



Bureau for Private Postsecondary Education
 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833
 P.O. Box 980818, West Sacramento, CA 95798-0818
 P (916) 431-6959 F (916) 263-1897 www.bppe.ca.gov



NOTICE TO COMPLY - CA 42693340 1105 (Ed. Code § 94935, 5 CCR § 75010)

Institution Name:	Professional Schools of Beauty, Fashion And Arts, Inc	Institution Telephone:	818-578-5262
Institution Code:	42693340	Administrator Name:	Florence Andong Ella
Street Address:	18573 Sherman Way Reseda, CA 91335	Date of Inspection:	11/5/15

Nature and Facts of the Violation(s):

Education Code	Subsection and Description
§94911 - Minimum Requirements for Enrollment Agreement.	<p>(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 charges.</p> <p>The institution's Enrollment Agreement contains incorrect charges for Student Tuition Recovery Fund (STRF). Pages 2 and 8 of the school's Enrollment Agreement list incorrect charges. The Enrollment Agreement should list current STRF charges as \$0.</p>
§94911 - Minimum Requirements for Enrollment Agreement.	<p>(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. (15) The following statement: "NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION The transferability of credits you earn at (name of institution) is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree, diploma, or certificate) you earn in (name of educational program) is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or degree, diploma, or certificate) that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending (name of institution) to determine if your (credits or degree, diploma or certificate) will transfer."</p> <p>The language used in the Institutions Enrollment Agreement was not verbatim. On page 7 of the Enrollment Agreement the school used "hours" instead of or in addition to the allowable terms (credits, degree, diploma or certificate). The institution</p>

Notice to Comply – CA 42693340 1105

Inspector's Initial: *UV*

Administrator's Initial: *FGE*

	<p>should revise the Enrollment Agreement to only include allowable terms.</p>
§94911 - Minimum Requirements for Enrollment Agreement.	<p>(i) (1) The following statement: "Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, salaries or wages, and the most recent three-year cohort default rate, if applicable, prior to signing this agreement."</p> <p>(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."</p> <p>The Enrollment Agreement failed to include "and the most recent three-year cohort default rate" language. On page 6 of the school's Enrollment Agreement it is missing "and the most recent three-year cohort default rate." The school needs to add this language to their Enrollment Agreement.</p>
§94909 - Minimum Requirements for School Catalog.	<p>(a) (1) The name, address, telephone number, and, if applicable, Internet Web site address of the institution.</p> <p>The school's catalog failed to include the correct website address for the school. On pages 2 and 3 of the school catalog it lists the school's website as www.psbfa.com. This website is not operational. The new website provided by the school is www.psbfala.com. The school should update their catalog with the correct website.</p>
§94909 - Minimum Requirements for School Catalog.	<p>(a) (4) The address or addresses where class sessions will be held.</p> <p>The institution's catalog failed to include a statement indicating where class sessions will be held. The school needs to add a statement indicating where are all classes will be held.</p>
§94909 - Minimum Requirements for School Catalog.	<p>(a)(8) A detailed description of institutional policies in the following areas:(A) Admissions policies, including the institution's policies regarding the acceptance of credits earned at other institutions or through challenge examinations and achievement tests, admissions requirements for ability-to-benefit students, and a list describing any transfer or articulation agreements between the institution and any other college or university that provides for the transfer of credits earned in the program of instruction. If the institution has not entered into an articulation or transfer agreement with any other college or university, the institution shall</p>

