

**BEFORE THE DIRECTOR  
DEPARTMENT OF CONSUMER AFFAIRS  
BUREAU FOR PRIVATE POSTSECONDARY EDUCATION  
STATE OF CALIFORNIA**

In the Matter of the Accusation Against:

**THE LEARNING SOURCE**

270 East Douglas Avenue

El Cajon, CA 92020

Institution Code: 58707895

BPPE Case No. BPPE23-0537

OAH Case No.: 2025070336

Respondent.

**DECISION AND ORDER**

The attached Stipulated Revocation of Approval to Operate and Order is hereby accepted and adopted by the Director of the Department of Consumer Affairs as the Decision in the above-entitled matter.

This Decision shall become effective on March 31, 2026.

It is so ORDERED January 16, 2026, 2026.

"Original Signature on File"

RYAN MARCROFT  
DEPUTY DIRECTOR, LEGAL AFFAIRS DIVISION  
DEPARTMENT OF CONSUMER AFFAIRS

ROB BONTA  
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GREGORY J. SALUTE  
Supervising Deputy Attorney General  
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*Attorneys for Complainant*

**BEFORE THE  
DEPARTMENT OF CONSUMER AFFAIRS  
FOR THE BUREAU FOR PRIVATE POSTSECONDARY EDUCATION  
STATE OF CALIFORNIA**

## In the Matter of the Accusation Against:

Case No. BPPE23-0537

# THE LEARNING SOURCE

OAH No. 2025070336

**270 East Douglas Avenue  
El Cajon, CA 92020**

## **STIPULATED REVOCATION OF APPROVAL TO OPERATE AND ORDER**

Institution Code No. 58707895

## Respondent.

IT IS HEREBY STIPULATED AND AGREED by and between the parties to the above-entitled proceedings that the following matters are true:

## **PARTIES**

1. Deborah Cochrane (Complainant) is the Chief of the Bureau for Private Postsecondary Education (Bureau). She brought this action solely in her official capacity and is represented in this matter by Rob Bonta, Attorney General of the State of California, by Dionne Mochon, Deputy Attorney General.

2. The Learning Source (Respondent) is represented in this proceeding by attorney Jacob G. Reinhardt, whose address is: 2550 9th Street, Suite 101, Berkeley, CA 94710-2551.

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3. On or about September 29, 2015, the Bureau issued Approval to Operate (Institution Code No. 58707895) to Respondent. The Approval to Operate expired September 28, 2020; Respondent's renewal application has been denied and is pending Administrative Hearing.

## **JURISDICTION**

4. Accusation No. BPPE23-0537 was filed before the Director and is currently pending against Respondent. The Accusation and all other statutorily required documents were properly served on Respondent on February 21, 2025. Respondent timely filed its Notice of Defense contesting the Accusation. A copy of Accusation No. BPPE23-0537 is attached as Exhibit A and incorporated by reference.

## **ADVISEMENT AND WAIVERS**

5. Respondent has carefully read, fully discussed with counsel, and understands the charges and allegations in Accusation No. BPPE23-0537. Respondent also has carefully read, fully discussed with counsel, and understands the effects of this Stipulated Revocation of Approval to Operate and Order.

6. Respondent is fully aware of its legal rights in this matter, including the right to a hearing on the charges and allegations in the Accusation; the right to confront and cross-examine the witnesses against them; the right to present evidence and to testify on its own behalf; the right to the issuance of subpoenas to compel the attendance of witnesses and the production of documents; the right to reconsideration and court review of an adverse decision; and all other rights accorded by the California Administrative Procedure Act and other applicable laws.

7. Respondent voluntarily, knowingly, and intelligently waives and gives up each and every right set forth above.

## **CULPABILITY**

8. Respondent admits the truth of each and every charge and allegation in Accusation No. BPPE23-0537, agrees that cause exists for discipline and hereby stipulates to the revocation of its Approval to Operate No. 58707895 for the Bureau's formal acceptance.

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9. Respondent understands that by signing this stipulation it enables the Director to issue an order accepting the revocation of its Approval to Operate without further process.

## **CONTINGENCY**

10. This stipulation shall be subject to approval by the Director or the Director's designee. Respondent understands and agrees that counsel for Complainant and the staff of the Bureau for Private Postsecondary Education may communicate directly with the Director and staff regarding this stipulation and revocation, without notice to or participation by Respondent or its counsel. By signing the stipulation, Respondent understands and agrees that it may not withdraw its agreement or seek to rescind the stipulation prior to the time the Director considers and acts upon it. If the Director fails to adopt this stipulation as the Decision and Order, the Stipulated Revocation of Approval to Operate and Order shall be of no force or effect, except for this paragraph, it shall be inadmissible in any legal action between the parties, and the Director shall not be disqualified from further action by having considered this matter.

11. The parties understand and agree that Portable Document Format (PDF) and facsimile copies of this Stipulated Revocation of Approval to Operate and Order, including PDF and facsimile signatures thereto, shall have the same force and effect as the originals.

12. This Stipulated Revocation of Approval to Operate and Order is intended by the parties to be an integrated writing representing the complete, final, and exclusive embodiment of their agreement. It supersedes any and all prior or contemporaneous agreements, understandings, discussions, negotiations, and commitments (written or oral). This Stipulated Revocation of Approval to Operate and Order may not be altered, amended, modified, supplemented, or otherwise changed except by a writing executed by an authorized representative of each of the parties.

13. In consideration of the foregoing admissions and stipulations, the parties agree that the Director may, without further notice or formal proceeding, issue and enter the following Order:

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## **ORDER**

IT IS HEREBY ORDERED that Approval to Operate Institution Code No. 58707895, issued to Respondent The Learning Source is revoked and accepted by the Director.

1. The revocation of Respondent's Approval to Operate by the Bureau and acceptance of the revocation by the Director shall constitute the imposition of discipline against Respondent. This stipulation constitutes a record of the discipline and shall become a part of Respondent's license history with the Bureau.

2. Respondent shall lose all rights and privileges as a Private Postsecondary Institution in California effective March 31, 2026. The Bureau shall continue to permit Respondent to teach out the 15 students identified by Respondent as currently enrolled students. Respondent shall lose all rights and privileges as an Approved Institution in California as of March 31, 2026.

3. At least 30 days prior to the effective date of this Stipulated Revocation of Approval to Operate and Order Respondent shall submit a school closure plan in accordance with Title 5, California Code of Regulations, section 76240.

4. Respondent understands and agrees that the Director may deny an application for an Approval to Operate any institution that would be owned by, have persons in control of, or employ institution managers that had knowledge of, should have known, or knowingly participated in any conduct that was the cause for revocation or unmitigated discipline at another institution pursuant to Education Code section 94887.

