



**IOWA CAMPUS
2025-2026
CATALOG**

Student Policy and Procedure Handbook
2600 South 9th Street
Council Bluffs, IA 51501

Phone: (712)-328-2613

sohohairacademy.com

Effective 1/1/2025

OWNERSHIP

SOHO Academy, LLC; Somer Krueger, President

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MISSION STATEMENT

At SOHO Hair Academy we are committed to the future of beauty and believe everyone deserves a voice. We empower our students with the knowledge and skills to provide a sustainable, professional path that makes a profound difference in other people's lives through a career in cosmetology.

EQUALITY STATEMENT

We are committed to providing an inclusive environment for all students. We do not discriminate or deny admission to any person on the basis of race, color, ethnic origin, sex, religion, age, or handicap. This non-discrimination policy covers our policies, procedures and/or practices, including but not limited to academic admission, student financial aid, educational services and employment. We are in compliance with Title VI & VII – Civil Rights Act of 1964, and the Title IX – Education Amendments of 1972. SOHO Hair Academy is an equal opportunity employer.

ACCREDITATION & SCHOOL LICENSE

SOHO Hair Academy Is approved for training of students receiving financial assistance from various state or federal agencies such as the the Department of Vocational Rehabilitation, and the Department of Education.

SOHO Hair Academy is Nationally Accredited by the:
National Accrediting Commission of Career Arts and Sciences(NACCAS)
3015 Colvin Street
Alexandria, VA 22314
703-600-7600

SOHO Hair Academy meets the State Board of Barbering and Cosmetology Arts and Sciences requirements in Iowa and is licensed by:
Iowa Board of Barbering and Cosmetology Arts and Sciences
Lucas State Office Building
Des Moines, IA 50319
515-281-7074

The certificate of national accreditation and the Iowa State license are publicly displayed.
This notice serves as formal notification that SOHO Hair Academy is currently under Financial Monitoring by NACCAS as a result of a Change in Ownership that occurred on October 1, 2022.

ADMINISTRATIVE STAFF AND FACULTY

Somer Krueger • President SOHO Hair Academy LLC + Instructor
Ryan Jones • Director of Admissions
Cameron Bush • Admissions
Courtney Holiday • Compliance and Financial Aid Director
Carol Dawson • Director of Education + Instructor
Mason McDougall • Associate Director of Student Services + Instructor
Chrissy Byers • Instructor
Maria Ehresman • Instructor
Kaitlyn Kreklow • Instructor
Krissy Doyan • Instructor
Shani White • Student Instructor
David Mike • Student Instructor

ABOUT SOHO HAIR ACADEMY

SOHO Hair Academy was founded by an inspiring female entrepreneur who was recognized by Entrepreneur Magazine for Top Company Culture in the United States and Salon of the Year by Salon Today. Locally owned with a firm commitment to empowering humans and offering them opportunities, SOHO strives to create personalized experiences tailored for every student. We are proud to have a team of educators who have worked in the best salons in the area.

SOHO Hair Academy has an incredible track record as a nationally accredited institution by the National Accrediting Commission of Career Arts and Sciences (NACCAS), and by the Iowa State Board of Barbering and Cosmetology.

SOHO Hair Academy uses Milady teaching methodology within its curriculum and brings in guest artists, national educators and industry experts frequently to augment the curriculum and stimulate the students. SOHO Hair Academy's curriculum has additional content that addresses nail technology, guest service, sales techniques, consultation techniques and professional and personal image. We are elevating beyond the basic state required content and to ensure the greatest success of our graduates.

FACILITY AND EQUIPMENT DESCRIPTION

Nestled in a quiet area of Council Bluffs just east of Downtown Omaha and minutes off of I-80, SOHO Hair Academy is a spacious, eclectic campus providing an outstanding learning environment. Our facility has an expansive clinic area, multiple classrooms, administrative offices, an auditorium, a student lounge with refrigerator, microwave and lockers. We have upgraded technology in the classrooms and installed fiber internet for uninterrupted webs service. A fully stocked vending machine is available for all students and staff.

STUDENT HOUSING AND TRANSPORTATION

SOHO Hair Academy can recommend suitable housing in the area. However, the Academy does not own or operate housing facilities. There are two Metro Bus Stops on the Y Route within 5 blocks of SOHO Hair Academy that connect to much of Council Bluffs and Omaha. More info can be found on the [Metro Bus Website](#).

CAREER PLANNING + EMPLOYMENT OPPORTUNITIES

Compensation for a graduate depends on a variety of factors. If you secure employment based on an hourly wage, your starting wage will be minimum or above with the potential for increases and a bonus. If you choose a career path in a commission environment, your wages will depend on the average ticket of the salon and what percentages are used for compensation. (ie: 40% to 60%) If you were to become an independent business and lease a station/suite, you would pay a monthly rent for the space and all expenses for business operation. Hourly and commission based salons may include a variety of benefits including vacation pay, sick pay, health insurance, 401K programs and discounts on professional products and tools.

There are many opportunities open to licensed cosmetologists. We're committed to helping you find employment after graduation through our relationships with locally owned metro area salons, corporate salons, salons from coast to coast, national distributors, global manufacturers, international educational companies and our job postings resource. We'll also train you in professionalism and job search skills, including resume writing, self-promotion, and interviewing. With our support, you'll be ready to take your career to the next level! While we will exert every effort to put the graduating senior in touch with the right employment opportunities, we cannot guarantee career placement, salary or the passing of State Board Examinations. Please note that

in order to comply with various Federal, State, and Local agencies, SOHO Hair Academy is required to contact employers that employ our graduates to verify placement.

PHYSICAL DEMANDS OF COSMETOLOGY

A Cosmetologist must have good hand/eye coordination and good leg mobility for moving and standing for extended lengths of time while performing services. Clients are usually shampooed by their stylist at a shampoo bowl and then moved and seated in an adjustable hydraulic styling chair at the stylists' work station. Special stools can be attached to or used in conjunction with a hydraulic styling chair, allowing the practitioner to sit while performing some portion of the hair service. Proper shoes should be worn to protect the legs and feet from fatigue. It is necessary that each individual takes responsibility to maintain proper physical condition. The amount of income earned from cutting, permanent waving, curl relaxing and/or coloring hair correlates directly with eye and hand coordination, physical agility and speed. The services you perform in an hour equal your income. A Cosmetologist is required to take and pass a written State Cosmetology examination. This exam requires skills in reading comprehension, basic spelling, written language and technical vocabulary memory. The Practical Examination evaluates these hands on procedures. Kinesthetic learners are extremely successful in cosmetology careers.

CHEMICAL + SAFETY REQUIREMENTS

As a professional Cosmetologist and as a student of cosmetology, you will be using and applying hazardous chemical products during some hair and nail services. These chemicals require good salon ventilation and adherence to proper safety procedures. If you know you are allergic to a specific type of cosmetic or chemical beauty products, we advise you to speak to your health care professional for in depth information about possible reactions to extended exposure to similar products.

Strict adherence to State, Local and Federal requirements is a must. Cosmetologists face the potential for spreading communicable diseases if sanitation procedures are not carefully followed.

COSMETOLOGY COURSE DESCRIPTION

The SOHO Hair Academy cosmetology course is 1800 hours of study that meets Iowa and Nebraska State Board standards, including 150 hours of core life sciences, 540 hours of cosmetology theory and 1110 hours of supervised practical instruction. This course covers all the basics, from hair sculpture and design, permanent waving and coloring, nail care, skin care, makeup and Iowa sanitation law. You'll also learn invaluable skills in business management and client relations that will help you succeed in the professional world.

*Cosmetology is identified by the Standard Occupational Classification under SOC Code 39-5012.00. This course will be taught in English; the catalog and enrollment contract are in English.

