



Bureau for Private Postsecondary Education
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 P (916) 431-6959 F (916) 263-1897 www.bppe.ca.gov




NOTICE TO COMPLY – CU-1938611-0119 (Ed. Code §94935 & 5, CCR §75010)


Institution Name:	Hands on Healing Institute	Institution Telephone:	818-951-5811
Institution Code:	1938611	Administrator Name:	Daviel Shy
Street Address:	6708 Foothill Boulevard-Tower 2&3 Tujunga, CA 91042	Date of Inspection:	1/29/19

Nature and Facts of the Violation(s), Including a Reference to the Statute or Regulation Violated, and Manner in Which the Institution Must Correct the Violation to Achieve Compliance:


Referenced Law	Subsection , Description, and Required Correction
§94897 - Prohibited Business Practices.	<p>An institution shall not do any of the following: (1) Use the terms “approval,” “approved,” “approval to operate,” or “approved to operate” without stating clearly and conspicuously that approval to operate means compliance with state standards as set forth in this chapter. If the bureau has granted an institution approval to operate, the institution may indicate that the institution is “licensed” or “licensed to operate,” but may not state or imply either of the following: (1) The institution or its educational programs are endorsed or recommended by the state or by the bureau. (2) The approval to operate indicates that the institution exceeds minimum state standards as set forth in this chapter.</p> <p>The cover of the institution’s catalog lists the institution is approved by BPPE without including a statement that approval means the institution is compliant with the minimum state standards of the California Education Code and the California Code of Regulations.</p> <p>To remedy the violation the institution shall change the language on the cover to state “licensed” or “licensed to operate,” or add a disclosure statement indicating approval means the institution meets minimum operating standards as determined by the California Education Code and the California Code of Regulations.</p>

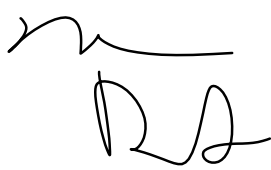
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Inspector’s Initial: 

Administrator’s Initial: 

	<p>A copy of the institution's revised catalog shall be submitted with the institution's response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§94909 - Minimum Requirements for School Catalog.</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(3) The following statements:</p> <p>(A) "Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at (address), Sacramento, CA (ZIP Code), (Internet Web site address), (telephone and fax numbers)."</p> <p>The institution failed to include the statement listed above verbatim as shown. Statements for code 94909(a)(3)(A) and 94909 (a)(3)(C) must be two separate statements. (pg. 26)</p> <p>To remedy the violation, the institution shall include the above statement verbatim.</p> <p>A copy of the institution's revised catalog shall be submitted with the institution's response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§94909 - Minimum Requirements for School Catalog.</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(3) The following statements:</p> <p>(C) "A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (toll-free telephone number) or by completing a complaint form, which can be obtained on the bureau's Internet Web site (Internet Web site address)."</p> <p>The institution failed to include the statement listed above verbatim as shown. Statements for code 94909(a)(3)(A) and 94909 (a)(3)(C) must be two separate statements. (pg. 26)</p> <p>To remedy the violation, the institution shall include the above statement verbatim.</p>

	<p>A copy of the institution's revised catalog shall be submitted with the institution's response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§94909 - Minimum Requirements for School Catalog.</p> 	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(5) A description of the programs offered and a description of the instruction provided in each of the courses offered by the institution, the requirements for completion of each program, including required courses, any final tests or examinations, any required internships or externships, and the total number of credit hours, clock hours, or other increments required for completion.</p> <p>The institution's catalog failed to include a description of the programs offered and the description of the instruction provided in each of the courses offered. The institution is approved for 137 programs and must include the requirements for all programs being offered in their catalog. The catalog includes a description of only two programs (MT550 & MT300)</p> <p>To remedy the violation, the institution shall update their catalog to include a description of the programs offered and a description of the instruction provided in each of the courses offered by the institution.</p> <p>A copy of the institution's revised catalog shall be submitted with the institution's response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§94909 - Minimum Requirements for School Catalog.</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(8) A detailed description of institutional policies in the following areas:</p> <p>(A) Admissions policies, including the institution's policies regarding the acceptance of credits earned at other institutions or through challenge examinations and achievement tests, admissions requirements for ability-to-benefit students, and a list describing any transfer or articulation agreements between the institution and any other college or university that provides for the transfer of credits earned in the program of instruction. If the institution has not entered into an articulation or transfer</p>

