



NOTICE TO COMPLY

CA-24179383-09242025

Institution Name:	Just English - Los Angeles	Institution Telephone:	(213) 426-1106
Institution Code:	24179383	Administrator Name:	Stella Bahar Gokbayrak
Street Address:	3580 Wilshire Blvd., Suite 1515 Los Angeles, CA 90010	Inspection Date:	September 24, 2025

The Bureau for Private Postsecondary Education (Bureau) issues this Notice to Comply pursuant to California Education Code (CEC) section 94935 and Title 5 of the California Code of Regulations (5 CCR) section 75010.

California Private Postsecondary Education Act: https://www.bppe.ca.gov/lawsregs/ppe_act.pdf
Title 5 of the California Code of Regulations: <https://www.bppe.ca.gov/lawsregs/regs.pdf>

Violation	Code Section Violated	Description of the violation and required correction.
1	CEC § 94913 (a)(1)	<p>Violation Description: The institution's website (https://www.justenglishus.com/LosAngeles-JustEnglish-Center-Contact.asp) contains a catalog with violations identified in this NTC.</p> <p>Correction: Once the institution's catalog has been updated to remedy the violations, the institution shall update its website to provide the current/updated school catalog pursuant to CEC § 94913 (a)(1).</p>
2	CEC § 94897 (I)	<p>Violation Description: On page 5 of the institution's 2025 catalog claims "<i>Just English-LA is a private institution that is approved to operate by the Bureau for Private Postsecondary Education...</i>" but fails to clarify that approval to operate means compliance with state standards as set forth in the CEC and 5, CCR.</p> <p>Correction: The institution shall update its catalog to contain the above-mentioned statement with the clarification.</p>

Violation	Code Section Violated	Description of the violation and required correction.
3	CEC § 94909 (a)(8)(B) in conjunction with CEC §94920 (b)	<p>Violation Description: The institution's 2025 catalog contains cancellation and refund policies that fail to comply with the Bureau's minimum requirements.</p> <p>On page 11, "<i>Renewal Fee</i>", "<i>Change of Status Service Fee</i>", "<i>F2 Processing Fee</i>", "<i>Mailing Fee</i>" are non-refundable within the cancellation period.</p> <p>On page 14, "...there will be an initial late fee of \$25 plus an additional US \$1.00 per day until tuition is paid in full (non-refundable)."</p> <p>On page 22, "There will be a \$40.00 non-refundable fee for any ID issued, regardless of the reason."</p> <p><u>If these fees are paid directly to the institution, the fee is an institutional charge and cannot be non-refundable during the cancellation period.</u></p> <p>The Bureau's cancellation policy includes the first day of instruction, or the 7th day after signing the enrollment agreement, whichever is later. If students sign the enrollment agreement on the course start date, they have the right to cancel within 7 days.</p> <p>The Bureau's cancellation and refund policy also states that the institution can only withhold a "<u>reasonable deposit or application fee</u>" not to exceed two hundred fifty dollars.</p> <p>Correction: The institution shall update its catalog to specify the institution will NOT withhold institutional charges exceeding \$250 if cancellation is made through the 1st class session or the 7th day after enrollment, whichever is later.</p>

Violation	Code Section Violated	Description of the violation and required correction.
4	CEC §94909 (a)(5)	<p>Violation Description: On page 30 of the institution's 2025 catalog, the total number of hours required for completion of non-degree programs TOEFL iBT Exam Preparation and Business English are not consistent with the total number of hours identified within the Bureau's records.</p> <p>The Bureau's records indicate: TOEFL iBT Exam Preparation 192 Hours Business English 192 Hours</p> <p>Correction: The institution shall either provide proof of the documentation submitted to the Bureau's Licensing Unit for the approval to update the total number of hours required for completion for non-degree programs TOEFL iBT Exam Preparation and Business English. If the institution did not notify Bureau's Licensing Unit of the change, the institution must contact the Bureau's Licensing Unit at BPPE.Licensing@dca.ca.gov regarding information and requirements to update Bureau records.</p> <p>Otherwise, if the Bureau's records are correct the institution shall update the catalog to reflect the total number of hours required to complete the programs, in accordance with the Bureau's records, pursuant to CEC § 94909 (a)(5).</p>
5	CEC §94870 and §94909 (a)(9)	<p>Violation Description: The institution's 2025 catalog failed to contain the schedule of total charges for a period of attendance AND an estimated schedule of total charges for the entire educational program.</p> <p>"Total charges" means the sum of institutional and noninstitutional charges.</p> <p>Correction: The institution shall update its catalog to contain the schedule of total charges for a period of attendance AND an estimated schedule of total charges for the entire educational program.</p>

