



NOTICE TO COMPLY

CU-75356532-01082026

Institution Name:	Master Academy	Institution Telephone:	(323) 641-1328
Institution Code:	75356532	Administrator Name:	Omar Monzon
Street Address:	4102 Orange Avenue, Suites 109 and 110, Long Beach, CA 90807	Inspection Date:	January 8, 2026

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)	Violation Description: The institution's website (https://www.onlinemasteracademy.com/general-5) contains a catalog with violations identified in this NTC. 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).
2	CEC § 94913 (a)(2)	Violation Description: The institution's website (https://www.onlinemasteracademy.com/general-5) failed to have a clear and conspicuous link to their 2023-2024 School Performance Fact Sheet for their approved program. Correction: The institution shall update its website to have a clear, and conspicuous link to their 2023-2024 School Performance Fact Sheet for their approved program.

Violation	Code Section Violated	Description of the violation and required correction.
3	CEC § 94913 (a)(5)	<p>Violation Description: The institution's website (https://www.onlinemasteracademy.com/general-5) failed to have a clear and conspicuous link to the most recent annual report submitted to the bureau.</p> <p>Correction: The institution shall update its website to have a clear, and conspicuous link to their 2024 annual report submitted to the bureau.</p>
4	5 CCR § 71810 (b)(3)	<p>Violation Description: The institution's 2025 catalog failed to contain if the institution admits students from other countries and if so 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 catalog to contain the above-mentioned statement.</p>
5	5 CCR § 71810 (b)(5)	<p>Violation Description: Although the institution's 2025 catalog mentions that instruction can occur in Spanish, it failed to contain the level of proficiency required and the kind of documentation of proficiency, such as the United States Foreign Service Language Rating System, that will be accepted.</p> <p>Correction: The institution shall update its catalog to contain the above-mentioned statement(s).</p>
6	CEC § 94909 (a)(3)(D)	<p>Violation Description: Although page 3 of the institution's 2025 catalog contained the required OSAR verbatim statement, it was missing the phone number and website.</p> <p>Correction: The institution shall update its catalog to contain: "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>

Violation	Code Section Violated	Description of the violation and required correction.
7	5 CCR § 71810 (b)(13)(A)	<p>Violation Description: The institution's 2025 catalog failed to contain a clear and conspicuous statement whether the institution has dormitory facilities under its control.</p> <p>Correction: The institution shall update its catalog to contain a clear and conspicuous statement whether the institution has dormitory facilities under its control.</p>
8	CEC § 94909 (a)(8)(B) in conjunction with CEC § 94920 (b)	<p>Violation Description: On pages 5, 16, and 21 of the institution's 2025 catalog contains an unenforceable cancellation and refund policy that states, "equipment" "<i>lab supplies or kits</i>", "<i>textbooks or other learning media</i>", "<i>uniforms</i>" and "<i>items</i>" are non-refundable.</p> <p>The cancellation policy includes the first day of instruction, or the 7th business day after signing the enrollment agreement, whichever is later. If students sign the enrollment agreement on the course start date, they have the right to cancel within 7 business days.</p> <p>The Bureau's cancellation and refund policy also states that the institution can only withhold a "<u>reasonable deposit or application fee</u>" not to exceed two hundred fifty dollars.</p> <p>Correction: The institution shall update the refund and cancellation policy in its catalog to specify the institution will NOT withhold institutional charges exceeding \$250 if cancellation is made through the 1st class session or the 7th business day after enrollment, whichever is later.</p>

Violation	Code Section Violated	Description of the violation and required correction.
9	CEC § 94911 (e)(2) in conjunction with CEC § 94920 (b)	<p>Violation Description: On page 1 of the institution's enrollment agreement contains an unenforceable cancellation and refund policy that states "<i>equipment</i>", "<i>lab supplies or kits</i>", "<i>uniforms</i>", "<i>textbooks or other learning media</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>
10	CEC § 94897 (s)	<p>Violation Description: Page 3 of the institution's enrollment agreement contains an unenforceable policy regarding academic transcripts will not be issued if there is a financial hold on the student's account or debts owed to the school.</p> <p>CA Civ Code § 1788.93. <i>Notwithstanding any provision of law, a school shall not do any of the following:</i></p> <ul style="list-style-type: none"> (a) <i>Refuse to provide a transcript for a current or former student on the grounds that the student owes a debt.</i> (b) <i>Condition the provision of a transcript on the payment of a debt, other than a fee charged to provide the transcript.</i> (c) <i>Charge a higher fee for obtaining a transcript or provide less favorable treatment of a transcript request because a student owes a debt.</i> (d) <i>Use transcript issuance as a tool for debt collection.</i> <p>Correction: The institution shall remove the non-compliant statement from its enrollment agreement. The catalog must demonstrate compliance with CEC § 94897 (s).</p>

Violation	Code Section Violated	Description of the violation and required correction.
11	5 CCR § 71800 (e)(11) in conjunction with 5 CCR § 76120(a)	<p>Violation Description: Page 3 of the institution's enrollment agreement has the incorrect STRF fee. The new STRF fee is \$0.00 as of April 1, 2024.</p> <p>Correction: The institution shall update its enrollment agreement to have the correct STRF amount.</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:	Omar Monzon, Director
Bureau Compliance Analyst Name:	Beverly Tjokrosoeharto
Bureau Compliance Analyst Signature:	

NOTICE TO COMPLY DECLARATION

CU-75356532-01082026

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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