	<p>agreement with any other college or university, the institution shall disclose that fact.</p> <p>The institution’s catalog failed to include a statement indicating whether the institution had a transfer or articulation agreement with any other college. On page 21, the catalog states that the institution doesn’t have a “transcript” agreement with any other institution. This may be a typographical error.</p> <p>To remedy the violation the institution shall add a statement indicating whether the institution has a transfer or articulation agreement with any other institutions.</p> <p>A copy of the institution’s revised catalog shall be submitted with the institution’s response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§94909 - Minimum Requirements for School Catalog.</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(8) A detailed description of institutional policies in the following areas:</p> <p>(B) Cancellation, withdrawal, and refund policies, including an explanation that the student has 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. The text shall also include a description of the procedures that a student is required to follow to cancel the enrollment agreement or withdraw from the institution and obtain a refund consistent with the requirements of Article 13 (commencing with Section 94919).</p> <p>94921 An institution offering an educational program for which the refund calculations set forth in this article cannot be utilized because of the unique way in which the educational program is structured, may petition the bureau for an alternative method of calculating tuition refunds.</p> <p>The institution’s catalog lists an unapproved refund policy for the courses they offer as continuing education. The continuing education courses are part of the school’s approved programs list. The school states they require two days’ notice in order to be refunded</p>


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	<p>which violates the students right to receive a refund through attendance of the first class session, or the seventh day after enrollment, whichever is later.</p> <p>To remedy the violation, the institution shall request approval for an alternative method of calculating tuition refunds or follow the bureau approved refund and withdrawal policy.</p> <p>71750 (a) Every institution shall make refunds that are no less than the refunds required under the Act and this Division. (1) The amount owed equals the daily charge for the program (total institutional charge, divided by the number of days or hours in the program), multiplied by the number of days student attended, or was scheduled to attend, prior to withdrawal.</p> <p>The institution’s catalog failed to include a complete statement on how refunds are calculated. The catalog states “total paid minus registration fee multiplied by hours of instruction received minus unreturned supplies equals’ total refund”</p> <p>To remedy the violation, the institution shall revise their refund calculation to include a complete refund calculation policy.</p> <p>A copy of the institution’s revised catalog shall be submitted with the institution’s response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§94909 - Minimum Requirements for School Catalog.</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following: (9) The schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program.</p> <p>The institution’s catalog failed to include the total charges for a period of attendance. The catalog lists the charges for the total program but failed to include the total charges for a period of attendance. (pgs 5 &12)</p>

	<p>The catalog also failed to include the cost for 135 of their 137 approved programs. The catalog includes the cost for only two programs (MT550 & MT300)</p> <p>To remedy the violation, the institution shall include a statement indicating the total charges for a period of attendance. If the charges for a period of attendance and the total charges for the entire program are the same, a statement indicating this will meet compliance. They must also include the charges for the additional 135 approved programs.</p> <p>A copy of the institution's revised catalog shall be submitted with the institution's response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§94909 - Minimum Requirements for School Catalog.</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(10) A statement reporting whether the institution participates in federal and state financial aid programs, and if so, all consumer information that is required to be disclosed to the student pursuant to the applicable federal and state financial aid programs.</p> <p>The institution's catalog failed to include a statement reporting whether the institution participates in state financial aid programs. On pg. 27 of the school catalog it states the institution does not participate in federal financial aid programs but does not state whether they participate in any state programs.</p> <p>To remedy the violation, the institution shall include a statement indicating whether the institution participates in any state financial aid programs.</p> <p>A copy of the institution's revised catalog shall be submitted with the institution's response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§94909 - Minimum Requirements for School Catalog.</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(12) A statement specifying whether the institution has a pending petition in bankruptcy, is operating as a debtor in possession, has filed a petition within the preceding five years, or has had a petition in bankruptcy filed against it</p>

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	<p>within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).</p> <p>The institution's catalog failed to include a statement specifying all of the above information.</p> <p>To remedy the violation, the institution shall revise their catalog to include a statement specifying all of the above information.</p> <p>A copy of the institution's revised catalog shall be submitted with the institution's response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§94909 - Minimum Requirements for School Catalog.</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(14) A description of the student's rights and responsibilities with respect to the Student Tuition Recovery Fund. This statement shall specify that it is a state requirement that a student who pays his or her tuition is required to pay a state-imposed assessment for the Student Tuition Recovery Fund.</p> <p>76215. Student Tuition Recovery Fund Disclosures</p> <p>(a) A qualifying institution shall include the following statement on both its enrollment agreement and school catalog:</p> <p>"The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.</p> <p>You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program."</p>

