



NOTICE TO COMPLY – CA-3709361-0622 (Ed. Code §94935 & 5, CCR §75010)

Institution Name:	Language Studies International	Institution Telephone:	(619) 234-2881
Institution Code:	3709361	Administrator Name:	Blake Winter
Street Address:	1706 Fifth Avenue, 3rd Floor	Date of Inspection:	June 28, 2022
	San Diego, CA 92101		

Nature and Facts of the Violation(s), Including a Reference to the Statute or Regulation Violated, and Manner in Which the Institution Must Correct the Violation to Achieve Compliance:

Ite	Education	Subsection , Description, and Required Correction	
m	Code (CEC)		
No.			
	Regulation		
	(5, CCR)		
1	5, CCR 71810 (b)(1)	 (b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following: (1) The specific beginning and ending dates defining the time period covered by the catalog; The school's catalog (Prices & Dates 2022) contains the year in which in the catalog (Prices & Dates 2022) covers however, it is missing the specific beginning and ending dates defining the time period covered by the catalog. To remedy this violation, the school shall update its catalog so that it contains the specific beginning and ending dates defining the time period covered by the catalog. An updated catalog with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022. 	
2	 (a) Except as provided in subdivision (d), before enrollment, an institution shall provial prospective estudent, either in writing or electronically, with a school catal containing, at a minimum, all of the following: (9) The schedule of total charges for a period of attendance and an estimated schedul of total charges for the entire educational program. The school's catalog (Prices & Dates 2022) failed to contain the schedule of total charges for a period of attendance and an estimated schedule of total charges for a period of attendance and an estimated schedule of total charges for a period of attendance and an estimated schedule of total charges for a period of attendance and an estimated schedule of total charges for a period of attendance and an estimated schedule of total charges for a period of attendance and an estimated schedule of total charges for a period of attendance and an estimated schedule of total charges for a period of attendance and an estimated schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program. 		

		To remedy this violation, the school shall update its catalog (Prices & Dates 2022) so that it contains the schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program.	
		An updated catalog with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.	
3	CEC 94909 (a)(14)	 (a) Except as provided in subdivision (d), before enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following: (14) A description of the student's rights and responsibilities with respect to the Student Tuition Recovery Fund. This statement shall specify that it is a state requirement that a student who pays the student's tuition is required to pay a state-imposed assessment for the Student Tuition Recovery Fund. This statement shall also describe the purpose and operation of the Student Tuition Recovery Fund and the requirements for filing a claim against the Student Tuition Recovery Fund. The STRF disclosure contained in the school's BPPE Compliance Statements is not the required verbatim disclosure as defined by 5, CCR 76215(a)(b). To remedy this violation, the school shall update the STRF disclosure contained in 	
		 the school its BPPE Compliance Statements to required verbatim disclosure defined by 5, CCR 76215(a)(b). An updated catalog with required correctios shall be submitted to the NTC analyst wi response to the NTC and the last page of this document by July 28, 2022. 	
	CEC 94920(b)	An institution that does not participate in the federal student financial aid programs shall do all of the following: (b) Institutions shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), if notice of cancellation is made through attendance at the first class session, or the seventh day after enrollment, whichever is later.	
4		The refund policy contained in the catalog (Prices & Dates 2022) is not compliant with above cited law and does not provide the student the right cancel through attendance at the first class session, or the seventh day after enrollment, whichever is later.	
		To remedy this violation, the school shall update the refund policy contained in its catalog (Prices & Dates 2022) so that it is compliant with the above cite law and provides the student the right cancel through attendance at the first class session, or the seventh day after enrollment, whichever is later.	
		An updated catalog with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.	

