



## NOTICE TO COMPLY

CU-57476910-06112026

Institution Name:	Quest Nursing Education Center	Institution Telephone:	(510) 452-1444
Street Address:	917 Harrison Street, Oakland, CA 94607	Administrator Name:	Stacey Eletu
Institution Code:	57476910	School Code:	57476910
Inspection Date:	June 11, 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](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><b>Violation Description:</b> The institution’s website (<a href="https://questnursingschool.com/quest-catalogue/">https://questnursingschool.com/quest-catalogue/</a>) contains a catalog with violations identified in this NTC.</p> <p><b>Correction:</b> 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><b>Violation Description:</b> The institution’s website (<a href="https://questnursingschool.com/school-performance-sheet/">https://questnursingschool.com/school-performance-sheet/</a>) failed to have a clear and conspicuous link to their 2023-2024 School Performance Fact Sheet for their approved program.</p> <p><b>Correction:</b> 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.</p>

Violation	Code Section Violated	Description of the violation and required correction.
3	CEC § 94913 (a)(5)	<p><b>Violation Description:</b> The institution’s website (<a href="https://questnursingschool.com/bppe-annual-report/">https://questnursingschool.com/bppe-annual-report/</a>) failed to have a clear and conspicuous link to the most recent annual report submitted to the bureau.</p> <p><b>Correction:</b> The institution shall update its website to have a clear, and conspicuous link to their 2024 annual report submitted to the bureau.</p>
4	CEC § 94909(a)(3)(B)	<p><b>Violation Description:</b> Although page 1 of the institution’s 2025 catalog includes part of the required verbatim statement, it does not contain the full language: <i>“As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.”</i></p> <p><b>Correction:</b> The institution shall update its catalog to include the above-mentioned required statement.</p>
5	CEC § 94909 (a)(3)(D)	<p><b>Violation Description:</b> The institution’s 2025 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 <a href="https://www.osar.bppe.ca.gov/">https://www.osar.bppe.ca.gov/</a>.”</p> <p><b>Correction:</b> The institution shall update its catalog to include the above-mentioned statement pursuant to CEC § 94909 (a)(3)(D).</p>
6	CEC §94909(a)(14) in conjunction with 5 CCR § 76215 (a)	<p><b>Violation Description:</b> The institution’s catalog failed to include the verbatim Student Tuition Recovery Fund (STRF) disclosures.</p> <p><b>Correction:</b> The institution shall update its catalog to include the verbatim Student Tuition Recovery Fund (STRF) disclosures.</p>

Violation	Code Section Violated	Description of the violation and required correction.
7	CEC §94909(a)(14) in conjunction with 5 CCR § 76215 (b)	<p><b>Violation Description:</b> The institution's catalog failed to include the verbatim Student Tuition Recovery Fund (STRF) disclosures.</p> <p><b>Correction:</b> The institution shall update its catalog to include the verbatim Student Tuition Recovery Fund (STRF) disclosures.</p>

Violation	Code Section Violated	Description of the violation and required correction.
8	CEC § 94909 (a)(8)(B) in conjunction with CEC § 94920 (b)	<p><b>Violation Description:</b> The institution’s 2025 catalog contains cancellation and refund policies that fail to comply with the Bureau’s minimum requirements.</p> <p>On pages 18, 21, 23, 30, 36, 40, and 42 of the 2025 catalog, “<i>Program Fees</i>”, “<i>Course Materials Fee</i>”, “<i>Background Check Fee</i>”, “<i>Lab Fee</i>”, “<i>Books and Course Materials</i>”, “<i>Administration fee</i>”, “<i>Insurance fee</i>”, “<i>LMS fee</i>”, are nonrefundable.</p> <p>On page 54 of the catalog, “<i>Cancellation Deadline: To be eligible for a full refund of tuition and fees, students must submit their cancellation request within three (3) business days after signing the enrollment agreement and making the initial payment.</i>” And “<i>Non-Refundable Items: Certain items, such as books, course software(s), supplies, and deposits, become non-refundable/non-returnable after attendance has begun, in accordance with the institution’s refund policy.</i>”</p> <p><b><u>If these fees are paid directly to the institution, the fee is an institutional charge and cannot be non-refundable during the cancellation period.</u></b></p> <p>The Bureau’s cancellation policy includes the first day of instruction, or the 7th 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 days.</p> <p>The institution also mentions an application fee and registration fee. 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><b>Correction:</b> The institution shall update its catalog to specify the institution will NOT withhold institutional charges exceeding \$250 if cancellation is made through the 1<sup>st</sup> class session or the 7<sup>th</sup> day after enrollment, whichever is later.</p>

