



## CITATION ORDER

<b>Citation Issued To:</b> First Institute Training & Management 16730 Arrow Blvd. Fontana, CA 92335  <b>Institution Code:</b> 29965963	<b>Citation Number:</b> 24250358
	<b>Total Fine Amount:</b> <b>\$13,007.00</b>
	<b>Order of Abatement Included:</b> Yes

Elizabeth Elias issues this citation in her official capacity as Deputy Bureau Chief of Enforcement at the Bureau for Private Postsecondary Education, California Department of Consumer Affairs (hereinafter referred to as the "Bureau").

### LICENSING HISTORY

1. On or about September 18, 2024, the Bureau renewed an Approval to Operate a Private Postsecondary Institution, Institution Code 29965963, to First Institute Training & Management, hereinafter referred to as the "Institution." This Approval to Operate will expire on or about September 18, 2029, unless renewed.

### DISCIPLINE HISTORY

2. The Institution has no prior discipline history.

### CITATION JURISDICTION

3. This administrative citation is issued to the Institution pursuant to California Education Code (CEC) section 94936; and Title 5 of the California Code of Regulations (5 CCR) section 75020 et seq. for the violation(s) described below.

### CAUSE FOR CITATION & ASSESSMENT OF FINE AND/OR ORDER OF ABATEMENT

4. The Institution is in violation of the following Bureau laws and regulations:

**Violation #1:**

**5 CCR section 76140(a) and (b) – Record-Keeping Requirements, 5 CCR section 71930(e) – Maintenance Records and 94900.5- Required Institutional Records**

**Cause for Citation:** On or about September 30, 2024, the Bureau conducted an announced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff requested to review the Institutions Student Tuition Recovery Fund (STRF) supporting documentation for the 1<sup>st</sup> and 2<sup>nd</sup> quarter reporting periods of 2024. The Institution informed Bureau staff the requested documentation is maintained in its Illinois financial office. Therefore, the Institution was not able to provide the required STRF supporting documents by the end of the inspection.

**Administrative Fine:** Pursuant to 5 CCR section 75030, the Bureau has determined this to be a "Class B" violation. The Institution is issued a fine of \$1,001.00.

**Order of Abatement:** Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to correct the violation by providing an electronic copy of the template used by the Institution to document its STRF substantiating documentation, for the Bureau to verify the Institution is collecting the required data points pursuant to 5 CCR section 76140.

In addition, the Institution must submit a statement of attestation they have corrected the violation and will ensure that the substantiating data for STRF is maintained in an electronic format and readily available to a Bureau representative upon request per 5 CCR sections 76140 and 71930. The statement of attestation must be dated and signed by an authorized representative of the Institution.

**Violation #2:**

**5 CCR section 74112(m)(1); (m)(4) and (m)(9) - Uniform Data – Annual Report, Performance Fact Sheet and 5 CCR section 71930(e) – Maintenance of Records**

**Cause for Citation:** On or about September 30, 2024, the Bureau conducted an announced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff requested supporting documentation for information reported on the Institution's 2021/2022 School Performance Fact Sheet (SPFS). The Institution was not able to provide the required SPFS supporting documents by the end of the inspection.

**Administrative Fine:** Pursuant to 5 CCR section 75030, the Bureau has determined this to be a "Class A" violation. The Institution is issued a fine of \$2,501.00.

**Order of Abatement:** Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to correct the violation by providing an electronic copy of the template used by the Institution to document supporting data for SPFS, for the Bureau to verify the Institution is collecting all the required data points pursuant to 5 CCR section 74112.

In addition, the Institution must submit a statement of attestation they have corrected the violation and will ensure that the supporting data for SPFS is maintained and immediately available during an inspection. The statement of attestation must be dated and signed by an authorized representative of the Institution.

**Violation #3:**

**5 CCR section 71920(b)(9) – Student Records and 5 CCR section 71930(a) and (e) – Maintenance of Records**

**Cause for Citation:** On or about September 30, 2024, the Bureau conducted an announced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed seven student files and found that all of the student files reviewed failed to contain a document showing the total amount of money received from or on behalf of the students and the date(s) on which the money was received pursuant to 5 CCR section 71920(b)(9).

