



**Bureau for Private Postsecondary Education**  
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**NOTICE TO COMPLY** – CU-1919431-0120 (Ed. Code §94935 & 5, CCR §75010)

Institution Name:	Training Institute for Addiction Counselors	Institution Telephone:	(562) 461-9446
Institution Code:	1919431	Administrator Name:	Terri Melvin
Street Address:	5230 Clark Avenue, Suite 14	Date of Inspection:	1/15/2020

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 style="text-align: center;"><b>CEC §94909</b>  <b>Minimum Requirements for School Catalog</b></p>	<p>(a) Except as provided in subdivision (d), 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:</p> <p>(8) A detailed description of institutional policies in the following areas:</p> <p>(B) Cancellation, withdrawal, and refund policies, including an explanation that the student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. The text shall also include a description of the procedures that a student is required to follow to cancel the enrollment agreement or withdraw from the institution and obtain a refund consistent with the requirements of Article 13 (commencing with Section 94919).</p> <p><b>The refund policy listed in the Catalog does not meet the requirements listed in this statute. The Catalog lists the following policy:</b></p> <p><i>“The refund policy of TIAC as expressed in the school policies and enrollment agreement grants the student cancellation rights for one day or less of class attendance.”</i></p> <p><b>The Institution’s refund policy does not provide the student with a right to cancel and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.</b></p> <p><b>Also, the Catalog does not contain a description of the procedures that a student is required to follow to cancel the enrollment agreement or withdraw from the institution and obtain a refund.</b></p>

	<p><b>To remedy this deficiency, the Institution must update the policy detailed in the Catalog to allow a student to cancel and obtain a refund at the first class session, or the seventh day after enrollment, whichever is later.</b></p> <p><b>The Institution must also add to the Catalog a description of the procedures that a student is required to follow to cancel the enrollment agreement or withdraw from the institution and obtain a refund.</b></p>
<p><b>CEC §94911 Minimum Requirements for Enrollment Agreements</b></p>	<p>An enrollment agreement shall include, at a minimum, all of the following: (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><b>The Enrollment Agreement does not include the student’s obligations to the Student tuition Recovery Fund, clearly identified as nonrefundable charges.</b></p> <p><b>To remedy this deficiency, the Institution must add to the Enrollment Agreement verbiage that clearly describes the student’s obligations to the Student tuition Recovery Fund and that the student’s contributions are nonrefundable charges.</b></p>
<p><b>CEC §94911 Minimum Requirements for Enrollment Agreements</b></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><b>The Enrollment Agreement does not include, in underlined capital letters, the following items:</b></p> <ul style="list-style-type: none"> <li>• <b>the total charges for the current period of attendance</b></li> <li>• <b>the estimated total charges for the entire educational program</b></li> <li>• <b>the total charges the student is obligated to pay upon enrollment</b></li> </ul> <p><b>To remedy this deficiency, the Institution must add to the Enrollment Agreement the items listed above in underlined capital letters on the same page in which the student’s signature is required.</b></p>
<p><b>CEC §94911 Minimum Requirements for Enrollment Agreements</b></p>	<p>An enrollment agreement shall include, at a minimum, all of the following: (e) (1) A disclosure with a clear and conspicuous caption, “STUDENT’S RIGHT TO CANCEL,” under which it is explained that the student has the right to cancel the enrollment agreement and</p>

	<p>obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.</p> <p><b>On page 1 of the Enrollment Agreement, the Institution states that the student has a right to cancel prior to or on the first day of instruction. This policy does not meet the requirement that the student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.</b></p> <p><b>To remedy this deficiency, the Institution must update the policy listed in the Enrollment Agreement to allow the student the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.</b></p>
<p><b>CEC §94911 Minimum Requirements for Enrollment Agreements</b></p>	<p>An enrollment agreement shall include, at a minimum, all of the following: (2) The disclosure shall contain the institution’s refund policy and a statement that, if the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.</p> <p><b>The Enrollment Agreement does not include a disclosure that states that if the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.</b></p> <p><b>To remedy this deficiency, the Institution must add to the Enrollment Agreement a disclosure that if the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.</b></p>
<p><b>CEC §94911 Minimum Requirements for Enrollment Agreements</b></p>	<p>An enrollment agreement shall include, at a minimum, all of the following: (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><b>The Enrollment Agreement does not include 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.</b></p> <p><b>To remedy this deficiency, the Institution must add to the Enrollment Agreement a statement specifying that, if the</b></p>

	<p><b>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.</b></p>
<p style="text-align: center;"><b>CEC §94911 Minimum Requirements for Enrollment Agreements</b></p>	<p>An enrollment agreement shall include, at a minimum, all of the following:</p> <p>(g) A statement specifying that, if the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:</p> <p>(1) The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.</p> <p>(2) The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.</p> <p><b>The Enrollment Agreement does not include a statement specifying that, if the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:</b></p> <p><b>(1) The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.</b></p> <p><b>(2) The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.</b></p> <p><b>To remedy this deficiency, the Institution must include a statement specifying that, if the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:</b></p> <p><b>(1) The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.</b></p> <p><b>(2) The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.</b></p>
<p style="text-align: center;"><b>CEC §94897 Prohibited Business Practices</b></p>	<p>An institution shall not do any of the following:</p> <p>(e) Advertise, or indicate in promotional material, that the institution is accredited, unless the institution has been accredited by an accrediting agency.</p> <p><b>On the Institution’s website, in the “About” section, the Institution makes the following statement:</b></p> <p><b><i>“It is the oldest and only addiction-specific accredited school in Southern California.”</i></b></p>