COSMETOLOGY COURSE GOALS

SOHO Hair Academy's Cosmetology course is a comprehensive program consisting of 1800 clock hours, designed to prepare students for obtaining licenses in Cosmetology Arts and Sciences in Iowa and meeting the hour requirement for reciprocity in Nebraska. The program focuses on enhancing speed and skill development, with students earning 35 hours per week and graduating in approximately 13 months.

Students start in Foundations, spending 6 weeks mastering foundational skills before moving to Senior Theory Units, where they cover various areas using the latest Milady CIMA digital curriculum. The program also includes hands-on experience on the Clinic Floor, advanced training in SOHO LABS, SOHO TECH LABS, and skill development through Skill Sheets. Additionally, students have the opportunity to earn hours in an approved Mentor salon and take the NIC cosmetology board remotely before graduation to facilitate obtaining licensure in Iowa promptly.

COSMETOLOGY COURSE PHASES

Foundations

Your journey begins in Foundations where you will spend 6 weeks with a collection of Career and Masterclass instructors, gaining practical experience with live models and manikins. We believe that success stems from an understanding of the foundational purpose behind these skills. Foundations will prepare you for a written vocabulary exam, eight practical exams and two live haircutting model exams that must be passed with a minimum 80 percent score. You will master your skills over 210 hours before testing and transitioning to join the seniors on the clinic floor.

Senior Theory

Senior Theory utilizes the latest Milady CIMA digital curriculum. Our career instructors will cover 30+ areas over four units to prepare you for the Iowa State Board. The digital curriculum includes four micro-board exam prep tests and a Comprehensive Board Exam Prep Test with a 1000+ question bank.

Senior Clinic Floor

SOHO's Clinic Floor offers a variety of hair services and has a diverse clientele to work with. Invite your friends and family to experience services and begin to grow your clientele. You will work under the supervision of Licensed Instructors to develop your consulting, styling, cutting, coloring, texturizing, business and relationship skills.

Senior LABS

Expanding on your theory and clinic floor experience is our SOHO LABS. Each segment is designed to help you master your technical and business skills and expand your career opportunities. LABS focuses on Technical Speed Work, Product Knowledge, Practical Testing, Healthy Living, Career Fairs and Hair Extension Education with BABE Hair Extensions.

Senior TECH LABS

Creativity and mastery happen in the TECH labs. These classes are designed to give structure to completing your skill sheets along with fun creative skill development.

Skill Sheets

As a Senior student you will receive a Skill Sheet for each unit to enhance your practical skills. The diverse range of manikin skills will build muscle memory and tone, aiding you in mastering the required skills for success on the clinic floor, passing your senior practical exam and improving foundational skills essential for a career in Cosmetology.

Mentoring Opportunity

Once you have completed all required work for graduation and are in good attendance and academic standing you will have the opportunity to earn 90 hours toward your clock hour program in an approved Mentor salon. You will be allowed to drape, shampoo, color, remove colors and perms, reception, perform inventory and assist stylists in sales. You will have an evaluation and a one on one mentoring session with your mentor.

Boards and Licensing

The State of Iowa offers the NIC board test remotely. Students who have fulfilled all graduation criteria will be allowed after 1550 hours to sign up and take the NIC cosmetology board prior to graduation at 1800 hours. This enables students to obtain full licensure in the State of Iowa right after graduation.

COSMETOLOGY COURSE OUTLINE

Hair Styling, Shampoos and Scalp Treatment - 350 hours

Draping, diseases and disorders of the scalp, wet styling, blow drying and iron curling and design, control and finishing techniques.

Hair Coloring - 420 hours

Includes study of theory and laws of color, levels and series of hair color, mixing and application of semi and permanent dyes, and lightening, dimensional coloring techniques, chemistry and product information.

Hair Cutting - 350 hours

Includes techniques and implements used in razor, scissor, clipper sculpting, analysis of facial features, hair characteristics, and client consultation.

Permanent Waving and Chemical Texture Services - 200 hours

Includes hair and scalp analysis, hair characteristics, consultation, sectioning and wrapping, chemistry and process, product information and product procedures.

General Anatomy and Physiology - 50 hours

Includes the study of body systems, muscles and nerves of the head, face and hand.

Skin, Facials, Makeup, and Hair Removal - 90 hours

Includes preparation of guests, skin care products, facial procedure, skin conditions, diseases and disorders, packs and masks, brow arching and waxing, facial shapes and features and makeup application.

Manicuring, Pedicuring and Study of Nails - 50 hours

Includes table set up, manicure procedure, structure of the hands and nails, application of artificial nails and the study of nail diseases and disorders.

Extensions, Braids, Wigs and Hairpieces - 40 hours

Includes materials and methods of construction, selection, fitting, blocking, cleaning, sculpting and styling. Basic understanding of hair additions including extensions, braids and hair pieces.

Customized Hours - 150 hours

Hours of training used to customize and supplement the course for the student at the discretion of leadership based on trends.

Sanitation, Sterilization and Safety Procedures - 30 hours

Includes methods of sanitation and sterilization of equipment and safety procedures used in sculpting, design, perming, nail care, facials and tweezing, and shampooing.

State Laws and Regulations - 15 hours

Includes rules and regulations pertaining to health, safety, sanitation, professional conduct, and licensing and examination requirements.

Personal Development and Professional Ethics - 50 hours

Includes how to understand oneself and its effect on relationships, how to be more effective in daily work through positive attitudes, how to gain self confidence, how to set goals and manage time effectively.

Public Relations - 5 hours

Includes sales techniques, how to seek and obtain employment, payroll deductions, preparation of employment applications and resumes, business management, communication skills, laws and regulations governing salon operations, safety with respect to both designer and guest, desk and telephone procedures, dispensary operation.

GRADING PRACTICE

Students are assigned academic learning, written tests and practical experiences/projects which are graded. The following grading scale is used:

Superior	96% to 100%
Above Average	91% to 95%
Average	86% to 90%
Below Average	80% to 85%
Failing	79% and Below

A grade of at least 80% for written tests and practical evaluations are required for graduation. In all instances where a retake is required the final score will be recorded at 80%.

COSMETOLOGY TEXTBOOKS AND EQUIPMENT

For the convenience of students, textbooks, manuals, manikins, and essential equipment necessary for the course are available for purchase at the beginning of the course. Should a student desire, they may purchase the equipment, manikins, textbooks, etc., from other suppliers provided the items purchased are of a quality as good as or better than that supplied by SOHO Hair Academy. All such equipment, manikins, textbooks, etc., purchased elsewhere must be approved for use by the Director.

The "kit" contains the instruments and equipment necessary for the satisfactory completion of the course. Students are expected to maintain the kit by replacing lost or broken articles. Professional equipment and products may be purchased through the Academy at a special student discount.

Borrowing is not allowed. Lock up your professional tools. Your textbook is your personal, professional library. Take notes in them to aid your learning. Keep your work area (classroom or styling area) clean and neat always. Clean up all workspaces after using them. You will be responsible for sanitation duties daily. These duties must be checked by an educator before leaving each day. The academy equipment is not to leave the academy at any time. Each student will use a locker to store personal items. Please keep your locker clean.

LAB + TECHNICAL REQUIREMENTS

To ensure a seamless and effective learning experience, students are required to meet specific system requirements. These include having a laptop or tablet device compatible with our digital curriculum platform, ensuring reliable access to all educational materials. Additionally, students must have a mobile device equipped with camera capabilities and access to an app store, enabling them to accurately record and submit attendance through our designated application. Meeting these technical requirements is essential for participating fully in the course and accessing all necessary resources.

To access the FAME Attendance App, students typically need to meet the following system requirements:

Mobile Device:

Operating System:

- iOS: iOS 11.0 or later
- Android: Android 6.0 (Marshmallow) or later

Hardware:

- Camera: Required for attendance verification (front-facing camera recommended)

- Storage: Minimum of 100 MB free space for app installation and operation
- Internet Connection:
- Wi-Fi or Mobile Data: A stable internet connection is required to sync attendance data with the institution's system.

