

# Student Handbook

# FAST-TRACKING

(Certificate III in Barbering)  
**(fee-for-service)**



## STUDENT HANDBOOK

### **BIBA Academy**

236 Johnston St  
FITZROY 3065

&

401 Swanston St  
MELBOURNE 3000

Phone (03) 9415 8488 for further information  
Or email [mirella@biba.com.au](mailto:mirella@biba.com.au)

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## STUDYING THROUGH BIBA

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Both of our Hairdressing Academies foster a self-paced approach to learning the trade of Hairdressing and Barbering, by offering salon-simulated opportunities, where our students are expertly guided through the theoretical and practical aspects of hair styling. Unlike other Hairdressing Academies in Melbourne, BIBA provides a hands-on and practical experience throughout the entire course, whereby students work on mannequins for only 20% of the time. The rest of their training is based on using real people who continually return as actual customers, in our Fitzroy and Swanston Street Salons, because they know that our students have the most highly-supervised situation, and yet a relaxed atmosphere, where it's both a fun and professional experience – with personal pampering at the very core of what we do. And our clients just love coming back time and time again. Whilst our Academy clients are treated to less expensive hair services than going to a 'real' salon, the results are none-the-less delivered with a highly professional finish.

## WELCOME - OUR FIRST DAY

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Firstly, thank you for choosing BIBA Academy for your training facility. We want to make your first day as easy and exciting as possible. If you need to park your car there is all day parking available in Gore Street, right next to the Academy plus 4-hour parking areas where you can move your car during lunch hour. But please be mindful that parking is limited in the Fitzroy area.

BIBA Academy **opens its doors at 9.15am** and closes approximately at 6.00pm every day.

**On your first day we ask you to arrive at 9.35am** and go straight to the front desk, we will be there to start your day. First up is a quick tour of the BIBA Academy and a chance to sign in. You may put your gear away and have a coffee before the morning meeting which is held every morning for all students at 9:45am. After the morning meeting we will schedule you into a class. Patience, application and an open mind is the key to success. Just a word of warning if you arrive after 9:45am you will be considered late and will need to report to the office.

There are three breaks each day, 10 minutes in the morning and afternoon and a 45-minute lunch break. Lunch can be purchased from several cafés/restaurants in Smith Street or Brunswick Street. Your afternoon will consist of more classes and demonstrations. When your day is over, we have a quick pack up time and you can sign out and make your way home. Should you have any queries at any stage throughout your day, please do not hesitate to speak to any of the staff; we are here to help.

## OUR OBLIGATION AS YOUR RTO

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As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must always comply with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Student Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Student Handbook.

## SELECTION AND ENROLLMENT

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Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date. To apply to enrol in a course, you must complete an Enrolment Form and Pre-Training Review at our Fitzroy Academy.

If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, CV or other evidence.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Student Handbook below.

Please call **(03) 9415 8488** to book an enrolment appointment.

## ENROLMENT/COMMENCEMENT DATES

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BIBA Academy will take enrolments on a monthly basis for Certificate III in Barbering

## FEE-FOR-SERVICE TUITION FEES AND CHARGES

### Certificate III in Barbering SHB30516

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Please refer to the website [www.bibaacademy.com.au](http://www.bibaacademy.com.au) for breakdown of fees and costs to the course.

## OTHER FEES – ADDITIONAL CHARGES

Please refer to our schedule of fees found on our website for all the fees and charges. Visit this link <https://www.bibaacademy.com.au/policies-forms>

## FEE-FOR-SERVICE STUDENT REFUND POLICY

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The following refund policy refers to fee-for-service (FFS) courses:

- If the withdrawal is from part of the enrolment the refund is applied to the months paid for but not completed.
- You will only pay for time you are enrolled into. If you withdraw midway through the month you will be charge the full month.
- BIBA Academy is not responsible for any lost or stolen equipment.
- BIBA Academy will not refund any purchased and used equipment or resources (including the BIBA Academy portal).
- If the course is cancelled by BIBA Academy at any time during the period of the student's enrolment, then BIBA Academy will refund the full tuition, prior to the date of cancellation.
- BIBA Academy may grant refunds in other circumstances or of greater amounts as it sees fit.
- A successful application of RPL may mean that a student is entitled to a refund of the tuition fees they have already paid for hours of tuition they no longer need.
- Whereby a student withdraws, cancels or transfers prior to completing a qualification BIBA Academy will endorse the student a formal Statement of Attainment (at no additional cost); provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

BIBA Academy requires written notification from you if you intend terminating attendance at the Academy. Your letter must include the date and reason(s) as to why you will not be continuing.

If the reason is a health issue, then BIBA Academy requires written documentation from your GP or specialist stating that you are unable to attend classes.

If BIBA Academy does not receive any of the above in writing, you will be ineligible for any refunds of any sort.

## **CANCELLATION OF ENROLMENT**

The BIBA Academy may cancel an enrolment when:

- A student has not been attending class and is non-contactable
- Students attendance falls below the 80% mark
- Not engaged in learning and does not participate in assessments
- If fees under the payment plan are outstanding

Students will be contacted by phone and email, and a meeting with the Operations Manager will be requested to attempt to retain and re-engage the student in their course.

If no contact is made with BIBA Academy within 28 days of the contact, notification of our intent to cancel their enrolment will be sent by email.

The student will have 10 working days to respond and will be informed of their option to access the Academy's Grievance Policy and procedures.

Should the student not choose to access the BIBA Academy Grievance Policy and procedures, the cancellation of enrolment will take final effect, and the circumstances will be stated in an email.

## **COURSE EXTENSIONS**

Students can obtain a 1-month extension at no charge for their course at the discretion of Biba management and the 1-month extension is valid to commence from the original course expiry date. The extension will only be granted based on your attendance and behavior in the course. Additional months can be purchased at \$500 per month, maximum 3-months applicable. This applies for all 3, 4 and 5 days attendance. The additional 3-months are consecutive and commence at the conclusion of the free 1-month extension.

Any additional time after the combination total 4-month extension is considered a re-enrolment. Please see additional fees and charges for re-enrolment fees.