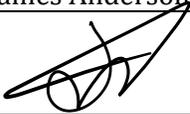
	<p><b>The Institution is advertising as an accredited school when it is not accredited by an accrediting agency.</b></p> <p><b>To remedy this deficiency, the Institution must remove the text on the Institution’s website that states that the Institution is accredited.</b></p>
<p align="center"><b>CEC §94897 Prohibited Business Practices</b></p>	<p>An institution shall not do any of the following:</p> <p>(1) Use the terms “approval,” “approved,” “approval to operate,” or “approved to operate” without stating clearly and conspicuously that approval to operate means compliance with state standards as set forth in this chapter. If the bureau has granted an institution approval to operate, the institution may indicate that the institution is “licensed” or “licensed to operate,” but may not state or imply either of the following:</p> <p>(1) The institution or its educational programs are endorsed or recommended by the state or by the bureau.</p> <p>(2) The approval to operate indicates that the institution exceeds minimum state standards as set forth in this chapter.</p> <p><b>On the Institution’s website, in the “About” section, the Institution makes the following statement:</b></p> <p><i>“TIAC is approved for operations by the California Department of Consumer Affairs, Office for the Bureau of Private Post-secondary and Vocational Education (<a href="http://www.bppe.ca.gov">www.bppe.ca.gov</a>).”</i></p> <p><b>The Institutions uses the term “approved” without stating clearly and conspicuously that approval to operate means compliance with state standards.</b></p> <p><b>To remedy this deficiency, the Institution must add verbiage to the approval statement on the Institution’s website to clarify that “approval” means compliance with state standards.</b></p>
<p align="center"><b>CEC §94913 Institutional Web Site Requirements</b></p>	<p>(a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following:</p> <p>(5) The institution’s most recent annual report submitted to the bureau.</p> <p><b>On the Institution’s website, the Annual Report for 2014 is posted. The most recent Annual Report from 2017 is not available on the Institution’s website.</b></p> <p><b>To remedy this deficiency, the Institution must provide on the Institution’s website the 2017 Annual Report.</b></p>
<p><b>Code of Regulations</b></p>	<p><b>Subsection, Description, and Required Correction</b></p>
<p align="center"><b>5, CCR §71810 Catalog</b></p>	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p>

	<p>(10) A description of library and other learning resources and the procedures for student access to those resources;</p> <p><b>On page 7 of the Catalog, the Institution describes the Institute Library, but does not describe the procedures for student access to those resources.</b></p> <p><b>To remedy this deficiency, the Institution must add to the Catalog a description of the procedures for student access to the Institute Library.</b></p>
<p style="text-align: center;"><b>5, CCR §76215 Student Tuition Recovery Fund Disclosures</b></p>	<p>(a) A qualifying institution shall include the following statement on both its enrollment agreement and school catalog:          “The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if 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.          You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.”</p> <p>(b) In addition to the statement required under subdivision (a) of this section, a qualifying institution shall include the following statement in its school catalog:          “It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589. To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:</p> <ol style="list-style-type: none"> <li>1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.</li> <li>2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.</li> </ol>

	<p>3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.</p> <p>4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.</p> <p>5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.</p> <p>6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.</p> <p>7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.</p> <p>To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.</p> <p>A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.</p> <p>However, no claim can be paid to any student without a social security number or a taxpayer identification number.”</p> <p><b>On page 6 of the Catalog, the Institution includes outdated verbiage related to the Student Tuition Recovery Fund (STRF).</b></p> <p><b>To remedy this deficiency, the Institution must update in the Catalog the verbiage to the current required verbiage related to STRF.</b></p>
<p style="text-align: center;"><b>5, CCR §71810 Catalog</b></p>	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p> <p>(13) Housing information including all of the following:</p> <p>(B) The availability of housing located reasonably near the institution's facilities and an estimation of the approximate cost or range of cost of the housing;</p> <p><b>On page 10 of the Catalog, the Institution states that it has no responsibility to find or assist a student in finding a house, but does not contain information about the availability of</b></p>

	<p>housing located reasonably near the institution's facilities and an estimation of the approximate cost or range of cost of the housing.</p> <p><b>To remedy this deficiency, the Institution must include in the Catalog the required information listed in this statute.</b></p>
<p><b>5, CCR §71810 Catalog</b></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><b>The Catalog does not contain information related to the policies on the retention of student records.</b></p> <p><b>To remedy this deficiency, the Institution must add a policy on the retention of student records.</b></p>
<p><b>5, CCR §74112 Uniform Data – Annual Report, Performance Fact Sheet</b></p>	<p>(d) In addition to the definitions contained in section 94928 of the Code: (3) “Gainfully Employed” means: (A)(i) The graduate is employed in a job classification under the United States Department of Labor’s Standard Occupational Classification codes, using the Detailed Occupation (six-digit) level, for which the institution has identified in its catalog and in its employment positions list required by section 94910(f)(2) of the Code that the program prepares its graduates;</p> <p><b>The Catalog does not identify a job classification under the United States Department of Labor’s Standard Occupational Classification codes for the employment positions the program prepares its graduates.</b></p> <p><b>To remedy this deficiency, the Institution must add to the Catalog the Standard Occupational Classification codes.</b></p>

**Only minor violations are listed on a Notice to Comply.**

Inspector’s Name	James Anderson
Inspector’s Signature	
Institution Administrator Name/Title:	Terri Melvin, Institution Administrator
Institution Administrator’s Signature:	

Education Code can be located at: [http://www.bppe.ca.gov/lawsregs/ppe\\_act.shtml](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: CU-1919431-0120  
Inspector’s Initial: JA  
Administrator’s Initial: TM

RETURN THIS FORM WITHIN THE SPECIFIED TIME FRAME WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT

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 FEBRUARY 15, 2020