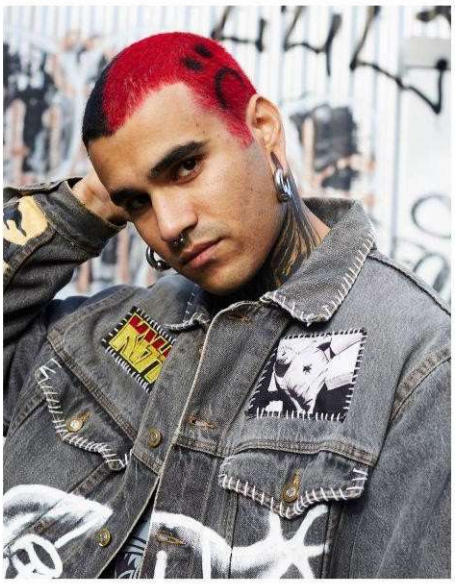
BIBA ACADEMY

INTERNATIONAL STUDENT HANDBOOK

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





MAIN CAMPUS – FITZROY
236 Johnston Street
Fitzroy VIC 3065

CBD MELBOURNE
401 Swanston St
Melbourne VIC 3000

Student Services · +61 39415 8488 · mirella@biba.com.au

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WHERE THE NEXT GENERATION OF STYLISTS BEGINS

January 2027 edition | 6 November 2026

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1. BIBA Academy at a glance

BIBA Academy delivers nationally recognised training through supervised practice with mannequins and real clients, demonstrations and guided theory. Students develop professional skills in BIBA's training salons.

Biba Academy of Hair & Beauty Pty Ltd | RTO 6035 | CRICOS provider 01709K

Fitzroy (main campus) • 236 Johnston Street, Fitzroy VIC 3065
Melbourne CBD • 401 Swanston Street, Melbourne VIC 3000

Our courses — quick facts

Certificate III in Hairdressing • SHB30416 • CRICOS course 093496A
Certificate III in Barbering • SHB30516 • CRICOS course 093497M

These are the full-time international courses covered by this handbook. BIBA confirms the approved campus and timetable for your intake. See sections 7 and 8 for course content.

Duration, scheduled hours and breaks

Before you accept, ask Student Services for the approved course duration in weeks, study and holiday dates, delivery mode, weekly timetable and any required workplace component. For packaged study, ask for this information separately for each course. Your Confirmation of Enrolment (CoE) records your expected start and end dates within the CRICOS registered duration.

For VET, full-time study normally requires at least **20 scheduled course contact hours per teaching week**, unless an accrediting authority specifies otherwise. Scheduled contact hours are timetabled training activities. Ordinary breaks and unscheduled self-study do not count towards those hours. Nominal hours are administrative estimates. Total learning effort can include independent study in addition to timetabled activities.

Your study pattern is set through your approved timetable. BIBA assesses any requested change individually. Approved credit transfer or recognition of prior learning can shorten your enrolment. Section 17 explains when an extension is possible. Check with Student Services before booking travel or requesting leave.

Course register • Search CRICOS
Intakes and course information • mirella@biba.com.au or +61 3 9415 8488

2. Welcome — your first day

Thank you for choosing BIBA Academy. Check your first-day instructions for your arrival time and campus, then go to reception to sign in. Your educator will explain the daily briefing, sign-in and sign-out procedures, breaks and the sessions included in your approved timetable. If you are late, report to the office.

Parking near Fitzroy is limited. Check local signage in Gore Street and surrounding streets.

3. Our obligation as your RTO

BIBA Academy is regulated by the Australian Skills Quality Authority (ASQA). We must provide accurate course information, maintain suitable training and assessment resources and student records, issue certification when requirements are met, and give students access to complaints and appeals. These responsibilities also apply to services delivered on our behalf.

Education agents

You can apply directly to BIBA. If BIBA has agreements with education agents, its current list of appointed agents is published on the BIBA Academy website. Before paying or providing documents to anyone claiming to represent BIBA, check that list and confirm their appointment with Student Services if you are unsure.

If you have a concern

Section 23 explains how to raise a complaint about BIBA, an education agent or another party providing services on our behalf.

4. Selection, entry & enrolment

Apply using the Application for Enrolment Form. Applications are considered subject to eligibility and availability. If an intake is full, Student Services can discuss a later intake. Provide your passport or identification and the schooling, qualifications and English-language evidence requested for your course.