To access a digital seat from the Milady CIMA textbooks, the system requirements generally include:

Device Recommendations:

iOS: Apple iPad, 4th generation or newer
 Android: Google Nexus or Samsung Galaxy

Operating System:
 Windows: Windows 7 or later
 Mac: macOS 10.12 (Sierra) or later

Browser:
 Google Chrome: Latest version recommended
 Mozilla Firefox: Latest version recommended
 Safari: Latest version recommended (for macOS users)
 Microsoft Edge: Latest version recommended

Internet Connection:
 Minimum Speed: 5 Mbps for smooth streaming of video content
 Recommended Speed: 10 Mbps or higher for optimal performance

Hardware:
 Processor: 1 GHz or faster
 RAM: 4 GB or more
 Screen Resolution: 1024 x 768 or higher

COSMETOLOGY PROGRAM TUITION AND FEES

Registration Fee	\$100.00
Cosmetology Kit	\$2,000.00
Applicable Sales Tax	\$105.00
Supplies + Lab Fees	\$1,500.00
Tuition	\$22,131.00
Total	\$25,836.00

Cosmetology Kit (unless purchased elsewhere) does not become the property of the student until all money owed to the Academy has been paid. The Cosmetology Kit is non-returnable and non-refundable once issued to the student. SOHO Hair Academy has three methods to fund your education; cash plan, time payment or Title IV Financial Aid. Monies owed to the institution may be paid by cash, money order, check, Title IV funds. We also accept credit card payments with a 3% processing fee. Please note we currently do not offer any fee waivers or internal scholarships.

COSMETOLOGY PROGRAM START DATES*

*All Start Dates Subject to Change

2025 Start Dates
February 17th
June 2nd
July 21st
September 8th
October 20th

STUDENT HOURS

Mon 9:00am-2:30pm, T-TH 9:00am-5:00pm and Fri 9:00am-2:30pm

THE ACADEMY WILL BE CLOSED

Closed April 21st

Memorial Weekend May 26th

Summer Break July 3rd-7th

Fall Break September 1st-5th

Thanksgiving Break November 27th-December 1st

Winter Break December 24th to January 2nd, 2026

From time to time the Academy may close for inclement weather. Announcements of unscheduled closures will be posted on the SOHO Social Media.

ADMISSION AND ENROLLMENT PROCEDURE

Admission + Enrollment Requirements

- ☐ Schedule an interview and tour
- ☐ Be 17 years of age or above
- ☐ Pass Admissions interview to ensure alignment with our mission
- ☐ Provide government-issued photo identification (ie: driver's license or passport)
- ☐ Signed enrollment agreement
- ☐ Pay the \$100.00 non-refundable registration fee and \$1,605.00 Kit deposit and tax
- ☐ Submit certified transcript or diploma with date from a state recognized high school or homeschool or completion of a G.E.D. equivalent

Educational Requirements

If educated in the U.S. a student must have a copy of the student's high school transcript or diploma with the graduation date, or proof of completion of high school education in a home school setting approved under state law with documentation of state approval or a G.E.D. certificate.

If educated outside the U.S., students must have evidence that verification of a foreign student's high school diploma has been performed by an outside agency that is qualified to translate documents into English and confirm the academic equivalence to a U.S. high school diploma. Students are admitted on the basis of educational background, aptitude and commitment. The academy does not admit ability-to-benefit students.

SOHO Hair Academy does not discriminate on the basis of sex, age, race, color, religion, or ethnic origin, in admitting students.

Re-enrollment Requirements

Students who have previously withdrawn or were terminated for any reason may be readmitted or reinstated to the program depending on the circumstances associated with their withdrawal/termination. Based on the length of time that has passed, the student may have to undergo a practical and/or theoretical evaluation to determine the amount of information retained during their absence. These instances are examined on a case-by-case basis. Information regarding this process is available through the Academy Director.

Out of State License Hour Requirements

Those needing additional hours to obtain an Iowa Cosmetology License should follow the enrollment procedure outlined above, provide official academic transcripts from each post-secondary institution attended and submit a copy of their existing state license(s).

Transfer Student Requirements

A student wishing to transfer to SOHO Hair Academy should follow the enrollment procedure outlined above and provide official academic transcripts and documentation that all financial obligations have been met from each post-secondary institution previously attended. We do not and will not recruit students already attending or admitted to another school offering a similar program of study.

The Academy may accept credits and/or hours from cosmetology and/or barbering schools accredited by nationally or regionally accredited (i.e. NACCAS, or North Central Association) post-secondary institutions on a credit-for-credit, or hour-for-hour provided the credits or hours were earned with a passing grade and are verified by the State Barbering and Cosmetology Board in the state in which the credits or hours were earned. Disclosure of these credits and/or hours must be made prior to enrollment.

Credits or hours earned in an unaccredited institution will be evaluated separately based on the recommendation of the State Barbering and Cosmetology Board and an examination of the transfer applicant's skills and knowledge by the Academy Director.

To be eligible for a diploma from SOHO Hair Academy, a transfer student must meet all diploma requirements as stated under "Graduation Requirements". There is no assumption made that hours earned in another institution shall be accepted on a credit-for-credit or hour-for-hour basis.

FINANCIAL AID INFORMATION

SOHO Hair Academy is dedicated to helping students and parents to understand the Financial Aid Process.

Applying for Federal Aid

SOHO Hair Academy Iowa Campus participates in the following US Department of Education, Title IV student financial aid programs: Pell Grant, Direct Subsidized Loans, Unsubsidized Loans and Federal PLUS Loans. We also accept private scholarships and Vocational Rehab. We do not currently accept VA Education Benefits.

- **PELL Grants;** A Pell Grant is a type of financial aid provided by the government to help students pay for college tuition and expenses. The government awards a Pell Grant based on exceptional financial need, and unlike student loans, students do not need to repay it.
- **Federal Direct Subsidized Loans;** Federal Direct Subsidized loans are available to undergraduate students with financial need. The interest is paid by the federal government while students are in school. Interest begins accruing at the time students cease full-time enrollment. Regular payments begin six months after the student ceases enrollment. A fixed interest rate is established annually by the U.S. Department of Education.
- **Federal Direct Unsubsidized Loans;** Unsubsidized Direct loans are available for students to borrow for additional education costs. With the exception of demonstrating financial need and undergraduate status, borrowers must meet all eligibility criteria of the Federal Subsidized Direct loan program. Interest payments begin immediately after the loan is fully disbursed or may be added to the principal balance. Generally, you may choose to make interest payments on the loan while you are in school or have the interest added to your principal balance (capitalized) when your repayment schedule begins. Regular payments begin six months after the student ceases enrollment. Interest rates are fixed and established annually by the U.S. Department of Education.
- **Federal Parent PLUS Loans;** Federal Parent Loans for undergraduate students provide additional funds for credit-worthy parents to help pay for students' educational expenses. If a parent has no credit or a poor credit history, he/she may still qualify for a loan by applying with a credit-worthy endorser. They can be combined with other financial aid resources and cannot exceed the student's cost of education. Interest rates are fixed and established annually by the U.S. Department of Education. Repayment begins immediately after the loan is fully disbursed.

For more information on what Financial Aid programs you are eligible for, visit <https://studentaid.gov/> to access the FREE APPLICATION for Federal Student Aid (FAFSA).

SOHO Hair Academy code is: **007611**

PROGRESS REVIEWS/ACADEMIC COUNSELING

At SOHO Hair Academy, we believe that progress reviews are an essential part of the student-instructor relationship. Our team takes great pride in working closely with each student, providing continuous feedback and guidance throughout their journey. Progress reviews allow us to evaluate a student's progress, identify areas of opportunity, and tailor our instruction to best meet the needs of each individual.

Evaluation and Feedback

All student work is supervised, with strong points emphasized and areas of opportunity addressed to bring them to an acceptable level. If concerns arise regarding attendance, grades, technical or personal performance, students will be counseled by staff to identify underlying issues and determine the appropriate measures to correct the situation. This individualized approach allows us to guide each student toward success.

