



INTERNATIONAL HANDBOOK

CERTIFICATE III IN HAIRDRESSING SHB30416
CERTIFICATE III IN BARBERING SHB30516



BIBA Academy
236 Johnston St
FITZROY 3065
&
401 Swanston St
MELBOURNE 3000

CRICOS ID - 01709K RTO ID - 6035

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STUDYING THROUGH BIBA

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

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 9.30am 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 a number of cafés/restaurants in Smith Street or Brunswick Street. Your afternoon will consist of more classes and demonstrations. When your day is over (approx. 5:00pm) 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

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 comply at all times 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 sales people 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

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

To enrol in a course, you must complete an Application for Enrolment Form. Please contact BIBA Academy to obtain one. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS or TOEFL.

English language competence can also be demonstrated through documented evidence of any of the following:

- You were educated for 5 years in an English-speaking country.
- You have completed at least 6 months of a Certificate IV level course in an Australian RTO.
- You have completed the College English Placement Test.
- You have successfully completed your High School in the English Language.

Once you have completed your Application for Enrolment form and gathered all the necessary documentary evidence, send it to mirella@biba.com.au. You will be contacted with the outcome of your application and to confirm your details.

On approval of your application, you will be sent a letter of offer and written agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you, as well as evidence of Overseas Student Health Cover, payment of fees.

YOUR ORIENTATION DAY

BIBA Academy

236 Johnston St, FITZROY

Once you have settled into your place of accommodation please call Mirella during business hours at the BIBA Academy and arrange a time to come in and be introduced to BIBA Academy. This session may take up to 1 hour where we will explain to you in detail about:

- Our organisation - BIBA Academy
- Introduction to staff
- Course structure
- Rules and Regulations, Safety and OH&S (Workplace Safety)
- Where and how classes are organised
- Processes for accessing Student Support services
- Living in Melbourne and fun places to visit in Australia
- Locker allocation
- We will also give you any equipment and textbooks purchased for the course.

We will show you around the school grounds so that you are familiar with the BIBA Academy grounds when you start on your first day.

COURSE FEES

CERTIFICATE III IN HAIRDRESSING (SHB30416) TOTAL COURSE COST \$16,810.00 AUS

\$16,810 includes

\$250	Enrolment fee for COE (<i>non- refundable</i>)
\$540	BIBA Academy online learning resources (<i>non- refundable and inc gst</i>)
\$490	Student Service and Amenities Fee (SSAF) (<i>non- refundable and inc gst</i>)
\$1,460**	Full Equipment Kit (<i>non- refundable and inc gst and subject to change</i>)
\$14,070	Training investment (<i>inc gst</i>)

Course duration:

- 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)

**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 4 months of course participation.

Monday – Friday

Classes start 9:45am and finish at 5:00pm / 6:00pm

Minimum 1600 contact hours

This course is to be paid:

1. In full prior to commencement in accordance with payment option #1 below; or
2. In four instalments in accordance with payment option #3 below

PAYMENT OPTION #1 – lump sum

Prior to Enrolment	\$250.00 enrolment fee (<i>non-refundable</i>) \$490.00 SSAF \$540.00 Online resources
Prior to Commencement	\$1,460.00 equipment (<i>non-refundable</i>) \$14,070.00 tuition fee

PAYMENT OPTION #2 – four instalments

Prior to Enrolment	\$250.00 enrolment fee (<i>non-refundable</i>) \$490.00 SSAF \$540.00 Online resources
Prior to Commencement	\$1,460.00 equipment (<i>non-refundable</i>) \$3,517.50 tuition fee
¼ Instalments Three (3) months after commencement	\$3,517.50 tuition fee

PAYMENT METHODS:

- Cash
- Electronic Transfer (please email mirella@biba.com.au for details)
- Credit

CERTIFICATE III IN BARBERING (SHB30516)
TOTAL COURSE COST \$13,430.00 AUD

\$13,430 includes

\$250	Enrolment fee for COE (<i>non- refundable</i>)
\$540	BIBA Academy online learning resources (<i>non- refundable and inc gst</i>)
\$250	Student Service and Amenities Fee (<i>non- refundable and inc gst</i>)
\$1,190**	Full Equipment Kit (<i>non- refundable and inc gst and subject to change</i>)
\$11,200	Training investment (<i>inc gst</i>)

Course duration:

- 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 4 months of course participation.*

Monday – Friday
Classes start 9:45am and finish at 5:00pm / 6:00pm
Approx. 945 contact hours

This course is to be paid:

1. In full prior to commencement in accordance with payment option #1 below; or
2. In two instalments in accordance with payment option #2 below

PAYMENT OPTION #1 – lump sum

Prior to Enrolment	\$250.00 enrolment fee (<i>non-refundable</i>) \$250.00 SSAF \$540.00 Online resources
Prior to Commencement	\$1,190.00 equipment (<i>non-refundable</i>) \$11,200.00 tuition fee

PAYMENT OPTION #2 – two instalments

Prior to Enrolment	\$250.00 enrolment fee (<i>non-refundable</i>) \$250.00 SSAF \$540.00 Online resources
Prior to Commencement	\$1,190.00 equipment (<i>non-refundable</i>) \$5,600.00 tuition fee
Three (3) months after commencement	\$5,600.00 tuition fee

