



## CITATION ORDER

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| <b>Citation Issued To:</b><br>Converse International School of Languages-San Diego (CISL San Diego) (formerly known as Converse International School of Languages - San Diego and Converse International School of Languages)<br>636 Broadway, Suite 210<br>San Diego, CA 92101<br><br><b>Institution Code:</b><br>3709221 | <b>Citation Number:</b><br>26270035            |
|                                                                                                                                                                                                                                                                                                                            | <b>Total Fine Amount:</b><br><b>\$7,503.00</b> |
|                                                                                                                                                                                                                                                                                                                            | <b>Order of Abatement Included:</b> Yes        |

Elizabeth Elias issues this citation in her official capacity as Bureau Chief at the Bureau for Private Postsecondary Education, California Department of Consumer Affairs (hereinafter referred to as the "Bureau").

### LICENSING HISTORY

- On or about January 28, 2026, the Bureau renewed an Approval to Operate an Accredited Private Postsecondary Institution, Institution Code 3709221, to Converse International School of Languages-San Diego (CISL San Diego) (formerly known as Converse International School of Languages - San Diego and Converse International School of Languages), hereinafter referred to as the "Institution." This Approval to Operate will expire on or about December 31, 2034, unless renewed.

### DISCIPLINE HISTORY

- The Institution has the following discipline history:
  - [Citation No. 1415056, issued on June 1, 2015](#)
    - Evidence of compliance; citation satisfied September 16, 2015
  - [Modified Citation No. 1920021, issued on August 20, 2019](#)
    - Evidence of compliance; citation satisfied October 18, 2019
  - [Modified Citation No. 2021086, issued on October 28, 2020](#)
    - Evidence of compliance; citation satisfied December 2, 2020

Citation Number: 26270035

Institution: Converse International School of Languages-San Diego

Institution Code: 3709221

### CITATION JURISDICTION

3. This administrative citation is issued to the Institution pursuant to California Education Code (CEC) section 94936; and Title 5 of the California Code of Regulations (5 CCR) section 75020 et seq. for the violation(s) described below.

### CAUSE FOR CITATION & ASSESSMENT OF FINE AND/OR ORDER OF ABATEMENT

4. The Institution is in violation of the following Bureau laws and regulations:

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| <b>Violation #1:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>CEC section 94902(a) – General Enrollment Requirements and 5 CCR section 71920(b)(3) – Student Records</b>                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Cause for Citation:</b> On or about October 23, 2025, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed seven student files and found that one student file contained an enrollment agreement that was not fully executed. The enrollment agreement did not contain a signature from the student, a general enrollment requirement.                                                                                                                                         |
| <b>Administrative Fine:</b> Pursuant to 5 CCR section 75030, the Bureau has determined this to be a “Class A” violation. The Institution is issued a fine of \$2,501.00.                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Order of Abatement:</b> Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:<br><br>The Bureau orders the Institution to ensure all student records follow the law pursuant to CEC section 94902 and 5 CCR section 71920. The Institution must submit a statement of attestation that it has corrected the violation and will ensure that all student records contain signed enrollment agreements. The statement of attestation must be signed and dated by an authorized representative of the Institution. |

**Violation #2:**

**5 CCR section 76120(a) – Amount of STRF Assessment, 5 CCR section 76130(a)(1) – Collection and Submission of STRF Assessments, and CEC section 94897(j) – Prohibited Business Practices**

**Cause for Citation:** On or about October 23, 2025, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff requested to review the Institution's Student Tuition Recovery Fund (STRF) substantiating data for the 4<sup>th</sup> quarter reporting period of 2024 and the 1<sup>st</sup> quarter reporting period of 2025. Bureau staff determined that the Institution reported zero students as eligible for the STRF and stated in its enrollment agreement that the Institution does not participate in STRF. Because the Institution offers only in-person programs, all enrolled students are STRF eligible and required by law. Therefore, the Institution failed to properly document STRF eligibility for each student who is a California resident or enrolled in a residency program.

Furthermore, the Bureau determined the Institution made a untrue or misleading statement to students related to STRF participation in its enrollment agreement.

**Administrative Fine:** Pursuant to 5 CCR section 75030, the Bureau has determined this to be a "Class A" violation. The Institution is issued a fine of \$2,501.00.

**Order of Abatement:** Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Institution shall revise and resubmit the STRF Assessment Reporting Forms for the third and fourth quarters of 2023, along with the corrected remittance of STRF funds (if applicable). Additionally, the Institution shall submit a signed and dated statement of attestation, from an authorized representative, confirming that the violation has been corrected.

**Violation #3:**

**5 CCR section 74112(m)(1-9) - Uniform Data – Annual Report, Performance Fact Sheet and 5 CCR section 71930(e) – Maintenance of Records**

**Cause for Citation:** On or about October 23, 2025, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff requested documentation supporting data reported on the Institutions 2022/2023 School Performance Fact Sheet (SPFS). Bureau staff determined the Institution's supporting documentation for 2022/2023 failed to include all points pursuant to 5 CCR section 74112.