Attendance and Academic Monitoring

At SOHO Hair Academy, attendance and academic performance are monitored weekly. Students who fall below the minimum required standards in either area will be placed on a customized academic and/or attendance plan. This plan will outline the necessary steps and actions the student must take to meet program requirements and ensure their progress.

Consequences for Non-Compliance

Failure to comply with the customized academic or attendance plan may result in further disciplinary action, up to and including termination from the program. Our goal is to support students in every way possible, but we also hold students accountable for their commitment to the program and their own success.

By investing in our students' success, we believe that every individual has the ability to achieve their goals. Our progress review process is designed to ensure that each student receives the guidance and support they need to reach their full potential.

SATISFACTORY ACADEMIC PROGRESS (SAP) POLICY

Compliance with the Satisfactory Academic Progress policy is required for a student to remain in school and to maintain eligibility for financial aid payments. The policy complies with the guidelines established by the National Accrediting Commission of Career Arts and Sciences (NACCAS) and the federal regulations established by the United States Department of Education.

This Satisfactory Academic Progress Policy is consistently applied to all students enrolled at the Academy in our full time Cosmetology Program. It is printed in the Academy catalog to ensure that all students receive a copy prior to enrollment.

1. EVALUATION PERIODS

The 1800 clock hour course consists of two 900 clock hour academic years divided into four 450-hour payment periods (13 weeks each). Students will be evaluated upon completion of 450 clock hours, 900 clock hours and 1350 clock hours. Transfer students are evaluated by the midpoint of the contracted hours or the established evaluation periods, whichever comes first. Evaluations will determine if the student has met the minimum requirements for Satisfactory Academic Progress. Evaluations are based on actual hours. The frequency of evaluations ensures that students have had at least one evaluation by the midpoint of the academic year.

2. ACADEMIC PROGRESS

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and practical experiences/projects which are graded. The following grading scale is used:

Superior	96% to 100%
Above Average	91% to 95%
Average	86% to 90%
Below Average	80% to 85%
Failing	79% and Below

Students must maintain a cumulative written and practical grade average of 80% and pass a senior written and practical exam prior to graduation. A student who fails to maintain a minimum of an 80% cumulative average at the end of an evaluation period will be placed on Warning until the end of the subsequent evaluation period. If grades are not improved during the Warning period, termination will result.

3. ATTENDANCE PROGRESS

Students contracting for the 1800-hour cosmetology program at the rate of 35 hours per week are required to meet a minimum cumulative attendance rate of 90% according to the following schedule. A student failing to meet the attendance requirement at the end of an evaluation period will be placed on Warning until the end of the subsequent evaluation period. If attendance requirement is not met by the subsequent evaluation period, termination will result.

Students contracting at less than 35 hours per week are required to meet a minimum cumulative attendance rate of 90% of their contracted hours.

Suspensions, holidays, and vacations declared by the management which fall in any increment may be added to the completion date of that increment and all of the following increments.

4. MAXIMUM TIME FRAME

The maximum time frame (which does not exceed 110% of the course length) allowed for students to complete the cosmetology course of 1800 hours/35 hours per week, at Satisfactory Academic Progress, is 57 weeks 1980 scheduled hours. Students will be terminated if they exceed the maximum time frame and may be re-enrolled at the discretion of the school, under the requirements of a personal academic plan and cash payment arrangement.

5. DETERMINATION OF PROGRESS STATUS

Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making Satisfactory Academic Progress until the next scheduled evaluation. Students will receive a hard-copy of their Satisfactory Academic Progress determination at the time of the evaluation. Students deemed not maintaining Satisfactory Academic Progress may have their Title IV funding interrupted, unless the student is on warning or has prevailed upon appeal resulting in a status of probation.

6. WARNING STATUS

A student failing to meet the minimum requirements in cumulative attendance and/or academic performance at an evaluation period, will be placed on Warning until the end of the subsequent evaluation period. Students in warning status will be placed on an academic or attendance improvement plan and considered to be making satisfactory progress during the Warning period, provided they continue to meet the requirements set forth in the plan. The student remains eligible to receive financial aid during the Warning period. If failure continues to the end of the Warning evaluation period, termination will result. At this point, a student may appeal termination.

7. PROBATION

A student failing to meet the minimum cumulative requirements for attendance and/or academic performance after the Warning period, may appeal termination. Upon acceptance of a written appeal from a student with regards to failure to meet one or more of the Satisfactory Progress requirements, a student will be placed on Probation until the end of the subsequent evaluation period and considered to be making Satisfactory Academic Progress during the probation period. Additionally, only students who have the ability to meet the Satisfactory Academic Progress standards by the end of the evaluation period may be placed on probation. The student remains eligible to receive financial aid during the Probationary period.

8. APPEAL PROCEDURE

A student failing to meet the minimum requirements for attendance and/or academic performance after the Warning period, may appeal termination within 10 calendar days. A student may appeal termination in the case of special circumstances such as the death of a relative, an injury or illness of the student or other allowable special or mitigating circumstances. The student must submit a written appeal and documentation regarding why they failed to make Satisfactory Academic Progress and what has changed in the student's situation that will allow the achievement of Satisfactory Academic Progress by the next evaluation. The institution will only allow probation for

students if it is determined that satisfactory academic probation can be met by the end of the subsequent evaluation period. Upon acceptance of a written appeal, the appeal and decision documents will be retained in the student's file. Upon acceptance of the written appeal, a student will be placed on Probation until the end of the subsequent evaluation period. Upon acceptance of the appeal, the Satisfactory Academic Progress determination will be reversed, and federal financial aid will be reinstated. Should a student prevail upon appeal, an academic plan will be implemented for that student, which if followed will ensure that the student is able to meet SAP requirements by the next evaluation checkpoint.

9. RE-ESTABLISHMENT OF SATISFACTORY ACADEMIC PROGRESS

A student who does not achieve the minimum standards is no longer eligible to receive Title IV, HEA program funds, unless on warning or prevailed upon appeal that has resulted in probation. The institution will notify a student of any evaluation that impacts a student's eligibility for financial aid. Students may re-establish Satisfactory Academic Progress and Title IV aid, as applicable, by meeting minimum attendance and academic requirements by the end of the warning or probationary period.

10. INTERRUPTIONS AND WITHDRAWALS

If a student is temporarily interrupted for a Leave of Absence, the student will return to school in the same progress status as prior to the leave of absence. Hours elapsed during a leave of absence will extend the student's contract period and maximum time frame by the same number of days taken in the leave of absence and will not be included in the student's cumulative attendance percentage calculation. No federal aid will be disbursed while on a Leave-of-Absence. Students who withdraw prior to the completion of the course and wish to re-enroll will return in the same satisfactory academic progress status as at the time of withdrawal.

11. NONCREDIT, REMEDIAL COURSES, COURSE REPETITIONS AND INCOMPLETES

Noncredit, Remedial Courses and Course Repetitions and Incompletes do not apply to this institution. Therefore, these items have no effect upon the Academy's satisfactory academic progress.

12. TRANSFER HOURS

With regard to Satisfactory Academic Progress, a student's transfer hours will be counted as both attempted and earned hours for the purpose of determining when the allowable maximum time frame has been exhausted. Satisfactory Academic Progress evaluation periods are based on actual contracted hours at the institution.

REFUND, TERMINATION, TRANSCRIPT FEE POLICIES

Tuition and Fees may be paid at any time before maturity by payment of the unpaid balance, less the unearned charges as of the date of payment. Refund Policy applies to all terminations for any reason, by either party, including student decision, course or program cancellation, or school closure.

1. If a student (or in case of a minor, his /her parents or guardian) cancels his/her enrollment and requests his/her money back, in writing or in person, within three business days after signing the agreement, all monies collected shall be refunded. The cancellation date will be determined by the postmark on written notification, or the date said information is delivered to the Academy administrator/owner in person. This policy applies regardless of whether or not the student has actually started training. An applicant not accepted by the Academy shall be entitled to a refund of all monies paid.

