



## NOTICE TO COMPLY

CU-37954114-012825

Institution Name:	Maiquela's Cosmetology Academy	Institution Telephone:	(323) 587-1750
Institution Code:	37954114	Administrator Name:	Lester Norton
Street Address:	8511 Long Beach Blvd, South Gate, CA 90280	Inspection Date:	1/28/25

The Bureau for Private Postsecondary Education (Bureau) issues this Notice to Comply pursuant to California Education Code (CEC) section 94935 and Title 5 of the California Code of Regulations (5 CCR) section 75010.

California Private Postsecondary Education Act: [https://www.bppe.ca.gov/lawsregs/ppe\\_act.pdf](https://www.bppe.ca.gov/lawsregs/ppe_act.pdf)  
 Title 5 of the California Code of Regulations: <https://www.bppe.ca.gov/lawsregs/regs.pdf>

Violation	Code Section Violated	Description of the violation and required correction.
1	CEC § 94909 (a)(3)(A)	<p><b>Violation Description:</b> Although the institution’s 2024 catalog contains the specific required language that directs students to the Bureau for unanswered questions, the address is incorrect.</p> <p><b>Correction:</b> The institution shall update its 2025 catalog ton include the correct address for the Bureau, pursuant to CEC § 94909 (a)(3)(A).</p>
2	CEC § 94909 (a)(8)(A)	<p><b>Violation Description:</b> The institution’s 2024 catalog failed to include the institution’s policies regarding the acceptance of credits earned at other institutions.</p> <p><b>Correction:</b> The institution shall update its 2025 catalog ton include the institution’s policies regarding the acceptance of credits earned at other institutions, pursuant to CEC § 94909 (a)(8)(A).</p>

Violation	Code Section Violated	Description of the violation and required correction.
3	5 CCR § 76215 (b)	<p><b>Violation Description:</b> The institution's 2024 catalog failed to include the correct address for the Bureau within the required verbatim language regarding the Student Tuition Recovery Fund (STRF).</p> <p><b>Correction:</b> The institution shall update its 2025 catalog to include the above-mentioned current address for the bureau within the required verbatim language pursuant to 5 CCR § 76215 (b).</p>
4	CEC § 94909 (a)(8)(B) in conjunction with CEC § 94920 (b)	<p><b>Violation Description:</b> Page 7 of the institution's 2024 catalog contains an unenforceable policy specifying equipment as potential nonrefundable items conditional on their return within the cancellation period. The policy is not compliant with CEC § 94920 (b), as 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), must be refunded.</p> <p><b>Correction:</b> The institution shall update the refund and cancellation policy in its 2025 catalog. The policy must demonstrate compliance with CEC § 94909 (a)(8)(B) and CEC § 94920 (b).</p>
5	CEC § 94909 (a)(8)(B) in conjunction with CEC § 94920 (d)	<p><b>Violation Description:</b> The refund policy on page 7 of the institution's 2024 catalog contains an unenforceable policy specifying that if a student completes 60% of the program that they are not due a pro-rata refund. This is not compliant with CEC § 94920 (d), as the refund policy for students who have completed 60 percent or less of the period of attendance shall be a pro rata refund.</p> <p><b>Correction:</b> The institution shall update its 2025 to include the above-mentioned policy pursuant to CEC § 94909 (a)(8)(B) in conjunction with CEC § 94920 (d).</p>
6	5 CCR § 71810 (b)(13)(A)	<p><b>Violation Description:</b> The institution's 2024 catalog failed to state whether the institution has dormitory facilities under its control.</p> <p><b>Correction:</b> The institution shall update its 2025 catalog to include the above-mentioned statement pursuant to 5 CCR § 71810 (b)(13)(A).</p>

