



CITATION ORDER

<p>Citation Issued To: Clinical Training Institute (formerly known as Academy Education Services, Inc.) 2775 N. Ventura Road, Suite 213 Oxnard, CA 93036</p> <p>Institution Code: 5601891</p> <p>Clinical Training Institute (formerly Academy Education Services, Inc.) 1731 Hasti Acres Drive B-4 Bakersfield, CA 93309</p> <p>Branch Code: 88083931</p>	<p>Citation Number: 24250078</p> <hr/> <p>Total Fine Amount: \$8,501.00</p> <hr/> <p>Order of Abatement Included: Yes</p>
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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 August 29, 2024, the Bureau renewed an Approval to Operate a Private Postsecondary Institution, Institution Code 5601891, to Clinical Training Institute (formerly Academy Education Services, Inc.) hereinafter referred to as the "Institution". This Approval to Operate will expire on or about August 29, 2029, unless renewed.

On or about December 16, 2014, the Bureau renewed an approval for a Branch location. This Approval to Operate will expire on or about August 29, 2029, unless renewed.

DISCIPLINE HISTORY

2. The Institution has the following discipline history:
 - [Citation No. 1920051, issued on August 27, 2019](#)
 - Evidence of compliance; citation satisfied October 24, 2019

Citation Number: 24250078
Institution: Clinical Training Institute
Institution Code: 5601891 School Code (Branch): 88083931

- [Citation No. 2122058, issued on September 9, 2021](#)
 - Evidence of compliance; citation satisfied September 23, 2021
- [Modified Citation No. 2223075, issued on April 20, 2023](#)
 - Evidence of compliance; citation satisfied July 14, 2023

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:

CEC section 94909 (a)(8)(B) – Minimum Requirements for School Catalog in conjunction with 94897 (u) – Prohibited Business Practices

Cause for Citation: On or about April 17, 2024, the Bureau completed an investigation based on a complaint filed against the Institution's Bakersfield (Branch) location. During the course of the investigation, the Bureau determined the Institution's policy on cancellation, withdrawal, and refunds in its School Catalog failed to include an explanation that students have the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first-class session, or the seventh day after enrollment, whichever is later pursuant to CEC section 94909 (a)(8)(B).

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.

Citation Number: 24250078

Institution: Clinical Training Institute

Institution Code: 5601891 School Code (Branch): 88083931

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 revising the policy on cancellation, withdrawal, and refunds in its School Catalog to ensure it complies with CEC section 94909(a)(8)(B). In addition, the Institution must submit a statement of attestation that they have corrected the violation and submit a copy of the revised policy to the Bureau. The statement of attestation must be dated and signed by an authorized representative of the Institution.

Violation #2:

CEC section 94920 (d) – Mandatory Cancellation, Withdrawal, and Refund Policies in conjunction with 94897 (u) – Prohibited Business Practices

Cause for Citation: On or about April 17, 2024, the Bureau completed an investigation based on a complaint filed against the Institution's Bakersfield (Branch) location. During the course of the investigation, it was determined that the Institution failed to have a refund policy for the return of unearned institutional charges for students who cancel enrollment or withdraw during a period of attendance.

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 including a refund policy which adheres to the laws pursuant to CEC section 94920(d).

Violation #3:

CEC section 94920 (e) – Mandatory Cancellation, Withdrawal, and Refund Policies in conjunction with 5 CCR Section 71750(e) - Withdrawals and Refunds

Cause for Citation: On or about April 17, 2024, the Bureau completed an investigation based on a complaint filed against the Institution's Bakersfield (Branch) location. During the course of the investigation, it was determined that the Institution declined to issue a refund request to a student. The Institution informed the student that they had one year to return and finish the program. The Institution failed to refund the student within 45 days after the date of the student's completion of, or withdrawal from, the educational program in which the student was enrolled.

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 confirming compliance with CEC section 94920 (e) and 5 CCR section 71750 (e). Additionally, the statement of attestation must confirm that the Institution will provide a refund, as required pursuant to CEC section 94920 (e) and 5 CCR section 71750 (e) to any student who has requested one. 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 sent by mail or email to:

- Mail: Bureau for Private Postsecondary Education
Attn: Discipline Unit – Nicole Pedersen

Citation Number: 24250078
Institution: Clinical Training Institute
Institution Code: 5601891 School Code (Branch): 88083931

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 \$8,501.00 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, you may submit a written request to the Bureau or submit the enclosed *Notice of Appeal of Citation – Request for Informal Conference and/or Administrative Hearing* form within 30 days from the date of issuance of this citation.

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”

10/31/2024

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