Age, education and English

BIBA currently lists **over 18** as its age requirement and **IELTS 5.5 or above**, or an accepted equivalent, as an English entry pathway. Other evidence may include five years of education in an English-speaking country, at least six months of a Certificate IV course at an Australian RTO, completion of high school in English, or passing BIBA's English placement test onsite. Provide current English evidence and confirm applicable evidence dates with Student Services.

Before applying, ask Student Services for the approved age and schooling criteria, accepted test types and scores, evidence validity and, if relevant, the placement test format and pass benchmark. BIBA assesses your evidence and advises whether you meet its admission requirements. Home Affairs sets separate Student visa requirements.

How to enrol

1. Send your application and supporting documents to mirella@biba.com.au. If transferring from another Australian provider, tell BIBA before accepting. See section 20.

2. If accepted, review your offer and written agreement, including your course, approved campus, timetable, equipment and any placement requirements, itemised fees and payment dates, refund terms and available support.

3. Sign and return the agreement before or when paying any tuition or non-tuition course fees. BIBA issues your electronic Confirmation of Enrolment (eCoE) once the applicable acceptance and payment conditions are met. Arrange Overseas Student Health Cover (OSHC) as required for your visa.

5. Your orientation day

Contact Student Services to arrange orientation. You will meet staff, tour the campus and learn about classes, facilities, your equipment, health and safety, living in Melbourne, student support and how to make a complaint or seek help in an emergency. Ask Student Services for information about Australian workplace rights and where to get assistance.

6. Course fees & payment options

The amounts below are from BIBA's January 2027 handbook schedule and are in Australian dollars. The enrolment fee is included in each total. Check the current approved schedule and your written agreement before you accept or pay.

Charge	Hairdressing	Barbering	Both courses
Enrolment	$250.00	$250.00	$500.00
Online learning resources	$540.00	$540.00	$540.00
Student services & amenities	$590.00	$200.00	$590.00
Full equipment kit	$1,285.00	$1,265.00	$1,600.00
Tuition	$16,582.50	$13,200.00	$19,387.50
Total	**$19,247.50**	**$15,455.00**	**$22,617.50**

For the package, the $500 enrolment charge comprises $250 for each course. Your written agreement must show the fees and payment schedule that apply to each course.

What to check before you accept

Ask for the complete, dated payment schedule showing each instalment and its due date, including the exact final instalment. The instalments must add up to the agreed tuition total. Check which charges are mandatory, what the kit includes, whether you must supply a device or other equipment, and what purchases are optional. Your offer, agreement and invoices should show the same approved fees and applicable GST treatment.

When you pay

BIBA provides your agreement before or at the same time as accepting course fees. The source schedule provides for payment of the enrolment fee for CoE processing, with learning resources, amenities, equipment and the first tuition instalment payable before commencement. Monthly tuition is then paid by Ezidebit as set out in your agreement. See page 5 for prepayment and refund information.

7. Paying your fees

Paying tuition in advance

For courses longer than 25 weeks, BIBA cannot require more than 50% of the course's total tuition fees before commencement. You or the person responsible for paying may choose to pay more. For a course of 25 weeks or less, BIBA may require more than 50% before commencement. Check the agreement for the amounts due for each course.

Payment methods

Cash, electronic transfer and credit card are listed payment options. Contact Student Services for payment details. Your Letter of Offer and written agreement explain the arrangements for monthly direct debit.

Refunds and records

Keep your written agreement, fee schedule and receipts. Read section 21 before withdrawing or requesting a refund. Refunds depend on the circumstances, your written agreement and your statutory rights, including the rules for visa refusal and provider default.

Official references • National Code 2018 • ESOS Act 2000

8. Certificate III in Hairdressing (SHB30416)

CRICOS course code 093496A. This course combines supervised salon practice, live-client services, mannequin work and guided theory. Your approved timetable confirms your scheduled contact hours and delivery arrangements. See page 1.

Areas covered

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

Your offer confirms your approved campus and whether any external work-based training is required. Supervised practice in BIBA's training salon forms part of course delivery.

Certificate III in Hairdressing monitoring Clusters

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

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

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

9. Certificate III in Barbering (SHB30516)

CRICOS course code 093497M. Training combines supervised barbershop practice, live-client services, mannequin work and guided theory. See page 1 for duration and scheduled hours.

Areas covered

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

Your offer confirms your approved campus and whether any external work-based training is required. Supervised practice in BIBA's training barbershop forms part of course delivery.