5. If Respondent or any of Respondent's officers, agents, and/or administrative staff ever files an application for an Approval to Operate in the State of California whether for the same institution previously operated or for a different institution, the Bureau shall treat it as a new application for Approval to Operate. Respondent understands that if it should ever reapply for a new Approval to Operate with the Bureau, all the charges contained in Accusation No. BPPE23-0537 shall be deemed as causes for imposing discipline and for the purpose of any Statement of Issues or any other proceeding seeking to deny or restrict licensure.

6. Respondent shall pay the Bureau its costs of investigation and enforcement in this matter in the amount of \$33,035.06. Payment must be made prior to the issuance of any new

Approval to Operate, whether for the same institution previously operated or for a different institution, and regardless of whether the new application is under the same school name or involves owners or administrators of the prior institution that received a revocation.

7. Submission of Student Tuition Recovery Fund (STRF) Claims. If any student previously enrolled in The Learning Source is deemed eligible by the Bureau for reimbursement through STRF, the Bureau shall notify Respondent and Respondent shall fully reimburse the Bureau within ninety (90) days of notification by the Bureau. The Bureau reserves the right to enforce required STRF reimbursement as if it were a money judgment pursuant to Title 9 (commencing with Section 680.010) of Part 2 of the Code of Civil Procedure.

8. If Respondent ever files an application for licensure or a petition for reinstatement in the State of California, the Bureau shall treat it as a new application for an Approval to Operate. Respondent must comply with all the laws, regulations and procedures for an Approval to Operate in effect at the time the application is filed, and all of the charges and allegations contained in Accusation No. BPPE23-0537 shall be deemed to be true, correct and admitted by Respondent when the Director determines whether to grant or deny the petition.

## **ACCEPTANCE**

I have carefully read the above Stipulated Revocation of Approval to Operate and Order and have fully discussed it with my attorney Jacob G. Reinhardt. I understand the stipulation and the effect it will have on my Approval to Operate. I enter into this Stipulated Revocation of Approval to Operate and Order voluntarily, knowingly, and intelligently, and agree to be bound by the Decision and Order of the Director of the Department of Consumer Affairs.

DATED: 1/9/2026

"Original Signature on File"

THE LEARNING SOURCE, THE  
LEARNING SOURCE, LLC  
*Respondent*

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1 I have read and fully discussed with Respondent The Learning Source, the terms and  
2 conditions and other matters contained in this Stipulated Revocation of Approval to Operate and  
3 Order. I approve its form and content.

4  
5 DATED: 1/9/2026

"Original Signature on File"

6 JACOB G. REINHARDT  
*Attorney for Respondent*

7 **ENDORSEMENT**

8 The foregoing Stipulated Revocation of Approval to Operate and Order is hereby  
9 respectfully submitted for consideration by the Director of the Department of Consumer Affairs.

10 DATED: 1/9/2026

11 Respectfully submitted,

12 ROB BONTA  
13 Attorney General of California  
14 GREGORY J. SALUTE  
15 Supervising Deputy Attorney General

16 DIONNE MOCHON  
17 Deputy Attorney General  
18 *Attorneys for Complainant*

19 SD2024803471  
20 85510303

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23  
24  
25  
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28

**Exhibit A**

**Accusation No. BPPE23-0537**

1 ROB BONTA  
2 Attorney General of California  
3 MARICHELLE S. TAHIMIC  
4 Supervising Deputy Attorney General  
5 DIONNE MOCHON  
6 Deputy Attorney General  
7 State Bar No. 203092  
8 600 West Broadway, Suite 1800  
9 San Diego, CA 92101  
10 P.O. Box 85266  
11 San Diego, CA 92186-5266  
12 Telephone: (619) 738-9012  
13 Facsimile: (619) 645-2061  
14 E-mail: DIONNE.MOCHON@DOJ.CA.GOV  
15 *Attorneys for Complainant*

**BEFORE THE  
DEPARTMENT OF CONSUMER AFFAIRS  
FOR THE BUREAU FOR PRIVATE POSTSECONDARY EDUCATION  
STATE OF CALIFORNIA**

## 13 In the Matter of the Accusation Against:

Case No. BPPE23-0537

## THE LEARNING SOURCE

## ACCUSATION

**270 East Douglas Avenue  
El Cajon, CA 92020**

**Institution Code No. 58707895**

## Respondent.

## PARTIES

20       1.     Deborah Cochrane (Complainant) brings this Accusation solely in her official  
21 capacity as the Chief of the Bureau for Private Postsecondary Education (Bureau), Department of  
22 Consumer Affairs.

23        2. On or about September 29, 2015, the Bureau issued Institution Code Number  
24        58707895 to The Learning Source. The Learning Source (Respondent) is owned by The Learning  
25        Source, LLC, Leland Mench, Director. The Approval to Operate expired September 28, 2020.  
26        On or about September 28, 2020, the Bureau received an application for Renewal of Approval to  
27        Operate and Offer Educational Programs for Non-Accredited Institutions from Respondent. The  
28        Bureau denied the application on September 7, 2023. Respondent timely appealed the denial. A

1 Statement of Issues was filed on or about the date of the filing of this Accusation to be heard  
2 concurrently with Respondent's appeal of the denial of its renewal application and denial of its  
3 educational objectives. Pending the resolution of Respondent's appeal of its renewal denial,  
4 Respondent is approved to operate the following programs: Computer Basics with Small Business  
5 Marketing, Real Estate, Real Estate Management, Loan Origination and Loan Processing, Web &  
6 Mobile Marketing, Dragon Naturally Speaking, and Quickbooks.

7 **JURISDICTION**

8 3. This Accusation is brought before the Director of the Department of Consumer  
9 Affairs (Director) for the Bureau, under the authority of the following laws. All section  
10 references are to the Education Code (Code) unless otherwise indicated.

11 4. Business and Professions Code, section 118, subdivision (b), provides that the  
12 suspension, expiration, surrender or cancellation of a license shall not deprive the Bureau of  
13 jurisdiction to proceed with a disciplinary action during the period within which the license may  
14 be renewed, restored, reissued or reinstated.

15 5. Section 94875 of the Code provides that the Bureau shall regulate private  
16 postsecondary educational institutions.

17 6. Section 94877 of the Code provides, in relevant part, that:

18 (a) The bureau shall adopt and shall enforce regulations to implement this  
19 chapter pursuant to the Administrative Procedure Act (Chapter 3.5 (commencing with  
Section 11340) of Part 1 of Division 3 of Title 2 of the Government Code).

20 ....

21 **STATUTORY PROVISIONS**

22 7. Section 94897 of the Code states:

23 ....

24 (e) Advertise, or indicate in promotional material, that the institution is  
25 accredited, unless the institution has been accredited by an accrediting agency.

26 ....

27 (j) In any manner make an untrue or misleading change in, or untrue or  
28 misleading statement related to, a test score, grade or record of grades, attendance  
record, record indicating student completion, placement, employment, salaries, or  
financial information, including any of the following:

1               ....  
2               (2) Information or records relating to the student's eligibility for student  
financial aid at the institution.

