elective)
- SHBHCUT007 Create combined traditional and classic men's haircut structures (elective)

13. Monitoring progress & career pathways

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

- Instructors check your Student Records System (SRS) record at the start of each class to review your progress and plan the day's tasks.

- Completed activities and tasks are recorded in SRS by the end of each day.
- A report is emailed to your salon at the end of each training day, detailing what was accomplished and any feedback on your performance.
- Your educators talk with you and your employer about your progress and your Training Plan, so any extra support can be put in place early.

Indicative timeline — day release, approximately 2 years

Stage	Months	Focus
Fundamentals	1–14	Health and safety, communication, consultation, basin work, reception, teamwork
Styling	1–6	Blow-waving, hair-ups and braiding
Colour & chemicals	7–16	Colouring, lightening, highlights and chemical straightening
Cutting	15–24	Cutting theory, mannequin and client assessments

Block release follows the same sequence over a different calendar. Your Training Plan shows your own dates.

Competency profile

- **Professional communication** — present the desired image, greet and consult clients, sell retail products and services, work in a team and manage your time
- **Basin services** — apply hygiene and OHS standards, identify hair and scalp conditions, and shampoo and condition under salon supervision
- **Design (style) hair** — analyse design concepts and client characteristics, air-form and set hair, apply long hair techniques and create commercial effects
- **Sculpt (cut) hair** — apply manipulative cutting skills to create solid, graduated, layered and combined structures using scissors, comb, razor and clippers
- **Permanently straighten hair** — identify chemicals and their effects, and produce commercial straightening results
- **Colour hair** — apply temporary, semi-permanent and permanent colour, lighten hair and investigate corrective colour (toning)

Career pathways after Hairdressing

- SHB40216 Certificate IV in Hairdressing — senior and specialist hairdresser roles, including colouring, cutting and design, trichology and chemical reformation
- SHB50216 Diploma of Salon Management — salon manager or small business owner in hairdressing, beauty, barbering or spa businesses
- SHB80116 Graduate Certificate in Hairdressing Creative Leadership — creative or artistic director and specialist session stylist roles

14. Salon duties & client care

Students help operate the salon area as part of learning how a professional salon runs.

Mornings

- Fill water sprays with warm water, sweep floors, clean mirrors and windows
- Fill the urn, and check the kitchen/back room is stocked (milk, coffee, tea) and clean
- Fill shampoo and conditioner bottles and check the basin area is clean
- Fold dry towels and put on wet ones; wipe chairs and benches and clean under seats
- Clean salon equipment and trolleys, tidy magazines, clean the front desk and arrange retail products and displays

During the day

- Greet clients, make them welcome and offer refreshments and Wi-Fi
- Keep workstations and benches clean and tidy at all times, and collect towels after use
- Gather cups and wash up, keep the kitchen clean and tidy and refill the urn
- Sweep floors after every service and keep magazines tidy

End of day

- Turn off the urn and electrical appliances
- Sweep floors and clean furniture
- Make sure washing and drying is underway so towels and gowns are clean for the next day

GREETING A CLIENT

Always greet clients with a smile and a welcoming manner. Ask politely if they have an appointment. If so, seat them (holding the chair as they swivel), mark them off in the appointment software, hang their coat and offer a tea or coffee.

15. Code of conduct, bullying & inclusion

BIBA Academy is committed to a safe, professional and inclusive learning environment. Discrimination, harassment, bullying, victimisation, intimidation or threatening behaviour is not acceptable.

Our commitments to you

- We market our courses with integrity and accuracy, never drawing false or misleading comparisons or implying that courses outside our scope of registration are recognised.
- We give you accurate information about the course, assessment, fees, support and complaints processes before you commence, and access to a current copy of the course curriculum.
- Our trainers and assessors hold the required training and assessment credentials, vocational competencies and current industry skills.
- Our premises comply with occupational health and safety and fire safety requirements, and our facilities and equipment are kept in good order.
- We keep accurate records of enrolments, attendance, assessment outcomes, RPL, complaints and certification issued, and we treat personal records confidentially.
- We monitor training operations and student and employer satisfaction, and use what we learn to improve.

