

VERIFICATION OF COMPLIANCE

BUSINESS, CONSUMER SERVICES AND HOUSING AGENCY

GOVERNOR EDMUND G. BROWN JR.



Bureau for Private Postsecondary Education
 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833
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NOTICE TO COMPLY - CA0107101 1215 (Ed. Code § 94935, 5 CCR § 75010)

Institution Name:	Northern Institute of Cosmetology	Institution Telephone:	510-635-4371
Institution Code:	0107101	Administrator Name:	Rodrigo Solis
Street Address:	601 East 14 th Street	Date of Inspection:	December 16 th 2015

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:

Education Code	Subsection, Description, and Required Correction
<p>94909. Minimum Requirements for School Catalog</p> <p>DOCUMENTED EXPERIENCE OF THE INSTRUCTORS THAT QUALIFIES THEM TO INSTRUCT HAD BEEN ADDED TO THE CATALOG.</p>	<p>(a) Prior to 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: (7) Information regarding the faculty and their qualifications.</p> <p>Catalog fails to have a list of all instructors and their experience that shows they are qualified to instruct. Please add the documented experience the instructors have that qualifies them to instruct to your catalog.</p>
<p>94913. Institutional Web Site Maintenance</p> <p>A REQUEST FOR ADJUSTMENTS TO OUR WEBSITE OF REVISIONS TO COME INTO COMPLIANCE HAD BEEN SUBMITTED TO OUR WEB DESIGNER FOR UPLOAD. A LINK TO THE BPPE WEBSITE HAD BEEN INCLUDED IN THE REQUEST. WAITING FOR CONFIRMATION.</p>	<p>(a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following: (1) The school catalog. (2) A School Performance Fact Sheet for each educational program offered by the institution. (3) Student brochures offered by the institution. (4) A link to the bureau's Internet Web site. (5) The institution's most recent annual report submitted to the bureau.</p> <p>(b) An institution shall include information concerning where students may access the bureau's Internet Web site anywhere the institution identifies itself as being approved by the bureau.</p> <p>Institutions website is out of compliance. The catalog on the website is out of date and not current version (12/31/2014). The institutions website fails to have a link to the BPPE website. Please make adjustments to your website with these revisions to come into compliance.</p>
<p>94900.5. Required Institutional Records</p> <p>ALL QUALIFYING INFORMATION HAD BEEN GATHERED AND A COMPLETE FILE FOR EACH FACULTY MEMBER HAD BEEN CREATED.</p>	<p>An institution shall maintain, for a period of not less than five years, at its principal place of business in this state, complete and accurate records of all of the following information: (b) The names and addresses of the members of the institution's faculty and records of the educational qualifications of each member of the faculty.</p>

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	<p>Institution failed to have a complete and accurate file of the faculty available upon Bureau request. Please gather all qualifying information and create a complete file for each faculty member.</p>
<p>94900. Required Student Records ORGANIZED FILES FOR ALL STUDENTS CONTAINING ALL RECORDS OF ATTENDANCE, FINANCIALS, AND ANY PAPERWORK RELATED TO THE STUDENTS ATTENDANCE/ENROLLMENT HAD BEEN CREATED.</p>	<p>(a) An institution shall maintain records of the name, address, e-mail address, and telephone number of each student who is enrolled in an educational program in that institution. (b) An institution shall maintain, for each student granted a degree or certificate by that institution, permanent records of all of the following: (1) The degree or certificate granted and the date on which that degree or certificate was granted. (2) The courses and units on which the certificate or degree was based. (3) The grades earned by the student in each of those courses.</p> <p>Institution fails to have organized student readily available at the request of the Bureau. Create organized files for ALL students containing ALL records of attendance, financials, and any paperwork related to the students attendance/enrollment.</p>
<p>94911. Minimum Requirements for Enrollment Agreement THE REQUIRED DISCLOSURES AS DESCRIBED IN THE EDUCATION CODE STATED HAD BEEN ADDED TO THE ENROLLMENT AGREEMENT.</p>	<p>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.</p> <p>Enrollment Agreement fails to have the required disclosures as described in the Education Code above. Please add to your Enrollment Agreement the required disclosures Example:</p> <p><u>TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE;</u> <u>ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM; and THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT.</u></p>
<p>94911. Minimum Requirements for Enrollment Agreement THE REQUIRED STUDENT LOAN DISCLOSURE AS REQUIRED BY THE EDUCATION CODE STATED HAD BEEN ADDED TO THE ENROLLMENT AGREEMENT.</p>	<p>(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.</p> <p>Enrollment Agreement fails to have the required student loan disclosure as required by the Education Code stated above. Please add the required disclosure to your Enrollment Agreement</p>
<p>94911. Minimum Requirements for Enrollment Agreement LANGUAGE STATING NON-ACCEPTANCE</p>	<p>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</p>