3               ....  
4               (r) Charge or collect any payment for institutional charges that are not  
authorized by an executed enrollment agreement.

5               (u) Fail to maintain policies related to compliance with this chapter or adhere to  
the institution's stated policies.

6               8. Section 94899.5 of the Code states:

7               ....  
8               (e) At the student's option, an institution may accept payment in full for tuition  
9 and fees, including any funds received through institutional loans, after the student  
10 has been accepted and enrolled and the date of the first class session is disclosed on  
11 the enrollment agreement.

12               9. Section 94900 of the Code states:

13               ....  
14               (b) An institution shall maintain, for each student granted a degree or certificate  
15 by that institution, permanent records of all of the following:

16               (1) The degree or certificate granted and the date on which that degree or  
17 certificate was granted.  
18               ....  
19               (3) The grades earned by the student in each of those courses.

20               10. Section 94902 of the Code states:

21               (a) A student shall enroll solely by means of executing an enrollment  
22 agreement. The enrollment agreement shall be signed by the student and by an  
23 authorized employee of the institution.

24               (b) An enrollment agreement is not enforceable unless all of the following  
25 requirements are met:  
26               ....  
27               (3) Prior to the execution of the enrollment agreement, the student and the  
28 institution have signed and dated the information required to be disclosed in the  
School Performance Fact Sheet pursuant to subdivisions (a) to (d), inclusive, of  
Section 94910. Each of these items in the School Performance Fact Sheet shall  
include a line for the student to initial and shall be initialed and dated by the student.

11. Section 94909 of the Code states:

2 (a) Except as provided in subdivision (d), before enrollment, an institution shall  
3 provide a prospective student, either in writing or electronically, with a school catalog  
containing, at a minimum, all of the following:

4 . . . .

5 (7) Information regarding the faculty and their qualifications.

6 . . . .

7 12. Section 94910 of the Code states:

8 Except as provided in subdivision (d) of Section 94909 and Section 94910.5,  
9 prior to enrollment, an institution shall provide a prospective student with a School  
10 Performance Fact Sheet containing, at a minimum, the following information, as it  
11 relates to the educational program:

12 (a) Completion rates, as calculated pursuant to Article 16 (commencing with  
13 Section 94928).

14 (b) Placement rates for each educational program, as calculated pursuant to  
15 Article 16 (commencing with Section 94928), if the educational program is designed  
16 to lead to, or the institution makes any express or implied claim related to preparing  
17 students for, a recognized career, occupation, vocation, job, or job title.

18 (c) License examination passage rates for programs leading to employment for  
19 which passage of a state licensing examination is required, as calculated pursuant to  
20 Article 16 (commencing with Section 94928).

21 (d) Salary or wage information, as calculated pursuant to Article 16  
22 (commencing with Section 94928).

23 (e) If a program is too new to provide data for any of the categories listed in this  
24 subdivision, the institution shall state on its fact sheet: "This program is new.  
25 Therefore, the number of students who graduate, the number of students who are  
26 placed, or the starting salary you can earn after finishing the educational program are  
27 unknown at this time. Information regarding general salary and placement statistics  
may be available from government sources or from the institution but is not  
equivalent to actual performance data."

28 (f) All of the following:

29 (1) A description of the manner in which the figures described in subdivisions  
30 (a) to (d), inclusive, are calculated or a statement informing the reader of where they  
31 may obtain a description of the manner in which the figures described in subdivisions  
32 (a) to (d), inclusive, are calculated.

33 (2) A statement informing the reader of where they may obtain from the  
34 institution a list of the employment positions determined to be within the field for  
35 which a student received education and training for the calculation of job placement  
36 rates as required by subdivision (b).

37 (3) A statement informing the reader of where they may obtain from the

1 institution a list of the objective sources of information used to substantiate the salary  
2 disclosure as required by subdivision (d).

3 (g) The following statements:  
4

5 (1) "This fact sheet is filed with the Bureau for Private Postsecondary  
6 Education. Regardless of any information you may have relating to completion rates,  
7 placement rates, starting salaries, or license exam passage rates, this fact sheet  
contains the information as calculated pursuant to state law."

8 (2) "Any questions a student may have regarding this fact sheet that have not  
9 been satisfactorily answered by the institution may be directed to the Bureau for  
10 Private Postsecondary Education at (address), Sacramento, CA (ZIP Code) (internet  
11 website (telephone and fax numbers)."

12 (h) If the institution participates in federal financial aid programs, the most  
13 recent three-year cohort default rate reported by the United States Department of  
14 Education for the institution and the percentage of enrolled students receiving federal  
15 student loans.

16 (i) Data and information disclosed pursuant to subdivisions (a) to (d), inclusive,  
17 is not required to include students who satisfy the qualifications specified  
18 in subdivision (d) of Section 94909, but an institution shall disclose whether the data,  
19 information, or both provided in its fact sheet excludes students pursuant to this  
20 subdivision. An institution shall not actively use data specific to the fact sheet in its  
recruitment materials or other recruitment efforts of students who are not California  
residents and do not reside in California at the time of their enrollment.

21 13. Section 94911 of the Code states:  
22

23 An enrollment agreement shall include, at a minimum, all of the following:  
24

25 (a) The name of the institution and the name of the educational program,  
26 including the total number of credit hours, clock hours, or other increment required to  
27 complete the educational program.

28 (b) A schedule of total charges, including a list of any charges that are  
nonrefundable and the student's obligations to the Student Tuition Recovery Fund,  
clearly identified as nonrefundable charges.

29 . . . .

30 14. Section 94912 of the Code states:  
31

32 Prior to the execution of an enrollment agreement, the information required to  
33 be disclosed pursuant to subdivisions (a) to (d), inclusive, of Section 94910 shall be  
34 signed and dated by the institution and the student. Each of these items shall also be  
35 initialed and dated by the student.

36 15. Section 94913 of the Code states:  
37

38 (a) An institution that maintains an internet website shall provide on that  
39 internet website all of the following:  
40

1                 ....  
2                 (2) A School Performance Fact Sheet for each educational program offered by  
the institution.

3                 (3) Student brochures offered by the institution.

4                 (4) A link to the bureau's internet website.

5                 (5) The institution's most recent annual report submitted to the bureau.

6                 (b) An institution shall include information concerning where students may  
access the bureau's internet website anywhere the institution identifies itself as being  
7                 approved by the bureau.

8                 16. Section 94934 of the Code states:

9                 (a) As part of the compliance program, an institution shall submit an annual  
10                 report to the bureau, under penalty of perjury, signed by a responsible corporate  
officer, by July 1 of each year, or another date designated by the bureau, and it shall  
11                 include the following information for educational programs offered in the reporting  
period:

12                 (1) The total number of students enrolled by level of degree or for a diploma.