Bureau staff found that the Institution failed to collect and/or maintain some of the required data points for 2022, specifically subsection (m)(2):

- (m)(2) - student program completed, program start date, scheduled completion date, and actual completion dates

Bureau staff also found that the Institution failed to collect and/or maintain some of the required data points for 2023, specifically subsections (m)(1) and (m)(3-9):

- (m)(1) - the list of job classifications determined to be considered gainful employment for the educational program;
- (m)(3) - graduate's place of employment and position, date employment began, date employment ended, if applicable, actual salary, hours per week, and the date employment was verified;
- (m)(4) - for each employer from which employment or salary information was obtained, the employer name(s) address and general phone number, the contact person at the employer and the contact's phone number and email address, and all written communication with employer verifying student's employment or salary;
- (m)(5) - for students who become self-employed, all documentation necessary to demonstrate self-employment;
- (m)(6) - a description of all attempts to contact each student. or employer;
- (m)(7) - a description of all attempts to contact each student. or employer;
- (m)(8) - for each student determined to be unavailable for graduation or unavailable for employment, the identity of the student, the type of

unavailability, the dates of unavailability, and the documentation of the unavailability; and

- (m)(9) - the name, email address, phone number, and position or title of the institution's representative who was primarily responsible for obtaining the students' completion, placement, licensing, and salary and wage data, the date that the information was gathered, and copies of notes, letters or emails through which the information was requested and gathered.

**Administrative Fine:** Pursuant to 5 CCR section 75030, the Bureau has determined this to be a "Class A" violation. The Institution is issued a fine of \$2,501.00.

**Order of Abatement:** Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to correct the violation by providing an electronic copy of the template used by the Institution to document supporting data for SPFS, for the Bureau to verify the Institution is collecting the required data points pursuant to 5 CCR section 74112.

In addition, the Institution must submit a statement of attestation it has corrected the violation and will ensure that the supporting data for SPFS is maintained and immediately available during an inspection. The statement of attestation must be dated and signed by an authorized representative of the Institution.

### COMPLIANCE WITH ORDER OF ABATEMENT

5. In accordance with the provisions of CEC section 94936 and 5 CCR section 75020, the Bureau issues the order(s) of abatement described above. Evidence of compliance with the order of abatement must be submitted to the Bureau within 30 days from the date of issuance of this citation. Evidence of compliance with the order of abatement may be sent by mail or email to:

- Mail: Bureau for Private Postsecondary Education  
Attn: Discipline Unit – Aurzella Izmarai-Karimi  
1747 North Market, Blvd., Suite 225

Citation Number: 26270035

Institution: Converse International School of Languages-San Diego

Institution Code: 3709221

Sacramento, CA 95834

- Email: [bppe.discipline@dca.ca.gov](mailto:bppe.discipline@dca.ca.gov)
  - In the subject line, please include the Institution name and citation number.

### **COMPLIANCE WITH ASSESSMENT OF FINE**

6. In accordance with the provisions of CEC section 94936, and 5 CCR sections 75020 and 75030, the Bureau hereby orders this assessment of fines in the total amount of \$7,003.00 for the violations described above. Payment of the fines must be made to the Bureau within 30 days from the date of service of this citation unless an informal conference or hearing is requested. To assist the Bureau in processing the payment of fines, please submit the enclosed *Payment of Fine – Waiver of Appeal* form.

Payment must be sent to the Bureau by mail at:

- Bureau for Private Postsecondary Education  
Attn: Discipline Unit – Aurzella Izmarai-Karimi  
1747 North Market, Blvd., Suite 225  
Sacramento, CA 95834

### **NOTICE OF APPEAL RIGHTS**

7. You have the right to contest this citation through an informal conference with the Bureau pursuant to 5 CCR section 75020 and/or through an administrative hearing in accordance with Chapter 5 (Commencing with section 11500) of Part 1 of Division 3 of Title 2 of the Government Code.

If you wish to contest this citation, the Bureau must receive a written request within 30 days from the date of issuance of this citation asking for an informal conference and/or administrative hearing or you may also submit the enclosed *Notice of Appeal of Citation – Request for Informal Conference and/or Administrative Hearing* form.

The written request may be sent by email or mail to the addresses below:

- Mail: Bureau for Private Postsecondary Education  
Attn: Discipline Unit – Aurzella Izmarai-Karimi  
1747 North Market, Blvd., Suite 225  
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- Email: [bppe.discipline@dca.ca.gov](mailto:bppe.discipline@dca.ca.gov)
  - In the subject line, please include the Institution name and citation number.

Failure to submit a written request for an informal conference and/or administrative hearing within 30 days from the date of issuance of this citation will forfeit your ability to appeal the citation.

If a hearing is requested, you are not required to comply with this citation until a final order is entered against you.

### **COMPLIANCE WITH FINE AND/OR ORDER OR ABATEMENT DISCLOSURE**

8. Pursuant to BPC section 125.9 and 5 CCR section 75050, payment of fine and/or compliance with any order of abatement does not constitute an admission of the violation charged and shall be represented as satisfactory resolution of the matter for the purposes of public disclosure.

Pursuant to 5 CCR section 75050, failure to comply with this citation order, its order of abatement, and/or administrative fine by the required due date is grounds for denial or discipline of an approval to operate. Where a citation is not contested and fine is not paid, the full amount of the assessed fine shall be added to the fee for renewal of the approval to operate. An approval to operate shall not be renewed without payment of the renewal fee and fine.

### **BUREAU CONTACT INFORMATION**

9. If you have any questions regarding this Citation, please contact Aurzella Izmarai-Karimi, Citation Analyst by email at [Aurzella.Izmarai@dca.ca.gov](mailto:Aurzella.Izmarai@dca.ca.gov) or by phone at (916) 574-7344.

"Original Signature on File"

8/27/2026

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Elizabeth Elias  
Bureau Chief

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Citation Date of Issuance

Enclosures:

- Notice of Appeal of Citation: Request for Informal Conference and/or Administrative Hearing

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- Payment of Fine – Waiver of Appeal
- Declaration of Service by Certified and First-Class Mail