



CITATION ORDER

Citation Issued To: American EMT Academy (formerly known as CPR and More) 780 E. Foothill Blvd. #8 Upland, CA 91786 Institution Code: 81740018	Citation Number: 25260127
	Total Fine Amount: \$24,508.00
	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 April 18, 2023, the Bureau renewed an Approval to Operate a Private Postsecondary Institution, Institution Code 81740018, to American EMT Academy (formerly known as CPR and More), hereinafter referred to as the "Institution." This Approval to Operate will expire on or about April 17, 2028, unless renewed.

DISCIPLINE HISTORY

2. The Institution has the following discipline history:
 - [Modified Citation No. 2324046, issued on October 12, 2023](#)
 - Evidence of compliance; citation satisfied April 15, 2025
 - [Modified Citation No. 23240251, issued on June 20, 2024](#)
 - Evidence of compliance; citation satisfied July 2, 2024

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 – Record-Keeping Requirements and 5 CCR section 71930(e) – Maintenance of Records**

Cause for Citation: On or about February 25, 2025, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff requested the Institutions Student Tuition Recovery Fund (STRF) supporting data for the 3rd and 4th quarter reporting periods of 2024. Bureau staff determined the Institution failed to maintain the required STRF supporting data and was unable to provide the data by the conclusion 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 submitting an electronic copy of the template used by the Institution to document supporting data for STRF 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 confirming it has 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 pursuant to 5 CCR section 76140. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #2:**5 CCR section 74112(m)(1-9) - Uniform Data – Annual Report, Performance Fact Sheet and 5 CCR section 71930(a) and (e) – Maintenance of Records,**

and CEC section 94929.7(a)(1), (a)(2) and (b) – Documentation of Performance Data

Cause for Citation: On or about February 25, 2025, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). During the inspection, Bureau staff requested the Institution's 2022–2023 School Performance Fact Sheet (SPFS) supporting documentation. The Institution submitted a spreadsheet labeled "2022 BPPE SPREADSHEET". Upon review, Bureau staff determined that the spreadsheet did not include the required SPFS supporting data for 2023. Additionally, while the spreadsheet contained column headers for the 2022 SPFS, the corresponding data fields were incomplete. The Bureau found the Institution failed to collect and/or maintain some of the required data points for 2022 pursuant to 5 CCR section 74112, specifically subsections (m)(3-4) and (m)(6-8).

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 confirming that it has corrected the violation and will ensure that supporting data for the SPFS is properly maintained. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #3:

CEC section 94897(g) – Prohibited Business Practices

Cause for Citation: On or about February 25, 2025, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). During the inspection, Bureau staff reviewed the Institution's website and found the institution advertises a referral program to compensate students \$50.00 via check or Visa gift card for referring new students to the Institutions EMT program. When questioned, the Institution confirmed that approximately two to three students had received monetary compensation for referrals since the summer of 2024. Therefore, the Bureau determined the Institution is in violation of a Prohibited Business Practice, pursuant to CEC section 94987(g).

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 cease offering or advertising any referral program that provides compensation in the form of money. The Institution must revise all advertising and promotional materials to ensure compliance with CEC section 94987(g). The Institution must submit a statement of attestation confirming that it has complied with the Bureau's Order of Abatement. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #4:

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

Cause for Citation: On or about February 25, 2025, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed nine student files and found that three current student files and one withdrawn student file 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 confirming that it has 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 94902(b)(3) – General Enrollment Requirements and CEC section 94912 – Signature, Initials Required

Cause for Citation: On or about February 25, 2025, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed nine student files and found that three current 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 confirming that it has 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 94902(a) – General Enrollment Requirements and 5 CCR section 71920(b)(3) - Student Records

Cause for Citation: On or about February 25, 2025, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed nine student files and found that one withdrawn student file failed to contain an executed enrollment agreement that supports the student enrolling, prior to March 8, 2023. The executed enrollment agreement within the file was signed on March 8, 2023, with a scheduled start date of March 11, 2023. However, a log within the file documented the student accessed materials to a hybrid program starting on June 16, 2022, prior to enrollment.

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 section 94902 and 5 CCR section 71920. The Institution must submit a statement of attestation confirming that it has 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 #7:

5 CCR section 76120(a) – Amount of STRF Assessment and 5 CCR section 76130(a)(1) – Collection and Submission of STRF Assessments

Cause for Citation: On or about February 25, 2025, the Bureau conducted an unannounced compliance inspection pursuant to CEC 94932.5(a). Bureau staff reviewed nine student files and found the Institution incorrectly collected a \$5.00 Student Tuition Recovery Fund (STRF) assessment fee from students who enrolled after the STRF assessment fee was reduced to zero dollars (\$0.00)

per one thousand dollars (\$1,000.00) of institutional charges, effective April 1, 2024.