13                 (2) The number of degrees, by level, and diplomas awarded.

14                 (3) The degree levels and diplomas offered.

15                 (4) The Student Performance Fact Sheet, as required pursuant to Section 94910.

16                 (5) The school catalog, as required pursuant to Section 94909.

17                 (6) The total charges for each educational program by period of attendance.

18                 (7) A statement indicating whether the institution is, or is not, current in  
remitting Student Tuition Recovery Fund assessments.

19                 (8) A statement indicating whether an accrediting agency has taken any final  
20                 disciplinary action against the institution.

21                 (9) Additional information deemed by the bureau to be reasonably required to  
ascertain compliance with this chapter.

22                 (b) The bureau, by January 1, 2011, shall prescribe the annual report's format  
and method of delivery.

24                 ....

25                 17. Section 94937 of the Code states:

26                 (a) As a consequence of an investigation, and upon a finding that an institution  
27                 has committed a violation, the bureau may place an institution on probation or may  
suspend or revoke an institution's approval to operate for:

28                 (1) Obtaining an approval to operate by fraud.

(2) A material violation or repeated violations of this chapter or regulations adopted pursuant to this chapter that have resulted in harm to students. For purposes of this paragraph, material violation includes, but is not limited to, misrepresentation, fraud in the inducement of a contract, and false or misleading claims or advertising, upon which a student reasonably relied in executing an enrollment agreement and that resulted in harm to the student.

(b) The bureau shall adopt regulations, within one year of the enactment of this chapter, governing probation and suspension of an approval to operate.

(c) The bureau may seek reimbursement pursuant to Section 125.3 of the Business and Professions Code.

(d) An institution shall not be required to pay the cost of investigation to more than one agency.

## **REGULATORY PROVISIONS**

18. California Code of Regulations, title 5, section 71710 states:

(a) In order to meet its mission and objectives, the educational program defined in Section 94837 of the Code shall be comprised of a curriculum that includes:

• • • •

(3) Course or module materials that are designed or organized by duly qualified faculty. For each course or module, each student shall be provided with a syllabus or course outline that contains:

(A) A short, descriptive title of the educational program;

(B) A statement of educational objectives;

(C) Length of the educational program;

(D) Sequence and frequency of lessons or class sessions;

(E) Complete citations of textbooks and other required written materials;

(F) Sequential and detailed outline of subject matter to be addressed or a list of to be learned and how those skills are to be measured;

**(G) Instructional mode or methods.**

• • • •

19. California Code of Regulations, title 5, section 71715 states:

(b) The institution shall document that the instruction offered leads to the achievement of the learning objectives of each course.

(d) Distance education as defined in section 94834 of the Code, does not require the physical presence of students and faculty at the same location but provides for interaction between students and faculty by such means as telecommunication, correspondence, electronic and computer augmented educational services, postal service, and facsimile transmission. In addition to the other requirements of this chapter and the Act, an institution offering distance education shall:

• • • •

(2) assess each student, prior to admission, in order to determine whether each student has the skills and competencies to succeed in a distance education environment;

• • • •

20. California Code of Regulations, title 5, section 71800 states:

In addition to the requirements of section 94911 of the Code, an institution shall provide to each student an enrollment agreement that contains at the least the following information:

• • • •

(d) Date by which the student must exercise his or her right to cancel or withdraw, and the refund policy, including any alternative method of calculation if approved by the Bureau pursuant to section 94921 of the Code.

(e) Itemization of all institutional charges and fees including, as applicable:

(1) tuition;

• • • •

21. California Code of Regulations, title 5, section 71920 states:

(b) In addition to the requirements of section 94900, the file shall contain all of the following pertinent student records:

(1) Written records and transcripts of any formal education or training, testing, or experience that are relevant to the student's qualifications for admission to the institution or the institution's award of credit or acceptance of transfer credits including the following:

• • • •

(C) Grades or findings from any examination of academic ability or educational achievement used for admission or college placement purposes;

(D) All of the documents evidencing a student's prior experiential learning upon which the institution and the faculty base the award of any credit;

• • • •

(9) A document showing the total amount of money received from or on behalf

1 of the student and the date or dates on which the money was received;

2        . . .  
3        (11) Copies of any official advisory notices or warnings regarding the student's  
4        progress; and  
5        . . .

6        22. California Code of Regulations, title 5, section 71930 states:  
7        . . .

8        (b)(1) In addition to permanently retaining a transcript as required by section  
9        94900(b) of the Code, the institution shall maintain for a period of 5 years the  
10       pertinent student records described in Section 71920 from the student's date of  
11       completion or withdrawal.  
12       . . .

13       (e) All records that the institution is required to maintain by the Act or this  
14       chapter shall be made immediately available by the institution for inspection and  
15       copying during normal business hours by the Bureau and any entity authorized to  
16       conduct investigations.  
17       . . .

18       23. California Code of Regulations, title 5, section 74110 states:

19       (a) The annual report required by Section 94934 of the Code shall include the  
20       information required by this section, subsections (f) through (j) of section 74112, and  
21       sections 94929.5 and 94934 of the Code for all educational programs offered in the  
22       prior calendar year, and all of the following for the prior calendar year:

23       (1) Information regarding institutional branch campuses, including addresses  
24       and programs offered at each campus, if applicable;

25       (2) Information regarding satellite locations, including addresses and with  
26       which campus(es) the satellite location is affiliated, if applicable;

27       (3) Name of institutional accreditors for each branch and satellite campus, and  
28       for each such campus at which any programs have programmatic accreditation, the  
29       names of the programmatic accreditor for each such program, and effective dates for  
30       each programmatic accreditation, if applicable;

31       (4) Information regarding participation in state and federal student loan and  
32       grant programs, including the total amount of funding received from each source for  
33       those students enrolled in an approved California school regardless of their state of  
34       residency;

35       (5) Information regarding participation in other public funding programs,  
36       including the amount of funding received from each public funding source; for  
37       purposes of this section, public funding is any financial aid paid on behalf of students  
38       or directly to an institution from any public source, such as the Workforce Investment  
39       Act, any veterans' financial aid programs pursuant to Section 21.4253 of Title 38 of  
40       the Code of Federal Regulations or any other financial aid program that is intended to

1 help students pay education-related expenses, including tuition, fees, room and board,  
2 and supplies for education;

3 (6) The total percentage of institutional income that comes from any public  
4 funding sources; and

5 (7) A blank copy of the institution's enrollment agreement and the catalog for  
6 the reporting year.

7 (b) In addition to the information required by section 94934 of the Code and  
8 this section provided under penalty of perjury, the institution shall have annual  
9 financial statements prepared for the institution's prior fiscal year and signed under  
10 penalty of perjury, and shall submit a hard copy under separate cover of such  
11 statements in conjunction with its annual report. The form, content and mode of  
12 preparation of financial statements shall comply with Section 74115 of this Division.  
13 The Bureau may request that the institution immediately make available for  
14 inspection to a representative of the Bureau, these financial statements at the offices  
15 of the institution.