**Administrative Fine:** Pursuant to 5 CCR section 75030, the Bureau has determined this to be a “Class A” violation. The Institution is issued a fine of \$2,501.00.

**Order of Abatement:** Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to submit a statement of attestation that they will maintain required student records pursuant to 5 CCR section 71920 and 5 CCR section 71930. The statement of attestation must be signed and dated by an authorized representative of the Institution.

**Violation #4:**

**5 CCR section 71920(b)(4) and (b)(10) – Student Records, 5 CCR section 71930(a) and (e) – Maintenance of Records**

**Cause for Citation:** On or about September 30, 2024, the Bureau conducted an announced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed seven student files and found that one withdrawn student file failed to contain records of the dates of withdrawal from the Institution.

Additionally, Bureau staff found that one withdrawn student file failed to contain a document specifying the amount of refund, including the amount refunded for tuition and the amount for other itemized charges, the method of calculating the refund, the date the refund was made and the name and address of the person or entity to which the refund was sent.

**Administrative Fine:** Pursuant to 5 CCR section 75030, the Bureau has determined this to be a “Class A” violation. The Institution is issued a fine of \$2,501.00.

**Order of Abatement:** Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to ensure all student records follow the law pursuant to 5 CCR sections 71920 and 71930. The Institution must submit a statement of attestation that they have corrected the violation and will ensure that all student records contain signed enrollment agreements. The statement

of attestation must be signed and dated by an authorized representative of the Institution.

**Violation #5:**

**CEC section 94900(b) – Required Student Records**

**Cause for Citation:** On or about September 30, 2024, the Bureau conducted an announced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed seven student files and found that three graduate student files failed to contain the certificate granted, a transcript of courses and units on which the certificate was based, and the grades earned by the student in each of those courses.

**Administrative Fine:** Pursuant to 5 CCR section 75030, the Bureau has determined this to be a “Class A” violation. The Institution is issued a fine of \$2,501.00.

**Order of Abatement:** Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to submit a statement of attestation they will maintain required student records pursuant to CEC section 94900(b). The statement of attestation must be signed and dated by an authorized representative of the Institution.

**Violation #6:**

**CEC 94900.5(b) – Required Institutional Records and 5 CCR section 71930(e) – Maintenance Records**

**Cause for Citation:** On or about September 30, 2024, the Bureau conducted an announced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff requested the Institution's faculty files. Bureau staff found the Institution failed to maintain the names and addresses of the members of the institution's faculty and records of the educational qualifications of each member of the faculty.

**Administrative Fine:** Pursuant to 5 CCR section 75030, the Bureau has determined this to be a "Class B" violation. The Institution is issued a fine of \$1,001.00.

**Order of Abatement:** Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to submit a statement of attestation they will maintain required faculty records pursuant to CEC section 94900.5 and 5 CCR section 71930. The statement of attestation must be signed and dated by an authorized representative of the Institution.

**Violation #7:**

**5 CCR section 74140 - Retention of Advertising and 5 CCR section 71930(e) – Maintenance Records**

**Cause for Citation:** On or about September 30, 2024, the Bureau conducted an announced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff requested the Institutions current advertising records as well as any advertising records from the previous five years. The Institution was not able to provide the requested advertising records by the end of the inspection.

**Administrative Fine:** Pursuant to 5 CCR section 75030, the Bureau has determined this to be a "Class B" violation. The Institution is issued a fine of \$1,001.00.

**Order of Abatement:** Pursuant to 5 CCR section 75020, the Bureau issues the following order of abatement:

The Bureau orders the Institution to submit a statement of attestation they will maintain required advertising records pursuant to 5 CCR section 74140 and 71930. The statement of attestation must be signed and dated by an authorized representative of the Institution.