## **COURSES PROVIDED BY BIBA ACADEMY**

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### **Certificate III in Hairdressing (4 weeks holiday)**

- 5 days attendance (13 months: includes 20 days holidays)
- 4 days attendance (16 months: includes 16 days holidays)
- 3 days attendance (21 months: includes 12 days holidays)

### **Certificate III Barbering (2 weeks holiday)**

- 5 days attendance (7 months: includes 10 days holidays)
- 4 days attendance (9 months: includes 8 days holidays)
- 3 days attendance (12 months: includes 6 days holidays)

## STUDENT DRESS CODE

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The dress code of a Barber should be individual but most importantly *professional*. It is very important to always present yourself well and be aware of current trends as barbering is a part of the Fashion industry and our clients expect us to be up to date!

The following suggestions outline and specify details concerning **everyday** general grooming and presentation:

### Do's

- Hair Styled
- Clothes are clean and ironed
- Tasteful make up
- Sensible shoes
- Neat and clean nails

### Don'ts

- High heeled shoes
- Exposing too much skin
- Plain ponytails and sectioning clips holding your hair
- Excessively ripped clothes
- Revealing underwear
- Mid drift showing
- Ugg boots
- Tracksuit pants
- Unnatural fake tan lines
- Sunglasses worn on head
- Leggings instead of pants
- No thongs, flip flops or Havaianas

The above requirements are a guideline with respect to the BIBA Dress Code and do include exceptions. Please consult with management if unsure. These guidelines are to promote and establish a stable, neat and professional code of dress that emphasizes pride in one's own self appearance and conduct.

## ATTENDANCE & ABSENCE

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5 days of unexplained absences will result in a written warning.

10 days of unexplained absences will result in 2<sup>nd</sup> written warning.

15 days of unexplained absence **gives BIBA Academy the right to terminate your contract.**

If you are absent due to illness you must present a **valid medical certificate** to administration with the week.

You are allowed **10 sick days** within their contract time. With any additional sick days, BIBA Academy cannot guarantee completion of the qualification and there will be a high probability you will not complete the required minimum hours. In this case you will be required to re-enrol into the qualification to ensure competency.

### ABSENCES

#### Acceptable Reasons for Student Absences

Acceptable reasons for student absences are:

- Sickness.
- Danger of being affected by an infectious or contagious disease.
- Unavoidable and sufficient cause e.g. bereavement within the family or of a close friend, or family trauma.

#### Unacceptable Reasons for Student Absences

Unacceptable reasons for student absences are:

- Truancy.
- Shopping expeditions with or without parent/guardian.
- Helping at home or at parent/guardians' place of work.
- Part-time or casual work (including travel to and from such work)
- Appointments which could be made out of College hours (including driving lessons / tests)
- Excessive time for appointments.

## LATENESS & EARLY LEAVE

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To ensure the smooth running of the school BIBA Academy has a strict lateness policy and procedure. If you arrive late between 9:45am and 10:00am you must report to the office and fill out a "late arrival form". Should you arrive late consecutively (3 times within three months) between 9:45am and 10:00am, administration reserves the right to send you home. It is then your responsibility to catch up on any training missed.

Should you arrive after 10:00am, BIBA Academy reserves the right to immediately send you home.

Classes cease between 5:00pm and 6:00pm or until your instructor releases you. Any early leave requests must be made aware to your instructor first thing in the morning. An "early leave form" must be filled out in the office and confirmed with administration.

## COURSE DURATIONS

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### Certificate III in Barbering

5 days attendance (7 months: includes 10 days holidays)

4 days attendance (9 months: includes 8 days holidays)

3 days attendance (12 months: includes 6 days holidays)

All holidays must be applied for and requested through the office. Forms are available in the office. Holidays may be applied for in days or weeks.

Your first holidays can only be requested after 3 months of course participation.

You may request to increase or decrease their days of attendance.

Requests must be made by email/letter directly to administration.

There will be an administrative fee of \$90 for any contract amendments.

## DEFERRING, SUSPENDING OR CANCELLING STUDENT ENROLMENT

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**Deferral** of commencement of studies or **temporary suspension** of enrolment (leave of absence) initiated by a student

A student may apply to defer commencement of their studies only in exceptional circumstances. Exceptional circumstances are generally those beyond the control of the student and can include medical (e.g. illness where a medical certificate states that the student is unable to attend classes) or family/personal circumstances (e.g. death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to be able to commence their studies).

A student may apply to temporarily defer their enrolment (leave of absence) only in exceptional circumstances. Exceptional circumstances are generally those beyond the control of the student and can include medical (e.g. illness where a medical certificate states that the student is unable to attend classes) or family/personal circumstances (e.g. death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to be able to continue their studies for a period of time).

The maximum duration for deferral or suspension is **6 months**. The student must supply a letter of deferral/suspension to BIBA Academy explaining the exceptional circumstances and must also specify a return date.

**Suspension** or **cancellation** of student enrolment initiated by the College

BIBA Academy may suspend or cancel a student's enrolment if the student does not abide by the Student Code of Conduct.

A student may apply to suspend or cancel enrolment only in exceptional circumstances. Exceptional circumstances are generally those beyond the control of the student and can include medical (eg illness where a medical certificate states that the student is unable to attend classes) or family/personal circumstances (eg death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to be able to commence their studies).



BIBA Academy may suspend a student's enrolment where compassionate or compelling circumstances are presented to warrant this course of action. For example, should a student's parent decease all the sudden and the student leaves to return to their home country BIBA Academy has the right to suspend the course until further notice from the student.

Students will be notified in writing that their enrolment is to be suspended or cancelled (where the suspending or cancellation is initiated by BIBA Academy). Student may then lodge an appeal with Administration within 20 working days of the date of receipt of the notice of the decision in accordance with relevant BIBA Academy Complaints and Appeals policy.

If the student accesses BIBA Academy's internal complaints and appeals process, the suspension or cancellation of the student's enrolment cannot take effect until the internal process is complete, unless extenuating circumstances relating to welfare of the student apply.