Certificate III in Barbering monitoring Clusters

- Fundamentals and Dry hair to shape (GOU #1)

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

- Cutting theory, mannequin and client assessments (GOU #2)

o By the end of this study period students (in the BIBA Academy barbershop) will be able to conduct clear consultation with clients and identify what haircut they would like. Students will be able to design haircut structures and demonstrate skills in basic classic cutting styles on BIBA Academy clients all within the barbering/hairdressing health and safety guidelines. By the end of this study period students will be able demonstrate skills in how to manage their time efficiently in the barbershop salon performing back to back clients in all areas i.e. cutting, styling, dry hair to shape etc. All units are delivered holistically and in conjunction of one another.

Cluster timing follows your approved timetable and Student Records System (SRS). Clusters are delivered holistically and may overlap.

10. Units of competency & career pathways

Hairdressing SHB30416 — core & elective units

SHB30416 Certificate III in Hairdressing

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

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

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

You must demonstrate competency in the required units through training and assessment. Examples of practical skills include:

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

Barbering SHB30516 — core & elective units

SHB30516 Certificate III in Barbering Core

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

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

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

You must demonstrate competency in the required units through training and assessment. Follow your approved course timetable and the expected duration on your CoE. Examples of practical skills include:

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

Possible Career pathways after Barbering or Hairdressing

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

11. Monitoring your course progress

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

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

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

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

12. Assessments

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

Formative assessment (activities)

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

Summative assessment (tasks)

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

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

13. Student Dress Code

Dress, presentation & professional standards

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

Do

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

Avoid

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

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

14. USI & Visas

Unique Student Identifier (USI)1

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

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

Visas

After receiving your eCoE, check the Home Affairs Student visa guidance for application evidence and conditions. For visa-refusal refunds, see section 21.

Visa conditions and your enrolment

Maintain your enrolment and satisfactory course progress, comply with applicable attendance requirements and keep your OSHC in place as required. Give BIBA your Australian residential address, mobile number, email address and emergency contact details within seven days of arriving in Australia and tell us about changes within seven days. Follow the timetable and expected completion date on your CoE. See sections 17 and 20 before changing your study arrangements or transferring.

Check section 21 before changing provider.

13. Travel, arrival & entry into Australia

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

Documents to bring

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

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

On arrival

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

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

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

16. Accommodation & bringing your family

Accommodation options

BIBA Academy does not arrange or provide accommodation. Use these Melbourne prices to plan your budget. Check availability and get a written quote before paying.

Accommodation option	Private room	Shared room
Adult homestay (AHN 2027 rates, per week)		
No meals	$355	$325
Dinner only	$395	$365
Traditional (2 meals weekdays, 3 meals weekends)	$425	$395
Complete (3 meals daily)	$460	$430
Other Melbourne accommodation (advertised examples)	**Indicative cost**	
Share-house room, Fitzroy	$300–$350 per week	
Student residence, Iglu Melbourne City	From $515 per week	
Short-stay hostel, The Nunnery dorm bed	From $35 per night	

Prices are in AUD. AHN also lists a $370 matching fee and $195 optional airport pickup. Check whether meals, utilities and internet are included, and ask about bond, extra charges and minimum stays.

Prices checked 6 November 2026. Sources: AHN • Flatmates • Iglu • Hostelworld • Study Australia

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

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

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

Bringing your family

Check Home Affairs Student visa guidance for family eligibility, visa and health-cover requirements. Budget for living costs, childcare and any school fees.

17. Health, safety & OSHC

Emergencies

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

Overseas Student Health Cover (OSHC)

Check Home Affairs for the period your OSHC must cover and any applicable exemption. Check your insurer's policy for benefits, exclusions and waiting periods.

Working in Australia

Most Student visa holders can work up to **48 hours per fortnight** when their course is in session and generally cannot work before their course starts. You may usually work unrestricted hours during scheduled course breaks, subject to your visa conditions and any exceptions. Check your visa grant notice and VEVO before starting work. Guidance checked 6 November 2026.

Home Affairs Student visa guidance • Finding work while you study • Fair Work information for visa holders

18. Living costs and maintaining your enrolment

Financial capacity and your Melbourne budget

As at 6 November 2026, the Student visa (subclass 500) financial-capacity figures are:

Cost category	Annual amount (AUD)
Main student — living costs	$29,710
Accompanying spouse or de facto partner — living costs	$10,394
Each accompanying dependent child — living costs	$4,449
Schooling per school-age dependant, where applicable	$13,502

For stays under 12 months, living-cost amounts are calculated pro rata. If you show financial capacity through available funds, include travel, applicable course fees and any applicable schooling costs. Check Home Affairs for the amounts and evidence that apply to you.