(b) In addition to the statement required under subdivision (a) of this section, a qualifying institution shall include the following statement in its school catalog:

"It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

	<p>To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.</p> <p>A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.</p> <p>However, no claim can be paid to any student without a social security number or a taxpayer identification number."</p> <p>The institution's catalog failed to include the current STRF disclosure. As of 8/10/2017 the Student Tuition Recovery Disclosures (STRF) has changed. (pgs. 25-26)</p> <p>To remedy the violation, the institution shall replace the current STRF language in their catalog with the language listed above.</p> <p>A copy of the institution's revised catalog shall be submitted with the institution's response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§94909 - Minimum Requirements for School Catalog.</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following:</p> <p>(15) The following statement: "NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION</p> <p>The transferability of credits you earn at (name of institution) is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree, diploma, or certificate) you earn in (name of educational program) is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or degree, diploma, or certificate) that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will</p>


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	<p>meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending (name of institution) to determine if your (credits or degree, diploma, or certificate) will transfer.”</p> <p>The institution’s catalog failed to include the entire statement verbatim. The statement is missing the title and the first sentence.</p> <p>To remedy the violation, the institution shall add the following missing language to their transferability disclosure:</p> <p>“NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION</p> <p>The transferability of credits you earn at (name of institution) is at the complete discretion of an institution to which you may seek to transfer.”</p> <p>A copy of the institution’s revised catalog shall be submitted with the institution’s response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§94909 - Minimum Requirements for School Catalog.</p>	<p>(a) Except as provided in subdivision (d), prior to enrollment, an institution shall provide a prospective student, either in writing or electronically, with a school catalog containing, at a minimum, all of the following: (16) A statement specifying whether the institution, or any of its degree programs, are accredited by an accrediting agency recognized by the United States Department of Education. If the institution is unaccredited and offers an associate, baccalaureate, master’s, or doctoral degree, or is accredited and offers an unaccredited program for an associate, baccalaureate, master’s, or doctoral degree, the statement shall disclose the known limitations of the degree program, including, but not limited to, all of the following:</p> <p>The institution’s catalog failed to include a statement indicating whether the institution is accredited by an accrediting agency recognized by the US Department of Education.</p> <p>To remedy the violation, the institution shall revise their catalog to include a statement indicating whether or not the institution is accredited.</p>


	<p>A copy of the institution's revised catalog shall be submitted with the institution's response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§71810 - Catalog.</p> 	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p> <p>(1) The specific beginning and ending dates defining the time period covered by the catalog;</p> <p>The institution's catalog failed to include the specific beginning and ending dates. The catalog lists the dates as January 2019 to December 2019. The dates do not include a specific day for beginning and ending.</p> <p>To remedy the violation, the institution shall revise their catalog to include specific beginning and ending dates in a month, day, year format.</p> <p>A copy of the institution's revised catalog shall be submitted with the institution's response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§71810 - Catalog.</p>	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p> <p>(9) A description of the facilities and of the types of equipment and materials that will be used for instruction;</p> <p>The institution's catalog failed to include a description of the facility and the materials that will be used for instruction. The catalog stated the facilities and equipment fully comply with any and all federal, state, and local ordinances and regulations but does not give a description of the equipment and facilities.</p> <p>To remedy the violation the institution shall add a description of the facilities and of the types of equipment and materials that will be used for instruction.</p> <p>A copy of the institution's revised catalog shall be submitted with the institution's response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§71810 - Catalog.</p>	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p>