Your responsibilities

Treat people with courtesy and professionalism regardless of background, age, culture, identity, ability or personal circumstances. Follow safety directions, care for BIBA Academy property, and submit work that is your own (Section 16).

Bullying and harassment

Bullying may be verbal, physical, social or psychological. Harassment is unwanted behaviour that offends, humiliates or intimidates and creates a hostile environment — for example making fun of someone, spreading rumours or offensive jokes. Victimisation is treating someone unfairly because they made a complaint. Bullying also falls under health and safety legislation.

If you feel safe doing so, tell the person you do not like the behaviour and ask them to stop. If you are not comfortable doing this, report it to a staff member or lodge a complaint under Section 21.

Access and equity

BIBA Academy provides equitable access to training and support and aims to remove unreasonable barriers to participation. Application and selection processes are explicit and defensible and apply to everyone, including people with a disability, Indigenous people, women, people from non-English-speaking backgrounds and people in rural and remote areas. All people are treated courteously and fairly throughout enquiry, selection, enrolment and training. Speak with Student Services if you need support or an adjustment.

OUR COMMITMENT

Our school is a place free from discrimination, where everyone belongs. We respect and celebrate the diversity of our communities and are committed to creating a safe and welcoming space for all.

Smoking and vaping

Smoking and vaping are not permitted at BIBA Academy, in line with Victorian tobacco laws. See the policy on our website or call (03) 9415 8488.

16. Academic integrity

BIBA Academy has a no-tolerance policy for plagiarism, cheating and collusion. Students must act with integrity and only submit work that is their own or appropriately referenced.

- Submitting an assessment is a declaration that the work is your own and free of cheating, plagiarism or collusion.
- If misconduct is suspected, you will be given an opportunity to respond before any action is taken. Confirmed misconduct may require you to complete the assessment again and/or lead to disciplinary action.
- Do not share answers or assessment evidence with another student.
- Ask your educator if you are unsure what assistance is permitted.

17. Health, safety & child safety

Under the Occupational Health and Safety Act 2004 (Vic), BIBA Academy must provide a safe environment and relevant health and safety information for staff and students. You must follow safety instructions and behave in ways that do not endanger others. Your employer is responsible for your safety in the workplace.

- Immediately report hazards to your trainer/assessor.

- Seek staff assistance if you become ill or injured on campus, and only help another person if it is safe to do so.
- Complete an incident report as required, and learn our emergency evacuation procedures — in an emergency, follow the instructions given.
- Do not leave bags or belongings where someone could trip, and do not smoke, vape or drink alcohol on the premises.
- Observe basic hygiene practices such as handwashing, and leave toilets and basins clean and tidy.

Child safety

BIBA Academy is committed to the safety and wellbeing of children and young people, in line with the Victorian Child Safe Standards. Many apprentices are under 18. We proactively manage risks of harm, including in physical environments (for example, doors that can lock) and online environments — staff do not have personal social media contact with students under 18.

If an allegation of abuse or a safety concern is raised, report it immediately to BIBA Academy management or Student Services and complete a child safety incident report, available from the BIBA Academy office. All reports are taken seriously, handled respectfully and discreetly, and disclosures are reported accurately to police or child protection, with records stored securely. If a child is in immediate danger, call 000.

18. USI, records & certification

A Unique Student Identifier (USI) is a lifetime record of your nationally recognised training. Under the Student Identifiers Act 2014 we must hold a verified USI for every enrolled student, unless an exemption applies. Creating a USI is free at usi.gov.au. You must give us 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 verified USI.

Certification

We issue your AQF certification documentation within 30 calendar days of you completing assessment, provided you have completed the qualification (or completed units and then withdrawn), all agreed fees are paid and a verified USI is on file. A Statement of Attainment is issued on the same basis if you withdraw or partially complete your course. A record of results accompanies a qualification, and is provided with a Statement of Attainment on request. BIBA Academy may withhold certification until fees are paid, except where the law does not permit it.

Records

We keep records of all AQF certification documentation we issue for at least 30 years, and your submitted assessment evidence for at least two years after you complete your course. You can request replacement copies at any time — the current fee is in the Schedule of Fees.