		To remedy this violation, the school shall update its enrollment agreement so that it contains the period covered by the enrollment agreement.
7	5, CCR 71800(b)	The school's enrollment agreement failed to contain the period covered by the enrollment agreement.
	/1/50 (c)(1)	In addition to the requirements of section 94911 of the Code, an institution shall provide to each student an enrollment agreement that contains at the least the following information: (b) Period covered by the enrollment agreement.
		An updated catalog with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.
		To remedy this violation, the school shall update its refund policy to one that is compliant with the above cited law and bases its pro rata off days or hours attended.
6		The refund policy contained in the school's catalog (Prices & Dates 2022) is not compliant with the requirements of the pro rata refund as defined in the above cited law. The school references refunds based off weekly attendance and not off days or hours in the program.
6	5, CCR 71750	divided by the number of days or hours in the program), multiplied by the number of days student attended, or was scheduled to attend, prior to withdrawal.
		educational program provided subtracted from the amount paid by the student, calculated as follows: (1) The amount owed equals the daily charge for the program (total institutional charge,
		(c) A pro rata refund pursuant to section 94919(c) or 94920(d) or 94927 of the Code shall be no less than the total amount owed by the student for the portion of the
		(a) Every institution shall make refunds that are no less than the refunds required under the Act and this Division.
		An updated catalog with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.
		To remedy this violation, the school shall update their catalog documents so that they contain the school's Leave-of-absence policies.
5	CEC 94909(a)(8) (E)	All the school's catalog documents failed to contain the school's Leave-of-absence policies.
		(8) A detailed description of institutional policies in the following areas:(E) Leave-of-absence policies.
		(a) Except as provided in subdivision (d), before enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:

		An updated enrollment agreement with required correctios shall be submitted to	
		the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.	
		In addition to the requirements of section 94911 of the Code, an institution shall provide to each student an enrollment agreement that contains at the least the following information:	
		(d) Date by which the student must exercise his or her right to cancel or withdraw, and the refund policy, including any alternative method of calculation if approved by the Bureau pursuant to section 94921 of the Code.	
8	5, CCR 71800(d)	The school's enrollment agreement failed to contain the date by which the student must exercise his or her right to cancel or withdraw.	
		To remedy this violation, the school shall update its enrollment agreement so that it contains the date by which the student must exercise his or her right to cancel or withdraw.	
		An updated enrollment agreement with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.	
		In addition to the requirements of section 94911 of the Code, an institution shall provide to each student an enrollment agreement that contains at the least the following information: (e) Itemization of all institutional charges and fees including, as applicable: (1) Tuition;	
9	5, CCR 71800 (e)(1)	The school's enrollment agreement contains cost per hour information however the enrollment agreement does not contain an itemization for information regarding the total tuition fee for the course.	
		To remedy this violation, the school shall update its enrollment agreement so that it contains an itemization for information regarding the total tuition fee for the course.	
		An updated enrollment agreement with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.	
		In addition to the requirements of section 94911 of the Code, an institution shall provide to each student an enrollment agreement that contains at the least the following information: (e) Itemization of all institutional charges and fees including, as applicable: (2) Registration fee (non-refundable);	
10	5, CCR 71800 (e)(2)	The school's enrollment agreement failed to contain an itemization for the registration fee.	
		To remedy his violation, the school shall update its enrollment agreement so that it contains an itemization for the registration fee.	