## GENERAL RULES & REGULATIONS

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- You must provide their own stationery, including pens and paper.
- You must attend class fully prepared with all relevant equipment. If you do not attend BIBA Academy fully prepared you cannot participate in class and therefore will be sent home. Equipment can be hired at a cost from the office.
- You must attend BIBA Academy punctually and contact the Academy if late or absent. Should you arrive late or leave school early you must complete the appropriate documentation.
- Smoking is not permitted in the building at any time.
- No alcohol and/or drugs (unless medically prescribed) are permitted on the premises. No student is to attend BIBA Academy under the influence of alcohol or drugs. Instant expulsion will occur if violation of these rules occurs.
- All rooms and equipment must always be kept neat and tidy, as required by BIBA Academy and Workplace Health and Safety Standards.
- No food is permitted in the classroom at any time.
- If you are found guilty of stealing from BIBA Academy or fellow students, you will be expelled immediately. This includes taking folded foils.
- Mobile phones must be switched off during class time. If you are found using their phone on the premise will have it confiscated for the remainder of the day and may receive a \$10 on the spot fine.
- You cannot receive personal phone calls during class time unless in the case of an emergency. You cannot make personal phone call from BIBA Academy phones unless in the case of an emergency. Approval must be sought from BIBA Academy staff prior to making a call from Academy phones.
- You cannot leave the classroom during class time, unless your instructor has given permission.
- Under NO circumstances are you to refuse a client. If your instructor requests, you to conduct a client service in the academy salon you MUST approach this in a positive and professional manner. If a client is refused you will be sent back home.

## FACILITIES EQUIPMENT & LEARNING RESOURCES

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**BIBA Academy**  
**236 Johnston St, FITZROY**

At the BIBA Academy FITZROY, we provide you with a number of facilities, equipment and resources including:

- Lockers
- Computers (limited use only – two computers) with printing facilities
- Quiet Study area
- Basins and workstations
- Clients
- Colour products
- Styling products
- Magazines for assignments
- Microwave (to heat up lunches)
- Student lunch area

**BIBA Academy**  
**401 Swanston St, MELBOURNE**

At the BIBA Academy MELBOURNE, we provide you with a number of facilities, equipment and resources including:

- Lockers
- Basins and workstations
- Clients
- Colour products
- Styling products
- Microwave (to heat up lunches)
- Student lunch area

You are required to look after your own equipment (tools for trade) supplied in the equipment kit. BIBA Academy is not responsible for any lost or stolen equipment.

## **CODE OF CONDUCT**

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### EDUCATIONAL STANDARDS

BIBA Academy will:

- Adopt policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services, and which safeguard the interests and welfare of students;
- Maintain a learning environment that is conducive to the success of students. BIBA Academy have the capacity to deliver the course(s) on the scope of registration, and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved;
- Maintain systems for recording and archiving student enrolments, attendance, competition, assessment outcomes, recognition of prior learning, complaints, qualifications and statements of attainment issued; and
- Treat all personal records of clients confidentially.

### COURSE DELIVERY

BIBA Academy will:

- Prior to course commencement, give students all relevant information about the course curriculum, program of study, availability of learning resources and appropriate support services. Students will also be given access to a current copy of the course curriculum; and
- Ensure that training and assessment occur in accordance with the requirements of the accredited course and, where appropriate the State Training Board guidelines for customising courses.

### STAFF

BIBA Academy will:

- Ensure that all instructors have:
- Demonstrated competencies at least to the level of those being delivered;
- Demonstrated achievement of at least Certificate IV from the Training Package for Assessment and Workplace Training or has demonstrated the equivalent competencies; and
- Industrial experience that is current and relevant to the particular course or modules that they are involved in delivering.
- Ensure that the responsibility for the management and coordination of training delivery, assessment (including recognition of prior learning), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

### TRAINING ENVIRONMENT

BIBA Academy will:

- Comply with all laws relevant to the operation of the training premises, including occupational health and safety and fire safety regulations and ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation; and
- Ensure that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

### QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

BIBA Academy will:

- Issue qualifications/or statements of attainment to students who satisfactorily complete the requirements of the accredited courses on scope of registration. Qualifications and statements of attainment will include the:
  - BIBA Academy's full name;
  - Name of the person receiving the credential;
  - Name and number of the accredited course;
  - Number of the credential;
  - Date issued; and
  - Signature of an administrator
- Where appropriate, identify modules completed and/or national competencies achieved;
- Recognise the Australian Quality Framework qualifications and Statements of Attainment issued and awarded by other Registered Training Organisations (RTO's); and
- Ensure procedures for managing and monitoring all training operations and reviewing student/client satisfaction are clearly documented.

### MARKETING AND ADVERTISING

BIBA Academy will:

- Market their vocational education and training (VET) products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course; and
- Not state or imply that courses other than those on the scope of registration are recognised by the State Training Board.

### QUALITY ASSURANCE AND IMPROVEMENT

BIBA Academy will:

- Ensure procedures for managing and monitoring all training operations and reviewing student/client satisfaction are clearly documented.

### SANCTIONS

BIBA Academy accepts that failure to meet the obligations of this code, the conditions of registration as private provider of vocational education and training, relevant legislation or supporting regulatory requirements, where applicable, may have their registration as a private provider withdrawn.

### RECRUITMENT AND SELECTION

BIBA Academy will:

- Provide accurate, relevant and up-to-date information to students prior to commencement. This will include, but not be limited to:
  - Copy of Code of Practice;
  - Scope of registration;
  - Certification to be issued to the student on completion, or partial completion of the course;
  - Competencies to be achieved during training;
  - Assessment procedures;
  - Arrangements for the recognition of prior learning;
  - Recognition of qualifications issued by other RTO's
  - Complaints/appeal procedure;
  - Facilities and equipment;
  - Student support services;
  - Application process, enrolment form and selection criteria;
  - Fees and costs involved in undertaking training;
  - Fee refund policy;
- At all times, conduct recruitment of students in an ethical and responsible manner and be consistent with the requirements of the curriculum.

### ACCESS AND EQUITY

BIBA Academy will:

- Ensure that student application and selection processes are explicit and defensible and comply with access and equity principles. All staff and clients are treated with equal merit and equal availability of all activities. This includes, but is not limited to, the following groups of people:
  - People with a disability
  - Indigenous people
  - Women

People from non-English speaking background and  
People in rural and remote areas

- Ensure all Access and Equity matters are dealt with promptly and appropriately. Such matters should be brought to the attention of the BIBA Academy staff immediately.

