



NOTICE TO COMPLY
CU-3403691-042024

Institution Name:	American Medical Response West dba National College of Technical Instruction (NCTI)	Institution Telephone:	(916) 960-6284
Institution Code:	3403691	Administrator Name:	Charise Arthur
Street Address:	2995 Foothills Blvd Suite 100 Roseville, CA 95747	Inspection Date:	April 19, 2024

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 § 94909 (a)(3)(D)	Violation Description: The institution's catalog failed to include the required statement regarding "The Office of Student Assistance and Relief" (OSAR) pursuant to CEC § 94909 (a)(3)(D). Correction: The institution shall update the catalog to include the required statement regarding, "The Office of Student Assistance and Relief" (OSAR) pursuant to CEC § 94909 (a)(3)(D).
2	CEC § 94897(l)	Violation Description: The institution's catalog failed to include the proper meaning of approval to operate pursuant to CEC § 94897(l). Correction: The institution shall revise the statement on page 26 of the catalog, to include the meaning of approval pursuant to CEC § 94897(l). (That approval means compliance with state standards as set forth in the California Private Postsecondary Education Act of 2009, and Title 5 Division 7.5 California Code of Regulations.)

Violation	Code Section Violated	Description of the violation and required correction.
3	CEC § 94909 (a)(3)(B)	<p>Violation Description: The institution's catalog failed to include the required statement verbatim pursuant to CEC § 94909 (a)(3)(B). (Page 26).</p> <p>Correction: The institution shall update the catalog to include the required statement verbatim by removing, "and can be found at, NCTI.edu" pursuant to CEC § 94909 (a)(3)(B)."</p>
4	CEC § 94897 (s)	<p>Violation Description: The institution's catalog contains language that violates Section 1788.93 of the Civil Code pursuant to CEC § 94897 (s). (Page 18 under Graduation/completion Requirements.)</p> <p>Correction: The institution shall revise the catalog and remove any reference that violates Civil Code 1788.93. pursuant to CEC § 94897 (s).</p>
5	5CCR § 71930 (b)(1)	<p>Violation Description: The institution's catalog failed to include a records retention policy that indicates transcripts shall be kept permanently pursuant to 5CCR § 71930 (b)(1). (Page 13)</p> <p>Correction: The institution shall update the records retention policy in the catalog by including a statement indicating that transcripts are kept permanently pursuant to 5CCR § 71930 (b)(1).</p>
6	CEC § 94911 (c)	<p>Violation Description: The institution's enrollment agreement failed to include the charges in the correct format and on same page as the student's signature pursuant CEC § 94911 (c).</p> <p>Correction: The institution shall update the enrollment agreements(s) to include the charges in the correct format and it shall be on the same page as the student's signature pursuant CEC § 94911 (c).</p>

Violation	Code Section Violated	Description of the violation and required correction.
7	CEC § 94920 (b)(d) in conjunction with CEC § 94921	<p>Violation Description: The institution's catalog and enrollment agreement failed to include refund policies with appropriate time frames pursuant to with CEC § 94920 (b)(d) in conjunction with the approved alternate refund policy for this institution pursuant to CEC § 94921.</p> <p>Correction: The institution shall update the catalog and the enrollment agreement to include refund policies that are applied during the appropriate timeframes pursuant to CEC § 94920 (b)(d) in conjunction with the approved alternate refund policy for this institution pursuant to CEC § 94921.</p>
8	CEC § 94911 (d)	<p>Violation Description: The institution's enrollment agreement failed to include the required statement pursuant to CEC § 94911 (d). Additional verbiage was added in the middle of the statement which changes the meaning.</p> <p>Correction: The institution shall update the enrollment agreement to include the required statement pursuant to CEC § 94911 (d) without any added verbiage.</p>
9	CEC § 94913 (a)(1) in conjunction with 5CCR § 74117	<p>Violation Description: The institution's website failed to include a catalog pursuant to CEC § 94913 (a)(1) in conjunction with 5CCR § 74117.</p> <p>Correction: The institution shall update their website to include a catalog pursuant to CEC § 94913 (a)(1) in conjunction with 5CCR § 74117.</p>
10	CEC § 94913 (a)(5)	<p>Violation Description: The institution's website failed to include the most recent annual report submitted to the bureau pursuant to CEC § 94913 (a)(5).</p> <p>Correction: The institution shall update the website to include a post/link to the most recent annual report submitted to the bureau pursuant to CEC § 94913 (a)(5).</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:	Charise Arthur
Bureau Compliance Analyst Name:	Laura Cheah
Bureau Compliance Analyst Signature:	<i>Laura Cheah</i>

NOTICE TO COMPLY DECLARATION
CU-3403691-042024

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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