2. If a student cancels his/her enrollment prior to entering first payment period and after three business days of signing the agreement, he/she will be entitled to a refund of all monies paid to the Academy less the registration fee.

3. In the event a student terminates, tuition and fee refunds will be made on the basis of the Iowa State Refund Policy. All tuition charges to a student who withdraws within the first two weeks shall be refunded. After the first two weeks, the Academy shall provide to a terminating student a refund of tuition charges in an amount that is not less than ninety-five percent of the amount of tuition charged to the student multiplied by the ratio of the remaining number of clock hours in the academic period to the total number of clock hours in the academic period. If a terminating student has completed 60% or more of the scheduled payment period, the Academy is not required to refund tuition charges to the student. Title IV recipients may only apply the amount of Title IV funds earned at the time he/she ceases attendance. The amount earned is based on a calculation through 60% of the scheduled payment period. Any unearned portion of Title IV received during attendance will be distributed back to the Title IV program. Examples of the aforementioned refund calculations are available and will be provided upon request through the Financial Aid Director.

Scheduled Hours Per Payment Period	
Payment Period 1	1-450 hrs
Payment Period 2	451-900 hrs
Payment Period 3	901-1350 hrs.
Payment Period 4	1351-1800 hrs.

4. If a student chooses to purchase kit equipment, text materials, manikins or supplies from SOHO Hair Academy, no refund will be made once issued to the student.

5. Any money due to the applicant/parent shall be refunded within 45 days of official termination or cancellation by the student or formal termination by the Academy, which shall occur no more than 30 days from the last date of attendance (or in case of a leave of absence, the documented date of return).

6. If a student terminates from a program due to the student's physical incapacity or due to the transfer of the student's spouse's employment to another city outside of reasonable commuting distance, the school will provide a prorated refund of tuition. This refund is calculated by multiplying the total tuition charged in the payment period by the percentage the student did not complete of the payment period.

7. Students are entitled to receive an official transcript upon completion of their program, provided the student is in good financial standing with the Academy. There is a \$25.00 transcript fee for each additional transcript requested.

8. If the school is permanently closed and ceases to offer instruction after students have enrolled and instruction has begun, the school shall provide a pro rata refund for all students transferring to another school based on the hours accepted by the receiving school.

9. If a school cancels a course and/or program and ceases to offer instruction after students have enrolled and instruction has begun, the school shall at its option: Provide completion of the course and/or program; or participate in a Teach-Out Agreement.

TERMINATION POLICY

SOHO Hair Academy may terminate a student's enrollment for noncompliance with Academy Policies, the enrollment contract, State Laws and Regulations; improper conduct or any action which causes or could cause harm to a client, a student, or employee of the Academy; willful destruction of school property; and theft or any illegal act. All charges according to the enrollment agreement will be due and payable.

IOWA NATIONAL GUARD OR RESERVE FORCES OF THE UNITED STATES

Students who are members of the IA National Guard or Reserve Forces of the United States (and the spouses of such members if the member has dependent children when ordered into active duty); the school shall provide a full refund of the tuition and mandatory fees to a student who withdraws and requests that benefit for the payment period in which the student withdrew. If arrangements cannot be made for the student to complete the program at a later time, the student shall be considered dropped and all tuition refunded.

GRADUATION REQUIREMENTS

For successful completion of the Cosmetology Program and to receive a diploma, a student must:

1. Complete and pass Senior Practical and Written Exams with a minimum score of 80%
2. Complete and pass Foundations, Junior, Senior and Master Skills sheets
3. Fulfill minimum grade and attendance requirements for written and practical work
4. Meet all financial obligations to SOHO Hair Academy
5. Complete 1800 hours of training

LICENSING REQUIREMENTS

To obtain a cosmetology license in Iowa, a student must:

1. Have a minimum of 1550 hours in an approved school with a diploma awarded upon graduation
2. Pay application, examination, and/or license fees to the State of Iowa
3. Complete and pass the NIC Iowa Cosmetology State Board Exam

*The Iowa Board of Barber and Cosmetology may deny licensure to any persons having been convicted of a misdemeanor or felony. For complete information about specific licensing requirements in any state, assistance may be found by contacting SOHO Hair Academy.

GRIEVANCE POLICY AND PROCEDURE

Note: This is not a Title IX grievance policy.

In the spirit of willingness to listen and the practice of fair dealing, the Academy believes in an open-door policy. In order to have open communication, there must be mutual trust. Students aggrieved by action of the Academy should attempt to resolve these problems with appropriate school officials. Both state and national accrediting commission policies recommend students to first seek resolution of school problems within the Academy. You are to submit in writing the complaint to the Academy Director, please be prepared to sign the document. The Director will consider your complaint and make a decision on how to resolve the situation. If you still feel like your problem has not been resolved, then you may proceed with the following course of action:

1. A student or staff member of SOHO Hair Academy may file a complaint against the Academy: however, the complaint must be submitted in writing or if the student sends SOHO Hair Academy their internal grievance in the mail, the letter must clearly state this is an internal grievance on the document that is submitted to the Academy via mail and should outline an allegation or nature of the complaint. The complaint must be mailed to:

Somer Krueger, President
SOHO Hair Academy
2600 S 9th Street Council Bluffs, IA 51503

2. Upon receipt of the written complaint, the Director will review the issue, initiate an investigation, and take any necessary corrective actions. This process will be completed within 30 (thirty) days of receiving the complaint.

3. If the complaint is still not resolved to the satisfaction of the complainant, the complainant may choose to take the matter to the Bureau of Iowa College Aid:

Bureau of Iowa College Aid
Phone: (877) 272-4456
Email: stateauthorization@iowa.gov

Address: 475 SW 5th Street, Suite D, Des Moines, Iowa 50309

4. If the problem remains unresolved the student may choose to take the matter to the Academy's accrediting agency. The name and address of this agency is:

National Accrediting Commission of Career Arts & Sciences
3015 Colvin St
Alexandria, Virginia 22314
703-600-7600

SOHO POLICIES RELATED TO ABSENCES

We do not recommend missing any hours during Foundations training. This ensures the student's competency before moving into the next segment of training. Students who fall below the minimum required standards of attendance may be terminated.

If a Senior student needs to request time off for any reason they must submit in writing a minimum of three days prior to the days the student will be absent. It is the student's responsibility to meet the attendance requirements as stated in the Attendance Policy.

If a student is going to be absent with an emergency or sudden illness:

- The student should notify the academy at least 30 minutes prior to their scheduled arrival time.
- Telephone calls concerning absenteeism should be made by the student and directed to **712-328-2613**.
- It is the student's responsibility to meet the attendance requirements as stated in the academy's Satisfactory Academic Progress Policy. If a student is absent from school for three days and has not notified the Academy as to the reason for the absence, the academy will attempt to contact the student. If contact is not made, the student will be terminated.
- The academy requires students to maintain a level of attendance that will allow students to exercise responsibility, professional time management and graduate in a timely manner.
- The academy does not differentiate between excused or unexcused absences.

Students are expected to maintain a 90% attendance rate throughout their training at the academy. Attendance rates will be monitored on a weekly basis in addition to the established evaluation periods located within the Satisfactory Academic Progress (SAP) Periods. If multiple advisories have occurred due to academic or attendance shortfalls and it is determined they will not reasonably attain the required criteria a student may be terminated.

Students are not counted absent for jury duty, an approved Leave of Absence or if the academy closes due to weather or other unexpected closings. The scheduled graduation date will be extended.

PERSONAL FREEDOM POLICY

We want to hold space for personal time that students may need to take for family, sick time, personal business and vacation. We expect that these days are planned in advance to honor the instructors and guests time. Senior cosmetology students are allowed 90 hours over the course of their program to be absent at no charge provided they remain at or above the required attendance rate of 90%. Transfer student's Freedom hours are prorated based on the number of transfer hours accepted. When a student exhausts their allotted Personal Freedom hours, an academic & attendance plan will be implemented. Students violating this plan may be terminated.