16 (c) As part of its annual report to the Bureau, every institution shall provide  
17 graduate identification data for each student who graduated from the institution's  
18 educational program(s), which shall include:

19 (1) The graduate's name and federal taxpayer identification number, which is  
20 either the graduate's social security number (SSN) or individual taxpayer  
21 identification number (ITIN). If the graduate does not have an SSN or ITIN, the  
22 graduate's information shall be reported as "not available";

23 (2) The date of graduation;

24 (3) The following information regarding the educational program in which the  
25 graduate was enrolled:

26 (A) The federal Bureau of Labor Statistic's Standard Occupation Classification  
27 (SOC) codes for which the institution has identified that the program prepares its  
28 graduates when required for the reporting of job placement rates under subdivision  
(i)(3) of section 74112 of this Division;

(B) Educational program's name;

(C) Program length, as measured in clock hours or credit hours; and

(D) Type or title of degree, diploma or certificate awarded.

(4) The amount of federal student loan debt for the graduate, if any, as reported  
by the institution under subdivision (g) of section 74112 of this Division.

(d) Specific Timeframes for Reporting Graduate Identification Data:

(1) The written notice required by Section 94892.6(b)(5) of the Code shall  
inform the institution that the Director has certified that the Bureau's information  
technology system has been updated and is capable of processing the data required by  
that Section and that the institution has 120 days from receipt of the notice to comply  
with this section.

(2) The first annual report submitted by an institution that contains the graduate

identification data required to be reported in subsection (c) shall include information collected on all students who graduated from January 1, 2020 through the end of the prior calendar year. Subsequent annual reports containing graduate identification data filed by an institution shall include information about students who graduated in the prior calendar year only.

(e) An institution shall file its annual report by December 1<sup>st</sup> of each year. The Bureau may extend the period for filing if the institution demonstrates evidence of substantial need but in no case longer than 60 days. The institution shall not change the date of its filing its annual report because of a change in the fiscal year without the Bureau's approval.

(f) The annual report shall be electronically filed by submitting the information required by section 94934 of the Code and this section via the Bureau's online annual reports portal designated on the Bureau's website at: [www.bppe.ca.gov](http://www.bppe.ca.gov), and electronically uploading, as directed, the School Performance Fact Sheet, the enrollment agreement, the school catalog and the graduate identification data required by this section. The following conditions relate to such electronic filings:

(1) Institutions submitting their annual report submission shall first have a responsible institution representative register the institution for a user account by creating a user name, password, email address, and the institution representative's first and last name, primary phone number, and address.

(2) As part of the annual report, the institution shall provide standard reporting and contact information through the online portal, including:

(A) the report year;

(B) institution's approval code;

(C) institution's name;

(D) institution's physical address;

(E) the form of business organization of the institution (sole proprietorship, for-profit corporation, non-profit corporation, or limited liability company (LLC));

(F) a statement whether the institution is current on its annual fees; and

(G) the institution's website address, or notice that it does not maintain an internet website if it does not do so.

(3) The graduate identification data reported by the institution shall be provided in the following application and file format: in an Excel spreadsheet (.xls or .xlsx file format), or a text file with a semi-colon, comma, or pipe delimiter (.csv or .txt file format).

(4) Electronic Signature: When a signature is required by the particular instructions of any filing to be made through the online portal, including any attestation under penalty of perjury as required by Section 94934 of the Code, a responsible institutional representative of the institution shall affix their electronic signature to the filing by typing their name in the appropriate field and submitting the filing via the Bureau's online portal. Submission of a filing in this manner shall constitute evidence of legal signature by any individual whose name is typed on the filing.

(5) When considered filed with the Bureau: Solely for purposes of a filing made through the online portal an annual report is considered filed when all information required by this section has been submitted by the institution and the institution has received an email to the email address associated with their filing that their submission has been received by the Bureau. Receipt of this email does not constitute confirmation that the information submitted complies with the requirements of this section.

(6) The financial statements referenced in subsection (b), which are not permitted to be filed via the Bureau's online portal, shall be filed by providing or mailing hard copies directly to the Bureau's Annual Report Unit at the mailing address of the principal office of the Bureau as provided in section 70020.

24. California Code of Regulations, title 5, section 76130 states:

(a)(1) A qualifying institution shall collect the assessment from each student in an educational program at the time it collects the first payment from or on behalf of the student at or after enrollment. The assessment shall be collected for the entire period of enrollment, regardless of whether the student pays the institutional charges in increments.

• • • •

## **COST RECOVERY**

25. Section 125.3 of the Code provides, in pertinent part, that the Board may request the administrative law judge to direct a licensee found to have committed a violation or violations of the licensing act to pay a sum not to exceed the reasonable costs of the investigation and enforcement of the case, with failure of the licensee to comply subjecting the license to not being renewed or reinstated. If a case settles, recovery of investigation and enforcement costs may be included in a stipulated settlement.

## DEFINITIONS

26. Supplemental Job Displacement Benefits (SJDB): The California Department of Industrial Relations offers benefits in the form of vouchers to employees with permanent or permanent partial disabilities. The SJDB is a non-transferable voucher that can be used to pay for educational retraining or skill enhancement at state-approved or accredited schools.

27. California's Eligible Training Provider List (ETPL) is located on the California Employment Development Department website and provides employment training resources for adults and dislocated workers. The ETPL includes links for individuals to search for qualified training providers who offer a wide range of educational programs, including classroom, correspondence, online, and apprenticeship programs. The ETPL includes training providers who

1 are eligible to receive SJDB vouchers received by permanent or permanent partially disabled  
2 individuals.

3 **FACTUAL ALLEGATIONS**

4 28. On or about September 28, 2020, the Bureau received Respondent's application for a  
5 Renewal of Approval to Operate and Offer Educational Programs for Non-Accredited  
6 Institutions. On or around June 6, 2023, the Bureau initiated an internal complaint based upon  
7 concerns with the quality of education provided by Respondent as identified during the renewal  
8 review process. The Bureau assigned TG to conduct the investigation.

9 29. As part of the investigation, TG reviewed Respondent's programs on the CalJobs  
10 website. TG confirmed through Riverside County Workforce coordinator MB that Respondent  
11 was no longer authorized to provide its Real Estate program as a California Eligible Training  
12 Provider as of June 8, 2022. Riverside County Workforce notified Respondent of this program's  
13 removal on September 9, 2022. On or about July 12, 2023, Riverside County Workforce notified  
14 Respondent that it no longer met the Caljobs ETPL continued eligibility and inactivated  
15 Respondent's Computer Basics with Small Business Marketing, online English, and online  
16 Spanish programs.