PAYMENT METHODS:

- Cash
- Electronic Transfer (please email mirella@biba.com.au for details)
- Credit

**CERTIFICATE III IN HAIRDRESSING (SHB30416) &
CERTIFICATE III IN BARBERING (SHB30516)
TOTAL DOUBLE QUALIFICATION COST \$19,570.00 AUS**

\$19,570 includes

\$500	COE for both Hairdressing and Barbering (<i>non-refundable</i>)
\$540	BIBA Academy online learning resources (<i>non-refundable and inc gst</i>)
\$490	Student Service and Amenities Fee (<i>non-refundable and inc gst</i>)
\$1,590**	Full Equipment Kit (<i>non-refundable and inc gst and subject to change</i>)
\$16,450	Training investment (<i>inc gst</i>)

Course duration:

- 5 days attendance (15 months: includes 25 days holidays)
- 4 days attendance (20 months: includes 20 days holidays)
- 3 days attendance (24 months: includes 15 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 4 months of course participation.

Monday – Friday

Classes start 9:45am and finish at 5:00pm / 6:00pm

Approx. contact hours

This course is to be paid:

1. In full prior to commencement in accordance with payment option #1 below; or
2. In quarter instalments in accordance with payment option #2 below

PAYMENT OPTION #1 – lump sum

Prior to Enrolment	\$500.00 enrolment fee (<i>non-refundable</i>) \$490.00 SSAF \$540.00 Online resources
Prior to Commencement	\$1,590.00 equipment (<i>non-refundable</i>) \$16,450.00 tuition fee

PAYMENT OPTION #2 – quarter instalments

Prior to Enrolment	\$500.00 enrolment fee (<i>non-refundable</i>) \$490.00 SSAF \$540.00 Online resources
Prior to Commencement	\$1,590.00 equipment (<i>non-refundable</i>) \$4,112.50 tuition fee
Quarter instalments	\$4,112.50 tuition fee

PAYMENT METHODS:

- Cash
- Electronic Transfer (please email mirella@biba.com.au for details)
- Credit

CERTIFICATE III IN HAIRDRESSING (SHB30416)

BIBA Academy offers three nationally recognised qualifications for overseas students.

Features include:

- Set group sizes (approx. 15 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. However, before a mode of training delivery is selected, each student's learning style must be clearly identified; that is, it must be determined whether a student is a visual, auditory or kinaesthetic learner. Once this is recognised, BIBA Academy will endeavour to deliver a training program which will cater to a student's specific needs.

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 available to students at all times. These include videos, books, magazines and teaching staff. BIBA Academy operates in a salon type environment. We believe this emulates the work place which in turn creates an open learning environment to form strong work ethics and relates theory classes to a real life situation.

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

- Learning/ Physical disability
- Time management problems

Every consideration is given to student 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 the needs of all students compassionately.

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 by the student using a model/mannequin. Others in written or can be in oral format.

Certificate III in hairdressing will be conducted on location at BIBA Academy.

- **Certificate III in Hairdressing (Monday – Friday) approx. 1860 contact hours**

HAIRDRESSING UNITS OF COMPETENCY

SHB30416 Certificate III in Hairdressing

Core Units

SHBBAS001	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.

INTRODUCTION TO CERTIFICATE III in HAIRDRESSING SHB30416

The Certificate III in Hairdressing involves 52 weeks of full-time study. During this time each student must demonstrate competency in all aspects of hairdressing and complete approx. 1860 hours of which majority are workplace-based training.

These include:

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

At BIBA Academy, our students will first undergo orientation and an introduction to our policies and guidelines, facilities, formats and regulations. Following this, students will be taken through his/her course individually, and the course structure will be directed by their individual ongoing performance. A Training Plan Outline will be established in each student's learning guide, which will detail completion dates for each study period and assist teachers in monitoring course progress. It is important to stress that each student will complete the course with superior knowledge and competency in the trade, however, is important to realise that each individual learns differently and therefore must be taught accordingly, to maintain confidence and performance levels.

A Training Salon has been established within the Academy, inviting the public to be models for the students. Here, the students service the models as they would in a regular salon, providing cuts, colours and other hair services. This method of training makes up approximately 80% of a student's learning process and provides invaluable hands-on experience.

The remaining 20% of a student's training consists of theory/assignments and is taught via your digital pack, presentations, lectures and live demonstration. Some of these courses include: the science and chemistry of hair structure, scalp disorders, chemicals used and their application. The students 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 the students to embark on practical work as quickly as possible. Students begin on mannequin heads and then progress to live models once they 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.

Students will begin their practical work with dress and styling hair which entails classic and creative hair ups and blow drying techniques. Here after the basic colour application, during which time they will be given basic colour and chemicals theory and demonstrations. Following the colour component, BIBA Academy will introduce students to cutting. These subjects are taught following the criteria similar to that of the colour subject. As the student advances, the techniques intensify and therefore so does the calibre of the theory, demonstrations and standard required of the student.

Assessments are conducted nearing the end of each hairdressing component. Student can also ask to be assessed at any time should they wish to be challenged. Students will be and can be reassessed and tested throughout the term of their course to ensure their standard of work, confidence and readiness for the work force and the industry's changing environment is maintained. Students are not penalised for failing a task, however they will be asked to attempt it again until they reach a pass standard.