Violation	Code Section Violated	Description of the violation and required correction.
6	5 CCR § 71810 (b)(15) in conjunction with CEC § 94897 (s)	<p>Violation Description: Page 14 of the institution's 2025 catalog contains an unenforceable policy regarding withholding transcripts until the student is current on all financial obligations.</p> <p>In accordance with CEC § 94897 (s) and Civil Code section 1788.93, an institution cannot require a student to satisfy financial obligations or make arrangements for payment prior to providing a transcript to a student. The statements in the catalog do not comply with CEC 94897 (s).</p> <p>Correction: To remedy this violation, the institution shall remove the non-compliant statement from the catalog. The policy must demonstrate compliance with 5 CCR 71810 (b)(15) and CEC 94897 (s).</p>
7	CEC § 94897 (s)	<p>Violation Description: Page 2 of the institution's enrollment agreement contains an unenforceable policy regarding withholding transcripts until the student is current on all financial obligations.</p> <p>In accordance with CEC § 94897 (s) and Civil Code section 1788.93, an institution cannot require a student to satisfy financial obligations or make arrangements for payment prior to providing a transcript to a student. The statements in the enrollment agreement do not comply with CEC 94897 (s).</p> <p>Correction: The institution shall remove the non-compliant statement from the enrollment agreement. The policy must demonstrate compliance with CEC 94897 (s).</p>

Violation	Code Section Violated	Description of the violation and required correction.
8	CEC § 94911 (e)(1) in conjunction with CEC §94920 (b)	<p>Violation Description: The institution's enrollment agreement contains cancellation and refund policies which fail to comply with the Bureau's minimum requirements.</p> <p>On page 1, "<i>mailing fee</i>", "<i>renewal fee</i>", "<i>change of status service fee</i>", and "<i>F2 processing fee</i>" is non-refundable within the cancellation period. If these fees are paid directly to the institution, the fee is an institutional charge and cannot be non-refundable during the cancellation period.</p> <p>The cancellation policy includes the first day of instruction, or the 7th day after signing the enrollment agreement, whichever is later. If students sign the enrollment agreement on the course start date, they have the right to cancel within 7 days.</p> <p>Correction: The institution shall update its enrollment agreement to specify the institution will NOT withhold institutional charges exceeding \$250 if cancellation is made through the 1st class session or the 7th day after enrollment, whichever is later.</p>

Pursuant to 5 CCR section 75010(d), the Institution may do either of the following:

- (1) Within 30 days from the date of the inspection, sign and return the notice to comply, declaring under penalty of perjury that the violation was corrected and describing how compliance was achieved; or
- (2) Within 30 days from the date of the inspection, file with the Bureau a written notice of disagreement, specifying the minor violations described in the notice to comply with which the person approved to operate the institution disagrees, 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.

Pursuant to CEC section 94935(h), failure to comply with the notice to comply will result in the Bureau taking appropriate administrative enforcement action.

The Notice to Comply was given to the Institution's owner, person in control, chief academic officer, chief executive officer, chief operating officer, institution director, or any person delegated by any of the aforementioned persons to facilitate the inspection or accept such notice as set forth below.

Notice To Comply Given To Name & Title:	Stella Bahar Gokbayrak, Director of Operations
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Bureau Compliance Analyst Name:	Beverly Tjokrosoeharto
Bureau Compliance Analyst Signature:	<i>Beverly Tjokrosoeharto</i>

NOTICE TO COMPLY DECLARATION

CA-24179383-09242025

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I declare under penalty of perjury that each violation identified in this Notice to Comply has been corrected and attached with this declaration is evidence to support the correction of each violation identified.

Signature

Date

Print Name and Title