



NOTICE TO COMPLY

CU-3708141-042325

Institution Name:	Q INTERNATIONAL SCHOOL	Institution Telephone:	(619) 450-2224
Institution Code:	3708141	Administrator Name:	Kieu L. Vo
Street Address:	1770 4th Ave, San Diego, CA 92101	Inspection Date:	4/23/25

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	5 CCR § 71810 (b)(1)	Violation Description: The institution's 2024 catalog failed to contain the specific beginning and ending dates defining the time period covered by the catalog. Correction: The institution shall update its 2025 catalog to include the above-mentioned dates, pursuant to 5 CCR § 71810 (b)(1).
2	CEC § 94909 (a)(12)	Violation Description: The institution's 2024 catalog failed to contain a 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 had 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 (11 U.S.C. Sec. 1101 et seq.). Correction: The institution shall update its 2025 catalog to include the above-mentioned disclosures, pursuant to CEC § 94909 (a)(12).

Violation	Code Section Violated	Description of the violation and required correction.
3	CEC § 94909 (a)(3)(B)	<p>Violation Description: The institution's 2024 catalog failed to contain specific required language that encourages students to review the catalog and School Performance Fact Sheet prior to signing an enrollment agreement.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned required statement, pursuant to CEC § 94909 (a)(3)(B).</p>
4	5 CCR § 71810 (b)(2)	<p>Violation Description: The institution's 2024 catalog failed to contain a statement of the institution's missions and purposes and the objectives underlying each of its educational programs.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned mission and purposes, pursuant to 5 CCR § 71810 (b)(2).</p>
5	5 CCR § 71810 (b)(9)	<p>Violation Description: The institution's 2024 catalog failed to contain a description of the facilities and of the types of equipment and materials that will be used for instruction that demonstrates compliance with 5, CCR §71735.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned description, pursuant to 5 CCR § 71810 (b)(9).</p>
6	5 CCR § 71810 (b)(10)	<p>Violation Description: The institution's 2024 catalog failed to contain a description of library and other learning resources and the procedures for student access to those resources that demonstrates compliance with 5 CCR § 71740.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned description, pursuant to 5 CCR § 71810 (b)(10).</p>

Violation	Code Section Violated	Description of the violation and required correction.
7	CEC § 94909 (a)(3)(A)	<p>Violation Description: The institution's 2024 catalog failed to contain specific required language that directs students to the Bureau for unanswered questions.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned specific required language, pursuant to CEC § 94909 (a)(3)(A).</p>
8	CEC § 94909 (a)(15)	<p>Violation Description: Although the institution's 2024 catalog contains the specific required language that addresses transferability of credits and credentials, the statement contains incorrect program and institution names.</p> <p>Correction: The institution shall update its 2025 catalog to correct the above-mentioned specific required language, pursuant to CEC § 94909 (a)(15).</p>
9	CEC § 94909 (a)(8)(A)	<p>Violation Description: The institution's 2024 catalog failed to include information regarding the Pathways program. If the institution has not entered into an articulation or transfer agreement with any other college or university, the institution shall disclose that fact.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned specific required language, pursuant to CEC § 94909 (a)(8)(A).</p>
10	5 CCR § 71810 (b)(3)	<p>Violation Description: The institution's 2024 catalog failed to contain that if the institution admits students from other countries, the catalog shall specify whether visa services are provided or whether the institution will vouch for student status, and any associated charges.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned policy, pursuant to 5 CCR § 71810 (b)(3).</p>

