BIBA ACADEMY

STUDENT HANDBOOK

Certificate III IN HAIRDRESSING

Fast-Tracking • Fee-For-Service

SHB30416



MAIN CAMPUS - FITZROY
236 Johnston Street
Fitzroy VIC 3065

CBD MELBOUNRE
401 Swanston St
Melbourne VIC 3000

Student Services · (03) 39415 8488 · contact@biba.com.au

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WHERE THE NEXT GENERATION OF STYLISTS BEGINS

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1. BIBA Academy at a glance

A modern training environment 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.

BIBA Academy's Fitzroy and Melbourne CBD campuses take a self-paced, salon-simulated approach to learning Barbering. Students learn in a working barbershop environment, guided by expert educators through both theory and practice — with a significant amount of time spent styling real, returning clients who value the highly supervised, fun and welcoming atmosphere.

Our approach

Around 80% of your 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 campus combines dedicated student training facilities with a BIBA Academy Salon open to the public.

- Fitzroy — 236 Johnston Street, Fitzroy VIC 3065
- Melbourne CBD — 401 Swanston Street, Melbourne VIC 3000
- Training and salon services are delivered in professional environments designed to reflect current industry practice.
- Students are supported by educators with substantial industry experience.

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 course — quick facts

Course	Certificate III in Hairdressing (SHB30416)
Course type	Certificate / fee-for-service / non-apprenticeship
Total unit nominal hours	1,005 hours
Total training hours	1,526 hours
Attendance	3, 4 or 5 days per week
Daily schedule	9:45am – 5:00pm/6:00pm
Enrolments	Monthly, February - November
Locations	Fitzroy and Melbourne CBD
Delivery	Practical, client-based salon training + guided theory
Qualification	Nationally recognised Certificate III

The qualification is current on the national training register. It reflects the role of hairdressers who provide a broad range of hairdressing services and take responsibility for the outcomes of their own work.

IMPORTANT

Your individual training plan and enrolment agreement determine your nominated completion date and attendance pattern. Course duration varies according to the number of days you attend each week.

3. Welcome — your first day

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 check in at reception — Student Services will sign you in, connect you to WiFi and get you set up with our online resources.
- After lunch you'll meet your Fundamentals teacher and start practical activities.
- Arriving after 9:45am is considered late — you'll need to report to Student Services. Sign-out is from 5:00pm.
- Each day includes a 10-minute morning break, a 45-minute lunch break and a 10-minute afternoon break — cafés and restaurants on Smith Street and Brunswick Street are popular lunch spots.

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

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 is a Registered Training Organisation (RTO) accredited by the Australian Skills Quality Authority (ASQA) and adheres strictly to the Standards for RTOs 2015, part of the VET Quality Framework. We maintain robust internal policies, procedures and systems, and participate in ASQA audits as required. Any third parties involved in your training and assessment — including training partners, marketing brokers and sales representatives — must also meet these standards.

As your RTO, we are responsible for issuing your AQF certification documents in accordance with our issuance policy.

- Maintain appropriate training and assessment systems and resources.
- Provide accurate course, fee, assessment and support information before enrolment.
- Maintain appropriate student records, assessment evidence and certification records.
- Provide access to complaints and appeals processes.
- Protect student information and manage records appropriately.
- Monitor quality and continuously improve training and support services.

IF YOU HAVE A CONCERN

If you believe BIBA Academy has not met its obligations, you can raise the matter through our Complaints and Appeals process. Current policies and forms are available on the BIBA Academy website.

5. Student selection, entry & enrolment

BIBA Academy enrols students who meet the entry requirements of the course, ensuring consistent, transparent and compliant enrolment decisions.

Eligibility restriction

Applicants who have already completed a Certificate III in Hairdressing or Certificate III in Barbering at any other RTO are not eligible to enrol in a Certificate III program at BIBA Academy, regardless of delivery mode. Applicants not eligible under this policy are encouraged to explore alternative pathways such as short courses, Recognition of Prior Learning, or other professional development.