We encourage our students to be completely professional whilst in the Training Salon and expect no less from them. 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 each student is 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 our students for the work force and their new career.

Completion of the course within the 13 months duration will depend on the individual's 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.

The majority of training is performed at the Fitzroy BIBA Academy. Here you will begin your hairdressing journey, completing theory and mannequin components, as well as some assessments on live models. Nearing the end of the course you will be asked

if you would like to be relocated to the City campus which is simulated like a real salon. Here your hairdressing skills will be refined and detailed so that you will be ready to work in any salon in Melbourne.

AREAS OF HAIRDRESSING COVERED IN THE COURSE

1. SALON 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
- Apply massage and rinsing of chemical treatment

3. SALON DUTIES:

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

4. COLOUR:

- Theory of colour and basic composition
- Consultation
- Fashion, choice and suitability of correct shade
- Application of tint, highlights and creative colour

5. STYLING AND FINISHING

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

6. CUT:

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

7. STRAIGHTENING:

- Theory of straightening and basic composition
- Correct use of tools, solutions and application, Consultation
- Applied correct straightening methods

HAIRDRESSING - MONITORING COURSE PROGRESS

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

PROCEDURES FOR MONIROING COURSE PROGRESS

- Instructors are required to check your training plan in the Student Records System (SRS) at the beginning of each class and check your progress and to see what activities and tasks you will be working on that day.
- All completed activities and tasks are to be recorded in SRS at the end of each day. SRS is monitored by both trainers and administration.
- All records in SRS are saved automatically and stored online and can be accessed by both the student and the trainers at any time.

Certificate III in Hairdressing monitoring guideline (13 months / 5 days a week attendance)

- **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.

FULL TIME – attending 5 days a week (13 months *including 4 weeks holidays*)

Months	1	2	3	4	5	6	7	8	9	10	11	12	13
Fundamentals	1	2	3	4									
Styling	1	2											
Colour/Chem			1	2	3	4	5	6					
Cutting								1	2	3	4	5	6

CERTIFICATE III IN BARBERING (SHB30516)

BIBA Academy offers four 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 available to you at all times. These include videos, books, magazines and instructors. BIBA Academy operates in a salon environment. We believe this emulates the work place 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 ie. by visually and/or orally demonstrating competency.

Most Assessments are carried out in the Academy when you are using a model/mannequin. Other are in written oral format.

Certificate II in Salon Assistant, Certificate III in Barbering, Certificate III in Hairdressing will be conducted on location at BIBA Academy. After successful completion BIBA Academy will issue you the relevant Certificate within 2 weeks of completion.

If you struggle to meet the assessment criteria after **three** 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).

BARBERING UNITS OF COMPETENCY

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.

INTRODUCTION TO CERTIFICATE III IN BARBERING SHB30516

The Certificate III in Barbering involves **7 months study** (including holidays). This means attending BIBA Academy on a full-time basis 5 days per week. During this time you must demonstrate competency in all aspects of Barbering and complete all units of the course and complete approx. **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, it is important to realise that each individual learns differently and therefore must be taught accordingly, to maintain confidence and performance levels.

A Training Salon 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 salon, providing cuts, colours and other hair 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 your digital pack, lectures and live demonstration eg. the science and chemistry of hair structure, scalp disorders etc. 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 blow drying techniques. Here after we begin the cutting cluster. 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 7months 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 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.
- Men's grooming and shaving

CAREER PATHWAYS

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** – 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.

BARBERING - MONITORING COURSE PROGRESS

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

PROCEDURES FOR MONITORING COURSE PROGRESS

- Instructors are required to check your training plan in the Student Records System (SRS) at the beginning of each class and check your progress and to see what activities and tasks you will be working on that day.
- All completed activities and tasks are to be recorded in SRS at the end of each day. SRS is monitored by both trainers and administration.
- All records in SRS are saved automatically and stored online and can be accessed by both the student and the trainers at any time.

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

- **Fundamentals and Dry hair to shape (GOU #1) approx. 3.5 month**
 - 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. 3.5 months**
 - 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.

By the end of this study period (4 weeks) 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.

UNIQUE STUDENT IDENTIFIER (USI)

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 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.

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.

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

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

VISAS

Once you receive your electronic Confirmation of Enrolment (CoE) you will need to apply for your visa. Information about applying for a visa can be found at: <http://www.border.gov.au/Trav/Stud>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Biba Academy and including assistance with visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process. If your visa is not approved, you will receive a full refund for the fees that you have paid.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

ARRANGING TRAVEL & DOCUMENTS TO BRING

Costs to travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Melbourne at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by BIBA Academy at the time of confirmation of enrolment.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

ENTRY INTO AUSTRALIA

When you arrive in Australia you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

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>

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport. Once you have arrived into Melbourne you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

ARRIVAL TO AUSTRALIA

We want to make your arrival to Australia a memorable and comfortable experience. Once you have arranged your flight and accommodation details we ask that you email administration on mirella@biba.com.au so that we can arrange pick up at the airport if required.