MAKEUP WORK

Students will be responsible for self-study of any unit of study missed due to absenteeism or the personal freedom policy. Any retakes of tests or projects due to failure to meet academic requirements must be arranged to be made up with your instructor off the clock and outside of regularly scheduled class time.

TARDY POLICY

Early is on time! At SOHO Hair Academy, students have a responsibility to themselves, their instructors, their peers, and to the guests to be in the building, clocked-in and prepared for the day. As a professional it is the students responsibility to be here on time.

In the event that you will be late, SOHO Hair Academy expects a call prior to the scheduled arrival time of 9:00 a.m. directed to **712-328-2316**. SOHO Academy defines a tardy as arriving within the first 15 minutes of the scheduled start time. Students who arrive more than 15 minutes late will not be allowed to clock in. Students that arrive tardy more than three times will not be allowed to clock in. In these instances, the student will be counted as absent for the day.

NO CALL NO SHOW

If the student does not call prior to their scheduled arrival time it will be considered a no call/no show. SOHO Hair Academy does not tolerate no call/no show behavior.

Students will sign a form that will be placed in their permanent file stating they did not take responsibility for calling in or coming to school on time. Multiple offenses can result in further discipline up to and including termination.

WITHDRAWALS

Students wishing to withdraw from school should notify the Associate Director of Student Services as soon as possible. Your last day of physical attendance at the academy will be your withdrawal date.

EXTRA INSTRUCTIONAL “OVERAGE” FEES

Absent time beyond the contracted hours and personal freedom hours (maximum 54 weeks) for a Senior cosmetology student will be charged as overage fees. Students are allowed up to 90 hours of personal time at no additional tuition charge provided they remain at or above the attendance rate of 90% (SEE PERSONAL FREEDOM POLICY). Extra education beyond the allotted freedom hours will be charged at \$15.00 per hour. Students may not earn hours until the overage fees are paid in full. Fees for overage hours must be paid before instruction begins on the first day of each week. Students may make payments on the overage fees in advance and they will be credited to their account. If overage fees are not paid within a two (2) week period after becoming due the student will be terminated.

LEAVE OF ABSENCE POLICY

Students who take an approved Leave of Absence (LOA) or withdraw from training will return to the Academy with the same satisfactory academic progress status as before the leave. An LOA may be granted for the following reasons, provided there is a reasonable expectation that the student will return:

1. Medical Issues
2. Incarceration/Legal Matters
3. Extenuating Circumstances (Reviewed on a case-by-case basis upon submission of a detailed explanation)

Students who wish to request an elective absence, please refer to the **Personal Freedom Policy** on page 19.

LOA Request Process

Students must follow Academy policy when requesting an LOA. The request must be made in writing and submitted prior to the start of the leave. The student's signature is required on the LOA form, and the reason for the leave must be clearly stated. Additionally, the Academy reserves the right to request appropriate documentation to support the reason for the LOA, especially for non-emergency situations.

In the case of an emergency LOA, where prior written request is not possible, the student may still be granted a leave. The LOA form must be completed and returned to the Academy via mail or in person as soon as reasonably possible after the emergency. The start date of the LOA will be the first day the student was unable to attend due to the emergency. (Note: The Academy is not responsible for any equipment left on the premises during an LOA.) Please note, appropriate documentation may be required to verify the reason for the emergency leave.

LOA Conditions

A student who is granted an LOA that meets the above criteria is not considered withdrawn, and no refund calculation is required. LOAs are permitted for a minimum of 14 calendar days and a maximum of 60 calendar days. The Academy may extend the leave, provided that the total duration does not exceed 180 calendar days for the duration of the program. Students will not be granted an LOA if it, combined with any additional LOAs, exceeds 180 calendar days in total.

Responsibilities During LOA

Students are responsible for self-study of any coursework missed during the LOA. Upon returning, students must notify the office on the day of their return. The student's contract end date and maximum time frame will be extended by the number of calendar days the student was on LOA.

This extension will be documented through an addendum to the enrollment agreement, signed by all parties. No additional charges or penalties will apply due to the LOA.

Federal Aid Recipients

For students receiving federal aid, the payment period is suspended during the LOA, and no disbursements will be made while the student is on leave. Upon returning, the student will resume the same payment period and coursework. Additional Title IV aid will not be available until the current payment period is completed.

Failure to Return from LOA

If a student does not return from the LOA on the scheduled return date, they will be considered withdrawn from the Academy. As the Academy is required to take attendance, the withdrawal date for refund calculations will be the student's last date of attendance.

CAMPUS SAFETY POLICY

The academy has made a commitment to create a safe environment for staff, students and guests. Alert school management immediately to any faulty equipment or conditions that might constitute a hazard. Keep hot tools and sharp instruments out of the reach of children.

FIRST AID + FIRE EXITS + EMERGENCY RESPONSE

A First Aid kit is available in the dispensary for any minor injuries. In case of a medical emergency please dial 911. Fire Exits are posted and fire extinguishers are placed throughout the building. If you smell smoke or see fire, report immediately to an instructor or staff member. Upon confirmation of a significant emergency or immediate threat on campus to the safety of students, staff and guests efforts will be made to contain, respond to or otherwise mitigate the emergency. In the event of a weather emergency please look to staff and instructors for guidance.

POLICY AND SANCTIONS RELATED TO COPYRIGHT INFRINGEMENT

The unauthorized distribution of copyrighted material, including peer-to-peer file sharing, may subject a student or employee to civil and criminal liabilities. SOHO Academy strictly prohibits the unauthorized distribution of copyrighted materials. Disciplinary actions up to and including termination will occur.

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringement. For "willful" infringement, a court may award up to \$150,000 per work infringement. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505. Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense.

ACADEMY CODE OF CONDUCT

SOHO Hair Academy students are expected to act with professionalism and decorum at all times. Immoral conduct or conduct that violates the common decency of other students, the Academy, or the community, whether on or off school premises, will not be tolerated.

We will help prepare your future career at our Academy by providing the necessary skills and guidance so that we can minimize obstacles. In order for this process, there must be mutual respect between students which starts from how they interact within themselves first before moving on towards others.

When working together everyone should follow certain guidelines and rules; these serve an important purpose: protecting both parties involved while maintaining safety standards whenever possible through thoughtful management practices.

Students who display a lack of effort towards their education, conduct which disrupts the Academy or reflects negatively in any way upon it – including crude/profane language, a negative online presence via social media, refusing service to a guest, alcohol and drug use, theft, vandalism and/or violating any school policy may be disciplined.

Rules are tailored to focus the attention of students on important facets of career preparation. Whenever people are required to work together for any purpose, they need guidelines to govern their personal conduct and relations. They are a necessary part of managing our Academy so that you may be treated fairly while working safely and effectively.

It is necessary to point out that the types of misconduct identified in this section are examples of conduct that may lead to disciplinary action.

PHONES AND CELL PHONES

Students may not use the academy phones for personal calls. Personal cell phone use, including use of earbuds/headphones, is restricted to areas designated by the Director. Cell phone use by staff and students on the clinic floor or in the classroom is restricted to professional use.

PERSONAL SERVICES + PRODUCTS

Students are allowed personal services at discounted student pricing. Student services **MUST** be scheduled and must be paid for. Any changes to the initial service must be made in the computer system. If a student is on a leave of absence they may have services at full price. **Because of OSHA laws and requirements, only products chosen by the Academy with the required Safety Data Sheets (SDS) can be used on guests or students with the exception of a physician's prescription. As a student of cosmetology, you are prohibited by this school policy and applicable State of Iowa DHHS regulations from performing hair services outside of a licensed school.** Students are allowed to purchase retail items for personal use at a 40% discount. Failure to pay for services or retail products is considered theft. If a student is involved in a theft they may be suspended and disciplinary measures will be initiated.