Where prior training doesn't fully meet a unit's competency requirements, additional or alternative training and assessment may be required. This policy is applied consistently and is based solely on qualification status and course suitability.

Enrolment

Applications are processed on a first-come, first-served basis; if your course is at capacity you'll be offered a place in the next available intake. Enrolments for Certificate III in Hairdressing are taken monthly from February to November.

1. Complete our Pre-Training Review, including a Literacy and Numeracy test, at our Fitzroy campus.
2. If applying for Credit, indicate this on your Enrolment Form and provide your academic transcript, statement of attainment or USI transcript.
3. Call (03) 9415 8488 to book your enrolment appointment

6. Fees, charges & refund information

Please refer to the separate Schedule of Fees for a full breakdown of tuition costs. Course duration depends on your attendance pattern; Credit Transfers reduce the Contribution Fee, and published fees may vary based on individual enrolment circumstances. Students learn via a digital platform (assessment guide, activity book, textbook and online records) and must bring their own device (iPad or laptop).

This handbook applies to the fee-for-service pathway. Please refer to the current BIBA Academy Schedule of Fees for the 2027 tuition fee, payment schedule and any additional charges. Fees may vary according to individual enrolment circumstances and approved Credit Transfers.

DO NOT RELY ON OUTDATED FEE FIGURES

The Schedule of Fees is the controlling document for current prices. This handbook intentionally does not reproduce a dollar amount that may change during 2027.

Possible additional charges

- Course extension or re-enrolment fees where applicable.
- Replacement certification or academic records.
- Other charges listed in the current Schedule of Fees.

Refund policy (fee-for-service)

- Withdrawing partway through a paid month means you're charged for the full month; refunds apply only to units paid for but not yet started.
- BIBA Academy is not responsible for lost or stolen equipment, and does not refund purchased or used equipment, resources or portal access.
- If BIBA Academy cancels a course during your enrolment, you'll receive a full refund of tuition paid prior to the cancellation date.
- A successful RPL application may entitle you to a refund for tuition hours no longer required.
- If you withdraw, cancel or transfer before completing your qualification, you'll receive a Statement of Attainment at no extra cost, provided tuition for those units is paid in full.

WRITTEN NOTICE REQUIRED

You must give BIBA Academy written notice (with date and reason) if you intend to stop attending. For health-related withdrawals, written documentation from your GP or specialist is required. Without this, you will be ineligible for any refund.

Refunds are managed in accordance with BIBA Academy's current Fee-for-Service Student Refund Policy. Where a student withdraws, written notice is required. Refund eligibility depends on the circumstances of the withdrawal, the period of enrolment and any relevant fees or resources already provided.

7. Course extensions & cancellation of enrolment

Course extensions

A complimentary 1-month extension is available at no charge, subject to management approval and satisfactory attendance and conduct. Additional time — up to 3 consecutive months — can be purchased at $500 per month, for any attendance schedule. Anything beyond the combined 4-month extension is treated as a re-enrolment, with re-enrolment fees applying.

Cancellation of enrolment

BIBA Academy may cancel your enrolment if you become uncontactable, your attendance falls below 80%, you are not actively engaged in learning or assessment, or fees remain unpaid under an agreed plan.

1. You'll be contacted by phone and email, and a meeting arranged 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 Grievance Policy.
4. If the grievance process isn't pursued in time, the cancellation is finalised and confirmed by email.

8. Course duration, attendance & holidays

BIBA Academy's Certificate III in Hairdressing can be completed in 11 to 18 months depending on your attendance pattern. Your individual training plan remains the key document for your nominated completion date.

Days per week	Approx. duration	Holiday allocation
5 days (M, T, W, Th & F)	11 months	20 days
4 days (M, W, Th & F)	14 months	16 days
3 days (M, Th & F)	18 months	12 days

All holidays must be requested through Student Services. Your first holidays may only be requested after four months of course participation. Holiday approval is subject to your training plan and course progress.

Minimum attendance

Students are expected to attend a minimum of 3 days per week and maintain at least 80% attendance. Attendance is a core part of competency development because the course is heavily practical and client-based.