## **UNIQUE STUDENT IDENTIFIER (USI)**

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A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

Provide us with your USI or provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage: [www.usi.gov.au](http://www.usi.gov.au)

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

## **COURSE EXPECTATIONS AND REQUIREMENTS**

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The training and assessment offered by BIBA Academy focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Many of our courses are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, workplace component, homework and online learning.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

## **CERTIFICATE III IN HAIRDRESSING (SHB30416)** **CERTIFICATE III IN BARBERING (SHB30516)**

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BIBA Academy offers three nationally recognised qualifications to students.

Features include:

- Set group sizes (maximum 20 students per group)
- One teacher per group
- Nationally Recognised Training

The standards, as per BIBA Academy, include;

- Activity watching/talking and interacting
- Taking direction from instructors and demonstrators
- Observation of standard work procedure
- Observing company work standards

BIBA Academy's training is competency based. It is vitally important that each area of the course be thoroughly understood and passed through practical demonstration and oral questioning.

Delivery is through a variety of means, which will collectively suit and satisfy:

- Oral demonstration/ lecturing techniques
- Visual portrayal of techniques and concepts through video or live demonstration by guest artists and instructors
- Hands on practice of techniques and concepts on model/mannequin.

Learning resources and facilities are always available to you. These include videos, books, magazines and instructors. BIBA Academy operates in a salon environment. We believe this emulates the workplace and creates an open learning environment and forms strong work ethics. These ethics furthermore replace bad habits and relate theory classes to a real-life situation.

BIBA Academy understands the importance of treating you as an individual. By doing so, we can eradicate the pressure of learning through inferior methods and allow you to learn at your own pace. We also recognise that you may experience some personal difficulty on varying levels, which may include:

- Learning/ Physical disability
- Time management problems

Every consideration is given to you if you are experiencing any difficulty. We address each problem individually and attempt to assist as best we can. BIBA Academy is completely non-discriminatory and will endeavour to cater to your specific needs.

Assessment at the BIBA Academy is carried out by a variety of means.

- Practically
- Orally
- Written form

Before deciding how the assessment will be conducted BIBA Academy must first decide what level must be achieved by the assessment and how this will be achieved i.e. by visually and/or orally demonstrating competency.

Most Assessments are carried out in the Academy on a model/mannequin; others are in written and oral format.

Certificate III's will be conducted on location at BIBA Academy. After successful completion BIBA Academy will issue you the relevant Certificate within 2 weeks of completion.

## ASSESSMENTS

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With all assessments conducted throughout your course of training, BIBA Academy will endeavour to make it as fair as possible. At any time if you feel that your assessment is not accurate for any reason please do not hesitate to bring this to our attention and we will re-evaluate the situation and decide the appropriate course of action. Please ensure you are aware of the BIBA Academy appeals process located in the BIBA Academy Welcome Folder.

Assessments can take different forms:

- Practical
- Verbal
- Written

Assessment formats are detailed specifically in your Digital pack.

### **Formative assessment (Activities)**

Formative assessment produces evidence that is concerned with how and where improvements in learning and competency acquisition are required. It therefore contributes to the learning process. For example, feedback can be provided to learners about how they are progressing when they complete the formative assessment tasks (for example, quizzes, activities) and the trainer can use such information to identify appropriate learning intervention strategies. The candidate can also use the feedback to monitor their own learning.

### **Summative assessment (Tasks)**

Summative assessment tends to occur at the end of a unit/cluster to determine whether the candidate has satisfied the requirements specified within the learning outcomes/units of competency. It is therefore used to certify or recognise candidate achievement against the unit(s) of competency.

PLEASE NOTE: Students may ask to sit a summative assessment at any stage if they feel they are ready. This forms part of the student's assessment attempts as detailed below.

Please make sure you read your Student Assessment Guidelines and assessment task sheet before commencing your assessment so that you are clear on what the instructor will be assessing you on. Elements and critical aspects are all clearly detailed for your consideration.

Assessments will be deemed Satisfactory (S – 100/100) or Not yet Satisfactory (NYS – 0/100).

Unit outcomes will be deemed Competent (C) and Not Yet Competent (NYC).

You will not be penalised for not passing a summative assessment. If you are deemed Not Yet Satisfactory the Assessor has an obligation to give written and verbal feedback to you detailing the reason why you did not meet the assessment criteria. This feedback must be detailed on the NYS assessment sheet and submitted and kept on file.

You will be given an opportunity to practice the tasks and attempt the NYS – 0/100 assessment again. A new assessment sheet will need to be filled out for every subsequent attempt. You are permitted to attempt an assessment activity 3 times. If on the third attempt, you are still deemed NYS, you have 2 options:

1. Re-enrol in the unit
2. Receive a Statement of Attainment at the conclusion of your training

Assessors have an obligation to conduct a fair, valid, reliable and flexible assessment with all students, and provide appropriate feedback. You can 'challenge' assessments if you feel the assessment was not conducted in a fair and equitable manner.

If you struggle to meet the assessment criteria after 3 attempts the Assessor must notify management. From here a meeting will be called with the Academy co-ordinator and Operations Manager to discuss and develop a plan of action. All courses of action will be documented in the Student Management System (VETtrak).

UNITS OF COMPETENCY

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**SHB30516 Certificate III in Barbering****Core Units**

SHHBAS001	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 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.

**INTRODUCTION TO CERTIFICATE III IN BARBERING SHB30516**

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The Certificate III in Barbering involves **7 months study** (5 days a week: 2 weeks holidays). This means attending BIBA Academy on a full-time basis (During this time you must demonstrate competency in all aspects of Barbering and complete all units of the course and complete minimum **945 contact hours**).

These include:

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

At BIBA Academy, you will first undergo orientation and an introduction to our policies and guidelines, facilities, formats and regulations. Following this, you will be taken through the course individually and the course structure will be directed by your individual ongoing performance.

A Training Plan Outline will be established which will detail nominated completion dates for each study period and assist instructors in monitoring course progress. It is important to stress that you will complete the course with superior knowledge and competency in the trade, however, is important to realise that everyone learns differently and therefore must be taught accordingly, to maintain confidence and performance levels.