VISITORS DURING CLOCK HOURS

Unscheduled visitation of friends and relatives are not allowed. Visitors are not allowed at any time outside of the clinic floor. Tours and special visitation arrangements can be made with the school management.

SOLICITATION AND OR DISTRIBUTION OF LITERATURE

Solicitation or distribution of literature, pamphlets, printed matter of any kind, not expressly related to curriculum or school policies is prohibited on school property.

FOOD AND BEVERAGES

No beverages or food are allowed on the clinic floor by staff or students. Chewing gum is strictly prohibited. Beverages will be allowed in the classroom during class. All other food and beverage must remain in the student lounge.

SMOKE FREE CAMPUS

It is the policy of SOHO Hair Academy to comply with the Iowa Smokefree Air Act by declaring the entire grounds and property as a Smoke-Free Campus. This policy applies to all SOHO employees and students. Cigarette smoking causes an estimated 480,000 U.S. deaths annually, including 41,000 from secondhand smoke exposure. To protect the health and environment of the academy community, SOHO has extended this policy to include electronic smoking devices. Smoking and vaping are not allowed anywhere on campus grounds during school hours including but not limited to; enclosed areas, clinic floor, classrooms, restrooms, breakrooms, offices, outdoor areas, cars parked on the grounds, salon tours or outside related events. Leaving campus at any time while on the clock is not allowed. Offenses will result in discipline up to and including termination.

Included in this policy statement are the applicable sections of the Smokefree Air Act, Iowa Code Chapter 142D, and the rules and regulations of the Iowa Department of Public Health found at Iowa Administrative Code Section 641, Chapter 153, that relate to the educational community.

PROFESSIONAL DRESS CODE

SOHO Hair Academy students are a reflection of the Academy and the professional beauty industry. It is important to maintain a professional appearance at all times, especially when you are representing yourself and your skills. When engaging in a service experience with a team it's essential that the guests perceive the same level of professionalism from you through both words and actions. Students are to maintain their dress, shoes, hair, nails and makeup at a professional level at all times. Attractive appearance is stressed because it communicates success, team work, level of service and ability in business.

Each day before the student is allowed to clock in they must be in full dress code approved by an instructor. Uniforms should be clean, tasteful and professional in appearance. All clothing should be free from holes, stains and fading.

- Students are required to wear the Academy's issued lab jacket buttoned over a black, clean, professional looking top, free of holes, stains, writing, graphics or print patterns.
- Clean, professional, solid black pants free of holes and stains.
- Hair must be clean, dry and finished in a style. Hats are not allowed. Hair accessories must be approved.
- Make-up must be tasteful and applied prior to entering the Academy. Facial hair must be well groomed.
- Fingernails should be kept manicured and presentable to the public. If color is worn it must not be stained, chipped or worn.
- Shoes must be professional, clean, closed toe and in any color. Athletic shoes may be worn if they are clean and in good condition. Casual, worn, dirty shoes/slippers are not allowed.
- Students will wear a clean black apron at all times while performing chemical services on campus.
- Clothing damaged by tints, bleaches or other chemical products are the responsibility of the student. SOHO Hair Academy is not liable for damage to any student garments.
- Outerwear and hooded attire may not be worn under or over the lab jackets.

Lab jackets may not be used to cover Dress Code Infractions. Any student not meeting dress code requirements (as determined by the staff) will not be allowed to clock in for the day. Absent time will be counted and documented in the permanent student file. If there is a second violation the student will be sent to the Director to have a conversation about their commitment to the program. The Director has the right to dismiss or suspend a student for not following the professional dress code policy.

Students may purchase replacement or additional lab jackets and name tags directly from the academy.

From time to time additional dress code events may be allowed.

CLINIC FLOOR

The academy's goal is to provide a work environment that closely emulates a professional salon on the clinic floor. The objective is to help the student perfect their technical skills, client communications and sustainable work habits. The appearance and atmosphere create an important impression to our guests of our trusted learning environment. In order to ensure the clinic operates in compliance to State and Federal regulations students are expected to follow the Clinic Floor Code of Conduct.

DOWNTIME

From time to time there will be opportunities in-between classes and guests that a student will need to take initiative. Students are expected to self-study theory assignments, practice and perfect technical skills, assist other students with instructor guidance, take part in any housekeeping and sanitation that is necessary. Downtime should be used to support SOHO Hair Academy and the requirements of your education.

SOHO ACADEMY TIME CLOCK

It is the student's responsibility to have a functioning mobile device with camera capability and the ability to download the attendance app. This is necessary to clock in and out at the correct times, both upon arrival and departure each day. A student is allowed a 30 min lunch each day and may remain clocked in. If a student is on the clock they are available for guest services and to help with anything an instructor needs. Failure to time in and out for the day or leaving campus while clocked in could result in not receiving credit for those hours and possible suspension time.

If a student is unable to clock in or out, a Time Clock Correction Form must be completed and reviewed by a school official before the clock in or out will be recorded. Weekly attendance is tracked on the Attendance Application, it is the student's responsibility to review and verify the time earned for the week. If a student has clocked another student in/out both of their enrollments will be terminated immediately.

INSUBORDINATION

Any willful and intentional refusal to follow instructions or carry out a direct order from an instructor or school management—provided the instructions do not violate moral, ethical, or legal standards—will be considered insubordination. In such cases, the student will be immediately clocked out, and an incident report will be documented and added to the student's permanent record. Disciplinary action will follow as deemed appropriate. Multiple violations of this policy may result in termination.

FALSIFICATION OF SCHOOL APPLICATION + RECORDS

Supplying false or misleading information on an enrollment application, reference forms or financial aid forms as a means of obtaining enrollment in the academy is considered dishonest behavior and may be subject to disciplinary action. Any student who intentionally falsifies or makes misrepresentation on any school records i.e., tests, skills sheets or assignments or is in otherwise offense of this policy will result in discipline up to and including termination.

FIREARMS + CONCEALED WEAPONS

The possession of firearms and concealed weapons on school campuses is strictly prohibited and will lead to disciplinary action and may lead to termination.

LOSS PREVENTION POLICY

Purses, bags and personal items should be placed in a student's locker. Do not leave valuable items, including your school kit, in your car at any time. The academy is not responsible for loss or damage to personal automobiles. Use of another student's equipment without permission is considered theft and will not be tolerated.

Any student who carelessly handles, abuses, defaces school equipment, material and property may be subject to disciplinary action up to and including termination. Removing school equipment, material, merchandise, inventory, school records and intellectual property is considered theft and will result in disciplinary action up to and including termination and/or prosecution. Staff reserves the right to inspect lockers, stations and personal items.

DRUG-FREE SCHOOL/WORKPLACE STATEMENT

SOHO Hair Academy, complies with the Omnibus Drug Initiative Act of 1988, the Drug-Free Workplace Act (1988), and the Drug-Free Schools and Communities Act (1989). These legislations provide the standards necessary to provide a drug-free environment for students and employees. Offenses of this policy will result in discipline up to and including termination. The academy's full Drug & Alcohol Prevention Policy, which details the type of conduct prohibited and the possible sanctions, can be found on the website at: www.sohohairacademy.com/consumer-information

USE OF ALCOHOLIC BEVERAGES

The use of alcohol and / or drugs diminishes the public's confidence in the safety and quality of services offered to the public. You are entering a career that consists of specific procedures to obtain a desired result; students must be clear minded, alert and aware. You may not possess or consume alcoholic beverages or drugs of any nature on school premises before, during, or after school hours. You may not report to school under the influence of alcohol or drugs. Offense of this policy will result in discipline up to and including termination.