Absence

- Notify BIBA Academy as soon as possible if you are unable to attend.
- Provide Doctors Certificate for illness or other approved circumstances – 10 Sick Days per annum
- 5 unexplained days of absence may result in a written warning.
- 10 unexplained days may result in a second written warning.
- 15 unexplained days may give BIBA Academy grounds to terminate the enrolment, subject to the applicable process.
- Acceptable absences include sickness, risk of infectious disease, and unavoidable causes such as bereavement or family trauma.
- Unacceptable reasons — such as truancy, shopping, casual work, or appointments that could be scheduled outside training hours — will be recorded as a day of leave.

9. Lateness & early leave

Professional punctuality is part of your training. Our daily timetable begins at 9:45am and students are expected to be ready to learn and participate at that time.

BIBA Academy has a strict lateness policy to ensure the smooth running of the school.

- Arriving between 9:45am and 10:00am: report to Student Services and complete a 'late arrival' form when signing in.
- Regular lateness in this window may result in being sent home, and you'll be responsible for catching up on missed training.
- Arriving after 10:00am: BIBA Academy reserves the right to send you home immediately.
- Classes finish between 5:00pm and 6:00pm, or when your instructor releases you. Early leave requests must be raised with your instructor first thing in the morning, and confirmed with Student Services when signing out.
- Early leave must be discussed with your educator and approved through Student Services.

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.

10. Returning after Serious Injury or Illness

If you have experienced a serious injury or illness, you must provide a Doctor's Clearance Letter or Certificate from a registered medical practitioner before returning to any practical or theory sessions. This should confirm you are fit to resume study and manage the demands of the industry requirements.

Hairdressing and barbering is a physically and emotionally demanding industry, requiring long hours on your feet, precise and repetitive hand movements, and the resilience to work closely with clients every day. Under our Occupational Health and Safety (OHS) obligations, we need to be 100% certain you are ready to return to these demands.

Please submit your clearance to BIBA Student Services (contact@biba.com.au) before returning, as we cannot permit your return without it. Once received, we will work with you to plan a safe and supportive return, as your wellbeing, and the safety of our students, staff and clients, always comes first.

11. 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. Make it smart/casual and fun!

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.
- Unnatural fake tan lines, sunglasses worn on head
- Thongs, flip-flops or Havaianas

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

12. Deferring, suspending or cancelling your enrolment

You may apply to defer commencement, or temporarily suspend your enrolment, only in exceptional circumstances beyond your control — such as illness (supported by a medical certificate) or serious family/personal circumstances. The maximum duration for deferral or suspension is 6 months; you must provide a letter explaining the circumstances and specifying a return date.

BIBA Academy may also suspend or cancel your enrolment if you don't abide by the Student Code of Conduct, or where compassionate or compelling circumstances warrant it.

YOUR RIGHT TO APPEAL

If BIBA Academy initiates a suspension or cancellation, you'll be notified in writing and may lodge an appeal with Administration within 20 working days. Your enrolment status won't take effect until the internal complaints process is complete, unless student welfare requires otherwise.

13. General rules, facilities & learning resources

General rules

- Attend class fully prepared with all relevant professional equipment.
- Attend punctually and contact the Academy if late or absent.
- No smoking in or around the building at any time.
- No alcohol or drugs (unless medically prescribed) on the premises — instant expulsion applies for violations.
- Keep rooms and equipment neat and tidy, per WHS standards.
- Stealing from BIBA Academy or fellow students' results in immediate expulsion.
- Mobile phones for educational purposes only during class time.
- Do not leave the classroom during class time without instructor permission.
- Never refuse a client service requested by your instructor — approach it positively and professionally.

Facilities & equipment

Fitzroy provides lockers, limited computer/printing access, a quiet study area, basins and workstations, clients, colour and styling products, magazines, a microwave and a student lunch area. Melbourne CBD provides lockers, basins and workstations, clients, colour and styling products, a microwave and a student lunch area.

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

14. Course delivery & the BIBA learning experience

Training is competency based and delivered through a variety of means: oral demonstration and lecturing, visual/video demonstration by guest artists and instructors, and hands-on mannequin practice. Learning resources — videos, books, magazines and instructors — are available at all times, in a salon environment that emulates the workplace.