19. Credit Transfer, RPL & national recognition

Credit Transfer

A credit formally recognises previous study and reduces the units you need to complete — for units you have completed with another RTO or issuing organisation, or where equivalence can be established.

1. Show the original or a certified copy of your Statement of Attainment when you complete your enrolment forms.
2. Your application is assessed within 5 working days.
3. Credited units are marked in your learning resources and recorded on your Training Plan outline on commencement.

We may ask for more information to confirm equivalence. A credit may reduce your course fees, and we will advise you of this in writing.

Recognition of Prior Learning (RPL)

RPL formally recognises skills and knowledge gained through work, life experience and other unrecognised training. Apply at enrolment, or up to 2 weeks into your course — start by talking with your trainer/assessor or the office about whether RPL suits you. If it does, you receive a kit to work through, gathering evidence, answering questions, completing tasks and, where relevant, being observed at work, with a trainer/assessor supporting you throughout. Current RPL pricing is in the Schedule of Fees.

National recognition

BIBA Academy recognises AQF qualifications and Statements of Attainment issued by any other RTO. Use our credit application form at www.bibaacademy.com.au/policies-forms.

20. Student support & wellbeing

BIBA Academy is sensitive to cross-cultural issues and the needs of students, especially those under 18. We identify your support and wellbeing needs at your Pre-Training Review and throughout your training, and you receive orientation and information on accommodation, counselling, concurrent assistance, welfare facilities and literacy and numeracy assistance. If you are finding anything difficult, speak with Student Services, Alex Heath or Mirella Heuperman at the BIBA Academy office, or your educator.

- Learning and assessment support, including literacy, numeracy and digital skills
- Course and progress guidance, and attendance and engagement support
- Access and equity support, and reasonable adjustments
- Information about complaints and appeals
- Referral to external support services where appropriate

ASK EARLY

You do not need to wait until a problem becomes serious. Early communication gives BIBA Academy the best opportunity to support you and keep you progressing.

External support services

Service	Phone	Who it helps
Emergency	000	Immediate danger
Lifeline	13 11 14	Crisis support, 24 hours
Beyond Blue	1300 22 4636	Anxiety, depression and mental health support
eheadspace	1800 650 890	Young people aged 12–25
Kids Helpline	1800 55 1800	Young people aged 5–25, 24 hours
MensLine Australia	1300 78 99 78	Men — relationships, stress, wellbeing
WIRE	1300 134 130	Victorian women and gender-diverse people

GriefLine	1300 845 745	Grief, loss and trauma support
1800RESPECT	1800 737 732	Sexual assault, domestic and family violence

21. Complaints, appeals & feedback

You have the right to raise concerns about your training, assessment, support or treatment — including selection and admission decisions, assessment decisions, the actions of a staff member or another student, administrative decisions, access to facilities and resources, and harassment, bullying or discrimination. Complaints are handled fairly, confidentially and without reprisal, and you can bring a support person to any meeting.

1. Raise the matter with your educator or Student Services where appropriate — most concerns are resolved here.
2. If it is not resolved, lodge a formal complaint using the Complaints & Appeals Form at www.bibaacademy.com.au/policies-forms, or email contact@biba.com.au.
3. We acknowledge your complaint in writing within 5 working days and aim to resolve it within 20 working days. If it will take longer, we tell you why and keep you updated.
4. You are told the outcome and the reasons in writing, together with any available appeal options. All outcomes are documented.

Appeals

If you disagree with a decision — including an assessment result or an enrolment decision — you may lodge an appeal within 20 working days of being told of it. Your appeal is considered by a person who was not involved in the original decision, and you receive a written outcome within 20 working days.

IF YOU ARE STILL NOT SATISFIED

You can ask for an external review. Contact ASQA (asqa.gov.au) or the National Training Complaints Hotline on 13 38 73. For apprenticeship matters you can also contact the VRQA (vrqa.vic.gov.au), and for discrimination the Victorian Equal Opportunity and Human Rights Commission on 1300 292 153.

Your feedback

We welcome feedback from students and employers at any time by phone or email. We use feedback — including the NCVER Student Outcomes Survey and student and employer satisfaction surveys — to improve our training and support. You may be invited to complete surveys during or after your course.