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<p>OF EXPERIENTIAL LEARNING CREDIT HAD BEEN ADDED TO THE CATALOG.</p>	<p>94909 of the Code and all of the following: (7) The institution's policies and procedures for the award of credit for prior experiential learning, including assessment policies and procedures, provisions for appeal, and all charges that a student may be required to pay;</p> <p>Catalog fails to disclose and procedures for award of credit for experiential learning. Please add language to the catalog regarding the award of experiential learning. If not accepted please add language stating.</p>
<p>71810. Catalog. A STATEMENT REGARDING ENGLISH LANGUAGE PROFICIENCY HAD BEEN DISCLOSED IN THE CATALOG.</p>	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following: (4) Language proficiency information, including: (A) the level of English language proficiency required of students and the kind of documentation of proficiency, such as the Test of English as a Foreign Language (TOEFL), that will be accepted; and (B) whether English language services, including instruction such as ESL, are provided and, if so, the nature of the service and its cost;</p> <p>The catalog fails to disclose</p>
<p>71810. Catalog. A STATEMENT LISTING ALL STUDENTS SERVICES OFFERED HAD BEEN ADDED TO THE ENROLLMENT AGREEMENT.</p>	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following: (12) A description of all student services;</p> <p>Catalog fails to have a description of all students services offered. Please add a statement listing all student services offered, if no other services offered please state.</p>
<p>71810. Catalog. A STATEMENT IN COMPLIANCE TO CURRENT REGULATIONS REGARDING STUDENT RECORDS RETENTION HAD BEEN ADJUSTED IN THE CATALOG.</p>	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following: (15) Policies on the retention of student records</p> <p>Catalogs student records retention is out of compliance. It does not state that all transcripts are to be maintained indefinitely. Please adjust your statement to come into current regulations regarding student records retention.</p>
<p>71800. Enrollment Agreement. A LINE ITEM TO SHOW THE PERIOD COVERED HAD BEEN ADDED TO THE ENROLLMENT AGREEMENT.</p>	<p>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.</p> <p>Enrollment Agreement fails to show the "period covered". Please add a line item to show the period covered on your Enrollment Agreement.</p>
<p>71800. Enrollment Agreement. A SPECIFIC NON-REFUNDABLE LINE ITEM FOR STRF HAD BEEN ADDED TO THE ENROLLMENT AGREEMENT.</p>	<p>(e) Itemization of all institutional charges and fees including, as applicable: 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: (11) Student Tuition Recovery Fund fee (non-refundable);</p> <p>Enrollment Agreement fails to have a line item for the STRF</p>

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<p>76215. Student Tuition Recovery Fund Disclosures.</p> <p>ALL THE REQUIRED STRF LANGUAGE AS REQUIRED IN THE REGULATION STATED HAD BEEN ADDED TO THE ENROLLMENT AGREEMENT.</p>	<p>assessment. Please add a specific non-refundable line item for STRF on your Enrollment Agreement.</p> <p>(a) A qualifying institution shall include the following statement on both its enrollment agreement for an educational program and its current schedule of student charges: "You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you: 1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and 2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies: 1. You are not a California resident, or are not enrolled in a residency program, or 2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party." (b) In addition to the statement described under subdivision (a) of this section, a qualifying institution shall include the following statement on its current schedule of student charges: "The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education. You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following: 1. The school closed before the course of instruction was completed. 2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school. 3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs. 4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau. 5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act."</p>
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	<p>Enrollment Agreement fails to have the verbatim language regarding the STRF disclosure. Please add all the required STRF language as required in the Regulation stated above to your Enrollment Agreement.</p>
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<p>71320. Self-Monitoring Procedures.</p> <p>A PRELIMINARY SET OF PROCEDURES ENSURING WE ARE MAKING OUR BEST EFFORT TO STAY IN COMPLIANCE HAD BEEN CREATED. WE WILL CONTINUE TO UPDATE AND EXPAND ALL OF THE INFORMATION MOVING FORWARD.</p>	<p>The Form Application 94886 shall contain a description of the procedures used by the institution to assure that it is maintained and operated in compliance with the Act and this Division.</p> <p>The institution fails to have a documented set of procedures in place to ensure that it is putting forth its best effort to stay in compliance with the Act and this Division. Please create and provide a set of procedures ensuring you are making your best effort to stay in compliance.</p>
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Inspector's Name	Isaiah Patterson
Inspector's Signature	
Institution Administrator Name/Title:	Clarita Marquez, General Manager 
Institution Administrator's Signature:	

Education Code can be located at: http://www.hppe.ca.gov/lawsregs/ppe_act.shtml
 Code of Regulations can be located at: <http://www.hppe.ca.gov/lawsregs/regs.shtml>

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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 30 days 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 **January 13, 2016**

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