



NOTICE TO COMPLY

CU-22574178-07232026

Institution Name:	Phlebotomy Training Specialists	Institution Telephone:	(888) 531-8378
Street Address:	2804 Gateway Oaks Drive, Suite 170, Sacramento, CA 95833	Administrator Name:	Monica Sanborn
Institution Code:	22574123	School Code:	22574178
Inspection Date:	July 23, 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://phlebotomyusa.com/california/regulatory/) 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://phlebotomyusa.com/california/regulatory/) 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)	Violation Description: The institution's website (https://phlebotomyusa.com/california/regulatory/) failed to have a clear and conspicuous link to the most recent annual report submitted to the bureau. Correction: The institution shall update its website to have a clear, and conspicuous link to their 2024 annual report submitted to the bureau.
4	CEC § 94909 (a)(8)(B) in conjunction with CEC § 94920 (b)	Violation Description: The institution's 2026 catalog contains cancellation and refund policies that fail to comply with the Bureau's minimum requirements. On pages 12, 30, 40, 41, 56, and 57 of the <i>Northern California</i> catalog, "Textbooks" are non-refundable. <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> 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. Correction: The institution shall update 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 day after enrollment, whichever is later.

Violation	Code Section Violated	Description of the violation and required correction.
5	CEC § 94909 (a)(8)(B) in conjunction with CEC 94920 (d)	Violation Description: The pro-rata refund policy on pages 30 and 57 of the institution's <i>Northern California 2026</i> 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. A student is entitled to a refund if they complete 60% or less of the period of attendance. A student is not entitled a refund if they complete more than 60% of the period of attendance. Correction: The institution shall update the refund policy of the institution's catalog pursuant to CEC § 94909 (a)(8)(B) and with CEC 94920 (d).
6	CEC § 94911 (e)(3) in conjunction with CEC 94920 (d)	Violation Description: The pro-rata refund policy on page 8 of the institution's <i>Northern California Phlebotomy Technician Training</i> and page 2 <i>Northern California ECG Training</i> of the 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. A student is entitled to a refund if they complete 60% or less of the period of attendance. A student is not entitled a refund if they complete more than 60% of the period of attendance. Correction: 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).

Violation	Code Section Violated	Description of the violation and required correction.
7	CEC § 94911 (e)(1) in conjunction with CEC § 94920 (b)	Violation Description: On pages 1, 2, and 3 of the institution's <i>Northern California CPT-1 Certified Phlebotomy Technician</i> and pages 1 and 2 of the <i>Northern California ECG Technician Training</i> enrollment agreement templates contains an unenforceable cancellation and refund policy that state "Textbooks" are nonrefundable. <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> 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. 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> Correction: 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.
8	5 CCR § 76140 (a)(5)	Violation Description: Although the institution's 2026 1st and 2nd Quarter STRF supporting documentation contained two addresses (Local or mailing address and home address), it failed to contain record of the student's: (5) Address at the time of enrollment, Correction: The institution shall update the 2026 1st and 2nd Quarter STRF supporting documentation, pursuant to 5 CCR § 76140 (a)(5).

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:	Monica Sanborn, VP of Licensing & Compliance
Bureau Compliance Analyst Name:	Beverly Tjokrosoeharto
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