17 30. On or around June 14, 2023, TG reviewed Respondent's 2023 School Catalog online.  
18 TG noted the following:

- 19 a) Respondent's admission requirement state, "To be admitted to the school,  
20 students must be at least 18 years of age and possess, at a minimum, a high school  
21 diploma, high school equivalency certificate (GED), or achieve a minimum score  
22 of 97 on the Combined English Language Skills Assessment (CELSA) Form 2  
23 (Ability to Benefit Test) or achieve a minimum score of 17 on Reading  
24 Comprehension and 14 on Mathematics on the Language Proficiency Assessment  
25 Test-Spanish (LPAT-S) (Ability to Benefit Test)."
- 26 b) Respondent's attendance policy states, "Upon missing more than 5%, a student  
27 will receive written notification of attendance probation." Students must maintain

an average of at least 70% and complete all required tests, assignments, and projects.

c) Respondent's Satisfactory Academic Progress policy states, "each student is evaluated at the end of the first 25 percent of the program and must have a grade-point average of 1.0, a 1.5 grade-point average at the midpoint of the program, and a 2.0 grade-point average upon graduation."

31. On June 22, 2023, TG and Senior Education Specialist JM conducted an onsite visit at Respondent's satellite location in El Cajon, California. As part of the visit, JM requested all educational materials for the Web & Mobile Marketing curriculum. TG requested copies of brochures, a sample enrollment agreement, current student roster, student rosters for the years 2020-2022, Student Tuition Recovery Fund (STRF) information for the years 2020-2022, a list of faculty, School Performance Fact Sheets (SPFS), all email communications between Respondent and Riverside County Workforce regarding the Eligible Training Providers List, Supplemental Disability Benefit Voucher, and the institution's financial information.

32. During the onsite visit, school director Leland Mench confirmed that insurance companies were aware that Respondent's programs were no longer on the ETPL. Mr. Mench stated Respondent continued to receive program referrals from vocational counselors and insurance companies' attorneys.

33. On June 23, 2023, TG received Respondent's STRF supporting documents, SPFS supporting documents, and a link to the following files: a complete voucher packet for student VA, a blank Enrollment Agreement package, Computer Basics with Digital Marketing Course Syllabus, Web and Mobile Marketing Course Syllabus, Instructional Material Modules in English and Spanish, marketing materials including a copy of Respondent's marketing brochures in English and Spanish, a document in English and Spanish entitled, "Our Programs," a template letter, faculty files and a Staff Directory.

34. On June 26, 2023, TG emailed Respondent requesting a complete copy of the 2020, 2021, and 2022 STRF supporting documents. TG reiterated the request for all documents related to the Web & Mobile Marketing curriculum, all agency communications Respondent received

1 related to their ETPL status, and financial documents. On June 27, 2023, TG sent an email  
2 inquiring if the previously provided student roster included all currently enrolled students.

3 35. On June 27, 2023, Bureau Lead Annual Report Analyst JJ informed TG that  
4 Respondent failed to submit its 2021 Annual Report or required financial documents. On June  
5 29, 2023, Respondent emailed TG copies of its January through May 2023 profit and loss  
6 statement, a file entitled “Account Dump for Bureau,” and a May 2023 bank statement. On June  
7 29, 2023, Respondent’s academic coordinator AL informed TG “regarding the student roster, we  
8 will be adding the students that were enrolled in the real estate program.”

9 36. On June 29, 2023, TG reviewed Respondent’s brochure provided via file link and  
10 noted the brochure included the following language, “The Learning Source is an accredited  
11 school that offers educational retraining and skill enhancement courses to people that have  
12 received a supplemental job displacement benefit in a workers compensation case.” TG  
13 confirmed Respondent was not approved as an accredited institution. The brochure was not  
14 located on Respondent’s website.

15 37. TG reviewed Respondent’s website. The website did not include a link to the  
16 Bureau’s website. Respondent’s website posted the 2021 Annual Report, although Respondent  
17 failed to submit the 2021 Annual Report or required financial statements to the Bureau. The link  
18 to the SPFS link on the Home Page was inoperable.

19 38. TG noted conflicting information in the Staff Directory, faculty information  
20 contained in the 2023 School Catalog and faculty listed as instructors. The faculty listed in the  
21 school catalog did not reflect faculty noted as the instructor for programs contained in student  
22 attendance records.

23 39. Between June 29, 2023, and July 19, 2023, TG requested approximately thirty-five  
24 student files. Student files reflected approximately five students were enrolled in programs  
25 utilizing Riverside County ETPL voucher payments after Respondent was notified it was no  
26 longer listed as an ETPL provider.

27 40. A review of fifteen student files did not contain evidence of placement on probation  
28 for violations of the student absence policy. Approximately thirty-four student files did not

1 contain documentation of student progress as required by Respondent's student progress policies.  
2 Multiple student records reflected scheduled class days that were different than those days stated  
3 in the students' enrollment agreements.

4 41. Respondent's student roster and STRF supporting documentation listed  
5 approximately three students as on a leave of absence status, but the student files did not contain  
6 evidence of withdrawal.

7 42. None of the student files provided contained transcripts.

8 43. Two student files did not contain payment documentation. Approximately fifteen  
9 student files contained invoices but no information of when or if Respondent received payment.

10 44. TG reviewed six Enrollment Agreements for the Computer Basics with Small  
11 Business Marketing program and four Real Estate program agreements and noted the following:

12 a) Six student files enrolled in the Computer Basics Small Business and four student  
13 files enrolled in the Real Estate Program reflected a charge of \$468.00 in fees not  
14 itemized in Enrollment Agreements. Student files for four students enrolled in the  
15 real estate

16 b) One student file reflected a charge of \$1,068.00 in fees not itemized in Enrollment  
17 Agreements.

18 c) Students were either not charged or incorrectly charged STRF fees. Respondent  
19 failed to pay STRF fees collected to the Bureau.

20 45. TG reviewed the Computer Basics with Digital Marketing syllabus which indicated  
21 the class met three times per week for three hours over a sixteen-week period which totaled 144  
22 hours. Respondent provided a current class schedule indicating the class instruction hours ranged  
23 from 48 to 168 possible hours which was less than the 240 hour program approved by the Bureau.

24 46. TG reviewed Respondent's Real Estate program schedule. The schedule listed 144  
25 hours which was less than the 192 hours approved by the Bureau. Approximately 17 student files  
26 did not contain accurate schedules setting forth the hours, days, and weeks required to meet for  
27 instructional programs. Approximately 14 students received diplomas in the program without  
28 completing the required program hours.

1       47. TG reviewed a sampling of student files enrolled in the Web & Mobile Market  
2 program and noted approximately one student agreement stated class instruction hours totaled  
3 192 clock hours which was less than the 240 hours approved by the Bureau.

4       48. TG's review of the student files demonstrated student files did not contain payment  
5 information.