A Training Barber Shop has been established within the Academy, inviting the public to be models for you. Here, you service the models as you would in a regular shop providing barber cuts and grooming services. This method of training makes up 80% of your learning process and provides invaluable hands-on experience.

The remaining 20% of your training consists of theory/assignments and is taught via Google Classroom, lectures and live demonstration. e.g. scalp disorders. You are required to take notes and/or complete head sheets, which on completion are delivered to the administrator for assessment and evaluation. While it is important to understand the theoretical technicalities of our craft, we believe that 'by doing we are achieving'.

At the beginning of the course, we encourage you to embark on practical work as quickly as possible. You begin on mannequin heads and then progress to live models once you are assessed as competent in the following areas:

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

You will begin your practical work with Dry hair to shape which entails clean sections and assisted drying techniques. Here after the foundation cutting during which time you will be given theory and demonstrations. As you advance, the techniques intensify and therefore so do the calibre of the theory, demonstrations and standard required of you.

**Assessments** are conducted nearing the end of each Barbering unit groups. You can also ask to be assessed at any time should you wish to be challenged. You will be and can be reassessed and tested throughout the term of your course to ensure your standard of work, confidence and readiness for the work force and the industry's changing environment is maintained.

We encourage you to be completely professional whilst in the training salon and expect no less from you. Encouragement and guidance is given each step of the way and maximum flexibility and care is demonstrated by the instructors. By doing so, we can ensure that you are given every opportunity to complete the course successfully.

Our training plan and instruction is based on the individual being trained to their full potential and to our high expectations. Each area of the course is covered comprehensively so that we can fully prepare and accommodate you for the work force and your new career.

Completion of the course within the duration will depend on your display of competency on an ongoing basis, after all, it is the student's course and the course itself albeit with strict guidance and direction is after all, directed by the student.

All training will commence at the Fitzroy BIBA Academy and training will/may cease at the Swanston Street BIBA Academy. The duration in each academy is determined upon your skill ability. Your instructor will determine when you are ready to be transferred to the Swanston Street campus. Staying in the Fitzroy academy is also an option upon request.

### **AREAS OF BARBERING COVERED IN THE COURSE**

#### **1. RECEPTION:**

- Telephone and appointment taking and time allotment
- Greetings and client communication and relation
- Timekeeping and service of clients

#### **2. BASIN SERVICES:**

- Wrapping up of clients and covering of clothing
- Choice of shampoo and conditioner and correct product use
- Hygiene and health practices

#### **3. SALON DUTIES:**

- Care and service of clients
- Serving beverages and refreshments
- Cleaning and maintenance of salon, fittings and equipment

#### **5. STYLING AND FINISHING:**

- Correct use of styling products and tools
- Consultation
- Applied drying and dressing of hair



## 6. CUT:

- Correct use of cutting tools, equipment and application
- Understanding bone structure cause and effect of shape
- Consultation
- Men's basic and classic hair cutting
- Men's combined advanced hair cutting.

## CAREER PATHWAYS

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After achieving SHB30516 Certificate III in Barbering individuals may undertake:

- **SHB30416 Certificate III in Hairdressing**- This qualification reflects the role of hairdressers who use a range of well-developed sales, consultation and technical skills and knowledge to provide a broad range of hairdressing services to clients. They use discretion and judgement to provide client services and take responsibility for the outcomes of their own work. This qualification provides a pathway to work as a hairdresser in any industry environment, usually a salon.
- **SHB40216 Certificate IV in Hairdressing**- This qualification reflects the role of skilled senior hairdressers who use a range of highly developed sales, consultation and technical skills and knowledge to provide a broad range of hairdressing services to clients. These senior hairdressers provide specialist services in one or more areas including haircutting, design, colouring and complex colour correction, trichology and chemical reformation. They work independently and many hairdressers at this level provide technical leadership, training and support to team members. This qualification provides a pathway to work as a senior hairdresser in a salon environment, a freelance session stylist or a technical advisor in product companies.
- **SHB50216 - Diploma of Salon Management Diploma of Salon Management** – This qualification reflects the role of senior managers and small business owners of personal services businesses. They are responsible for coordinating the day-to-day operation of the business and for planning, monitoring and evaluating the work of the team. Salon managers also operate with significant autonomy to make strategic business management decisions. This qualification provides a pathway to work as a salon manager in any type of personal service business including hairdressing or beauty salons, barber shops and spas.
- **SHB80116 - Graduate Certificate in Hairdressing Creative Leadership**-This qualification reflects the role of senior hairdressing industry professionals who have a role in initiating, planning, implementing and evaluating future hair design directions for the industry. They have highly developed specialised technical, creative, conceptual and leadership skills and knowledge. They work with significant autonomy, making high level independent judgements in specialist technical and management roles at a national or international level for larger hairdressing organisations and product companies or as freelance session stylists. Possible job titles include creative or artistic director and specialist session stylist.

## MONITORING COURSE PROGRESS

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

### PROCEDURES FOR MONIROING COURSE PROGRESS

- Instructors are required to check your Student Records System (SRS) at the beginning of each class and check your progress and to see what activities you will be working on that day.
- All completed activities and tasks are to be recorded in SRS at the end of each day.

### Certificate III in Barbering monitoring guideline (7 months / 5 days a week attendance)

- **Foundations and Dry hair to shape (GOU #1) approx. 10 weeks**
  - By the end of this study period (10 weeks) students will be able demonstrate (in the BIBA Academy salon) skills in drying hair to shape using different brush types, create classic and creative styles on numerous types of hair. Students will have good product knowledge. Students will have a clear understanding on barbering organisational health and safety, how to communicate with clients, understand the importance of consultation, carry out basin work (shampoo and condition hair), and receive and direct clients, recommend

products/services, conduct reception duties, doing research into the industry, planning hair for special events and be able to work as a team.

- **Cutting theory, mannequin and client assessments (GOU #2) approx. 24 weeks**
  - By the end of this study period (30 weeks) students (in the BIBA Academy barbershop) will be able to conduct clear consultation with clients and identify what haircut they would like. Students will be able to design haircut structures and demonstrate skills in basic classic cutting styles on BIBA Academy clients all within the barbering/hairdressing health and safety guidelines.

