



NOTICE TO COMPLY

CU-50123499-031026

Institution Name:	Napa Cosmetology Collective	Institution Telephone:	(707) 258-2627
Institution Code:	50123499	Administrator Name:	Kelly Redmond
Street Address:	1701 Soscol Ave, Napa, CA 94559	Inspection Date:	March 10 th , 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)(5)	<p>Violation Description: The institution’s website fails to contain the most recent annual report submitted to the bureau.</p> <p>Correction: The institution shall update the website to include all required items pursuant to CEC § 94913(a)(5).</p>
2	CEC §94909(a)(3)(A)	<p>Violation Description: The institutions 2026 catalog on page 34 contains the incorrect address in the following statement: "Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 N. Market Blvd. Ste 225 Sacramento, CA 95834 P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, (888) 370-7589 or by fax (916) 263-1897."</p> <p>Correction: The institution shall update the 2025 catalog to include the correct address pursuant to CEC §94909(a)(3)(A).</p>

Violation	Code Section Violated	Description of the violation and required correction.
3	CEC § 94897(s)	<p>Violation Description: The institution’s 2026 catalog page 33 and enrollment agreement page 4 contain statements regarding not releasing transcripts until after financial obligations are satisfied. These statements violate California civil code 1788.93 referenced below.</p> <p>CA Civ Code § 1788.93. <i>Notwithstanding any provision of law, a school shall not do any of the following:</i></p> <p>(a) <i>Refuse to provide a transcript for a current or former student on the grounds that the student owes a debt.</i></p> <p>(b) <i>Condition the provision of a transcript on the payment of a debt, other than a fee charged to provide the transcript.</i></p> <p>(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></p> <p>(d) <i>Use transcript issuance as a tool for debt collection.</i></p> <p>Correction: The institution shall remove the non-compliant statements from the catalog pursuant to CEC § 94897(s).</p>
4	CEC § 94909 (a)(8)(B) in conjunction with CEC § 94920 (b)	<p>Violation Description: On page 34 of the institution’s 2026 catalog contains an unenforceable cancellation and refund policy that states the “student kit” is non-refundable within the cancellation period.</p> <p>Correction: The institution shall update the refund and cancellation policy in its 2026 catalog pursuant to CEC § 94909 (a)(8)(B) in conjunction with 5 CEC § 94920 (b).</p>
5	CEC § 94911(c)	<p>Violation Description: The institution’s enrollment agreement on page 1 fails to have the following statements on the same page as the student signature:</p> <p>“THE TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE,” “THE ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM,” and “THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT,”</p> <p>Correction: The institution shall update the enrollment agreement to have the statements on the same page of the student’s signature pursuant to CEC § 94911(c).</p>

Violation	Code Section Violated	Description of the violation and required correction.
6	CEC §94911(e)(1) in conjunction with CEC §94920(b)	<p>Violation Description: On page 2 & 3 of the institution's enrollment agreement contains an unenforceable cancellation and refund policy that states "equipment not returned in good condition" are non-refundable within the cancellation period.</p> <p>Correction: The institution shall update the refund and cancellation policy in its enrollment pursuant to CEC § 94909 (e)(1) in conjunction with 5 CEC § 94920 (b).</p>
7	CEC § 94913(a)(1)	<p>Violation Description: The institution's website fails to maintain the current version of the catalog.</p> <p>Correction: Once the institution's catalog has been updated to remedy the violation(s), the institution shall update its website to provide the current/updated school catalog pursuant to CEC § 94913(a)(1).</p>
8	5 CCR § 76140 (a)(4-6)(9-13)	<p>Violation Description: The institution's quarters 3 and 4 Student Tuition Recover Fund Supporting documentation failed to maintain the following:</p> <ul style="list-style-type: none"> (4) Local or mailing address, (5) Address at the time of enrollment, (6) Home address, (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>Correction: The institution shall update quarters 3 and 4 of their Student Tuition Recover Fund Supporting documentation with the required information pursuant to 5 CCR § 76140 (a)(4-6)(9-13).</p>
9	5 CCR §71920(b)(5)(E)	<p>Violation Description: The institution's transcript failed to include the institution's name, address, phone number and website address.</p> <p>Correction: The institution shall update its transcript to include the information listed above, pursuant to 5 CCR §71920(b)(5)(E).</p>

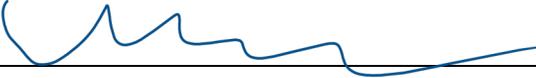
Pursuant to 5 CCR section 75010(d), the Institution may do either of the following:

(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:	Kelly Redmond – Owner
Bureau Compliance Analyst Name:	Alexander Vang
Bureau Compliance Analyst Signature:	

NOTICE TO COMPLY DECLARATION

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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