Courses may be delivered in clusters of related units to avoid repetition, combining classes, workplace components, homework and online learning. Assessment methods vary but usually include written questions, projects, assignments and practical observation.

We treat every student as an individual, recognising that people may face personal difficulties such as learning or physical disability, or time management challenges — every consideration is given, and BIBA Academy is completely non-discriminatory.

BIBA Academy is deliberately different from a classroom-only training model. Learning is built around practical experience, real clients, demonstrations, guided theory and repeated practice.

80% PRACTICAL · 20% THEORY

Most of your training takes place in a real salon/barber shop environments with real clients. Theory supports the practical work by building your technical knowledge, consultation skills and understanding of why each technique is used.

You will progress from foundational skills to increasingly complex services. Your educator will determine when you are ready to move from mannequin work to live-client services in particular areas.

- Salon reception and client care
- Basin services and hair/scalp preparation
- Styling & finishing — products, tools, drying and dressing hair
- Hair cutting and barbering techniques
- Salon operations, time management and client relationships
- Building and retaining a client base

15. Your training journey

The Certificate III in Hairdressing involves approximately 11 months of full-time study (5 days/week, including 4 weeks holiday) and a minimum of 1526 contact hours, covering professionalism, client relations, organisational compliance, event planning and cutting.

A Training Salon and Barber within the Academy invites the public to be client models — this makes up around 80% of your learning, with the remaining 20% delivered as theory via Google Classroom, lectures and live demonstration. You'll progress from mannequin heads to live models once assessed as competent in attitude, task completion, accuracy, confidence and technical understanding.

Training begins at Fitzroy and may move to Melbourne CBD once your instructor determines you're ready — staying at Fitzroy is also available on request.

Fundamentals & Style

Build professional habits, client communication, reception skills, basin work, blow-drying, styling, braiding, long hair and core salon routines.

Colour & chemicals

Develop consultation, colour theory, application, lightening, toning and chemical service skills through theory, mannequin practice and client services.

Cutting

Develop consultation, haircut design, solid, graduated and layered structures, combined cutting and professional finishing techniques.

Salon readiness

Bring your skills together through real-client services, time management, professional communication, client care and consistent salon standards.

Your progress is monitored through the Student Records System (SRS), your training plan, assessment outcomes and educator feedback. Keep your learning resources up to date and complete your required tasks as you progress.

ASSESSMENT SIGN-OFF

Assessments must be confirmed with you before the service begins. Where required, the current assessment process also includes an assessment template sign/photo at the end of the service with the task and date recorded.

16. Assessments

Assessment at BIBA Academy is designed to be fair, valid, reliable and flexible. Your assessment may involve practical demonstration, verbal questioning, written work, activities or a combination of methods.

Assessments may be practical, verbal or written, detailed specifically in your Digital Pack. If you feel an assessment wasn't fair, raise it with us — we'll re-evaluate via the Complaints and Appeals process if needed.

Formative assessment (activities)

Formative activities help you practise skills and identify where further learning or support is required. Feedback is part of the learning process.

Summative assessment (tasks)

Summative tasks determine whether you have met the required unit or cluster outcomes. Read the relevant assessment task sheet and Student Assessment Guidelines before starting.

Assessment outcomes

- Satisfactory (S) / Not Yet Satisfactory (NYS) for assessment tasks.
- Competent (C) / Not Yet Competent (NYC) for unit outcomes.
- If you are not yet satisfactory, your assessor will provide feedback and identify what needs to improve.
- Further practice and reassessment opportunities are provided in accordance with BIBA's assessment procedures.
- If competency is not achieved after the permitted attempts, the matter may be escalated to management to determine the appropriate next step.

You have the right to question or appeal an assessment decision if you believe the assessment was not conducted fairly or equitably.

17. Units of competency — SHB30416

The current qualification requires 28 units: 21 core units and 7 electives. The BIBA-selected elective profile is designed around skills that are relevant to salon practice.