22. Privacy, records & changes to your course

BIBA Academy collects and manages your personal information in line with the Privacy Act 1988 (including the Australian Privacy Principles) and relevant Victorian privacy law. We tell you why we collect it, use it only in relation to your study, store it securely, and do not disclose it without your consent except as described below or required by law.

Your personal information (including your USI) may be disclosed to the Australian Government, the National Centre for Vocational Education Research (NCVER), the Victorian Government and apprenticeship authorities (including the VRQA and your Apprentice Connect Australia provider) and your employer, for statistical, regulatory, funding and apprenticeship administration purposes. The NCVER Privacy Notice is provided with your enrolment documents. We may also disclose information where it is needed to prevent or lessen a serious and imminent threat to life or health, or where the disclosure is required or authorised by law.

Access to your records

You may request a copy of your records at any time in writing to mirella@biba.com.au. We can provide copies, arrange a time for you to review your file, or give you access to an online portal. If you believe a record is incorrect, incomplete, out of date or misleading, you can ask for it to be amended; if the record is found to be accurate, your request is still noted on file.

If things change

We must tell you promptly if there are changes to BIBA Academy, your course, or your training and assessment arrangements — including a change of ownership, new or changed third-party arrangements, a superseded or deleted training product, or if we can no longer deliver your course or operate as an RTO. If that happens we will work out a plan to minimise the impact on you and tell you how you are affected as soon as practicable, by letter, email or SMS. Please keep your contact details current using the Change of Details Form.

23. Our campus



BIBA Academy Fitzroy – Main Campus

236 Johnston Street, Fitzroy VIC 3065

Our Fitzroy campus provides dedicated student training facilities and a public-facing BIBA Academy Salon. Colour and chemical services are delivered here, along with a broad range of hairdressing training.

Conveniently located with easy access to public transport. 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. Parking in Fitzroy is limited — the Coles Supermarket car park near Fitzroy St/Johnston St, or the Rose St car park, offer all-day parking for around $10.



BIBA Academy Melbourne CBD

401 Swanston Street, Melbourne VIC 3000

Our Melbourne CBD campus provides dedicated student training facilities and a public-facing BIBA Academy Salon, with cutting, styling and barbering services. The campus is located on the basement level with stair access only.

Just minutes from Melbourne Central Station and all trams travelling along Swanston Street, with all-day parking available if required. Parking in the city is limited

CONTACT

Student Services: (03) 9415 8488 · contact@biba.com.au • www.bibaacademy.com.au

NEED DIRECTIONS?

Call the Academy on (03) 9415 8488 and we'll help you find us.

24. Key contacts & useful links

Contact	Detail	Notes
Student Services	(03) 9415 8488	contact@biba.com.au
Records requests	mirella@biba.com.au	Access to or amendment of your records
Website	www.bibaacademy.com.au	Course and enrolment information
Policies & Forms	www.bibaacademy.com.au/policies-forms	Complaints, appeals, fees and current policies
Fitzroy	236 Johnston Street, Fitzroy VIC 3065	Apprenticeship training and assessment

External contacts

Organisation	Contact	For
ASQA	asqa.gov.au · 13 38 73 (National Training Complaints Hotline)	Complaints about RTO training and assessment
VRQA	vrqa.vic.gov.au	Apprenticeships and Training Contracts in Victoria
Fair Work Ombudsman	fairwork.gov.au · 13 13 94	Apprentice pay and conditions
Victorian Equal Opportunity and Human Rights Commission	humanrights.vic.gov.au · 1300 292 153	Discrimination and harassment
WorkSafe Victoria	worksafe.vic.gov.au	Workplace health and safety
USI Registrar	usi.gov.au	Create or find your USI
OAIC	oaic.gov.au	Privacy

WELCOME TO BIBA ACADEMY

We're here to help you build the skills, confidence and professional habits to step onto the salon floor with purpose.

BIBA ACADEMY

YOUR NEXT STEP

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



BIBA Academy of Hair and Beauty Pty Ltd
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(03) 9415 8488 · contact@biba.com.au
www.bibaacademy.com.au
2027 Edition · Certificate III in Hairdressing (SHB30416) · Apprenticeship