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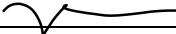
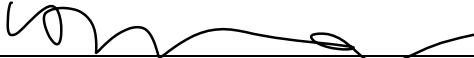
	<p>(15) Policies on the retention of student records.</p> <p>94900(b)(1-3)</p> <p>(b) An institution shall maintain, for each student granted a degree or certificate by that institution, permanent records of all of the following:</p> <p>(1) The degree or certificate granted and the date on which that degree or certificate was granted.</p> <p>(2) The courses and units on which the certificate or degree was based.</p> <p>(3) The grades earned by the student in each of those courses.</p> <p>The institution's catalog failed to include a complete records retention policy. The institution's catalog states that records will be maintained for five years but failed to indicate they would keep permanent records of student transcripts.</p> <p>To remedy the violation, the institution shall revise their record retention policy to include language for permanently maintaining student transcripts.</p> <p>A copy of the institution's revised catalog shall be submitted with the institution's response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§94913 - Institutional Web Site Requirements.</p>	<p>(a) An institution that maintains an Internet Web site shall provide on that Internet Web site all of the following:</p> <p>(1) The school catalog.</p> <p>(2) A School Performance Fact Sheet for each educational program offered by the institution.</p> <p>(3) Student brochures offered by the institution.</p> <p>(4) A link to the bureau's Internet Web site.</p> <p>(5) The institution's most recent annual report submitted to the bureau.</p> <p>The institution's website failed to include a School Performance Fact Sheet(SPFS) for each educational program offered and a link to the most recent annual report submitted to the bureau. The school's website has a link to their 2014 - 2015 annual report and 2014-2015 SPFS' for three of their 137 approved programs (MT250, MT300, MT500). The links to these documents are not functioning and an error message stating "page not found" is displayed when you click on the link. In addition, the documents should be for 2016-2017.</p>

	<p>To remedy the violation, the institution shall add links for the 2016 Annual Report and the 2016-2017 SPFS' for all 137 approved programs.</p> <p>A printout of or a link to the updated website shall be submitted with the institution's response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§74117 - Institutional Web Site Requirements.</p>	<p>In addition to the requirement in Section 94913(b) of the Code, an institution that maintains a website shall provide on the homepage of that website clear and conspicuous links to all the items required in Section 94913(a) of the Code.</p> <p>The institution's website failed to include clear and conspicuous links to the items required in section 94913(a).</p> <p>To remedy the violation, the institution shall revise their website to include a clear and conspicuous link to all the required items.</p> <p>A printout of or a link to the updated website shall be submitted with the institution's response to the NTC and the last page of this document by February 28, 2019.</p>
<p>§71920 - Student Records.</p>	<p>(b) In addition to the requirements of section 94900, the file shall contain all of the following pertinent student records:</p> <p>(10) A document specifying the amount of a 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.</p> <p>The institution's withdrawn student files failed to contain a document specifying the amount of a 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.</p> <p>To remedy the violation, the institution shall provide their policy for ensuring all student files contain refund calculations and a draft copy of the refund calculation sheet that will be used.</p>

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	<p>A copy of the policy and the draft refund calculation shall be submitted with the institution's response to the NTC and the last page of this document by February 28, 2019.</p>
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~~Only minor~~ violations are listed on a Notice to Comply.

Inspector's Name	Michelle Loo
Inspector's Signature	
Institution Administrator Name/Title:	Daviel Shy
Institution Administrator's Signature:	

Education Code can be located at: http://www.bppe.ca.gov/lawsregs/ppe_act.shtml
 Code of Regulations can be located at: <http://www.bppe.ca.gov/lawsregs/regs.shtml>

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RETURN THIS FORM WITHIN THE SPECIFIED TIME FRAME WITH EITHER: 1) VERIFICATION OF COMPLIANCE OR 2) A NOTICE OF DISAGREEMENT

IMPORTANT COMPLIANCE NOTICE

California Education Code §94935 and California Code of Regulations §75010 provide that the Bureau for Private Postsecondary Education (Bureau) shall issue a Notice to Comply for minor violations detected during a compliance inspection by the Bureau.

By no later than 30 days from the date of the inspection, you must either: 1) Remedy the noncompliance item(s), sign the below declaration and submit this form to the Bureau, along with documentation describing how compliance was achieved; or 2) File with the Bureau a written notice of disagreement, specifying the minor violation(s) described in the Notice to Comply with which you disagree, and appealing it by requesting an informal office conference. If a written notice of disagreement is not timely filed with the Bureau, the right to appeal is deemed to have been waived.

Failure to timely remedy the noncompliance item(s) or file a written request for an informal office conference may result in the Bureau taking administrative enforcement action.

DECLARATION

Attached to this document is a list describing how compliance was achieved for each violation and supporting documentation. I declare under penalty of perjury that all violations identified in this Notice to Comply are corrected as described in the attachment.

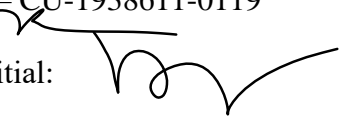
Signature

Date

Print Name and Title

THIS DECLARATION OR A NOTICE OF DISAGREEMENT MUST BE SUBMITTED TO THE BUREAU BY **02/28/2019**

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