## **SALON DUTIES**

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Throughout the duration of Certificate III students will be required to help the operation of the salon area. Here is a list of salon duties each student will be asked to carry out on a daily basis.

### **MORNINGS**

- Fill water sprays with warm water
- Sweep floor
- Clean mirrors, windows and back mirror
- Fill urn and turn to high until boil, then turn down
- Check kitchen/back room (fresh milk, coffee and tea ready and area is clean)
- Fill shampoo and conditioner bottles and check that basin area is clean
- Fold dry towels and put on wet ones
- Wipe chairs and benches and clean under seats
- Clean salon equipment and trolleys
- Tidy up magazines
- Clean front desk and reception area
- Clean and arrange retail products and displays

### **DAY DUTIES**

- Greet clients and make them welcome. Offer refreshments and magazine.
- Keep workstations clean at all times.
- Collect towels after use.
- Gather cups and wash up.
- Keep kitchen clean and tidy and refill the urn.
- Sweep floors after every service.
- Keep magazines tidy.
- Keep benches clean and tidy.

### **EVENINGS**

- Turn off urn and any electrical appliances, stereo etc.
- Sweep floors.
- Clean furniture.
- Make sure washing and dryer are going and towels and gowns are clean for the next day.

### **GREETING A CLIENT**

- Always greet a client with a smile warmly and in a welcoming manner.
- Ask politely if they have an appointment. If they don't, be of assistance in any way you can. If the client has arrived for an appointment, seat the client, remembering to always hold the chair for them (as they swivel).
- Cross the client's name off the appointment book.
- If client is wearing a coat hang it and offer them a tea or coffee.

## STUDENT PLAGIARISM, CHEATING AND COLLUSION

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BIBA Academy has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you automatically declare that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

## STUDENT COMPLAINTS AND APPEALS POLICIES AND PROCEDURES

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Please refer to the student complaints and appeals policy and procedure on the website

<https://www.bibaacademy.com.au/policies-forms>

## LEGISLATIVE RESPONSIBILITIES

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As a student, you have both rights and responsibilities under applicable legislation.

### **Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, BIBA Academy must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. BIBA Academy has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

Immediately report hazards to your trainer/assessor.

Seek assistance from a member of staff if you become ill or injured on campus.

Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.

Complete an incident report as required.

Ensure you are familiar with BIBA Academy emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.

Do not leave bags or personal belongings lying around where someone else could trip over them.

Do not smoke or drink alcohol on the premises.

Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

### **Equal opportunity**

The principles and practices adopted by BIBA Academy aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with BIBA Academy.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

BIBA Academy provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

### **National VET Regulator Act 2011**

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

### **Student Identifiers Act 2014**

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification or a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.

There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.

It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

### **Privacy Policy**

In collecting your personal information BIBA Academy will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

Inform you of the purpose for which the information is collected.

Only use the personal information that you provide to us in relation to your study with us.

Ensure your personal information is securely handled and stored.

We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.

We will not disclose your personal information to another person or organisation unless:

We have made you aware that information of that kind is usually passed to that person or organisation.

You have given written consent;

We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;

The disclosure is required or authorised by or under law; or

The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

### **Risk management**

In Victoria, organisations are required to protect children when a risk is identified (see information about failure to protect above). In addition to general occupational health and safety risks, we proactively manage risks of abuse to our children.

We have risk management strategies in place to identify, assess, and take steps to minimise child abuse risks, which include risks posed by physical environments (for example, any doors that can lock), and online environments (for example, no staff is to have contact with a child in organisations on social media).

## **BIBA ACADEMY PROCEDURE FOR CHILD SAFETY**

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If an allegation of abuse or a safety concern is raised please report immediately to BIBA Academy management/report to BIBA academies child safety officer (Alex Health) and complete an incident report.

- BIBA Academy has an incident report for child safety which is accessible to all staff and students from the BIBA Academy office.
- All reports of child abuse are taken very seriously and will be dealt with respectfully, discreetly and in accordance with the Victorian child safety standards.
- The disclosure will be reported accurately to the police/child protection. And the record will be stored securely.

## WORKPLACE BULLYING POLICY & PROCEDURE

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BIBA Academy is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. BIBA Academy will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per BIBA Academy Complaints and Appeals procedure and detailed in this Handbook.

## SMOKING AT BIBA

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Smoking at BIBA Academy's is not permitted, as per the Tobacco Amendment Act 2016. Please see policy located on our website [www.bibaacademy.com.au](http://www.bibaacademy.com.au). If you have any questions about our non-smoking workplace policy, please contact us on (03) 9415 8488.

## CREDIT TRANSFER

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A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units that you are required to complete in the course you are enrolled in with us.

BIBA Academy can grant you credit towards your course for units of competency that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit in your course, and the subject or unit you have completed.

### The steps to apply for a Credit Transfer

1. When completing the online Enrolment Forms you must show the original or hand in a certified copy of your Statement of Attainment.
2. Your application will be assessed within 5 working days.
3. All credited units will be marked in your learning resources upon commencement by administration.
4. All credit units will be recorded on the students training plan outline.

Make sure you provide the original or certified copies of a Statement of Attainment from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

## RECOGNITION OF PRIOR LEARNING

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Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

BIBA Academy has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Please refer to the schedule of fees on the website for the pricing for RPL <https://www.bibaacademy.com.au/policies-forms>

## NATIONAL RECOGNITION

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BIBA Academy recognises any qualifications or Statements of Attainment from any RTO.

## STUDENT SUPPORT SERVICES

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BIBA Academy will be sensitive to all cross-cultural issues and meet the special needs of students (especially those under the age of 18 years). Students at the Academy will receive adequate orientation and access to information regarding:

- Accommodation
- Counselling
- Concurrent assistance
- Welfare facilities
- Literacy and numeracy assistance.

Should a student require advice on any of the above-mentioned services, they are requested to see Alex Heath or Mirella Heuperman at the BIBA Academy office. BIBA Academy will also ensure that students have access to fair and equitable processes for dealing with grievances (see Complaints and Appeals Policy). Queries regarding course, progress or difficulties, please contact the office, as there are many means of assistance available to students.