Violation	Code Section Violated	Description of the violation and required correction.
9	CEC §94909 (a)(8)(B) in conjunction with CEC 94920 (d)	<p><b>Violation Description:</b> The pro-rata refund policy on page 52 of the institution’s 2025 catalog does not comply with CEC 94920 (d), the catalog implies refunds are only issued if a student completes less than 60 percent of the period of attendance.</p> <p>A student is entitled to a refund if they <b>complete 60% or less</b> of the period of attendance. A student is not entitled a refund if they complete more than 60% of the period of attendance.</p> <p><b>Correction:</b> The institution shall update the refund policy of the institution’s catalog pursuant to CEC § 94909 (a)(8)(B) and with CEC 94920 (d).</p>
10	CEC § 94909 (a)(8)(B) in conjunction with 5 CCR § 71751 (a)(3)(A)	<p><b>Violation Description:</b> The pro-rata refund policy on page 53 of the institution’s 2025 catalog does not comply with 5 CCR § 71751 (a)(3)(A).</p> <p>The regulation identifies the calculation as: the amount of the refund owed to the student equals the total charges paid by the student, minus the daily or hourly tuition charge for the program (<b>total institutional charge minus any non-refundable charges, divided by the number of days or hours in the program</b>), multiplied by the number of days or hours the student attended prior to withdrawal, and minus any non-refundable charges.</p> <p><b>Correction:</b> The institution shall update the pro-rata refund policy in its catalog. The policy must demonstrate compliance with CEC § 94909 (a)(8)(B) in conjunction with 5 CCR § 71751 (a)(3)(A).</p>

Violation	Code Section Violated	Description of the violation and required correction.
11	CEC § 94911 (e)(3) in conjunction with CEC 94920 (d)	<p><b>Violation Description:</b> The pro-rata refund policy on page 5 of the institution’s enrollment agreement template does not comply with CEC § 94920 (d), the enrollment agreement implies refunds are only issued if a student completes less than 60 percent of the period of attendance.</p> <p>A student is entitled to a refund if they <b>complete 60% or less</b> of the period of attendance. A student is not entitled a refund if they complete more than 60% of the period of attendance.</p> <p><b>Correction:</b> The institution shall update the refund policy of the institution’s enrollment agreement template pursuant to CEC § 94911 (e)(3) and with CEC 94920 (d).</p>
12	CEC § 94911 (e)(3) in conjunction with 5 CCR § 71751 (a)(3)(A)	<p><b>Violation Description:</b> The pro-rata refund policy on page 6 of the institution’s enrollment agreement template does not comply with 5 CCR § 71751 (a)(3)(A).</p> <p>The regulation identifies the calculation as: the amount of the refund owed to the student equals the total charges paid by the student, minus the daily or hourly tuition charge for the program (<b>total institutional charge minus any non-refundable charges, divided by the number of days or hours in the program</b>), multiplied by the number of days or hours the student attended prior to withdrawal, and minus any non-refundable charges.</p> <p><b>Correction:</b> The institution shall update the pro-rata refund policy in its enrollment agreement template. The policy must demonstrate compliance with CEC § 94911 (e)(3) in conjunction with 5 CCR § 71751 (a)(3)(A).</p>

Violation	Code Section Violated	Description of the violation and required correction.
13	CEC § 94911 (e)(1) in conjunction with CEC § 94920 (b)	<p><b>Violation Description:</b> On page 15 of the institution’s enrollment agreement templates contains an unenforceable cancellation and refund policy that state “<i>Lecture Book</i>” and “<i>Payment Administration Fee</i>” are nonrefundable.</p> <p><b><u>If these fees are paid directly to the institution, the fee is an institutional charge and cannot be non-refundable during the cancellation period.</u></b></p> <p>The Bureau’s cancellation policy includes the first day of instruction, or the 7th 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 days.</p> <p>The Bureau’s cancellation and refund policy also states that the institution can only withhold a “reasonable deposit or application fee” <u>not to exceed two hundred fifty dollars.</u></p> <p><b>Correction:</b> The institution shall update the refund and cancellation policy in its enrollment agreement templates. The policy must demonstrate compliance with CEC § 94911 (e)(1) 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>

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:	Stacey Eletu, Chief Academic and Administrative Officer
Bureau Compliance Analyst Name:	Beverly Tjokrosoeharto
Bureau Compliance Analyst Signature:	<i>Beverly Tjokrosoeharto</i>

## NOTICE TO COMPLY DECLARATION

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Institution Name:	Quest Nursing Education Center	Institution Telephone:	(510) 452-1444
Street Address:	917 Harrison Street, Oakland, CA 94607	Administrator Name:	Stacey Eletu
Institution Code:	57476910	School Code:	57476910
Inspection Date:	June 11, 2026		

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