6       49. Eighteen of thirty-five student files reviewed by TG did not contain evidence of a  
7 high school diploma or equivalent ability to benefit test results or progress assessments  
8 confirming student competency prior to enrollment. Five students enrolled in the Computer  
9 Basics, Small Business Marketing program received diplomas although their attendance records  
10 reflected they attended less than the stated hours in the enrollment agreements.

11       50. None of the thirty-five student files contained a copy of SPFS signed by both the  
12 student and Respondent, thereby making the enrollment agreement unenforceable. Of the thirty-  
13 five files, approximately eight student files contained a certification in the enrollment agreement  
14 that the student received, signed, and initialed the SPFS but there was no copy of the SPFS with  
15 the student's signature or initial in the student files. Approximately five files did not contain  
16 enrollment agreements signed by either the student, institution, or both. Three student files did  
17 not contain enrollment agreements.

18       51. A review of the student files demonstrated twenty-nine enrollment agreements that  
19 failed to reflect the date by which a student may cancel their enrollment. One enrollment  
20 agreement reflected a cancellation date prior to the first day of enrollment and one enrollment  
21 agreement reflected a cancellation date after the student was to have completed the program.

22       52. A review of student YH's file demonstrated Respondent received a \$3,900.00  
23 payment in the form of a voucher but did not have an executed enrollment agreement. Students  
24 MJ and CM's student files contained vouchers without executed enrollment agreements.

25       53. Approximately twenty-two student files demonstrated Respondent failed to charge  
26 the required STRF fee. Respondent used an incorrect amount of STRF fee charges for  
27 approximately ten students.

28       ///

54. As of July 24, 2024, TG had not received a complete copy of the Web & Mobile Marketing curriculum. The provided material was a one-page document that did not reflect the length and frequency of class sessions.

## **FIRST CAUSE FOR DISCIPLINE**

## **(Prohibited Business Practices: Misleading Statements Regarding ETPL Status)**

55. Respondent is subject to disciplinary action under Code section 94897, subdivision (j)(2), in that Respondent accepted payment and held itself out as an ETPL provider after Respondent was removed from the ETPL as more fully set forth in paragraphs 29, 32, 39, and 52 incorporated herein by reference.

## **SECOND CAUSE FOR DISCIPLINE**

## **(Failure to Submit 2021 Annual Report)**

56. Respondent is subject to disciplinary action under California Code of Regulations, title 5, section 74110 in conjunction with Code section 94934, in that Respondent failed to submit its 2021 Annual Report and required financial statements as more fully set forth in paragraph 35 incorporated herein by reference.

## **THIRD CAUSE FOR DISCIPLINE**

## **(Advertising and other Public Statements Regarding Accreditation)**

57. Respondent is subject to disciplinary action under Code section 94897, subdivision (e), in that Respondent falsely described itself as an accredited institution in its marketing brochure as more fully set forth in paragraph 36 incorporated herein by reference.

## **FOURTH CAUSE FOR DISCIPLINE**

## **(Institutional Website Requirements)**

58. Respondent is subject to disciplinary action under Code section 94913 as follows:

- a.) Code section 94913, subdivision (a)(3): Respondent's website did not contain links or copies of brochures created as part of its marketing materials as more fully set forth in paragraph 36 above, incorporated herein by reference.
- b.) Code section 94913, subdivision (a)(2), (4), (5), and subdivision (b): Respondent failed to post SPFS for each of its programs and the real estate program contained an

1 inoperable link to its SPFS data and failed to include a link to the Bureau's website as  
2 more fully set forth in paragraph 37 above, incorporated herein by reference.

3 **FIFTH CAUSE FOR DISCIPLINE**

4 **(Minimum Requirements School Catalog: Faculty)**

5 59. Respondent is subject to disciplinary action under Code section 94909, subdivision  
6 (a)(7), in that Respondent's catalog faculty list did not accurately reflect all faculty as more fully  
7 set forth in paragraph 38, incorporated herein by reference.

8 **SIXTH CAUSE FOR DISCIPLINE**

9 **(Prohibitive Business Practices: Enrollment Agreement)**

10 60. Respondent is subject to disciplinary action for enrollment agreement violations as  
11 follows:

- 12 a.) Code section 94902, subdivision (a), (b)(3), Code section 94910, and Code section  
13 94912, in that student files did not contain signed and dated SPFS in eight student files  
14 by the institution and student and three student files did not have an enrollment  
15 agreement as more fully set forth in paragraph 50, incorporated herein by reference.
- 16 b.) Code section 94911, subdivision (a) in that student enrollment agreements did not list  
17 the number of clock hours or weeks needed to complete the educational program as  
18 more fully set forth in paragraphs 45-47, incorporated herein by reference.
- 19 c.) Code of Regulations, title 5, section 71800, subdivision (d), in that twenty-nine student  
20 enrollment agreements failed to include a cancellation date and two student enrollment  
21 agreements incorrectly listed cancellation dates as more fully set forth in paragraph 51,  
22 incorporated herein by reference.
- 23 d.) Code of Regulations, title 71800, subdivision (e)(1), in that Respondent failed to  
24 itemize charges totaling \$468.00 for approximately ten students and failed to itemize  
25 charges totaling \$1,068.00 for approximately one student. Additionally, three student  
26 files contained vouchers but did not have executed enrollment agreements, and three  
27 enrollment agreements were not signed by either party as more fully set forth in  
28 paragraphs 44, and 50, incorporated herein by reference.

e.) Code section 94911, subdivision (b) and Code of Regulations, title 5, section 76130, subdivision (a)(1), in that Respondent failed to assess the correct amount of STRF fees for approximately twenty-two students and failed to pay the Bureau the correct amount of STRF fees as more fully set forth in paragraph 44 incorporated herein by reference.

## **SEVENTH CAUSE FOR DISCIPLINE**

## **(Prohibited Business Practices: Stated Attendance Policy)**

61. Respondent is subject to disciplinary action under Code section 94897, subdivision (u) in conjunction with Code of Regulations, title 5, section 71920, subdivision (b)(11), in that Respondent failed to comply with its own attendance policies as approximately fifteen student files did not contain evidence of attendance counseling after students exceeded the absence ratio percentage allowed as more fully set forth in paragraphs 30 and 40, incorporated herein by reference.

## **EIGHTH CAUSE FOR DISCIPLINE**

## **(Prohibitive Business Practices: Failure to Comply with Stated Academic Progress Policy)**

62. Respondent is subject to disciplinary action under Code section 94897, subdivision (u) in conjunction with Code of Regulations, title 5, section 71920, subdivision (b)(11), in that thirty-four student files did not contain documentation of student progress as required by Respondent's student progress policies as more fully set forth in paragraphs 30 and 40, incorporated herein by reference.