## LEGISLATION

A range of legislation is also applicable to all students. Information on relevant legislation can be found at the following websites:

EO	<a href="http://www.humanrightscommission.vic.gov.au">http://www.humanrightscommission.vic.gov.au</a>
VET	<a href="http://www.skills.vic.gov.au/">http://www.skills.vic.gov.au/</a>
WorkCover / WH&S	<a href="http://www.worksafe.vic.gov.au">http://www.worksafe.vic.gov.au</a>
Privacy	<a href="http://www.privacy.gov.au/">http://www.privacy.gov.au/</a>

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the websites indicated, or contact us in the office if you require further information.

## GUIDE TO SERVICES

**Headspace: National Youth Mental Health Foundation**

**Telephone:** 03 9027 0100

[www.headspace.org.au](http://www.headspace.org.au)

Email: [info@headspace.org.au](mailto:info@headspace.org.au)

Headspace is the national youth mental health foundation, helping young people who are going through a tough time.

**Men's Line Australia**

PO Box 33, North Melbourne 3051

**Telephone:** (03) 9326 8522; Fax: (03) 9329 8826

**Email:** [talkitover@menslineaus.org.au](mailto:talkitover@menslineaus.org.au), **Web site:**

[www.menslineaus.org.au](http://www.menslineaus.org.au)

Available 24 hours a day. National telephone counselling line for men who want to talk about their family and relationship concerns. Provides information, support and referral.

**Grief Line**

**Telephone:** 1300 845 745

[www.griefline.org.au](http://www.griefline.org.au)

Services are offered noon and midnight, seven days a week. Offers support to all those who have experienced loss such as death, relationships, violence, depression and ageing, health concerns, unemployment and family and community issues.

**Women's Information and Referral Exchange (WIRE)**

1<sup>st</sup> Floor, Ross House, 247 Flinders Lane, Melbourne 3000

**Telephone:** 1300 136 570 Toll free or (03) 9654 6844 TTY

**Fax:** (03) 9654 5124 **Email:** [wire@vicnet.net.au](mailto:wire@vicnet.net.au), **Web site:**

[www.wire.org.au](http://www.wire.org.au)

Free, confidential information, support, counselling and referral services for women.

## ACCESS TO YOUR RECORDS

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You may access or obtain a copy of the records that BIBA Academy holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to [mirella@BIBA.com.au](mailto:mirella@BIBA.com.au).

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to online portal where some records about the course can be viewed.

**Amendment to records**

If a student considers the information that BIBA Academy holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## NOTIFYING YOU IF THINGS CHANGE

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As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, BIBA Academy will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address, send an email, or send an SMS. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form.



## ISSUING OF CERTIFICATION DOCUMENTS

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On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

BIBA Academy reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where BIBA Academy is not permitted to do so by law.

BIBA Academy must have a valid USI on file for the student for a qualification or Statement to be issued.

### Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

## YOUR FEEDBACK

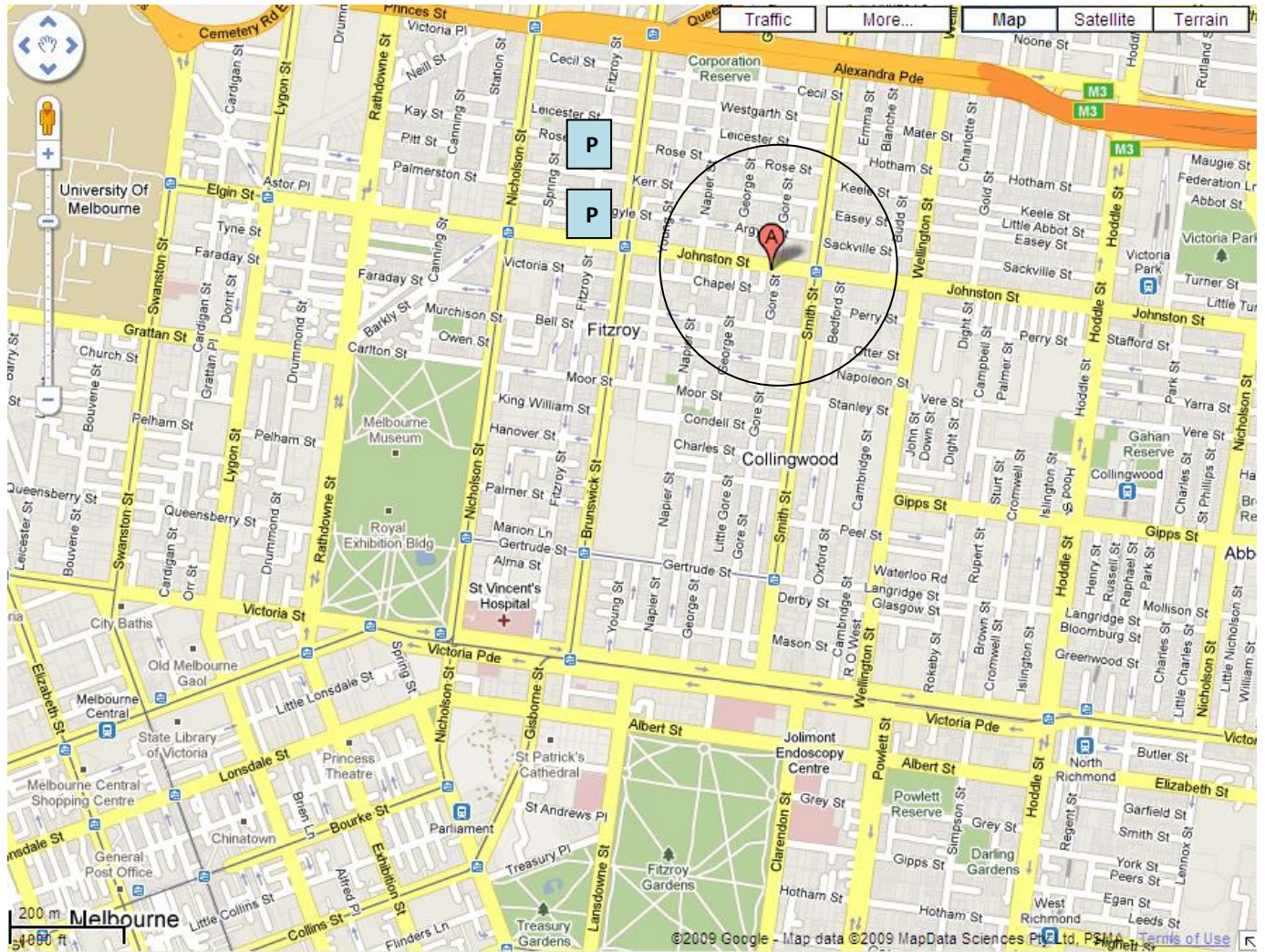
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Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

## WHERE IS BIBA ACADEMY FITZROY? - MAP



### **BIBA Academy 236 Johnston Street FITZROY**

BIBA Academy is conveniently located with easy access to public transport.