		An updated enrollment agreement with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.
		In addition to the requirements of section 94911 of the Code, an institution shall provide to each student an enrollment agreement that contains at the least the following information: (e) Itemization of all institutional charges and fees including, as applicable: (11) Student Tuition Recovery Fund fee (non-refundable);
11	5, CCR 71800 (e)(11)	The school's enrollment agreement failed to contain an itemization for the Student Tuition Recovery Fund fee.
		To remedy this violation, the school shall update its enrollment agreement so that it contains an itemization for the Student Tuition Recovery Fund fee.
		An updated enrollment agreement with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.
		In addition to the requirements of section 94911 of the Code, an institution shall provide to each student an enrollment agreement that contains at the least the following information:(e) Itemization of all institutional charges and fees including, as applicable:(f) Charges paid to an entity other than an institution that is specifically required for participation in the educational program.
12	5, CCR 71800 (e)(f)	The school's enrollment agreement failed to contain itemization for charges paid to an entity other than an institution that is specifically required for participation in the educational program such as accommodation fees, courier fees, health insurance fees, airport transfer fees or activities/excursion fees.
		To remedy this violation, the school shall update its enrollment agreement so that it contains itemization for charges paid to an entity other than an institution that is specifically required for participation in the educational program such as accommodation fees, courier fees, health insurance fees, airport transfer fees or activities/excursion fees.
		An updated enrollment agreement with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.
13	CEC 94911 (b)	An enrollment agreement shall include, at a minimum, all of the following: (b) A schedule of total charges, including a list of any charges that are nonrefundable and the student's obligations to the Student Tuition Recovery Fund, clearly identified as nonrefundable
		The school's enrollment agreement failed to contain a schedule of total charges that nonrefundable includes student's obligations to the Student Tuition Recovery Fund, clearly identified as nonrefundable.

		To remedy this violation, the school shall update its enrollment agreement so that it contains a schedule of total charges that nonrefundable includes student's obligations to the Student Tuition Recovery Fund, clearly identified as nonrefundable.	
		An updated enrollment agreement with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.	
		An enrollment agreement shall include, at a minimum, all of the following: (c) In underlined capital letters on the same page of the enrollment agreement in which the student's signature is required, the total charges for the current period of attendance, the estimated total charges for the entire educational program, and the total charges the student is obligated to pay upon enrollment.	
14	CEC 94911(c)	The school's enrollment agreement failed to contain the estimated total charges for the entire educational program, and the total charges the student is obligated to pay upon enrollment in underlined capital letters on the same page of the enrollment agreement as the student's signature.	
		To remedy this violation, the school shall update its enrollment agreement so that it contains the estimated total charges for the entire educational program, and the total charges the student is obligated to pay upon enrollment in underlined capital letters on the same page of the enrollment agreement as the student's signature.	
		An updated enrollment agreement with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.	
15	5, CCR 76215(a)	 (a) A qualifying institution shall include the following statement on both its enrollment agreement and school catalog: "The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, and prepay all or part of your tuition. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program." 	
		The STRF disclosure contained within the school's enrollment agreement is not the verbatim disclosure as defined by the above cited law 5, CCR 76215(a).	
		To remedy this violation, the school shall update the STRF disclosure contained within the school's enrollment agreement to the required above cited verbatim disclosure defined by 5, CCR 76215(a).	

		An updated enrollment agreement with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this
		document by July 28, 2022.An enrollment agreement shall include, at a minimum, all of the following:
		 (e) (1) A disclosure with a clear and conspicuous caption, "STUDENT'S RIGHT TO CANCEL," under which it is explained that the student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.
16	CEC 94911(e)(1)	The school's enrollment agreement failed to contain the above mentioned required disclosure informing students of their right to cancel through attendance at the first class session, or the seventh day after enrollment, whichever is later.
		To remedy this violation, the school shall update its enrollment agreement so that it contains the above mentioned required disclosure informing students of their right to cancel through attendance at the first class session, or the seventh day after enrollment, whichever is later.
		An updated enrollment agreement with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.
		 An enrollment agreement shall include, at a minimum, all of the following: (e) (2) The disclosure shall contain the institution's refund policy and a statement that, if the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.
17	CEC 94911(e)(2)	The school's enrollment agreement failed to contain a statement that, if the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.
		To remedy this violation, the school shall update its enrollment agreement so that it contains a statement that, if the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.
		An updated enrollment agreement with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.
18	CEC 94911(f)	An enrollment agreement shall include, at a minimum, all of the following: (f) A statement specifying that, if the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.
	////(I)	The school's enrollment agreement failed to contain the above cited required disclosure.