Should you wish to make your own way from the airport to your place of accommodation, there is a bus shuttle service to the city as well as taxi services. For further information regarding the shuttle bus from the airport please see the following website: www.skybus.com.au

BIBA Academy's Operations Manager Mirella Heuperman can be contacted on her mobile 0438 741 491 should you arrive at the airport feeling unsure about what to do. Once you settle into your place of accommodation please call Mirella to arrange a time for a welcoming induction.

ACCOMMODATION

For short term accommodation charges and provisions, please call or email from the list provide below:

Venue Name	Location	Gender	Phone Number	Email
Carlton College	Carlton	M / F	+61 3 9663 1644	
Lygon - Quest lodging	Carlton	M / F	+61 3 9345 3888	questonlygon@bigpond.com
Nunnery	Melbourne	Female	+61 3 9329 7525	infonunnery@bakpakgroup.com
Richmond Hill	Richmond	M / F	+61 3 9428 6501	
Claremont Guest House	South Yarra	M / F		www.hotelclaremont.com
Unilodge on Swanston	Melbourne	M / F	+61 3 9224 7888	Unilodge.swanston@Unilodge.com.au

See www.lonelyplanet.com or buy a copy of "Lonely Planet in Australia" online or from any bookstore (AUD\$25). This look is full with cheaper temporary accommodation, food, entertainment and travel information. For share housing and rental properties be sure to check www.realestate.com.au.

Accommodation Options

Home Stay

Many school students choose home stay and become part of an Australian family with a close association to the school they attend.

Cost: \$110 - \$270 per week

Hostels and Guesthouses

Students share bathroom and kitchen facilities.

Cost: \$80 - \$135 per week

University accommodation

Most universities offer accommodation on-campus or nearby, such as university apartments, residential colleges and meals.

Cost: \$80 - \$250 per week



Share accommodation

Many international students share a rental house or apartment. A wide range is available, from apartments in the heart of the city and on the waterfront, to houses with gardens in vibrant inner areas well connected with public transport.

Cost: \$80 – \$350 per week

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.immi.gov.au

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number. Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private <https://www.medibank.com.au/overseas-health-insurance/oshc/>
- OSHC Worldcare www.oshcworldcare.com.au

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or

- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

WORKING IN AUSTRALIA

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays. You can phone the Department of Immigration and Border Protection (DIBP).

Visit the following website to find out more about working in Australia, including how to find a job.
<http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work>

LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

From 1 July 2012, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- AUD\$18,610 a year for the main student;
- AUD\$6,515 a year for the student's partner;
- AUD\$3,720 a year for the student's first child; and
- AUD\$2,790 a year for every other child and where required.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Immigration and Border Protection website.

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:
<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at <https://www.moneysmart.gov.au/?referrer=understandingmoney.gov.au>

SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

ASSESSMENTS

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 three 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).

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

BIBA Academy will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DIBP for not meeting course progress requirements. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal BIBA Academy decision to report you to DIBP. However, an appeal will only be considered if BIBA Academy has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.

- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where BIBA Academy is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

Attendance

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DIBP. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

Requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80% of the scheduled course contact hours.

You may not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

STUDENT PLAGIARISM, CHEATING AND COLLUSION

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.

CREDIT TRANSFER

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 handing in course Enrolment Forms you must attach 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 guide upon commencement by administration.
4. All credit units will be recorded on the students training plan outline.

Make sure you attach 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

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.

The fee to assess you for RPL is \$50 for initial RPL application and \$250 per unit of competency, which must be provided with the completed application form and evidence. There is no refund for the RPL fee should you be deemed as unsuccessful in RPL.

STUDENT SUPPORT SERVICES

BIBA Academy will be sensitive to all cross-cultural issues and meet the special needs of students. Students at the Academy will receive adequate orientation and access to information regarding:

- Accommodation
- Counselling
- Concurrent assistance
- Welfare facilities
- Literacy and numeracy assistance
- Legal services
- Emergency & health service
- Facilities and Resources
- Complaints and Appeals

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	http://www.humanrightscommission.vic.gov.au
VET	http://www.skills.vic.gov.au/
WorkCover / WH&S	http://www.worksafe.vic.gov.au
Privacy	http://www.privacy.gov.au/

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

Email: 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, **Web site:**

<https://mensline.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

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)

1st 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, **Web site:**

www.wire.org.au

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

DEFERRING, SUSPENDING OR CANCELLING STUDENT ENROLMENT

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 suspend/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).

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 (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).

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 die suddenly 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.

Changes to a student's enrolment resulting from deferral, suspension or cancellation will be reported to the secretary of DEST via PRISM's. Please note that enrolment variation (deferring, suspending or cancelling) may affect a student's visa.

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.

CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Biba Academy will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DIBP web site at www.border.gov.au or telephone 31 881 for information and their local DIBP office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Biba Academy, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, BIBA Academy will suspend an enrolment for an agreed period of time - to a maximum of 6 months. If the suspension is required for longer than 6 months the student shall have to re-apply once the initial suspension period has expired.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DIBP via the DIBP helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

BIBA Academy will always use its professional judgment to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

STUDENT REFUND POLICY

- All students paying enrolment and course fees for accredited courses offered by BIBA Academy will have all such fees deposited in an established Trust Account and will be withdrawn after completion of the course
- The Trust Account will be administered by the Managing Director of BIBA Academy in accordance with the Conditions of Registration
- Course fees paid in advance are protected by The Student Tuition Assurance Scheme

Refunds that apply if student defaults

A student default if:

- The course offered by the provider started on the agreed starting day, but the student did not start the course on that day and has not previously withdrawn from the course; or
- The student withdraws from the course either before or after the agreed starting day.