Core units

- SHBHBAS001 Provide shampoo and basin services
- SHBXWHS001 Apply hygiene, health and work practices
- BSBSUS201 Participate in environmentally 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 organisational 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

BIBA-selected electives

- 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

18. Monitoring course progress & career pathways

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

- Instructors check the Student Records System (SRS) at the start of each class to review your progress and plan the day's activities.
- Completed activities and tasks are recorded in SRS at the end of each day.

Course duration is 11 months at 5 days/week, 14 months at 4 days/week, or 18 months at 3 days/week, including 4 weeks of holidays. Fundamentals, Styling, Colour/Chemical and Cutting clusters overlap as shown in the Learning Guide Tracker. Individual cluster dates and progress are recorded in SRS.

Certificate III in Hairdressing (11 months, 5 days/week) progresses through three group-of-unit study periods: Foundations & Style (approx. 8 weeks) Colour theory, mannequin and client assessments (approx. 20 weeks) and finishing in Cutting theory, mannequin and client assessments (approx. 20 weeks). Specific timelines for each cluster are detailed in your SRS.

Career pathways after Hairdressing

- Certificate III in Barbering (SHB30516) —Expand hairdressing skills into men's cutting, fading and beard grooming
- 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

19. Course expectations & general rules

BIBA Academy is a work-simulated learning environment. Your conduct, communication, preparation and treatment of clients are part of your professional development.

- Attend punctually and contact BIBA Academy if you are absent or late.
- Arrive fully prepared with the required equipment and learning materials.
- Keep work areas, equipment and shared spaces clean and organised.
- Follow educator directions and all health, safety and salon procedures.
- Treat clients, students, educators and staff respectfully.
- Do not attend under the influence of alcohol or drugs.
- Smoking is not permitted on BIBA Academy premises.
- Food is not permitted in training areas unless otherwise directed.
- Use mobile phones only when permitted for educational or approved purposes.
- Do not refuse a client service when directed by an educator, unless a legitimate safety or other approved concern exists.
- Do not steal, damage or misuse BIBA Academy or another person's property.

20. Salon duties & client care

Students contribute to the operation of the training salon. These duties are part of learning how a professional salon runs and should be completed without being repeatedly prompted.

Morning

- Prepare water sprays and salon supplies.
- Check basins, shampoo and conditioner.
- Prepare towels and workstations.
- Clean mirrors, benches, chairs and equipment.
- Prepare reception and retail areas.
- Check kitchen and client refreshment areas.

During the day

- Welcome clients warmly and professionally.
- Keep workstations clean throughout each service.
- Collect and manage towels, cups and salon items.
- Sweep floors after services and maintain shared areas.
- Keep reception, retail displays and client areas tidy.

End of day

- Turn off the urn and electrical appliances
- Sweep floors and clean furniture
- Ensure washing and drying is underway so towels and gowns are ready for the next day
- Complete pack-up, sign out and leave your area ready for the next training day.

GREETING A CLIENT

Always greet clients with a smile and a welcoming manner. Confirm their appointment, assist them to the appropriate area, offer refreshments where appropriate and communicate professionally throughout the interaction.

21. 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.

BIBA Academy maintains high professional standards in marketing, course delivery, staffing and training environments, and issues qualifications that meet AQF requirements. All instructors hold relevant competencies, at least a Certificate IV in Training and Assessment (or equivalent), and current industry experience.

Training premises comply with WHS and fire safety regulations and are kept in good order. Recruitment and marketing are conducted ethically, with accurate, up-to-date information provided before enrolment, and access and equity principles applied consistently — including for people with a disability, Indigenous people, women, people from non-English speaking backgrounds, and people in rural and remote areas.

Respect

Treat people with courtesy and professionalism regardless of background, age, culture, identity, ability or personal circumstances.

Bullying and harassment

Bullying may be verbal, physical, social or psychological. Harassment includes unwanted behaviour that offends, humiliates or intimidates another person. If you experience or witness inappropriate behaviour, report it to a staff member and/or use the Complaints and Appeals process.