Notice to Comply – CA 42693340 1105

Inspector's Initial: *MD*

Administrator's Initial: *FAE*

	<p>disclose that fact.</p> <p>The institutions catalog included improper admissions policies. On pages 4 and 5 of the catalog the school's policy states they offer the Ability- to- Benefit Test by CTB/McGraw Hill TABE. This test is not on the approved list by the US Department of Education. The school's catalog policy also allows foreign students to provide a notarized document self-certifying the completion of High School. The school needs to either discontinue their policy admitting Ability to Benefit students or they need to offer an Ability to Benefit exam approved by the US Department of Education. The school also needs to remove the language allowing foreign students to self-certify high school completion.</p>
<p>§94909 - Minimum Requirements for School Catalog.</p>	<p>(9) The schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program.</p> <p>The catalog failed to contain the total charges for the entire educational program. The catalog also includes incorrect STRF fees. On page 6 of the catalog it only lists tuition charges and lists incorrect STRF fees. The school should list charges for a period of attendance and estimated total charges for the entire educational program. STRF fees should be listed as \$0.</p>
<p>§949434 – Annual Report.</p>	<p>(a) As part of the compliance program, an institution shall submit an annual report to the bureau, under penalty of perjury, signed by a responsible corporate officer, by July 1 of each year, or another date designated by the bureau, and it shall include the following information for educational programs offered in the reporting period:</p> <ul style="list-style-type: none"> (1) The total number of students enrolled by level of degree or for a diploma. (2) The number of degrees, by level, and diplomas awarded. (3) The degree levels and diplomas offered. (4) The Student Performance Fact Sheet, as required pursuant to Section 94910. (5) The school catalog, as required pursuant to Section 94909. (6) The total charges for each educational program by period of attendance. (7) A statement indicating whether the institution is, or is not, current in remitting Student Tuition Recovery Fund assessments. (8) A statement indicating whether an accrediting agency has taken any final disciplinary action against the institution. (9) Additional information deemed by the bureau to be reasonably required to ascertain compliance with this chapter. <p>(b) The bureau, by January 1, 2011, shall prescribe the annual report's format and method of delivery.</p> <p>The Institution failed to provide documentation for their 2014 submitted Annual Report data. The institution provided data for 2013. The institution needs to provide the required</p>

§94920 - Mandatory Cancellation, Withdrawal, and Refund Policies.	<p>documents to the Bureau.</p> <p>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. (e) The institution shall pay or credit refunds within 45 days of a student's cancellation or withdrawal.</p> <p>Withdrawn student files failed to contain documentation whether students were due a refund and whether refunds were provided. The institution needs to provide refund information for the list of students provided to them and a statement on how they will comply with documenting withdrawn student files.</p>
§94900 - Required Student Records.	<p>(b) An institution shall maintain, for each student granted a degree or certificate by that institution, permanent records of all of the following:</p> <p>(1) The degree or certificate granted and the date on which that degree or certificate was granted.</p> <p>(2) The courses and units on which the certificate or degree was based.</p> <p>(3) The grades earned by the student in each of those courses.</p> <p>The institution does not maintain permanent records of the degree or certificate granted, courses and units the certificate was based on and the grades earned by the student. The school needs to provide transcripts and certificates for the graduate files reviewed. The school was provided with a list of names from their graduate files.</p>

Code of Regulations	Subsection and Description
§71800 - Enrollment Agreement.	<p>(a) The name and address of the institution and the addresses where instruction will be provided.</p> <p>(b) Period covered by the enrollment agreement.</p> <p>(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.</p> <p>The institutions Enrollment Agreement failed to include; where instruction will be provided, the period covered by the enrollment agreement and the date by which the student must exercise his right to cancel or withdraw. The school needs to add all of the required information as noted.</p>
§76140 - Record-Keeping Requirements.	<p>(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</p>

Notice to Comply – CA 42693340 1105

Inspector's Initial: *MO*

Administrator's Initial: *FAE*

	<p>student:</p> <ol style="list-style-type: none"> (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 charged, and (13) Total institutional charges paid. <p>(b) The qualifying institution shall maintain the data required under this section in an electronic format that is readily available and open to inspection by the Bureau upon request. The institution shall make the records immediately available to a Bureau representative conducting a site inspection or, upon written request, shall provide a copy within 14 calendar days of the request. All records shall be provided to the Bureau in an intelligible and orderly manner and in an electronic format.</p> <p>The institution was unable to provide student records to substantiate the information reported on the Student Tuition Recovery Assessment Reporting Form. The school needs to provide the required 13 items noted above for the 8 students reported for 3rd quarter 2015. These records need to be provided in an orderly manner and in an electronic format.</p>
§71810 - Catalog.	<p>(a) Each institution shall provide a catalog pursuant to section 94909 of the Code, which shall be updated annually. Annual updates may be made by the use of supplements or inserts accompanying the catalog. If changes in educational programs, educational services, procedures, or policies required to be included in the catalog by statute or regulation are implemented before the issuance of the annually updated catalog, those changes shall be reflected at the time they are made in supplements or inserts accompanying the catalog.</p> <p>The institutions catalog was expired as of the date of the inspection. On page 2 of the catalog it states "Published 8-01-2014 Expires 07-31-2015. The school needs to update their catalog and provide a new catalog with proper dates.</p>
§71810 - Catalog.	<p>(b) (15) Policies on the retention of student records.</p> <p>The policy in the catalog relative to student record retention is incomplete. On page 5 of the catalog the institutions policy is they maintain files for five years. The school needs to add a statement about the permanent retention of student transcripts.</p>