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 identify all students who were incorrectly assessed a Student Tuition Recovery Fund (STRF) fee after April 1, 2024, and to refund any improperly collected STRF fees. The Institution shall submit documentation demonstrating that refunds were issued to all affected students.

Additionally, the Institution must submit a statement of attestation confirming that it has corrected the violation and will ensure that the correct STRF amounts are collected in all enrollment agreements moving forward. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #8:

5 CCR section 71800(b), (c) – Enrollment Agreement

Cause for Citation: On or about February 25, 2025, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed nine student files and found two withdrawn student files contained enrollment agreements that were missing required data pursuant to 5 CCR section 71800; specifically, subsections (b) period covered by the enrollment agreement and (c) program start and scheduled completion date.

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 the enrollment agreement follows the law pursuant to 5 CCR section 71800. The Institution must submit a statement of attestation confirming that it has corrected the violation and provide a copy of the enrollment agreement to the Bureau for review. The statement of attestation must be signed and dated by an authorized representative of the Institution.

Violation #9:

5 CCR section 71920(b)(10) – Student Records and 5 CCR 71750(c)(1) – Withdrawals and Refunds and 5 CCR section 71930(e) – Maintenance of Records

Cause for Citation: On or about February 25, 2025, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed nine student files and found one withdrawn student file containing an inaccurate refund calculation. The Bureau found the Institution failed to include all payments received from the student, resulting in a zero-dollar pro-rata refund.

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 recalculate the refund for student P.A. to include all payments received by the student and provide proof of a refund to the student. The Institution shall submit a statement of attestation confirming that it will calculate future student refunds and maintain required student records pursuant to 5 CCR section 71920 and 5 CCR 71750. The statement of attestation must be signed and dated by an authorized representative of the Institution.

Violation #10:

CEC section 94920(d)- Mandatory Cancellation, Withdrawal and Refund Policies, 5 CCR section 71750(c)(1) - Withdrawals and Refunds and CEC section 94921 – Alternative Refund Calculations

Cause for Citation: On or about February 25, 2025, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed nine student files and found that two withdrawn student files contained documentation of a pro rata refund calculation that is not consistent with the Bureau's pro rata calculation. The Institution does not have approval to offer an alternative refund calculation.

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 recalculate the pro rata refunds for the two withdrawn students to ensure the calculations are consistent with the Bureau's pro rata refund requirements, and to provide proof of the corrected refund calculations to the Bureau.

Additionally, the Bureau orders the Institution to submit a statement of attestation confirming that it will issue refunds in accordance with CEC sections 94920 and 94897. Additionally, the statement must confirm that the Institution will provide refunds to any eligible students as required pursuant to 5 CCR section 71750. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #11:

5 CCR section 74112(d)(3)(A)(i) - Uniform Data – Annual Report, Performance Fact Sheet and 5 CCR section 71930(e) – Maintenance of Records and CEC section 94910(f)(2) – Minimum Requirements for School Performance Fact Sheet

Cause for Citation: On or about February 25, 2025, the Bureau conducted an unannounced compliance inspection pursuant to CEC section 94932.5(a). Bureau staff reviewed the Institution's 2024 catalog and found that it did not contain the United States Department of Labor's Standard Occupational Classification codes using the Detailed Occupation (six-digit) level.

Administrative Fine: Pursuant to 5 CCR section 75030, the Bureau has determined this to be a "Class D" violation. The Institution is issued a fine of \$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 violation by providing an electronic copy of the current catalog for the Bureau to verify the Institution has inputted the United States Department of Labor's Standard Occupational Classification codes pursuant to 5 CCR section 74112 and CEC section 94910.

In addition, the Institution must submit a statement of attestation confirming that it has corrected the violation and will ensure that the Institution's catalog contains the United States Department of Labor's Standard Occupational Classification codes moving forward. The statement of attestation must be dated and signed 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 – Tessa Barron
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 \$24,508.00 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 – Tessa Barron
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 – Tessa Barron
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 Tessa Barron, Citation Analyst by email at Tessa.Barron@dca.ca.gov or by phone at (916) 574-7791.

"Original Signature on File"

6/29/2026

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