## **NINTH CAUSE FOR DISCIPLINE**

## **(Prohibitive Business Practices: Failure to Comply with Stated Leave of Absence Policy)**

63. Respondent is subject to disciplinary action under Code section 94900, subdivision (b)(1) and (b)(3) in conjunction with California Code of Regulations, title 5, section 71930, subdivisions (b)(1), in that Respondent failed to follow its own Leave of Absence policy in that Respondent's student roster and STRF supporting documentation listed approximately three students as on a leave of absence status, but the student files did not contain evidence of withdrawal as more fully set forth in paragraphs 30 and 41 above, incorporated herein by reference.

## **TENTH CAUSE FOR DISCIPLINE**

**(Required Hours of Instruction)**

64. Respondent is subject to disciplinary action under Code section Code of Regulations, title 5, section 71715, subdivision (b), in that Respondent's syllabus and class schedules consistently listed inaccurate scheduling of days in which courses were offered, the hours of the courses, and weeks to complete courses below the approved instructional program hours approved by the Bureau as set forth in paragraphs 45 through 47, incorporated herein by reference.

## **ELEVENTH CAUSE FOR DISCIPLINE**

### **(Maintenance of Records)**

65. Respondent is subject to disciplinary action under Code section 94900, subdivision (b)(1) in conjunction with Code of Regulations, title 5, section 71930, subdivision (e), and Code section 94900, subdivision (b)(3) in conjunction with Code of Regulations, title 5, section 71930, subdivision (b)(1) in that Respondent failed to maintain transcripts in all student files provided to the Bureau as more fully set forth in paragraph 42, incorporated herein by reference.

## **TWELFTH CAUSE FOR DISCIPLINE**

**(Student Files: Failure to Maintain High School Diploma or  
Equivalent Ability to Benefit Test Results)**

66. Respondent is subject to disciplinary action under Code section 94897, subdivision (u) in conjunction with California Code of Regulations, title 5, section 71920, subdivision (b)(1)(C), in that eighteen student files did not contain evidence of high school diplomas or equivalent ability to benefit test results as more fully set forth in paragraph 49, incorporated herein by reference.

## **THIRTEENTH CAUSE FOR DISCIPLINE**

## **(Prohibited Business Practices: Student Assessments)**

67. Respondent is subject to disciplinary action under Code of Regulations, title 5, section 71715, subdivision (d)(2), in that eighteen student files did not contain documentation of

1 student assessments confirming student competency prior to program enrollment as more fully set  
2 forth in paragraph 49, incorporated herein by reference.

3 **FOURTEENTH CAUSE FOR DISCIPLINE**

4 **(Prohibited Business Practices: Educational Programs)**

5 68. Respondent is subject to disciplinary action under Code of Regulations, title 5,  
6 section 71710, subdivisions (a)(3)(A)-(G), in that Respondent failed to provide a syllabus for the  
7 Web & Mobile Marketing curriculum as more fully set forth in paragraph 54, incorporated herein  
8 by reference.

9 **FIFTEENTH CAUSE FOR DISCIPLINE**

10 **(Student Records: Certification of SPFS)**

11 69. Respondent is subject to disciplinary action under Code of Regulations section 71920,  
12 subdivision (b)(3), in that student files did not contain copies of certification of receipt of SPFS  
13 signed and dated by students as more fully set forth in paragraph 50, incorporated herein by  
14 reference.

15 **SIXTEENTH CAUSE FOR DISCIPLINE**

16 **(Prohibitive Business Practices: Falsification of Completion Records)**

17 70. Respondent is subject to disciplinary action under Code section 94897, subdivision  
18 (j), in that Respondent falsified completion records by issuing diplomas to nineteen students  
19 although the students did not complete the required program hours as more fully set forth in  
20 paragraph 49 incorporated herein by reference.

21 **SEVENTEENTH CAUSE FOR DISCIPLINE**

22 **(Prohibited Business Practices: Student Records)**

23 71. Respondent is subject to disciplinary action under Code of Regulations section  
24 71920, subdivision (b)(9) in that two student files did not contain payment information and  
25 approximately fifteen student files contained an invoice, but no proof of payment as more fully  
26 set forth in paragraph 48 incorporated herein by reference.

27 ///

28 ///

## **DISCIPLINE CONSIDERATIONS**

72. To determine the degree of discipline, if any, to be imposed on Respondent, Complainant alleges that on or about October 1, 2020, the Bureau issued Citation: Assessment of Fine and Order of Abatement Number 2021103 to Respondent for failure to: (1) submit the Student Tuition Recovery Fund (STRF) Assessment Reporting Forms to the Bureau for the first and second quarters of 2020; and (2) pay its annual fee and 90-day late payment penalty fee for the 2015, 2016, 2019, and 2020 calendar years. The Citation required that the Institution comply with the Order of Abatement within 30 days and pay a fine in the amount of \$50.00. On or about May 27, 2021, the Institution paid the fine of \$50.00 and complied with the Order of Abatement.

73. On or about January 18, 2024, the Bureau issued Citation: Assessment of Fine and Order of Abatement Number 2324072 to Respondent, which was modified on or about March 6, 2024: (1) for failure to provide the Bureau all of the required documentation supporting all data reports on the 2019/2020 School Performance Fact Sheet (SPFS); and (2) the Bureau determined that the backup documentation was inconsistent with the data reported on the 2019/2020 SPFS. The Citation required that the Institution comply with the Order of Abatement within 30 days and pay a fine in the amount of \$5,002.00. Respondent has complied with the Order of Abatement and is on a payment plan to satisfy the fine amount of \$5,002.00.

74. On or about February 1, 2024, the Bureau issued Citation: Assessment of Fine and Order of Abatement Number 2324155 to Respondent, which was modified on or about April 25, 2024 for failure to: (1) submit all components of the 2019 Annual Report which was due to the Bureau by December 1, 2020; (2) to submit all components of the 2020 Annual Report which was due to the Bureau by December 1, 2021; (3) to submit all components of the 2021 Annual Report which was due to the Bureau by December 1, 2022; and (4) to submit all components of the 2022 Annual Report which was due to the Bureau by December 1, 2023. The Citation required that the Institution comply with the Order of Abatement within 30 days and pay a fine in the amount of \$7,004.00. Respondent has complied with the Order of Abatement and is on a payment plan to satisfy the fine amount of \$7,004.00.

111

## PRAYER

WHEREFORE, Complainant requests that a hearing be held on the matters herein alleged, and that following the hearing, the Director of the Department of Consumer Affairs issue a decision:

1. Revoking or suspending Approval to Operate Number 58707895, issued to The Learning Source, (Respondent) owned by The Learning Source, LLC.;

2. Ordering The Learning Source to pay the Bureau for Private Postsecondary Education the reasonable costs of the investigation and enforcement of this case, pursuant to Business and Professions Code section 125.3 and,

3. Taking such other and further action as deemed necessary and proper.

DATED: \_\_\_\_\_

DEBORAH COCHRANE  
Chief  
Bureau for Private Postsecondary  
Education  
Department of Consumer Affairs  
State of California  
*Complainant*

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