		To remedy this violation, the school shall update its enrollment agreement so that it contains the above cited required disclosure.
		An updated enrollment agreement with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.
19	CEC 94911(g)(1)(2)	 An enrollment agreement shall include, at a minimum, all of the following: (g) A statement specifying that, if the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur: (1) The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan. (2) The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid. The school's enrollment agreement failed to contain the above cited statements. To remedy this violation the school shall update its enrollment agreement so that it contains the above cited required statements. An updated enrollment agreement with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.
20CEC 94911(h)An enrollment agreement shall include, at a minimum, all of the following (h) The transferability disclosure that is required to be included in the scho specified in paragraph (15) of subdivision (a) of Section 94909.20CEC 94911(h)The school's enrollment agreement failed to contain the transferability To remedy this violation the school shall update its enrollment agreem contains the below cited transferability disclosure.An updated enrollment agreement with required correction shall be school		 An enrollment agreement shall include, at a minimum, all of the following: (h) The transferability disclosure that is required to be included in the school catalog, as specified in paragraph (15) of subdivision (a) of Section 94909. The school's enrollment agreement failed to contain the transferability disclosure. To remedy this violation the school shall update its enrollment agreement so that it
21	CEC 94911(i)(2)	An enrollment agreement shall include, at a minimum, all of the following: (i) (2) Immediately following the statement required by paragraph (1), a line for the student to initial, including the following statement: "I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates, salary or wage information, and the most recent three-year cohort default rate, if applicable, included in the School Performance Fact sheet, and have signed, initialed, and dated the information provided in the School Performance Fact Sheet." The school's enrollment agreement contains statements the above cited required disclosure however, there is no line for the student to initial

		immediately following the statement required by paragraph (1).
		To remedy this violation, the school shall update the disclosure contained within its enrollment agreement so that there is a line for the student to initial immediately following the statement required by paragraph (1).
		An updated enrollment agreement with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.
		An enrollment agreement shall include, at a minimum, all of the following:(d) A clear and conspicuous statement that the enrollment agreement is legally binding when signed by the student and accepted by the institution.
22	CEC	The school's enrollment agreement failed to contain a clear and conspicuous statement that the enrollment agreement is legally binding when signed by the student and accepted by the institution.
	94911(d)	To remedy this violation, the school shall update its enrollment agreement so that it contains a clear and conspicuous statement that the enrollment agreement is legally binding when signed by the student and accepted by the institution.
		An updated enrollment agreement with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.
		(a) Every institution shall make refunds that are no less than the refunds required under the Act and this Division.
		(c) A pro rata refund pursuant to section 94919(c) or 94920(d) or 94927 of the Code shall be no less than the total amount owed by the student for the portion of the educational program provided subtracted from the amount paid by the student, calculated as follows:
		(1) The amount owed equals the daily charge for the program (total institutional charge, divided by the number of days or hours in the program), multiplied by the number of days student attended, or was scheduled to attend, prior to withdrawal.
23		The refund policy contained in the school's enrollment agreement is not compliant with the requirements of the pro rata refund as defined in the above cited law. The school references refunds based off weekly attendance and not off days or hours in the program. The school's enrollment agreement also states that that after attending 50% of the program the student is not due a refund. This is not compliant with the requirements of the pro rata which allows for up to 60% of attendance.
		To remedy this violation, the school shall update its refund policy to one that is compliant with the above cited law and bases its pro rata off days or hours attended when student attends under 60% of the course.
		An updated enrollment agreement with required correctios shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.

