BIBA
ACADEMY

STUDENT HANDBOOK

Certificate III IN BARBERING

Fast-Tracking • Fee-For-Service

SHB30516



MAIN CAMPUS - FITZROY
236 Johnston Street
Fitzroy VIC 3065

CBD MELBOUNRE
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

A modern training environment built around real barbershop 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
- 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 course — quick facts

Course	Certificate III in Barbering (SHB30516)
Course type	Certificate / fee-for-service / non-apprenticeship
Total training hours	Minimum 945 contact hours
Attendance	3, 4 or 5 days per week
Daily schedule	Academy opens 9:15am · classes 9:45am – 5:00pm/6:00pm
Enrolments	Monthly, February to November
Locations	Fitzroy and Melbourne CBD
Delivery	Practical, client-based barbershop 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

Course duration depends on your attendance pattern as set out on your individual training plan. Please refer to the separate Schedule of Fees for a full breakdown of current costs.

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 we have not fulfilled our obligations as an RTO, you are entitled to lodge a complaint through our Complaints and Appeals Policy outlined later in this handbook.

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 Barbering 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 Barbering can be completed in approximately 7 to 12 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	7 months	10 days
4 days	9 months	8 days
3 days	12 months	6 days

All holidays must be requested through Student Services. Your first holidays may only be requested after two 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

- 5 days of unexplained absence results in a written warning.
- 10 days results in a second written warning.
- 15 days gives BIBA Academy the right to terminate your enrolment, subject to the applicable process.
- A valid medical certificate must be provided within the week for illness-related absences; you're allowed 10 sick days within your contract term, beyond which course completion cannot be guaranteed.
- 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 Barber Shop 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

Barbering 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

- Hair styled
- Clothes clean and ironed
- Tasteful make-up
- Sensible shoes
- Neat and clean hands and nails

Avoid

- High-heeled shoes or footwear that is unsafe for work.
- Excessive skin exposure or revealing underwear
- Excessively ripped clothes, midriff showing
- 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 Barbering involves approximately 7 months of full-time study (5 days/week, including 2 weeks holiday) and a minimum of 945 contact hours, covering professionalism, client relations, organisational compliance, event planning and cutting.

A Training Barber Shop 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

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

Cutting

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

Barber Shop

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

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, basic/classic and combined advanced cutting (long and short hair)

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)

Produces feedback on your progress 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've met the required outcomes — you may request one 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 — written and verbal feedback is provided, and you can practise and reattempt.
- You may attempt an assessment activity up to 3 times. If still NYS after the third attempt, management is notified; you can then re-enrol in the unit or receive a Statement of Attainment for units completed.

17. Units of competency — SHB30516

Core units

- SHBHBAS001 Provide shampoo and basin services
- SHBXWHS001 Apply hygiene, health and work practices
- BSBSUS211 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
- 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

BIBA-selected electives

- 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

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.

Certificate III in Barbering progresses through two group-of-unit study periods: Foundations & Dry Hair to Shape and Cutting theory, mannequin and client assessments. Cluster Time lines are specified clearly in your SRS.

Career pathways after Barbering

- Certificate III in Hairdressing (SHB30416) — broader salon, colour and styling 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

19. Salon duties & client care

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

Mornings

- Fill water sprays, sweep floors, clean mirrors and windows
- Fill the urn, check the kitchen/back room is stocked and clean
- Fill shampoo/conditioner bottles, check the basin area
- Fold dry towels, wipe chairs and benches, clean equipment and trolleys
- Tidy magazines, clean reception and retail displays

During the day

- Greet clients warmly, offer refreshments and a magazine
- Keep workstations clean at all times, collect towels after use
- Gather and wash cups, keep the kitchen clean, sweep floors after every service

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

20. 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 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 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

Under the Workplace Health and Safety Act 2011, BIBA Academy must provide a safe environment and relevant safety information for staff and students.

- Immediately report hazards to your trainer/assessor.
- Seek staff assistance if you become ill or injured on campus.
- Only assist an ill or injured person if it's safe to do so.
- Complete an incident report as required, and follow emergency evacuation procedures.
- Don't leave bags or belongings where someone could trip; don't smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as handwashing.

Child safety

BIBA Academy proactively manages risks of harm to children, including physical environments (e.g. doors that can lock) and online environments. Any allegation or safety concern must be reported immediately to the 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.

23. USI, records & certification

A Unique Student Identifier (USI) is a lifetime record of your nationally recognised training. Under the Unique Student Identifiers Act 2014, we must hold a valid USI for every enrolled student — you must provide your USI or give us permission to access or create one on your behalf (any ID used for this is destroyed afterwards).

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 certification is issued, and records are retained for at least 30 years — replacement copies are available for a fee.

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

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.

27. 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

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.

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.

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.

28. 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	Complaints, appeals and current policies
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

29. WELCOME TO BIBA ACADEMY

We're here to help you build the skills, confidence and professional habits to step onto the barbershop 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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