Violation	Code Section Violated	Description of the violation and required correction.
11	5 CCR § 71810 (b)(4)(A)	<p>Violation Description: The institution's 2024 catalog failed to contain language proficiency information, including the level of English language proficiency required of students and the kind of documentation of proficiency, such as the Test of English as a Foreign Language (TOEFL), that will be accepted for each program.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned language proficiency for each program, pursuant to 5 CCR § 71810 (b)(4)(A).</p>
12	CEC § 94909 (a)(5)	<p>Violation Description: The institution's 2024 catalog failed to contain the requirements for completion of each program, including required courses, any final tests or examinations, any required internships or externships, and the total number of credit hours, clock hours, or other increments required for completion.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned requirements for completion, pursuant to CEC § 94909 (a)(5).</p>
13	CEC § 94909 (a)(9)	<p>Violation Description: The institution's 2024 catalog failed to contain the schedule of total charges for a period of attendance AND an estimated schedule of total charges for the entire educational program. "Total charges" means the sum of institutional and noninstitutional charges.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned schedules for total charges, pursuant to CEC § 94909 (a)(9).</p>
14	5 CCR § 76215 (b)	<p>Violation Description: The institution's 2024 catalog failed to include the current address for the Bureau within the required verbatim Student Tuition Recovery Fund (STRF) language.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned correction to the Bureau's address pursuant to 5 CCR § 76215 (b).</p>

Violation	Code Section Violated	Description of the violation and required correction.
15	CEC § 94909 (a)(8)(B) in conjunction with 5 CCR § 71750 (c)(1)	<p>Violation Description: Page 26 of the institution's 2024 catalog contains an unenforceable policy specifying, "you will be eligible for a refund based on a prorated calculation of the unused weeks of your program of study." The policy is not compliant with 5 CCR § 71750 (c)(1), as the amount owed equals the daily charge for the program (total institutional charge, divided by the number of days or hours in the program), multiplied by the number of days student attended, or was scheduled to attend, prior to withdrawal.</p> <p>Correction: The institution shall update the refund policy in its 2025 catalog. The policy must demonstrate compliance with CEC § 94909 (a)(8)(B) and 5 CCR § 71750 (c)(1).</p>
16	CEC § 94909 (a)(8)(B) in conjunction with CEC § 94920 (d)	<p>Violation Description: The refund policy on page 26 of the institution's 2024 catalog contains an unenforceable policy specifying that if a student completes 60% of the program that they are not due a pro-rata refund. This is not compliant with CEC § 94920 (d), as the refund policy for students who have completed 60 percent or less of the period of attendance shall be a pro rata refund.</p> <p>Correction: The institution shall update its 2025 to include the above-mentioned policy pursuant to CEC § 94909 (a)(8)(B) in conjunction with CEC § 94920 (d).</p>
17	CEC § 94909 (a)(7)	<p>Violation Description: The institution's 2024 catalog failed to include information regarding the faculty and their qualifications.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned information pursuant to CEC § 94909 (a)(7).</p>
18	CEC § 94909 (a)(11)	<p>Violation Description: The institution's 2024 catalog failed to include a statement specifying that if the student receives federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal financial aid funds.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned statement pursuant to CEC § 94909 (a)(11).</p>

Violation	Code Section Violated	Description of the violation and required correction.
19	CEC § 94909 (a)(8)(D)	<p>Violation Description: The institution's 2024 catalog failed to include probation and dismissal policies.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned policies pursuant to CEC § 94909 (a)(8)(D).</p>
20	CEC § 94909 (a)(8)(C)	<p>Violation Description: The institution's 2024 catalog failed to include attendance policies.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned policy pursuant to CEC § 94909 (a)(8)(C).</p>
21	5 CCR § 71810 (b)(13)(A)	<p>Violation Description: The institution's 2024 catalog failed to include whether the institution has dormitory facilities under its control.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned disclosure pursuant to 5 CCR § 71810 (b)(13)(A).</p>
22	5 CCR § 71810 (b)(13)(B)	<p>Violation Description: The institution's 2024 catalog failed to include 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>Correction: The institution shall update its 2025 catalog to include the above-mentioned disclosure pursuant to 5 CCR § 71810 (b)(13)(B).</p>
23	5 CCR § 71810 (b)(13)(C)	<p>Violation Description: The institution's 2024 catalog failed to include if the institution has no responsibility to find or assist a student in finding housing, a clear and conspicuous statement so indicating. A statement that the program is "non- residential" does not satisfy this subparagraph.</p> <p>Correction: The institution shall update its 2025 catalog to include the above-mentioned disclosure pursuant to 5 CCR § 71810 (b)(13)(C).</p>

