



## NOTICE TO COMPLY

CU-3602051-12172025

Institution Name:	North American Training Center	Institution Telephone:	(909) 307-5770
Institution Code:	3602051	Administrator Name:	Francisca Rhoton
Street Address:	2025 West Park Avenue, Suite 1, Redlands, CA 92373	Inspection Date:	December 17, 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](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)	<b>Violation Description:</b> The institution's website ( <a href="https://hvacnadc.com/disclosures/">https://hvacnadc.com/disclosures/</a> ) contains a catalog with violations identified in this NTC.  <b>Correction:</b> 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).
2	CEC § 94913 (a)(2)	<b>Violation Description:</b> The institution's website ( <a href="https://hvacnadc.com/disclosures/">https://hvacnadc.com/disclosures/</a> ) failed to have a clear and conspicuous link to their 2023-2024 School Performance Fact Sheet for their approved program.  <b>Correction:</b> The institution shall update its website to have a clear, and conspicuous link to their 2023-2024 School Performance Fact Sheet for their approved program.

Violation	Code Section Violated	Description of the violation and required correction.
3	CEC § 94913 (a)(5)	<p><b>Violation Description:</b> The institution's website (<a href="https://hvacnadc.com/disclosures/">https://hvacnadc.com/disclosures/</a>) failed to have a clear and conspicuous link to the most recent annual report submitted to the bureau.</p> <p><b>Correction:</b> The institution shall update its website to have a clear, and conspicuous link to their 2023 (or 2024 if approved already) annual report submitted to the bureau.</p>
4	CEC § 94909 (a)(8)(B) in conjunction with CEC § 94920 (b)	<p><b>Violation Description:</b> On pages 8 and 17 of the institution's 2025 catalog contains an unenforceable cancellation and refund policy that states "<i>textbooks</i>", "<i>examinations</i>", "<i>uniforms</i>" and "<i>equipment not returned in good condition</i>" are non-refundable.</p> <p><b><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></b></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 "reasonable deposit or application fee" <u>not to exceed two hundred fifty dollars.</u></p> <p><b>Correction:</b> The institution shall update the refund and cancellation policy in its catalog to specify the institution will NOT withhold institutional charges exceeding \$250 if cancellation is made through the 1<sup>st</sup> class session or the 7<sup>th</sup> day after enrollment, whichever is later.</p>

Violation	Code Section Violated	Description of the violation and required correction.
5	CEC § 94909 (a)(3)(D)	<p><b>Violation Description:</b> The institution's 2025 catalog failed to contain the required verbatim statement: "The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370-7589 or by visiting <a href="https://www.osar.bppe.ca.gov/">https://www.osar.bppe.ca.gov/</a>."</p> <p><b>Correction:</b> The institution shall update its catalog to include the above-mentioned statement pursuant to CEC § 94909 (a)(3)(D).</p>
6	CEC § 94909 (a)(12)	<p><b>Violation Description:</b> Although the institution's 2025 catalog mentioned bankruptcy statements on page 22, it failed to contain the whole statement specifying "whether or not the institution has a pending petition in bankruptcy, is operating as a debtor in possession, has filed a petition within the preceding five years, or has a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (<i>11 U.S.C. Section 1101 et seq.</i>)."</p> <p><b>Correction:</b> The institution shall update its catalog to include the above-mentioned statements.</p>

Violation	Code Section Violated	Description of the violation and required correction.
7	CEC § 94911 (e)(2) in conjunction with CEC § 94920 (b)	<p><b>Violation Description:</b> On pages 1 and 2 of the institution's enrollment agreement contains an unenforceable cancellation and refund policy that states <i>"textbooks and examination fee", "textbooks not returned in good condition", and "equipment not returned in good condition"</i> are non-refundable within the cancellation period.</p> <p><b><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></b></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 "reasonable deposit or application fee" <u>not to exceed two hundred fifty dollars.</u></p> <p><b>Correction:</b> The institution shall update the refund and cancellation policy in its enrollment agreement. The policy must demonstrate compliance with CEC § 94911 (e)(2) in conjunction with CEC § 94920 (b) by clarifying these charges are non-refundable after the cancellation period or get rid of the non-refundable statement altogether.</p>
8	5 CCR §76140 (a)(4)(9)	<p><b>Violation Description:</b> The institution's 2025 2<sup>nd</sup> &amp; 3<sup>rd</sup> Quarter STRF supporting documentation failed to contain record of the student's:</p> <p>(4) Local or mailing address, (9) Amount of STRF assessment collected,</p> <p><b>Correction:</b> The institution shall update the 2025 2<sup>nd</sup> &amp; 3<sup>rd</sup> Quarter STRF supporting documentation, pursuant to 5 CCR § 76140 (a)(4)(9)</p>


Violation	Code Section Violated	Description of the violation and required correction.
9	5 CCR § 71760	<p><b>Violation Description:</b> The institution failed to provide self-monitoring procedures used by the institution to assure that it is maintained and operated in compliance with the Act and this Division.</p> <p><b>Correction:</b> The institution shall provide a copy of its self-monitoring procedures used by the institution to assure that it is maintained and operated in compliance with the Act and this Division, pursuant to 5 CCR § 71760.</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:	Francisca Rhoton, Director
Bureau Compliance Analyst Name:	Beverly Tjokrosoeharto
Bureau Compliance Analyst Signature:	

## NOTICE TO COMPLY DECLARATION

CU-3602051-12172025

Institution Name:	North American Training Center	Institution Telephone:	(909) 307-5770
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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.

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Signature

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Date

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Print Name and Title