



CITATION ORDER

Citation Issued To: HealthPro EMS Training Inc. (formerly HealthPro EMT Training) 2900 Adams St. Suite C-5 Riverside, CA 92504 Institution Code: 32243767	Citation Number: 24250330
	Total Fine Amount: \$21,507.00
	Order of Abatement Included: 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 May 19, 2022, the Bureau renewed an Approval to Operate a Private Postsecondary Institution, Institution Code 32243767, to HealthPro EMS Training Inc. (formerly HealthPro EMT Training) hereinafter referred to as the "Institution". This Approval to Operate will expire on or about May 19, 2027, 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 74112(m)(1-9) – Uniform Data – Annual Report, Performance Fact Sheet, 5 CCR section 71930(e) – Maintenance of Records, and CEC section 94929.7(a)(2) – Documentation of Performance Data

Cause for Citation: On or about April 17, 2024, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff requested documentation supporting all data reported on the Institutions 2021/2022 School Performance Fact Sheet (SPFS). Bureau staff found that the Institution failed to collect the required data pursuant to 5 CCR section 74112 and therefore was unable to make the documentation immediately available for 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 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 #2:

5 CCR section 71920(b)(1)(A) - Student Records, 5 CCR section 71930(e) – Maintenance of Records and CEC 94897(u) – Prohibited Business Practices

Cause for Citation: On or about April 17, 2024, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed nine student files and found that two student files reviewed failed to contain verification of high school completion or equivalency or other documentation establishing the student's ability to do college level work, a requirement of their admissions policy.

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 71930. The statement of attestation must be signed and dated by an authorized representative of the Institution.

Violation #3:

CEC section 94902(a) – General Enrollment Requirements and 5 CCR section 71920(b)(3) – Student Records

Cause for Citation: On or about April 17, 2024, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed nine student files and found that one of the student files reviewed contained an enrollment agreement that was not fully executed. The enrollment agreement did not contain a signature of an authorized employee of the institution, a general enrollment requirement.

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 CEC section 94902 and 5 CCR section 71920. 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 #4:

5 CCR section 71800(a), (c), and (e)(1-12) – Enrollment Agreement and CEC section 94911(b) and (e)(1) – Minimum Requirements for Enrollment Agreements

Cause for Citation: On or about April 17, 2024, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed nine student files and found that the enrollment agreement was missing the required data pursuant to 5 CCR section 71800; specifically, subsections (a), (c), and (e) and the required data pursuant to CEC section 94911; specifically, subsections (b) and (e)

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 the enrollment agreement follows the law pursuant to 5 CCR section 71800 and CEC section 94911. The Institution must submit a statement of attestation that they have corrected the violation and provide a copy of the enrollment agreement to the Bureau. The statement of attestation must be signed and dated by an authorized representative of the Institution.

Violation #5:

CEC section 94902(b)(1) and (b)(3) – General Enrollment Requirements and CEC section 94912 – Signature, Initials Required

Cause for Citation: On or about April 17, 2024, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed nine student files and found that two of the student files reviewed contained School Performance Fact Sheets (SPFS) that were not signed by the institution.

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 ensure all student records follow the law pursuant to CEC sections 94902 and 94912. The Institution must submit a statement of attestation that they have corrected the violation and will ensure that all student records contain signed and dated SPFS. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #6:

CEC section 94900(b) – Required Student Records and 5 CCR section 71920(b)(5) – Student Records and 5 CCR section 71930(a) and (e) – Maintenance of Records

Cause for Citation: On or about April 17, 2024, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed nine student files and concluded that none of the files contained a transcript of courses, the units on which the certificate was based, or the grades earned by the students.

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 \$5,000.00.

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 CEC sections 94900 and 5 CCR sections 71920 and 71930. The statement of attestation must be signed and dated by an authorized representative of the Institution.

Violation #7:

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

Cause for Citation: On or about April 17, 2024, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed three withdrawn student files and found that all three withdrawn student files reviewed failed to include a refund document consistent with 5 CCR section 71920(b)(10).

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 that they will maintain required student records pursuant to CEC sections 94900 and 5 CCR section 71920. The statement of attestation must be signed and dated by an authorized representative of the Institution.

Violation #8:

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

Cause for Citation: On or about April 17, 2024, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a).

Bureau staff reviewed nine student files and found that two of the withdrawn student files did not contain records of withdrawal from the Institution.

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 that they will maintain required student records pursuant to CEC sections 94900 and 5 CCR section 71920. The statement of attestation must be signed and dated by an authorized representative of the Institution.

Violation #9:

5 CCR section 71720(b)(2) – Faculty, 5 CCR section 71930(e) – Maintenance of Records and CEC 94900.5(b) – Required Institutional Records

Cause for Citation: On or about April 17, 2024, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed three faculty records and determined that the Institution did not maintain faculty records regarding continuing education (CE) courses in the subject area, classroom management or other courses related to teaching.

Administrative Fine: Pursuant to 5 CCR section 75030, the Bureau has determined this to be a "Class C" violation. The Institution is issued a fine of \$1,000.00.

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 faculty records follow the law pursuant to 5 CCR sections 71720, 71930 and CEC section 94900.5. The Institution must submit a statement of attestation they have corrected the violation and ensured that all faculty records are in compliance with the law. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #10:

CEC section 94935 (b) and (h) – Notice to Comply in conjunction with 5 CCR 75010 (h) - Notice to Comply; Informal Appeal Process

Cause for Citation: On or about April 17, 2024, Bureau staff issued a Notice to Comply (NTC) for the following violations:

- 5 CCR section 71800(e)(1)(3)(6)(11) – Enrollment Agreements
- 5 CCR section 76215(a) – Student Tuition Recovery Fund Disclosures

The Institution failed remedy the noncompliance as noted in the Notice to Comply within 30 days.

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 \$2,500.00.

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 violations identified in the Notice to Comply and submit proof of compliance pursuant to CEC section 94935 and 5 CCR section 75010.

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 – Nicole Pedersen
1747 North Market, Blvd., Suite 225
Sacramento, CA 95834

- Email: 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 \$21,507.00 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 – Nicole Pedersen
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 – Nicole Pedersen
1747 North Market, Blvd., Suite 225
Sacramento, CA 95834
- Email: 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.

BUREAU CONTACT INFORMATION

9. If you have any questions regarding this Citation, please contact Nicole Pedersen, Citation Analyst by email at Nicole.Pedersen@dca.ca.gov or by phone at (916) 232-0510.

"Original Signature on File"

6/20/2025

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

Citation Number: 24250330
Institution: HealthPro EMS Training Inc.
Institution Code: 32243767

- Payment of Fine – Waiver of Appeal
- Declaration of Service by Certified and First-Class Mail