Violation	Code Section Violated	Description of the violation and required correction.
24	CEC § 94909 (a)(3)(D)	<p>Violation Description: The institution's 2024 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 https://www.osar.bppe.ca.gov/."</p> <p>Correction: The institution shall update its 2025 catalog, to include the above-mentioned statement pursuant to CEC § 94909 (a)(3)(D).</p>
25	5 CCR § 71800 (e)(12) in conjunction with CEC § 94920 (b)	<p>Violation Description: The institution's enrollment agreement contains an unenforceable statement regarding a non-refundable item. The enrollment agreement itemizes "Homestay Placement Fee", "Residence Placement Fee", "Express Mail Fee", "STRF fee", and "Minor Fee" as non-refundable, implying that this item is non-refundable within the cancellation period. According to CEC § 94920 (b), the law identifies a reasonable deposit or application fee as the only non-refundable items within the cancellation period.</p> <p>Correction: The institution shall update the itemization section in its enrollment agreements pursuant to 5 CCR § 71800 (e)(12) in conjunction with CEC § 94920 (b).</p>

Violation	Code Section Violated	Description of the violation and required correction.
26	CEC § 94911 (e)(2) in conjunction with 5 CCR § 71750 (c)(1)	<p>Violation Description: Page 2 of the institution's enrollment agreement contains an unenforceable policy specifying, "When determining the number of weeks completed, a partial week will be counted as a whole week, provided the student was present any time of the scheduled week." The policy is not compliant with 5 CCR § 71750 (c)(1), as the amount owed equals the daily charge for the program (total institutional charge, divided by the number of days or hours in the program), multiplied by the number of days student attended, or was scheduled to attend, prior to withdrawal.</p> <p>Correction: The institution shall update the refund policy in its 2025 catalog. The policy must demonstrate compliance with CEC § 94911 (e)(2) and 5 CCR § 71750 (c)(1).</p>
27	CEC § 94911 (e)(2) in conjunction with CEC § 94920 (b)	<p>Violation Description: The refund policy on page 2 of the institution's enrollment agreement contains an unenforceable policy specifying that if a student completes 60% of the program that they are not due a pro-rata refund. This is not compliant with CEC § 94920 (d), as the refund policy for students who have completed 60 percent or less of the period of attendance shall be a pro rata refund.</p> <p>Correction: The institution shall update its 2025 to include the above-mentioned policy pursuant to CEC § 94911 (e)(2) in conjunction with CEC § 94920 (d).</p>
28	CEC § 94911 (e)(2)	<p>Violation Description: The institution's enrollment agreement failed to include 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>Correction: The institution shall update its enrollment agreement to include the above-mentioned statement pursuant to CEC § 94911 (e)(2).</p>

Violation	Code Section Violated	Description of the violation and required correction.
29	CEC § 94911 (f)	<p>Violation Description: The institution's enrollment agreement failed to 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.</p> <p>Correction: The institution shall update its enrollment agreement to include the above-mentioned statement pursuant to CEC § 94911 (f).</p>
30	CEC § 94911 (g)(1)	<p>Violation Description: The institution's enrollment agreement failed to include a statement specifying that, "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>Correction: The institution shall update its enrollment agreement to include the above-mentioned statement pursuant to CEC § 94911 (g)(1).</p>
31	CEC § 94911 (g)(2)	<p>Violation Description: The institution's enrollment agreement failed to include a statement specifying that, "The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance until the loan is repaid."</p> <p>Correction: The institution shall update its enrollment agreement to include the above-mentioned statement pursuant to CEC § 94911 (g)(2).</p>
32	CEC § 94911 (h)	<p>Violation Description: The institution's enrollment agreement failed to include the entirety of the transferability disclosure.</p> <p>Correction: The institution shall update its enrollment agreement to include the entirety of the above-mentioned statement pursuant to CEC § 94911 (h).</p>