### **COMPLIANCE WITH ORDER OF ABATEMENT**

5. In accordance with the provisions of CEC section 94936 and 5 CCR section 75020, the Bureau issues the order(s) of abatement described above. Evidence of compliance with the order of abatement must be submitted to the Bureau within 30 days from the date of issuance of this citation. Evidence of compliance with the order of abatement may be sent by mail or email to:

- Mail: Bureau for Private Postsecondary Education  
Attn: Discipline Unit – Aurzella Izmarai-Karimi  
1747 North Market, Blvd., Suite 225  
Sacramento, CA 95834
- Email: [bppe.discipline@dca.ca.gov](mailto:bppe.discipline@dca.ca.gov)
  - In the subject line, please include the Institution name and citation number.

### **COMPLIANCE WITH ASSESSMENT OF FINE**

6. In accordance with the provisions of CEC section 94936, and 5 CCR sections 75020 and 75030, the Bureau hereby orders this assessment of fines in the total amount of \$13,007.00 for the violations described above. Payment of the fines must be made to the Bureau within 30 days from the date of service of this citation unless an informal conference or hearing is requested. To assist the Bureau in processing the payment of fines, please submit the enclosed *Payment of Fine – Waiver of Appeal* form.

Payment must be sent to the Bureau by mail at:

- Bureau for Private Postsecondary Education  
Attn: Discipline Unit – Aurzella Izmarai-Karimi  
1747 North Market, Blvd., Suite 225  
Sacramento, CA 95834

### **NOTICE OF APPEAL RIGHTS**

7. You have the right to contest this citation through an informal conference with the Bureau pursuant to 5 CCR section 75020 and/or through an administrative hearing in accordance with Chapter 5 (Commencing with section 11500) of Part 1 of Division 3 of Title 2 of the Government Code.

If you wish to contest this citation, the Bureau must receive a written request within 30 days from the date of issuance of this citation asking for an informal conference and/or administrative hearing or you may also submit the enclosed *Notice of Appeal of Citation – Request for Informal Conference and/or Administrative Hearing* form.

The written request may be sent by email or mail to the addresses below:

- Mail: Bureau for Private Postsecondary Education  
Attn: Discipline Unit – Aurzella Izmarai-Karimi  
1747 North Market, Blvd., Suite 225  
Sacramento, CA 95834
- Email: [bppe.discipline@dca.ca.gov](mailto:bppe.discipline@dca.ca.gov)
  - In the subject line, please include the Institution name and citation number.

Failure to submit a written request for an informal conference and/or administrative hearing within 30 days from the date of issuance of this citation will forfeit your ability to appeal the citation.

If a hearing is requested, you are not required to comply with this citation until a final order is entered against you.

#### **COMPLIANCE WITH FINE AND/OR ORDER OR ABATEMENT DISCLOSURE**

8. Pursuant to BPC section 125.9 and 5 CCR section 75050, payment of fine and/or compliance with any order of abatement does not constitute an admission of the violation charged and shall be represented as satisfactory resolution of the matter for the purposes of public disclosure.

Pursuant to 5 CCR section 75050, failure to comply with this citation order, its order of abatement, and/or administrative fine by the required due date is grounds for denial or discipline of an approval to operate. Where a citation is not contested and fine is not paid, the full amount of the assessed fine shall be added to the fee for renewal of the approval to operate. An approval to operate shall not be renewed without payment of the renewal fee and fine.



Citation Number: 24250358  
Institution: First Institute Training & Management  
Institution Code: 29965963

### **BUREAU CONTACT INFORMATION**

9. If you have any questions regarding this Citation, please contact Aurzella Izmarai-Karimi, Citation Analyst by email at [Aurzella.Izmarai@dca.ca.gov](mailto:Aurzella.Izmarai@dca.ca.gov) or by phone at (916) 574-7344.

“Original Signature on File”

6/27/2025

---

Elizabeth Elias  
Deputy Bureau Chief of Enforcement

---

Citation Date of Issuance

Enclosures:

- Notice of Appeal of Citation: Request for Informal Conference and/or Administrative Hearing
- Payment of Fine – Waiver of Appeal
- Declaration of Service by Certified and First-Class Mail