BIBA Academy is also a short ride on public transport from the city or suburbs.

The number 11 tram travels up Collins St in the city. The tram turns into Brunswick St from Victoria Parade, Get off at Johnston St and walk right. BIBA Academy is only a 5-minute walk from Brunswick St.

From Parliament Station in the city catch the 86 trams. The tram turns into Smith St from Gertrude St. Get off at Johnston St. BIBA Academy is only a 1-minute walk from this stop.

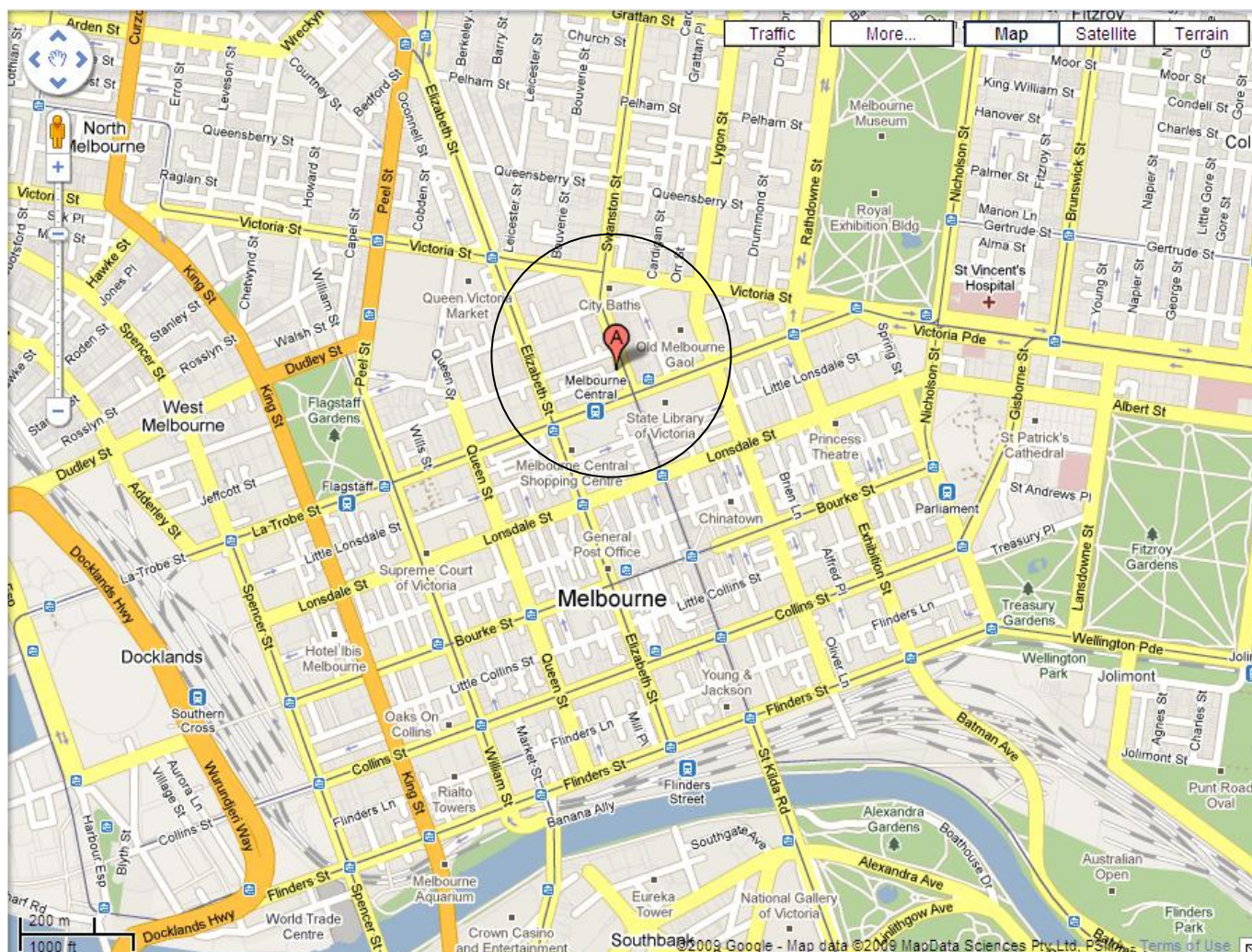
The 200 bus provides access to all students from the Eastern suburbs and city. The bus travels up Johnston from Hoddle St. Get off at Smith St. BIBA Academy is only a 1-minute walk.

If you have any troubles locating us, please do not hesitate to call the academy for directions on 9415 8488.

Please note that parking in the Fitzroy area is limited. If you drive, we would suggest parking at the Coles Supermarket on near the corner of Fitzroy ST and Johnston Street Fitzroy or the Rose St Car Park. Parking is available at both locations all day for a fee of approx. \$10.



## WHERE IS BIBA ACADEMY MELBOURNE? – MAP



### **BIBA Academy 401 Swanston Street MELBOURNE**

BIBA Academy is conveniently located with easy access to public transport and all-day parking if required.

Please note that parking is limited in the city.

BIBA Academy is conveniently located just minutes from Melbourne Central Station for train connections and all trams that travel along Swanston Street.

If you have any troubles locating us please do not hesitate to call the academy for directions on 9663 3327.