Violation	Code Section Violated	Description of the violation and required correction.
33	CEC § 94911 (i)(2)	<p>Violation Description: The institution's enrollment agreement failed to include the specific required statement.</p> <p>Correction: The institution shall update its enrollment agreement to include the above-mentioned specific required statement pursuant to CEC § 94911 (i)(2).</p>
34	CEC § 94911 (i)(2)	<p>Violation Description: Although the institution's enrollment agreement includes the specific required statements and a line for the student to initial, the line is not located immediately following the statement required by paragraph (1).</p> <p>Correction: The institution shall update its enrollment agreement, to move the line for the student to initial immediately following the statement required by paragraph (1), pursuant to CEC § 94911 (i)(2).</p>
35	CEC § 94911 (d)	<p>Violation Description: The institution's enrollment agreement failed to include a clear and conspicuous statement that the enrollment agreement is legally binding when signed by the student and accepted by the institution.</p> <p>Correction: The institution shall update its enrollment agreement to include the above-mentioned statement pursuant to CEC § 94911 (d).</p>
36	CEC § 94913 (a)(1) in conjunction with 5 CCR § 71810 (a)	<p>Violation Description: The homepage of the institution's website, failed to post the most recent catalog updated annually.</p> <p>Correction: The institution shall update its website to include the most recently annually updated catalog pursuant to CEC § 94913 (a)(1) in conjunction with 5 CCR § 71810 (a).</p>

Violation	Code Section Violated	Description of the violation and required correction.
37	CEC § 94913 (a)(2)	<p>Violation Description: The institution failed to post on its website clear and conspicuous links to the school's 2022/2023 School Performance Fact Sheets for all programs offered by the school.</p> <p>Correction: The institution shall update its website to include a clear and conspicuous link to the school's 2022/2023 School Performance Fact Sheets for all programs offered by the school pursuant to CEC § 94913 (a)(2).</p>
38	CEC § 94913 (a)(5)	<p>Violation Description: The institution failed to post on its website clear and conspicuous links to the institution's most recent annual report submitted to the Bureau.</p> <p>Correction: The institution shall update its website to include a clear and conspicuous link to the school's 2023 Annual Report, pursuant to CEC § 94913 (a)(5).</p>
39	5 CCR § 76140 (a)	<p>Violation Description: The institution's 2024 4th Quarter and 2025 1st Quarter STRF supporting documentation failed to contain record of the (1) Student identification number, (3) Email address, (4) Local or mailing address, (5) Address at the time of enrollment, (6) Home address, (8) Courses and course costs, (9) Amount of STRF assessment collected, (10) Quarter in which the STRF assessment was remitted to the Bureau, (11) Third-party payer identifying information, (12) Total institutional charges charged, and (13) Total institutional charges paid.</p> <p>Correction: To remedy this violation, the institution shall update the 2024 4th Quarter and 2025 1st Quarter STRF supporting documentation, pursuant 5 CCR § 76140 (a).</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:	Tim Tandio, Operations Manager
Bureau Compliance Analyst Name:	Alec Taub
Bureau Compliance Analyst Signature:	<i>Alec Taub</i>

NOTICE TO COMPLY DECLARATION

CU-3708141-042325

Institution Name:	Q INTERNATIONAL SCHOOL	Institution Telephone:	(619) 450-2224
Institution Code:	3708141	Administrator Name:	Kieu L. Vo
Street Address:	1770 4th Ave, San Diego, CA 92101	Inspection Date:	4/23/25

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