In these circumstances, the provider must make a refund to the student as follows:

- The enrolment fee of \$250.00 is non – refundable
- The service and amenities fee is non-refundable
- Where the student withdraws from the course after commencement the equipment fee is non-refundable as the equipment is the property and the responsibility of the student once purchased
- Where the student withdraws from the course before the course commences, the student is required to give BIBA 4 weeks' notice of withdrawal. In that instance, BIBA Academy will be entitled to retain the enrolment fee.
- Where the student withdraws from the course after the course commences, the student is required to pay for all units opened/commenced. Any refunds will be refunded to the person who originally paid the fees.

- If for a bona-fide medical or personal reason the student cannot complete his or her course within the allocated time :
 - BIBA Academy will suspend the remainder of the course and upon written application by the student to return, BIBA Academy will do all acts and things necessary to re-enrol the student as soon as possible to complete the course.
 - The student's return will be in the sole and absolute discretion of BIBA Academy but any event within a reasonable period of time after the application has been accepted.
 - If the student does not return to recommence training due to exceptional circumstances (i.e. Incapacitated) a pro rata refund will be granted.

Refunds that apply if BIBA Academy defaults

BIBA Academy defaults if:

- the course they offer does not start on the agreed starting day;
- the course stops being provided after it starts and before it is completed; or
- the course is not provided fully to the student because the registered provider has had a sanction imposed.

In these circumstances, the BIBA Academy will make a refund to the student as follows:

- BIBA Academy agrees to refund within 14 days without deduction, including application fee, all fees where BIBA Academy of Hairdressing cancels a course or where the commencement is postponed.

If a provider defaults, it must pay a full refund to the student within two weeks after the default day. (Sections 27- 31 ESOS Act 2017) BIBA Academy will provide the student a statement that explains how the refund amount has been calculated.

TRANSFER OF RTO

RTO's are restricted from enrolling transferring students prior to the student completing 6 months of their principal course with another recognised RTO. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

The policy of BIBA Academy is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed with another recognised RTO unless that student has a valid letter of release from the other RTO agreeing to such a transfer.

With regard to BIBA releasing current students, students who have been enrolled at BIBA Academy for less than 6 months and wish to transfer out of a course require a letter of release from BIBA Academy to be able to enrol in another institution. Our broad policy is to accept any transfer requests unless one of the following applies, in which case it is at the absolute discretion of BIBA:

1. the student requesting a transfer has an accurate understanding of what the transfer represents to their study options;
2. still owes BIBA Academy course fees; or
3. BIBA reasonably suspects that the student is seeking transfer only to avoid being reported to DEST for failure to meet academic progress or attendance.

Letters of release would always be provided when or if:

1. BIBA Academy registration or that of the Certificate or other course has been revoked.
2. Sanctions imposed on BIBA Academy by the Australian government prevent the student from continuing in the course.
3. A government sponsor deems that the transfer is in the best interest of their student.

Procedure for assessing transfer applications from students wishing to transfer OUT of BIBA Academy

- Students must make a written request (e-mail is satisfactory) to the Enrolment Office to transfer to another provider.
- The student must provide BIBA with a valid offer of enrolment from the new institution.
- With these documents sighted, the Enrolment Officer will assess the transfer request considering the following questions:

- Does the student have any outstanding fees payable? (if they do, these must be paid before a letter of release can be provided)
- Is the student fully aware of the study issues involved in the transfer? (Enrolment Officer checks any notes on student records).
- Is the student simply trying to avoid being reported to DIAC because of lack of course progress or poor attendance? (Again Enrolment Officer checks the relevant notes on student records).

- If the answers to the above are satisfactory and in accordance with policy, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact DIAC and obtain a new visa if the course they transfer to is not a Higher Education/VET course.
- The Enrolments Office report students termination of studies through PRISMS
- If any of the answers are unclear, they should be referred to the Director of Student Services, to interview the student and gain a fuller understanding of the circumstances.
- The Administrator will make a recommendation to the BIBA Academy Director if they believe the request should be refused or alternatively grant the letter of release. The Director will inform the student in writing of a negative outcome with reasons and indicate that the student may access the student appeal process as detailed in the Student Handbook if they seek a review.

Notes:

- The above assessment procedure should not take more than 48 hours once the student has provided the necessary documentation.
- All requests, considerations, decisions and copies of letters of release should be placed on student's file, and The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.
- All applications of transfer will be documented in the "Transfer Register".
- Letter of release will be issued at no cost to the student.
- Upon release a formal Statement of Attainment will be issued at no cost to the student.

CODE OF CONDUCT

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 units 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 units 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.

LEGISLATIVE RESPONSIBILITIES

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS

Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

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 of 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

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

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.

ACCESS TO YOUR RECORDS

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.

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

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.