These figures are for visa financial capacity. Actual Melbourne costs depend on where you live and your household. Budget separately for rent, bond, utilities, food, transport, OSHC, study equipment and, where relevant, childcare and schooling. Compare current accommodation listings before committing.

Home Affairs Student visa guidance • Study Australia living and education costs

Maintaining your enrolment

Course progress. BIBA monitors progress in each course. Check your SRS records and your study-period assessment milestones. If missed assessments, unsatisfactory results or absences put you at risk, BIBA will contact you early, discuss the causes, agree support and review your progress. Read the current Course Progress and Attendance Policy for the assessment thresholds and intervention triggers that apply to your course.

Attendance. BIBA records attendance and expects at least 80% attendance as an internal requirement. Statutory attendance monitoring and reporting for VET apply if imposed by the ESOS agency as a registration condition. If applicable, the minimum is 80% of scheduled course contact hours, with early intervention for more than five consecutive days of unapproved absence or risk of falling below 80%. BIBA may decide against reporting an attendance breach where attendance remains at least 70% and course progress is satisfactory.

Intention to report. If BIBA intends to report unsatisfactory progress or, where applicable, attendance, it will give you written reasons and 20 working days to access the internal appeal process. BIBA reports through PRISMS only after applicable internal and external appeal rights have been exhausted, are not taken up, or the appeal is withdrawn in writing. See section 23.

Online and distance study. VET courses cannot be fully online or by distance. A maximum of one-third of units (or equivalent) may be delivered that way. Each compulsory study period must include at least one unit studied other than online or by distance, except when completing the final unit. Online resources that supplement scheduled classes are distinct from online delivery.

Extensions. BIBA may extend an enrolment only for evidenced compassionate or compelling circumstances, an implemented or ongoing progress intervention, or an approved deferral or suspension. If extended, check possible visa implications with Home Affairs.

Academic integrity

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

19. Credit Transfer & Recognition of Prior Learning

Credit Transfer

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

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

Recognition of Prior Learning (RPL)

RPL recognises skills and knowledge you already have. A trainer or assessor can guide you through the evidence required. If approved credit or RPL shortens your course, BIBA will document the outcome and update your CoE or PRISMS as applicable.

20. Student support services

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

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

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

Phone: + 61 (03) 9415 8488

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

21. Deferring, suspending, cancelling & transferring

Student-requested deferral or suspension

Apply in writing to Student Services with dates, reasons and supporting evidence of compassionate or compelling circumstances, such as serious illness or bereavement. BIBA will assess the evidence and advise you in writing of the decision, any approved dates and next steps. Refusal of a deferral does not by itself cancel your enrolment or CoE. Ask about your review options if your request is refused.

BIBA-initiated suspension or cancellation

Under National Code Standard 9, BIBA may act on grounds such as misconduct or failure to pay an amount due under the written agreement. BIBA will give you written notice of its intention, reasons and 20 working days to access its internal appeal process. The action is generally held until the internal appeal ends or the time to appeal expires. An exception can apply where your health or wellbeing, or that of others, is likely to be at risk. For unsatisfactory course progress or applicable attendance, the separate reporting safeguards in section 17 apply.

BIBA records and reports enrolment changes in PRISMS as required. Contact Home Affairs about any effect on your visa before changing your enrolment.

Transferring to or from BIBA

Until **30 June 2027**, a receiving provider ordinarily cannot enrol you until you have completed **12 months** of your principal course with a non-school releasing provider. From **1 July 2027**, that threshold returns to **six months**. If your releasing provider is an approved school provider, the separate rule is six months of your first registered school-sector course with that provider. In a package, the principal course is generally the final course.

A transfer during the restricted period can proceed if your provider or course ceases registration, a sanction prevents you continuing, your government sponsor gives written support in your best interests, or your releasing provider agrees and records the release date and reason in PRISMS. If transferring in, tell BIBA about all current CoEs and provide the evidence relevant to your transfer.

To request release from BIBA, submit a written request to Student Services with a valid offer from another registered provider and supporting evidence. BIBA assesses your best interests, including documented compassionate or compelling circumstances, failure to deliver as agreed, unmet reasonable expectations, misleading advice, unsatisfactory progress despite intervention, or an appeal outcome recommending release. Ask Student Services for the policy and decision timeframe.

