



NOTICE TO COMPLY

CU-15633119-07242025

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| Institution Name: | ZMS The Academy | Institution Telephone: | (323) 372-6132 |
| Institution Code: | 15633119 | Administrator Name: | Judy Caspe |
| Street Address: | 2228 E. Cesar Chavez Ave. Los Angeles, CA 90033 | Inspection Date: | July 24, 2025 |

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 § 94913 (a)(1) | <p>Violation Description: The institution's website has a link to the institution's 2023 catalog that contains violations identified in this NTC.</p> <p>Correction: Once the institution's catalog has been updated to remedy the violations, the institution shall update its website to provide the current/updated school catalog pursuant to CEC § 94913 (a)(1).</p> |
| 2 | CEC § 94913 (a)(2) | <p>Violation Description: The institution failed to post on its website clear and conspicuous links to the institution's 2022/2023 School Performance Fact Sheet for its Barbering, Cosmetology Instructor Trainee, and Manicurist Program.</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 Sheet pursuant to CEC § 94913 (a)(2).</p> |

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| 3 | 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 institution's 2023 Annual Report, pursuant to CEC § 94913 (a)(5).</p> |
| 4 | §94897 (l) | <p>Violation Description: On the bottom of the institution's website (https://zmsacademy.com/), it states, "California State Approved Private Vocational School" but fails to clarify that approval to operate means compliance with state standards as set forth in the CEC and 5, CCR.</p> <p>Correction: The institution shall update its website to contain the above-mentioned statement with the clarification or remove this statement from their website.</p> |
| 5 | 5 CCR § 71810 (b)(15) in conjunction with CEC § 94897 (s) | <p>Violation Description: On page 18 of the institution's 2024 catalog, contains unenforceable policies regarding withholding transcripts until the student is current on all financial obligations.</p> <p>In accordance with CEC § 94897 (s) and Civil Code section 1788.93, an institution cannot require a student to satisfy financial obligations or make arrangements for payment prior to providing a transcript to a student. The statements in the catalog do not comply with CEC 94897 (s).</p> <p>Correction: To remedy this violation, the institution shall remove the non-compliant statements from the catalog. The policy must demonstrate compliance with 5 CCR 71810 (b)(15) and CEC 94897 (s).</p> |

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| 6 | 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 catalog to include the above-mentioned statement pursuant to CEC § 94909 (a)(3)(D).</p> |
| 7 | 5 CCR § 76120 (a) | <p>Violation Description: Pages 15 and 16 of the institution's 2024 catalog have the prior STRF fee of \$2.50 per one thousand dollars of institutional charges. The new STRF fee is \$0.00 as of April 1, 2024.</p> <p>Correction: The institution shall update its catalog to have the correct STRF amount.</p> |
| 8 | CEC § 94909 (a)(8)(B) in conjunction with CEC § 94920 (b) | <p>Violation Description: On pages 15, 16, and 39 of the institution's 2024 catalog contains an unenforceable cancellation and refund policy that states "<i>administration fee</i>", "<i>instructional materials and supplies</i>", "<i>equipment</i>", "<i>books</i>" and "<i>kits</i>" are non-refundable within the cancellation period.</p> <p>Correction: The institution shall update the refund and cancellation policy in its 2024 catalog to specify the institution will NOT withhold institutional charges exceeding \$250 if cancellation is made through the 1st class session or the 7th day after enrollment, whichever is later.</p> |

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| 9 | CEC § 94905 (a)(1) in conjunction with CEC § 94897 (j) | <p>Violation Description: On page 44 of the institution's 2024 catalog contains a false statement, "The State of California requires 1600 clock hours for a Cosmetology license." The Board of Barbering and Cosmetology (BBC) requires aspiring cosmetologists to complete 1,000 hours of training in a board-approved program.</p> <p>Correction: The institution shall update its catalog to remove the above-mentioned information from its catalog.</p> |
| 10 | CEC § 94911 (e)(2) in conjunction with CEC § 94920 (b) | <p>Violation Description: On pages 2 and 4 of the institution's enrollment agreement contains an unenforceable cancellation and refund policy that states "<i>kit/supplies</i>", "<i>books</i>", "<i>equipment</i>", and "<i>administration fee</i>" are non-refundable within the cancellation period.</p> <p>Correction: The institution shall update the refund and cancellation policy in its enrollment agreement. The policy must demonstrate compliance with CEC § 94911 (e)(2) in conjunction with CEC § 94920 (b) by clarifying these charges are non-refundable after the cancellation period or get rid of the non-refundable statement altogether.</p> |
| 11 | CEC § 94897 (s) | <p>Violation Description: On page 3 of the institution's enrollment agreement contains unenforceable policies regarding withholding transcripts until the student is current on all financial obligations. In accordance with CEC § 94897 (s) and Civil Code section 1788.93, an institution cannot require a student to satisfy financial obligations or make arrangements for payment prior to providing a transcript to a student. The statements in the catalog do not comply with CEC 94897 (s).</p> <p>Correction: To remedy this violation, the institution shall remove the non-compliant statement from the enrollment agreement. The policy must demonstrate compliance with CEC 94897 (s).</p> |


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| 12 | CEC § 94911 (b) | <p>Violation Description: On page 2 of the institution's enrollment agreement fails to clearly identify the student's obligation to the Student Tuition Recovery Fund as a nonrefundable charge.</p> <p>Correction: To remedy this violation, the institution shall update their enrollment agreement to clearly identify the student's obligation to the Student Tuition Recovery Fund as a nonrefundable charge.</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.

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| Notice To Comply Given To Name & Title: | Judy Caspe, Owner |
| Bureau Compliance Analyst Name: | Beverly Tjokrosoeharto |
| Bureau Compliance Analyst Signature: |  |

NOTICE TO COMPLY DECLARATION

CU-15633119-07242025

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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