



**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-21343368-0218 (Ed. Code §94935 & 5, CCR §75010)**

Institution Name:	Berlitz Languages, Inc. dba Berlitz Language Center	Institution Telephone:	(619) 296-6700
Institution Code:	21343368	Administrator Name:	Stella Shen
Street Address:	1455 Frazee Rd. Suite 220 San Diego, CA 92108	Date of Inspection:	2/20/18

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 / Code of Regulations	Subsection, Description, and Required Correction
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<p><b>5, CCR §71920. Student Records.</b></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:</p> <p>(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><b>The institution did not maintain student records which contained verification of high school completion or equivalency or other documentation establishing the student's ability to do college level work. Student files did not contain a copy of a recognized high school diploma, GED certificate, or results from an ability-to-benefit examination.</b></p> <p><b>To remedy this violation, the institution shall update student files to contain verification of high school completion or equivalency or other documentation establishing the student's ability to do college level work, which may include: a copy of a recognized high school diploma, GED certificate, or results from an ability-to-benefit examination. The institution shall submit with their NTC response documentation of an established policy and procedure</b></p>
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Inspector's Initial: *[Signature]*  
 Administrator's Initial: *[Signature]*

	<p>showing the institution is including written records and transcripts documenting the student's ability to do college level work.</p> <p>The institution may also seek Bureau approval of an alternative to the ATB-test. The institution should submit, in writing, the proposed alternative test and evidence of the relation of the proposed test to the occupational training program.</p> <p>The request should be sent to:  Bureau for Private Postsecondary Education  Attn: Ability-to-Benefit Alternative Review  P.O. Box 980818  West Sacramento, CA 95798-0818</p> <p>Documentation of compliance shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</p>
<p><b>5, CCR §76130. Collection and Submission of Assessment</b></p>	<p>(b) A qualifying institution shall complete the STRF Assessment Reporting Form (Rev. 2/10) and remit it with the STRF assessments collected from students to be received by the Bureau no later than the last day of the month following the close of the quarter as follows:</p> <ol style="list-style-type: none"> <li>(1) April 30 for the first quarter,</li> <li>(2) July 31 for the second quarter,</li> <li>(3) October 31 for the third quarter, and</li> <li>(4) January 31 for the fourth quarter. If the due date falls on a Saturday, Sunday or State or federal holiday, the due date shall be extended to the next regular business day for the Bureau. If the due date falls on a Saturday, Sunday, or State or federal holiday, the due date shall be extended to the next regular business day for the Bureau.</li> </ol> <p><b>The institution failed to provide STRF assessment reporting forms for the last 2 quarters. 3<sup>rd</sup> and 4<sup>th</sup> quarter 2017</b></p> <p><b>To remedy this violation, the institution shall submit the STRF Assessment Reporting Forms to the STRF unit. Student Tuition Recovery Fund call (888) 370-7589, press 5 when prompted.</b>  <b>Student Tuition Recovery Fund Email: <a href="mailto:strf@dca.ca.gov">strf@dca.ca.gov</a></b></p> <p><b>Copies of the missing STRF Assessment Reporting Forms shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</b></p>
<p><b>5, CCR §76140. Record-Keeping Requirements</b></p>	<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>

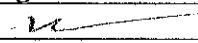
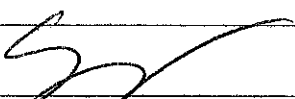
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Inspector's Initial: *W*

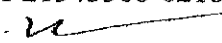

Administrator's Initial: *SM*

	<p>student:</p> <ol style="list-style-type: none"> <li>(1) Student identification number,</li> <li>(2) First and last names,</li> <li>(3) Email address,</li> <li>(4) Local or mailing address,</li> <li>(5) Address at the time of enrollment,</li> <li>(6) Home address,</li> <li>(7) Date enrollment agreement signed,</li> <li>(8) Courses and course costs,</li> <li>(9) Amount of STRF assessment collected,</li> <li>(10) Quarter in which the STRF assessment was remitted to the Bureau,</li> <li>(11) Third-party payer identifying information,</li> <li>(12) Total institutional charges charged, and</li> <li>(13) Total institutional charges paid.</li> </ol> <p><b>The institution did not maintain records of STRF eligibility for all students.</b></p> <p><b>To remedy this violation, the institution shall establish and maintain records of eligibility for each student.</b></p> <p><b>The STRF eligibility documentation shall be submitted with the institution's response to the NTC and the last page of this document within the specified time frame.</b></p>
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**Only minor violations are listed on a Notice to Comply.**

Inspector's Name	Greg Seib
Inspector's Signature	
Institution Administrator Name/Title:	Stella Shen
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>

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Inspector's Initial:   
Administrator's Initial: 

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 March 21, 2018**

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Inspector's Initial: W

Administrator's Initial: SS