THE ESOS ACT / NATIONAL CODE OF PRACTICE 2018

Information regarding your rights as students and information about what our obligations are as a RTO can be found on the following website <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

The ESOS Acts and Regulations set out the legal framework for the delivery of education to overseas students. It governs:

- Which providers may be registered;
- The CRICOS registration process;
- Obligations of providers;
- Tuition assurance and consumer protection mechanisms;
- Enforcement and compliance powers; and
- Charges providers pay to enrol overseas students.

The original National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students has been substantially revised to improve clarity and to give institutions more flexibility. For students the changes bring greater

protection. On that date all CRICOS-registered providers must comply with the provisions of the National Code of Practice 2018. <https://www.legislation.gov.au/Details/F2017L01182>

The National Code 2018 contains:

- A description of the principles and guidelines which underpin the National Code 2018;
- A description of the roles and responsibilities of state and territory governments;
- Requirements for CRICOS-registered providers; and
- Standards for CRICOS-registered providers.

It is vital that you understand and comprehend your rights as a student. The ESOS legislation helps students resolve disputes, seek refunds or study elsewhere if their education institution doesn't meet its responsibilities

STUDENT COMPLAINTS AND APPEALS POLICIES AND PROCEDURES

The following framework has been prepared as a means to have problems experienced students addressed immediately, effectively, professionally and confidentially.

The policy provides an avenue for most complaints to be addressed. However, in some cases, alternative measures need to be explored because of individuals and merits of each case.

If your report is regarding child safety or child abuse allegations, please see BIBA Academies child safety policy/procedures detailed in this welcome folder. BIBA Academy has processes to ensure all abuse allegations are taken very seriously and the well-being of the child is priority.

'Complaint' means any act or omission that a customer or potential customer of BIBA Academy believes to be unfair or discriminatory and relates to any BIBA Academy activity. It can include complaints related to academic and non-academic matters such as:

- Content or structure of training programs
- Nature of training and assessment
- Assessment and assessment decisions
- Selection or admission decisions
- Alleged action by a staff member or another student that, in the aggrieved students opinion, is prejudicial to his/her welfare as a student
- Administrative action or inaction, policy, procedure or decision
- Access to facilities or resources
- Allegations of harassment, bullying, discrimination or breach of BIBA Academy rules, unethical practices or criminal behavior.

'Appeal' means the action taken by a student when they are dissatisfied with the outcome of an assessment decision

'Informal' complaint means a minor concern that could be effectively resolved without the need to make the matter a formal complaint. For example, alleged misinterpretation of policy by staff member, inappropriate penalty for late submission of assignment, dissatisfaction with training venue, or similar.

'Formal' complaint means a complaint that cannot be resolved informally or is considered serious and therefore needs to be addressed formally. For example, misconduct by a staff member, possible crime or regulatory offence, discriminatory behaviour (staff or student), or similar.

'Support person' means person who accompanies and assists a student at any relevant meetings. The support person may be a friend, family member, student representative. Staff, whether academic or administrative will not act as a support person.

'Independent' staff is a member of staff not involved with the compliant or complainant and is delegated by the Operation Manager to investigate a complaint (if required).

'Investigation' means an inquiry into a complaint by an independent staff member who will:

- Commence a file and document all actions relating to the matter
- Consider all material relating to the complaint
- Act fairly and impartially taking into account rules of natural justice and equity principles
- Interview such parties as are relevant to the complaint
- Inform him or herself as to any material facts by reference to authorities such as precedents; and
- Determine a resolution to the complaint by making recommendations including any remedies to be applied.

Each complainant or appellant has an opportunity to formally present his/her case at no cost to him/herself.

PROCEDURE:

- BIBA Academy will attempt to resolve all verbal and/or written client complaints initially through discussion and conciliation in the manner as follows:

Stage 1 – Informal complaints process

1. Complaint is made to a BIBA Academy staff member
2. An administration BIBA Academy staff member contacts complainant within 5 working days of receiving complaint
3. If the matter is resolved written acknowledgement is sought from all parties
4. If the matter is unresolved an internal investigation of complaint will be initiated by an administration BIBA Academy staff member
5. The outcome of the investigation will either be a resolution of the complaint or initiation of formal complaint process
6. The complainant and staff member are provided with a written statement of outcome which outlines the details of the decision. The written statement will be provided within 10 working days
7. The complainant can initiate the formal complaint process independent of this investigation.

Stage 2 - Formal complaints process

1. Written complaint is submitted to an administration BIBA Academy staff member
2. Written acknowledgement is sent to complainant within 5 working days of receiving complaint
3. An independent member of staff investigates the complaint and liaises with all parties involved. The complainant may have a support person present at all times during the process.
4. The complainant and staff member are provided with a written statement of outcome which outlines the details of the decision. The written statement will be provided within 10 working days
5. If the matter is resolved written acknowledgement is sought from both parties
6. If the matter is unresolved it will be referred to the Management Committee, comprising of 2 Company Directors and a nominated client representative for review
7. The complainant is provided with a written statement of outcome which outlines the details of the decision. The written statement will be provided within 15 working days

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, BIBA Academy will give the right to access the external complaints and appeals process at minimum or no cost to the student.

If the student chooses to access the complaints and appeals process BIBA Academy will maintain the student enrolment while the complaints and appeals process is ongoing.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, BIBA Academy will immediately implement any decision and/or corrective and preventative action required and will advise the student of the outcome.