An approved release is free and recorded in PRISMS. Check with Home Affairs whether you need a new visa. If BIBA intends to refuse, it will give you written reasons and 20 working days to access its appeals process. BIBA will defer finalising a refusal in PRISMS until the applicable appeal process supports the refusal, you choose not to appeal within the period, or you withdraw. BIBA retains request and decision records as required

22. 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 (mirella@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.

23. Refunds & certification

Requesting a refund or withdrawing

Write to Student Services at mirella@biba.com.au. State your name, course, reason for the request and intended withdrawal date, and attach supporting documents. BIBA will confirm the applicable fee terms, calculate the refund and provide the outcome in writing. See section 23 if you disagree with the decision.

Visa refusal

If a visa refusal causes you to miss your agreed start, the statutory calculation generally refunds the course fees received (tuition and non-tuition), less the smaller of 5% of those fees or $500. Where refusal causes you to withdraw or to fail to pay an amount due, a different statutory calculation based on weekly tuition and the default period applies. Provide your Home Affairs refusal notice. BIBA will apply the statutory rules and honour any more generous written agreement. A fee described as non-refundable remains subject to your statutory rights.

Other student default

A student default can include failure to start on the agreed day without prior withdrawal, withdrawal before or after commencement, or a provider refusing to continue delivery on specified grounds under the ESOS Act. Outside the visa-refusal rules, the applicable written agreement sets out fees that may be retained and any refund payable, subject to statutory and consumer rights. Where a refund is due under the agreement, BIBA pays it within four weeks of receiving a written claim. Statutory refunds under ESOS Act section 47E are payable within four weeks of the default day.

BIBA default and the Tuition Protection Service

If BIBA fails to start the course at the agreed location on the agreed day, or stops delivering it there before completion, it will notify affected students and meet its provider-default obligations. Within 14 days of the default, BIBA will arrange an acceptable alternative course at its expense if you accept it in writing, or refund unspent prepaid tuition fees calculated under the ESOS rules. BIBA will also honour any more generous applicable written terms.

If BIBA cannot meet its provider-default obligations, the Australian Government's Tuition Protection Service (TPS) can assist eligible students to find an alternative course or receive a refund of unspent prepaid tuition fees.

Official sources • ESOS Act 2000 • ESOS refund calculation instrument

Certification

On successful completion and payment of agreed fees, BIBA issues your qualification and record of results within 30 calendar days of completion of assessment. If you withdraw after completing some units, BIBA issues a Statement of Attainment for units attained within 30 calendar days of withdrawal, subject to the applicable issuance requirements. Provide your USI unless an exemption applies. BIBA retains certification records for at least 30 years. Contact Student Services about replacement copies.

24. Code of conduct, legislation & child safety

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

• Occupational Health and Safety Act 2004 (Vic) — a safe environment for staff and students

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

Child safety

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

Bullying and harassment

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

25. Complaints, appeals & feedback

Raise a concern with any staff member if you feel comfortable, or lodge a formal complaint or appeal directly with Student Services. You may complain about BIBA, its staff, education agents or other parties delivering services on its behalf. An appeal asks for review of a decision, such as an assessment outcome, proposed report, cancellation, or refusal of release.

Give the details, supporting information and the outcome you are seeking. Ask for help to put your concern in writing if needed. You may be accompanied and assisted by a support person at relevant meetings. BIBA will begin assessing a formal complaint or appeal within **10 working days** of lodgment, handle it fairly and at no charge, and complete it as soon as practicable. BIBA will keep a written record and give you the outcome and reasons in writing.

If your internal review is unsuccessful, BIBA will give you the appropriate external body's details within **10 working days** of the review ending. Eligible overseas students at private VET providers can use the free, independent Commonwealth Ombudsman Overseas Student complaint service (1300 362 072). Tell BIBA promptly if you seek external review of an intention to report or a transfer refusal. Sections 17 and 20 explain when reporting or enrolment action may proceed.

BIBA will immediately implement a decision or recommendation in your favour from an internal or external process and tell you what action it has taken. General feedback is welcome at any time.

26. Our campuses

BIBA Academy Fitzroy

236 Johnston Street, Fitzroy VIC 3065

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

BIBA Academy Melbourne CBD

401 Swanston Street, Melbourne VIC 3000

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

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

27. Key contacts & emergency numbers

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

BIBA ACADEMY

BIBA ACADEMY

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

YOUR NEXT STEP

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

BIBA Academy of Hair & Beauty Pty Ltd

RTO 6035 · CRICOS Registered 236

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