24	CEC 94913(a)(1)	 (a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following: (1) The school catalog. The school's catalog contained on the website at the below link is outdated and from the year 2019 https://www.lsi.edu/documents/LSI_California_Catalog_2019.pdf To remedy this violation, the school shall update its website so that it contains a current catalog A printout of or a link to the updated website shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.
25	CEC 94913(a)(2)	 (a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following: (2) A School Performance Fact Sheet for each educational program offered by the institution. The school's School Performance Fact Sheet for each educational program offered by the institution contained on the website at the below link are outdated and from the years 2018/2019 https://www.lsi.edu/documents/LSI_California_School_Performance e Fact Sheets 2019.pdf To remedy this violation, the school shall update its website so that it contains 2019/2020 School Performance Fact Sheet for each educational program offered by the institution. A printout of or a link to the updated website shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.
26	CEC 94913(a)(3)	 (a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following: (3) Student brochures offered by the institution. The school's website references student brochures at the below link, however there are no brochures present. https://www.lsi.edu/en/language-schools/brochure To remedy this violation the school shall update its website so that it contains all brochures offered by the school. A printout of or a link to the updated website shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.
27	CEC 94913(a)(5)	(a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following:

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		(5) The institution's most recent annual report submitted to the bureau.
		The school's most recent annual report submitted to the bureau contained on the website at the below link is outdated and from the year 2016 (the Bureau has record of a 2017 annual report) https://www.lsi.edu/pdfs/Annual%20Report%20BPPE.pdf To remedy this violation the school shall update its website so that it contains the school's most recent annual report submitted to the bureau, reporting year 2017.
		A printout of or a link to the updated website shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.
28	5, CCR 76140 (a)(1- 13)	 (a) A qualifying institution shall collect and maintain records of student information to substantiate the data reported on the STRF Assessment Reporting Form and records of the students' eligibility under the Fund. Such records shall include the following for each student: (1) Student identification number, (2) First and last names, (3) Email address, (4) Local or mailing address, (5) Address at the time of enrollment, (6) Home address, (7) Date enrollment agreement signed, (8) Courses and course costs, (9) Amount of STRF assessment collected, (10) Quarter in which the STRF assessment was remitted to the Bureau, (11) Third-party payer identifying information, (12) Total institutional charges paid. The school failed to submit its substantiating back up that contains all of the above cited data points for STRF reporting quarters 4 of 2021 and 1 of 2022. The schools STRF substantiating for reporting quarters 4 of 2021 and 1 of 2022 that contains all off the required information shall be submitted to the NTC analyst with the institution's response to the NTC and the last page of this document by July 28, 2022.

Only minor violations are listed on a Notice to Comply

Inspector's Name	Tifany Moore 7, 77
Inspector's Signature	Metlon
Institution Administrator	Blake Winter/Director
Name/Title:	/
Institution Administrator's	DI AT
Signature:	13/12

Education Code can be located at: <u>http://www.bppe.ca.gov/lawsregs/ppe_act.shtml</u> Code of Regulations can be located at: <u>http://www.bppe.ca.gov/lawsregs/regs.shtml</u> RETURN THIS FORM WITHIN THE SPECIFIED TIME FRAME WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT

IMPORTANT COMPLIANCE NOTICE

California Education Code §94935 and California Code of Regulations §75010 provide that the Bureau for Private Postsecondary Education (Bureau) shall issue a Notice to Comply for minor violations detected during a compliance inspection by the Bureau.

By no later than <u>30 days</u> from the date of the inspection, you must either: 1) Remedy the noncompliance item(s), sign the below declaration and submit this form to the Bureau, along with documentation describing how compliance was achieved; or 2) File with the Bureau a written notice of disagreement, specifying the minor violation(s) described in the Notice to Comply with which you disagree, and appealing it by requesting an informal office conference. If a written notice of disagreement is not timely filed with the Bureau, the right to appeal is deemed to have been waived.

Failure to timely remedy the noncompliance item(s) or file a written request for an informal office conference may result in the Bureau taking administrative enforcement action.

DECLARATION

Attached to this document is a list describing how compliance was achieved for each violation and supporting documentation. I declare under penalty of perjury that all violations identified in this Notice to Comply are corrected as described in the attachment.

Signature

Date

Print Name and Title

THIS DECLARATION OR A NOTICE OF DISAGREEMENT MUST BE SUBMITTED TO THE BUREAU BY July 28, 2022