Access and equity

BIBA Academy provides equitable access to training and support and aims to remove unreasonable barriers to participation. Speak with Student Services if you require 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

Smoking is not permitted at BIBA Academy, in line with the Tobacco Amendment Act 2016. See our website policy or call (03) 9415 8488 with questions.

21. Academic integrity

BIBA Academy has a no-tolerance approach to plagiarism, cheating and collusion. Assessment evidence must be your own work unless collaboration or another form of assistance is specifically authorised.

- Submitting an assessment is a declaration that the work is your own and free of cheating, plagiarism or collusion.
- If misconduct is found, you'll be given an opportunity to respond before disciplinary action — typically redoing the assessment — is taken.
- Do not share answers or assessment evidence with another student.
- Ask your educator for clarification if you are unsure what assistance is permitted.

Where academic misconduct is suspected, you will be given an opportunity to respond. Confirmed misconduct may require reassessment and/or disciplinary action under BIBA Academy procedures.

22. Health, safety & child safety

BIBA Academy must provide a safe training environment and students must follow safety instructions. Report hazards, incidents, injuries and unsafe practices immediately.

- Follow all hygiene, infection-control and workplace safety procedures.
- Keep bags and personal belongings out of walkways.
- Use equipment only as instructed and report damaged equipment.
- Seek staff assistance if you become ill or injured on campus.
- Follow emergency evacuation instructions and campus procedures.
- Do not smoke or consume alcohol on BIBA Academy premises.

Child safety

BIBA Academy maintains child-safe practices and procedures. All staff and students are expected to behave in ways that protect children and young people from harm. Any concern must be reported promptly through the appropriate BIBA Academy process.

23. USI, records & certification

A Unique Student Identifier (USI) is required for nationally recognised training, subject to any applicable exemption. BIBA Academy must have the required USI information before certification can be issued.

Student records

BIBA Academy maintains records of enrolment, attendance, training progress, assessment outcomes, qualifications, statements of attainment, complaints and other required information.

Certification

On successful completion of the qualification and once relevant requirements have been met, BIBA Academy will issue the appropriate nationally recognised certification documentation in accordance with its certification procedures. If you partially complete a qualification, a Statement of Attainment may be issued for eligible units where applicable.

Students may request access to their records in accordance with BIBA Academy's policies and applicable privacy requirements.

24. 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 or issuing organisation.

1. Show the original or a certified copy of your Statement of Attainment when completing your online Enrolment Forms.
2. Your application is assessed within 5 working days.
3. Credited units are marked in your learning resources and training plan on commencement.

Credits may reduce your course fees, and you'll be advised 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 ideally at enrolment, or up to 2 weeks into your course — start by talking to your trainer/assessor or the office about suitability. If suitable, you'll receive a kit to work through, gathering evidence, responding to questions, completing tasks and (where relevant) workplace observation, supported by a trainer/assessor throughout.

Refer to the Schedule of Fees on our website for current RPL pricing.

National recognition

BIBA Academy recognises qualifications and Statements of Attainment issued by any RTO.

25. Student support

Learning a trade is demanding. If you are struggling with learning, time management, attendance, personal circumstances or another barrier to progress, speak with Student Services or your educator early.

- Learning and assessment support
- Course and progress guidance
- Attendance and engagement support
- Access and equity support
- 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.

26. Complaints, appeals & feedback

Please refer to the full Student Complaints and Appeals Policy and Procedure at www.bibaacademy.com.au/policies-forms.

Assessors have an obligation to conduct fair, valid, reliable and flexible assessments, and you can challenge any assessment you feel wasn't conducted fairly. Where required, structured internal and external review pathways are available.

You have the right to raise concerns about your training, assessment, support or treatment. BIBA Academy will manage complaints and appeals according to its current policies and procedures.

- Raise the matter with the relevant educator or Student Services where appropriate.
- If the matter is not resolved, use the formal Complaints and Appeals process.
- Provide relevant information and evidence so the matter can be considered fairly.
- You will be advised of the outcome and any available review or appeal options.

Current forms and procedures are available at www.bibaacademy.com.au/policies-forms.