Assessment appeals process

1. If the appeal is in respect to an assessment, the administrator arranges for a reassessment to occur within a reasonable timeframe by an independent third-party assessor and to enable the appellant to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process.
2. If resolved, student provided with written outcome of appeal and reason for decision within 5 working days
3. If the matter is not resolved the student is to complete and lodge a Complaint and Appeals Form with the Operations Manager
4. The Operations Manager (or their delegate) will review the original assessment decision and subsequent decisions and the grounds for the appeal. They will consult as necessary to investigate the appeal.
5. The Operations Manager (or their delegate) will provide the student with a written outcome of the appeal and if necessary, arrange for assessment records to be amended to reflect the outcome, within 10 working days of the lodgment of the appeal.
6. If the student is still dissatisfied with the decision, then they can lodge an official complaint with regard to the process or outcome. *Refer to formal complaint procedure.*
7. The administrator documents appeal details in the BIBA Appeals Register (Google Doc's). All decisions are documented by the administrator in the Appeals Register and filed in the students' personnel file.

EXTERNAL PROCEDURE

1. If the student is still dissatisfied regarding the outcome/decision made that Biba Academy has provided, they may wish to refer the matter to an external/independent/third party mediator at their own expense.
2. Appeals can relate to assessment decisions and they can also relate to other matters such as the decision to exclude a student from a training program. Students should be encouraged to resolve complaints and appeals through the Biba Academy complaint mechanism prior to consulting external parties.
3. If the student is not satisfied by the complaints and appeal outcome, they can contact:

Dispute Settlement Centre of Victoria (DSCV)
4/456 Lonsdale Street
Melbourne Vic 3000
Telephone: 03 9603 8370
Toll free: 1800 658 528
Email: dscv@justice.vic.gov.au

This final stage will be addressed within 30 days.

Outcomes from the DSCV mediation in relation to a grievance will be implemented immediately.

ISSUING OF CERTIFICATION DOCUMENTS

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.

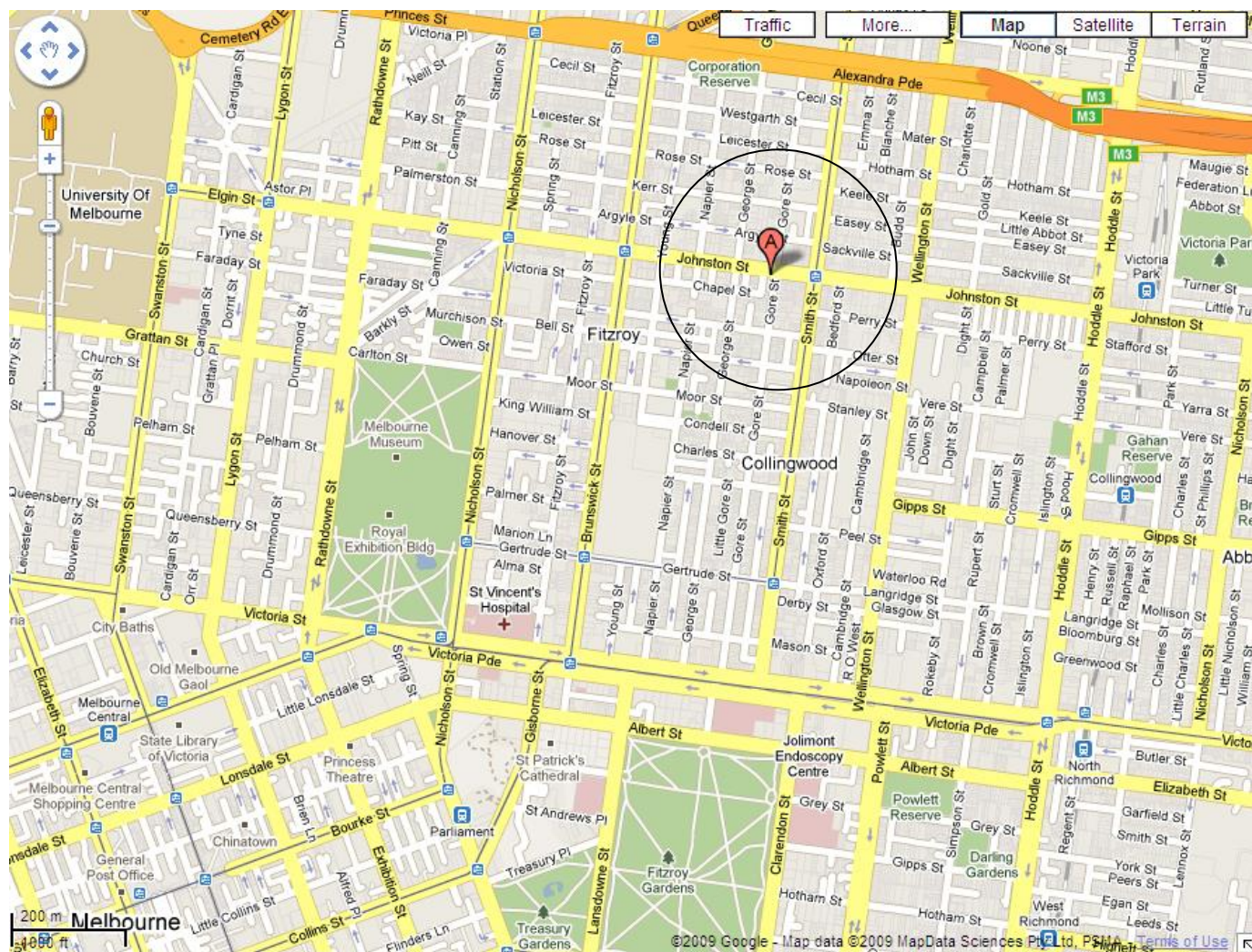
YOUR FEEDBACK

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 and free parking. All day parking is available in Gore St.