<p>§71920 - Student Records.</p>	<p>(b) In addition to the requirements of section 94900, the file shall contain all of the following pertinent student records:</p> <p>(1) Written records and transcripts of any formal education or training, testing, or experience that are relevant to the student's qualifications for admission to the institution or the institution's award of credit or acceptance of transfer credits including the following: (A) Verification of high school completion or equivalency or other documentation establishing the student's ability to do college level work, such as successful completion of an ability-to-benefit test.</p> <p>Half of the current student files reviewed failed to contain verification of high school completion of equivalency. The school has been provided a list of the students without documentation. They will need to provide the necessary documentation to bureau along with a statement indicating how they will maintain compliance in the future.</p>
<p>§71920 - Student Records.</p>	<p>(b)(4) Records of the dates of enrollment and, if applicable, withdrawal from the institution, leaves of absence, and graduation.</p> <p>Student files reviewed for withdrawn and graduate students did not contain required dates. The school needs to provide this information with their response to the withdrawn and graduate student records.</p>
<p>§71920 - Student Records.</p>	<p>(b) (5) In addition to the requirements of section 94900(b) of the Code, a transcript showing all of the following:</p> <p>(E) The name, address, website address, and telephone number of the institution.</p> <p>Graduate files failed to contain copies of transcripts. The school needs to provide transcripts for the graduate students reviewed and a statement indicating how they will maintain compliance.</p>
<p>§74110 - Annual Report.</p>	<p>(a) The annual report required by section 94934 of the Code shall include the information required by section 94934 for all educational programs offered in the prior calendar year.</p> <p>(b) In addition to the information required by section 94934 provided under penalty of perjury, the institution shall have annual financial statements prepared for the institution's prior fiscal year and signed under penalty of perjury, and shall submit a hard copy under separate cover of such statements in conjunction with its annual report. The form, content and mode of preparation of financial statements shall comply with section 74115 of this Division. The Bureau may request that the institution immediately make available for inspection to a representative of the Bureau, these financial statements at the offices of the institution.</p> <p>(c) An institution shall file its annual report by September 1st. The Bureau may extend the period for filing if the institution demonstrates evidence of substantial need but in no case longer than 60 days. The institution shall not change the date of its filing its annual report because of a change in the fiscal year without the</p>

Notice to Comply – CA 42693340 1105

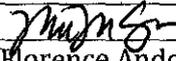
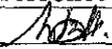
Inspector's Initial: *WB*

Administrator's Initial: *FAE*

	<p>Bureau's approval.</p> <p>(d) The annual report shall be electronically filed by submitting the information required by section 94934 of the Code via the Bureau's website, electronically attaching, as directed, the School Performance Fact Sheet and the school catalog. An institution without the capability to submit the information electronically shall inform the Bureau not less than 45 days prior to the date the information is required by subdivision (c), and receive direction on alternative means of submission.</p> <p>The Institution failed to provide documentation for their 2014 submitted Annual Report data. The institution provided data for 2013. The institution needs to provide the required documents to the Bureau.</p>
<p>§71750 - Withdrawals and Refunds.</p>	<p>(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. (e) An institution shall refund any credit balance on the student's account within 45 days after the date of the student's completion of, or withdrawal from, the educational program in which the student was enrolled. For purposes of this subdivision and section 94919(d) of the Code, "day" means calendar day.</p> <p>Withdrawn student files failed to contain documentation whether students were due a refund and whether refunds were provided and whether they were provided within 45 days. The institution needs to provide refund information for the list of students provided to them from the files reviewed and a statement on how they will comply with the regulation.</p>
<p>§71750 - Withdrawals and Refunds.</p>	<p>(f) The institution shall maintain a cancellation and withdrawal log, kept current on a monthly basis, which shall include the names, addresses, telephone numbers, and dates of cancellations or withdrawal of all students who have cancelled the enrollment agreement with, or withdrawn from, the institution during the calendar year.</p> <p>The institution failed to maintain a cancellation and withdrawal log. The institution will need to provide a cancellation and withdrawal log with all of the required information for the current calendar year.</p>

Only minor violations are listed on the Notice to Comply.

Additional violations may have been identified that will be forwarded to the Enforcement Unit for further review.

Inspector's Name	Michelle M. Loo
Inspector's Signature	
Institution Administrator Name/Title:	Florence Andong Ella - Owner
Institution Administrator's Signature:	

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

Notice to Comply – CA 42693340 1105

Inspector's Initial: 

Administrator's Initial: 