Your feedback

We use feedback from students and employers — including the NCVER Quality Indicator Survey — to drive continuous improvement. We welcome feedback from you at any time by phone or email.

Your feedback also contributes to BIBA Academy's continuous improvement activities. Students may be invited to complete surveys and other feedback activities.

27. Privacy, records & changes to your course

BIBA Academy collects and manages personal information in line with the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and relevant state legislation — informing you of why information is collected, using it only in relation to your study, storing it securely, and not disclosing it without your consent except as required by law.

Access to your records

You may request a copy of your records at any time in writing to mirella@biba.com.au — by viewing copies, arranging a time to review your file, or via online portal access. If you believe a record is inaccurate, incomplete or misleading, you can request an amendment; if the record is found accurate, your amendment request will still be noted on file.

If things change

As an RTO under the VET Quality Framework, we must promptly notify you of any changes to our RTO, course, or training/assessment arrangements — including ownership changes or new third-party arrangements. We'll aim to minimise impact and notify you by letter, email or SMS, so please keep your contact details current using the Change of Details Form.

28. Our campuses



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

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

NEED DIRECTIONS?

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

29. Key contacts & useful links

Contact	Detail	Notes
Student Services	(03) 9415 8488	contact@biba.com.au
Website	www.bibaacademy.com.au	Course and enrolment information
Policies & Forms	www.bibaacademy.com.au/policies-forms	Current policies, forms, complaints and appeals
Fitzroy	236 Johnston Street, Fitzroy VIC 3065	Primary Student Services campus
Melbourne CBD	401 Swanston Street, Melbourne VIC 3000	Student training campus

Website resources

- Course information and enrolment: www.bibaacademy.com.au/courses/certificate-iii-in-hairdressing
- Policies and forms: www.bibaacademy.com.au/policies-forms
- Locations: www.bibaacademy.com.au/locations
- General enquiries: www.bibaacademy.com.au/contact

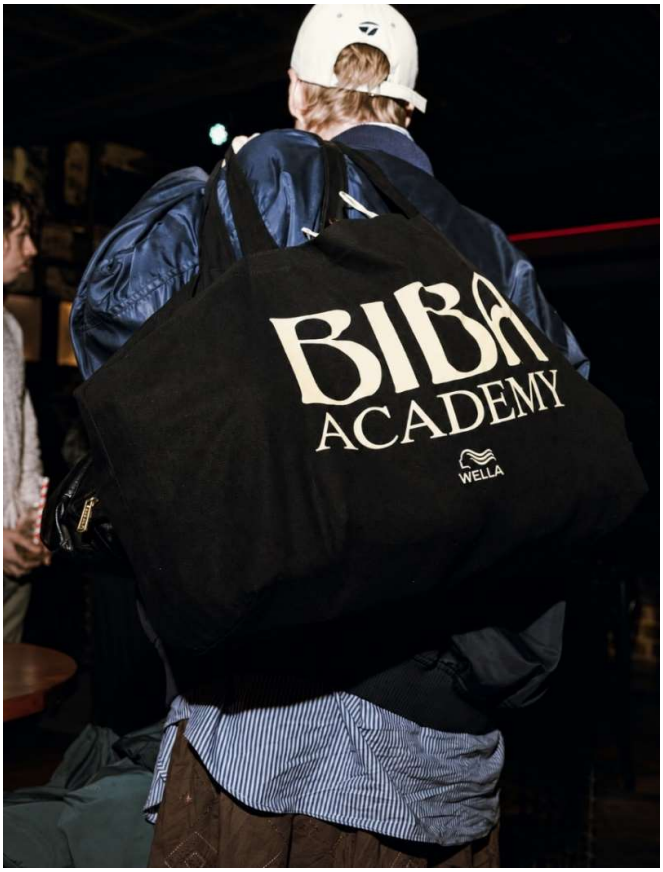
30. Welcome to BIBA Academy

BIBA ACADEMY

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

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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401 Swanston Street, Melbourne VIC 3000
(03) 9415 8488 · contact@biba.com.au
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