



**Bureau for Private Postsecondary Education**  
1747 N. Market Blvd. Ste 225 Sacramento, CA 95834  
P.O. Box 980818, West Sacramento, CA 95798-0818  
P (916) 574-8900 F (916) 263-1897 [www.bppe.ca.gov](http://www.bppe.ca.gov)



**CITATION: ASSESSMENT OF FINE AND ORDER OF ABATEMENT**

To: CISL San Diego, Owner  
Converse International School of Languages – San Diego (CISL San Diego)  
636 Broadway, Suite 210  
San Diego, CA 92101

**INSTITUTION CODE: 3709221**  
**CITATION NUMBER: 2021086**  
**CITATION ISSUANCE/SERVICE DATE: September 17, 2020**  
**DUE DATE: October 17, 2020**

**FINE AMOUNT: \$ 2,500.00**

**ORDER OF ABATEMENT INCLUDED: Yes**

Christina Villanueva issues this Citation: Assessment of Fine and Order of Abatement (Citation) in her official capacity as Discipline Manager of the Bureau for Private Postsecondary Education (Bureau) of the California Department of Consumer Affairs.

CITATION

A Citation is hereby issued to CISL San Diego, Owner of Converse International School of Languages – San Diego (CISL San Diego) (Institution) located at 636 Broadway, Suite 210, San Diego, CA 92101, pursuant to Business and Professions Code section 125.9; California Education Code (CEC) sections 94936 and 94932; and Title 5 of the California Code of Regulations (5, CCR) section 75020 for the violations described below.

BACKGROUND

On January 14, 2020, Bureau staff conducted an unannounced Compliance inspection at the Institution. Bureau staff reviewed current, graduated, and withdrawn student files and found material violations related to School Performance Fact Sheets (SPFS) and Enrollment Agreements.

VIOLATION

#	Below you will find the California Education Code (CEC) and/or Title 5 of the California Code of Regulations (5, CCR code) section(s) of law you are charged with violating.
1.	<p><b>Violation:</b>  <b>5, CCR Section 71920(b)(3) – Student Records</b>  <i>“(b)In addition to the requirements of section 94900, the file shall contain all of the following pertinent student records:</i>  <i>(3)Copies of all documents signed by the student, including contracts, instruments of indebtedness, and documents relating to financial aid;”</i></p> <p><b>CEC Section 94902(a)(b)(1)(2)(3)(c) – General Enrollment Requirements</b></p>

*“(a) A student shall enroll solely by means of executing an enrollment agreement. The enrollment agreement shall be signed by the student and by an authorized employee of the institution.  
(b) An enrollment agreement is not enforceable unless all of the following requirements are met:  
(1) The student has received the institution’s catalog and School Performance Fact Sheet prior to signing the enrollment agreement.  
(2) At the time of the execution of the enrollment agreement, the institution held a valid approval to operate.  
(3) Prior to the execution of the enrollment agreement, the student and the institution have signed and dated the information required to be disclosed in the Student Performance Fact Sheet pursuant to subdivisions (a) to (d), inclusive, of Section 94910. Each of these items in the Student Performance Fact Sheet shall include a line for the student to initial and shall be initialed and dated by the student.  
(c) A student shall receive a copy of the signed enrollment agreement, in writing or electronically, regardless of whether total charges are paid by the student.”*

**CEC Section 94912 – Signature, Initials Required**

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

Bureau staff reviewed student files and found that the student files failed to contain a copy of signed SPFS and enrollment agreements. Furthermore, Bureau staff asked Institution staff if the enrollment agreements and SPFS were stored electronically as they were missing from student files. Institution staff stated that the Institution does not require students to sign the enrollment agreements or SPFS as the students are from out of the country. Institution staff stated that the Institution does not maintain enrollment agreements or SPFS in student files.

**Order of Abatement:**

The Bureau orders the Institution to submit a policy, or procedure, of how the Institution will maintain future compliance with 5, CCR section 71920, and CEC sections 94902 and 94912.

**Assessment of Fine**

The fine for this violation is \$2,500.00

**TOTAL ADMINISTRATIVE FINE DUE: \$2,500.00**

**ASSESSMENT OF A FINE**

In accordance with CEC section 94936; and 5, CCR sections 75020 and 75030, the Bureau hereby orders this assessment of fine in the amount of **\$2,500.00** for the violations described above. **Payment must be made, to the Bureau, within 30 days from the date of service of the Citation.**

**COMPLIANCE WITH ORDER OF ABATEMENT**

In accordance with the provisions of CEC section 94936 and 5, CCR section 75020 the Bureau hereby issues the order(s) of abatement described above. **Evidence of compliance with the order(s) of abatement must be submitted, to the Bureau, within 30 days from the date of service of the Citation.**

**APPEAL OF CITATION**

You have the right to contest this Citation through an informal conference with the Bureau; 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, you must submit the 'Notice of Appeal of Citation – Request for Informal Conference and/or Administrative Hearing' form (enclosed) within 30 days from the date of service of the Citation. *If you do not request an informal conference and/or an administrative hearing within 30 days from the service of the Citation, you will not be able to request one at a later time.*

Unless a written request for an informal conference and/or an administrative hearing is signed by you and delivered to the Bureau by **October 17, 2020**, you will be deemed to have waived or forfeited your right to appeal this matter.

#### EFFECTIVE DATE OF CITATION

If you do not request an informal conference and/or an administrative hearing, this Citation shall become effective on **September 17, 2020**. Payment of the administrative fine and evidence of compliance with the order(s) of abatement shall be due by **October 17, 2020**. Your payment of the administrative fine shall not constitute an admission of the violation(s) charged.

If a hearing is requested, you will not be required to comply with this Citation until 30 days after a final order is entered against you.

#### **Payment of the administrative fine and/or written request for appeal must be mailed to:**

Gabriella Perez, Discipline Citation Program  
Bureau for Private Postsecondary Education  
1747 N. Market Blvd., Suite 225  
Sacramento, CA 95834

Failure for an applicant or institution to abate the violation(s) listed above or to pay the administrative fine within the time allowed may result in denial of an application for an approval or renewal to operate; disciplinary action, and/or collection action. The Bureau will promptly take all appropriate action to enforce this Citation and recover the civil penalties prescribed therein or found to be due after a hearing.

#### CONTACT INFORMATION

If you have any questions regarding this Citation, or desire further information, please Gabriella Perez, Citation Analyst, at (916) 574-8969 Gabriella.Perez@dca.ca.gov.

“Original signature on file”

“9/17/2020”

\_\_\_\_\_  
**Christina Villanueva**  
**Discipline Manager**

\_\_\_\_\_  
**Date**

## Enclosures

- Applicable Laws Violated
- Statement of Rights: Appeal Process Information Sheet
- 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