SOHO DRUG/ALCOHOL POLICY

No employee or student may manufacture, distribute, dispense, possess or use prescription narcotics or illegal drugs on company premises before, during or after school hours. The President and/or Director of SOHO Hair Academy may ask an employee/student to submit a drug test at any time there is suspicion that the employee/student may be under the influence of drugs or alcohol, including but not limited to, the following circumstances: evidence of drug or alcohol on or about the employee's/student's person or in the employee's/student's vicinity, unusual conduct on the employees/student's part that suggest impairment or influence of drugs or alcohol, negative performance patterns or if the employee/student is involved in an on-the-job/school accident or injury under circumstances that suggest possible use or influence of drugs or alcohol in the accident or injury event. "Involved in an on-the-job accident or injury" means not only the one who was injured, but also any employee who potentially contributed to the accident or injury event in any way. The test may be performed on site or the individual may be asked to go to a facility hired by SOHO Hair Academy to facilitate the test and will be paid for by the Academy. If the test is positive, it will be reported to the Academy and the situation will be handled on an individual basis which will lead to disciplinary action. If a student/employee is ticketed or convicted of any illegal drug related offense, the President must be notified within 5 days of the said ticket/conviction. Offenses of this policy will result in discipline up to and including termination.

www.drugabuse.gov/drugs-abuse/commonlyabused-drugs/health-effects.

The following are drug and alcohol counseling and treatment centers in the area:

Heartland Family Service
516 E Broadway, Council Bluffs, IA
712-322-1407

Mercy Hospital
800 Mercy Dr Council Bluffs, IA
712-328-5311

CAMPUS VIOLENCE + THREATS OF VIOLENCE + SEXUAL ABUSE POLICY

It is unlawful for any person singly or in conjunction with others, to intimidate by threat of force or violence, any school staff member, employee, guest, or student of this school. The Director or staff will report any security threat or crime to local police (911). The enrollment of any student, convicted of intimidation, threats of violence or actual violence against school staff, guests or students during their enrollment at SOHO Hair Academy will have their enrollment terminated and suspension of all Federal Student Financial Aid.

Loud, abusive, or intimidating language will not be tolerated in any area of the Academy. Quarrelsome language, verbal insults, rudeness, foul language, or other violations of socially acceptable good conduct may cause the student to be clocked out for that day and leave campus.

SEXUAL ABUSE POLICY

The Campus Sexual Violence Act of 2013 requires schools to educate students, staff, and faculty on the prevention of rape, acquaintance rape, domestic violence, dating violence, and stalking. As a part of SOHO Hair Academy compliance with the Act requirements for prevention and awareness programs that address the specified areas above, the institution has several relevant brochures available in the CSA/Title IX coordinator office. More information on sexual assault prevention and awareness and further resources can be found online at: www.sohohairacademy.com/consumer-information.

Questions regarding Campus Security Reports should be addressed to: Courtney Holiday, Compliance Director, 2600 S 9th Street Council Bluffs, Iowa 51501

ACCESS & RELEASE OF STUDENT RECORDS (FERPA)

In reference to the right of privacy for students, SOHO Hair Academy will release information contained in the student's cumulative record file only with the written authorization of the student (or parental guardian if the student is a dependent minor) for such a release except as required under federal, state, or local laws (i.e., government and accrediting agencies do not need expressed permission from a student to view student records). A student (or parent/guardian if the student is a dependent minor) is guaranteed the right to inspect the contents of his/her file by making an appointment with the Academy director for such an inspection. Student records are kept and maintained in a controlled area at the SOHO Hair Academy Campus.

STUDENT FILES AND PRIVACY RIGHTS

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. Except for the special conditions described below, a student (or Parent/Guardian of a dependent minor) must provide a signed and dated written consent before the Academy may disclose information from the student's records. The consent must state the purpose of the disclosure, specify the records that may be disclosed and identify to whom the disclosure may be made. The Academy does not publish a directory of student information.

Student files are property of the Academy. However, students have the right to inspect and review education records maintained by the Academy. The Academy may charge a fee for copies. Student files are maintained physically or digitally for a minimum of ten years.

FERPA regulations list a number of conditions under which personally identifiable information may be disclosed from a student's education record without the student's written consent. They include, but are not limited to:

- School officials with legitimate educational interest and/or other schools to which a student is transferring
- Accrediting organization, Licensing Boards or Certificate granting agencies
- Specified officials for audit or evaluation purposes
- In connection with financial aid the student has received or applied for, if the information is needed to determine the amount of aid, conditions for the aid, student's eligibility for the aid, or to enforce the terms or conditions of the aid
- To employees of US Dept. of Education (USDE), Office of the Inspector General, and other federal, state, and local education authorities in connection with financial aid and for the enforcement of laws and regulations relating to aid and/or to evaluate financial aid procedures using student information provided by schools selected for the study
- To the Department of Homeland Security on an F, J, or M non-immigrant student in compliance with SEVIS. (Student and Exchange Visitor Information System)
- To the U.S. Attorney General or his designee in response to an ex parte order in connection with the investigation of a crime of terrorism. An ex parte order is an order issued by a court without notice to the adverse party. the Academy is not required to record the disclosure of information from the student's education record or notify the student's education record or the student
- Appropriate officials in cases of health and safety emergencies and/or to comply with a judicial order or lawfully issued subpoena
- To the parents if the student is a dependent student under IRS laws. For IRS purposes, students are dependent if they are listed as dependents on their parent's income tax returns and parents may obtain the student's education records. Parents do not have the right to amend or provide consent for the release of such records if the student is over 18. A Parent or Guardian may have access to the student's file only if the student is a dependent minor.

NOTICE TO STUDENT

1. Do not sign the enrollment agreement before you have read it in its entirety, including the recommended links.
2. The enrollment agreement is a legally binding instrument. The contract is binding only when the agreement is accepted, signed and dated by the authorized official of The Academy or the admissions officer at the Academy's principal place of business. Read all pages before signing.
3. You are entitled to an exact copy of the agreement and any disclosure pages you sign.
4. The enrollment agreement and the Academy catalog constitutes the entire agreement between the student and the Academy.
5. Although the Academy may provide placement assistance, the Academy does not guarantee job placement to graduates upon program completion or upon graduation.
6. The Academy reserves the right to reschedule the program start date when the number of students scheduled is too small.
7. The Academy reserves the right to terminate a student's training for unsatisfactory progress, nonpayment of tuition or failure to abide by established standards of conduct.
8. The Academy does not guarantee the transferability of credits to a college, university or institution. Any decision on the comparability, appropriateness and applicability of credit and whether they should be accepted is the decision of the receiving institution.
9. Certain financial aid communications such as disbursement notifications and/or repayment reminders will be provided via the email address you provide to the institution.

Make your dreams come true with SOHO Hair Academy. We are committed to helping you realize your dream of becoming a successful beauty professional. Take the first step to build an amazing career of a lifetime!

**IOWA CAMPUS
2025-26 CATALOG**

Student Policy and Procedure Handbook
2600 South 9th Street
Council Bluffs, IA 51503

Phone: (712)-328-2613

www.sohohairacademy.com

Effective 1/1/2025

RECEIPT AND ACKNOWLEDGMENT OF 2025 IOWA SOHO ACADEMY CATALOG

This is to acknowledge I have received a copy of the 30 page Student Catalog and I will familiarize myself with the information in this handbook and any recommended links.
(please initial by each)

_____ I have read and received the SAP policy (pages 14-16).

_____ I have read and received a copy of the Graduation Requirements (page 18).

_____ I have read and received the Drug/Alcohol policy (page 26-27).

_____ I have read and received a copy of the FERPA policy (page 28).

_____ I have read that certain communications, notifications and/or repayment reminders may be delivered via email (page 29).

I agree to observe these policies in all respects:

Student's Name (printed or typed)

Signature

Date

SOHO ACADEMY PERMISSION TO PUBLISH POLICY

SOHO Academy hereby obtains consent to publish and distribute your photograph, likeness, or image for promotional, educational, or informational purposes in any form of media, including but not limited to print, digital, and online platforms, without any further compensation or approval required. You acknowledge that your photograph may be used alongside identifying information as deemed appropriate by SOHO Academy. I release SOHO Academy from any claims or liabilities arising from the use of my photograph in accordance with this policy.

Signature

Date