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.

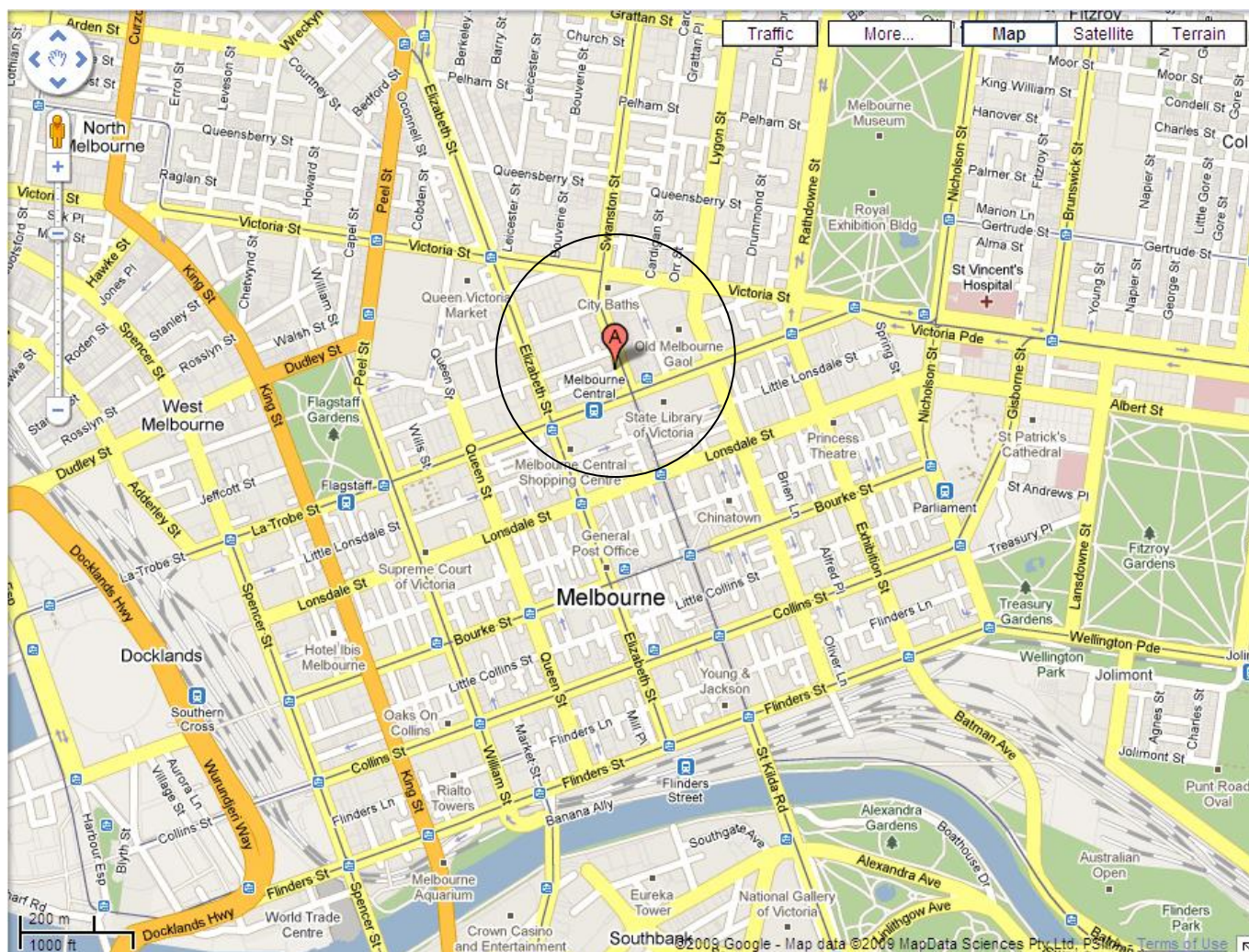
From Parliament Station in the city catch the 86 tram. The tram turns into Smith St from Gertrude St. Get off at Johnston St. BIBA Academy is only a 1 minute walk from this stop.

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.

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.

All day parking is available in the QV building with an early bird fee of \$10.

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.

CONTACT INFORMATION AND EMERGENCY CONTACTS

BIBA Academy Main Contact Details

Open 9.45am-5pm

Phone: 03 9415 8488

International Support Officer

Mirella Heuperman – mirella@biba.com.au

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Immigration and Border Protection (DIBP)

Dial 131 881

2 Lonsdale Street

Melbourne Vic. 3000

Transport:

Public Transport - <https://www.ptv.vic.gov.au/>

Silver Top Taxi's – 13 10 08

13 Cabs – 13 22 27