Violation	Code Section Violated	Description of the violation and required correction.
7	5 CCR §74112 (d)(3)	<p><b>Violation Description:</b> The institution’s 2024 catalog failed to include the job classification(s) each program prepares its graduates for using the United States Department of Labor’s Standard Occupational Classification codes, at the Detailed Occupation (six-digit) level.</p> <p><b>Correction:</b> The institution shall update its 2025 catalog to include the above-mentioned Department of Labor’s Standard Occupational Classification codes pursuant to 5 CCR §74112 (d)(3).</p>
8	CEC § 94909 (a)(3)(D)	<p><b>Violation Description:</b> The institution’s 2024 catalog, failed to contain the required verbatim statement: “The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370-7589 or by visiting <a href="https://www.osar.bppe.ca.gov/">https://www.osar.bppe.ca.gov/</a> .”</p> <p><b>Correction:</b> The institution shall update its 2025 catalog, to include the above-mentioned statement pursuant to CEC § 94909 (a)(3)(D).</p>
9	5 CCR § 71800 (e)(3) in conjunction with CEC § 94920 (b)	<p><b>Violation Description:</b> The institution’s enrollment agreement contains an unenforceable statement regarding a non-refundable item. The enrollment agreement itemizes “Equipment” as non-refundable, implying that this item is non-refundable within the cancellation period. According to CEC § 94920 (b), the law identifies a reasonable deposit or application fee as the only non-refundable items within the cancellation period.</p> <p><b>Correction:</b> The institution shall update the itemization section in its enrollment agreements pursuant to 5 CCR § 71800 (e)(12) in conjunction with CEC § 94920 (b).</p>

Violation	Code Section Violated	Description of the violation and required correction.
10	CEC § 94911 (e)(2) in conjunction with CEC § 94920 (b)	<p><b>Violation Description:</b> The institution’s enrollment agreement contains an unenforceable policy specifying the conditional return of equipment as potentially nonrefundable within the cancellation period. The policy is not compliant with CEC § 94920 (b), as 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), must be refunded.</p> <p><b>Correction:</b> The institution shall update the refund and cancellation policy in the enrollment agreement. The policy must demonstrate compliance with CEC § 94911 (e)(2) in conjunction with CEC § 94920 (b).</p>
11	CEC § 94911 (j)(1)	<p><b>Violation Description:</b> Although the institution’s enrollment agreement contains the specific required language that directs students to the Bureau for unanswered questions, the address is incorrect.</p> <p><b>Correction:</b> The institution shall update its enrollment agreement include the correct address for the Bureau, pursuant to CEC § 94911 (j)(1).</p>
12	CEC § 94913 (a)(1)	<p><b>Violation Description:</b> The institution’s website failed to provide the institution’s 2025 catalog.</p> <p><b>Correction:</b> The institution shall update its website, to include the institution’s 2025 catalog pursuant to CEC § 94913 (a)(1).</p>
13	CEC § 94913 (a)(2)	<p><b>Violation Description:</b> The institution failed to post on its website clear and conspicuous links to the school’s 2022/2023 School Performance Fact Sheets for all programs offered by the school.</p> <p><b>Correction:</b> The institution shall update its website to include a clear and conspicuous link to the school’s 2022/2023 School Performance Fact Sheets for all programs offered by the school pursuant to CEC § 94913 (a)(2).</p>

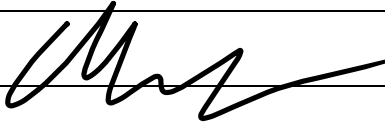
Pursuant to 5 CCR section 75010(d), the Institution may do either of the following:

(1) Within 30 days from the date of the inspection, sign and return the notice to comply, declaring under penalty of perjury that the violation was corrected and describing how compliance was achieved; or

(2) Within 30 days from the date of the inspection, file with the Bureau a written notice of disagreement, specifying the minor violations described in the notice to comply with which the person approved to operate the institution disagrees, 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.

**Pursuant to CEC section 94935(h), failure to comply with the notice to comply will result in the Bureau taking appropriate administrative enforcement action.**

The Notice to Comply was given to the Institution's owner, person in control, chief academic officer, chief executive officer, chief operating officer, institution director, or any person delegated by any of the aforementioned persons to facilitate the inspection or accept such notice as set forth below.

Notice To Comply Given To Name & Title:	Lester Norton, Owner
Bureau Compliance Analyst Name:	Alec Taub
Bureau Compliance Analyst Signature:	

## NOTICE TO COMPLY DECLARATION

CU-37954114-012825

Institution Name:	Maiquela's Cosmetology Academy	Institution Telephone:	(323) 587-1750
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I declare under penalty of perjury that each violation identified in this Notice to Comply has been corrected and attached with this declaration is evidence to support the correction of each violation identified.

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Signature

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Date

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Print Name and Title