



NOTICE TO COMPLY – CU-87449475-0719 (Ed. Code §94935 & 5, CCR §75010)

Institution Name:	Cinta Aveda Institute	Institution Telephone:	(415) 989-4400
Institution Code:	87449475	Administrator Name:	Janett Cabanero
Street Address:	305 Kearny Street San Francisco, CA 94108	Date of Inspection:	7/25/2019

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:

CATALOG MINIMUM REQUIREMENTS

1	5, CCR §71810	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p> <p>(4) Language proficiency information, including: (A) the level of English language proficiency required of students and the kind of documentation of proficiency, such as the Test of English as a Foreign Language (TOEFL), that will be accepted; and (B) whether English language services, including instruction such as ESL, are provided and, if so, the nature of the service and its cost;</p> <p>The school’s catalog failed to identify the level of English language proficiency required of all students and documentation needed to identify English language proficiency.</p> <p>To remedy this violation, the catalog shall identify the level of English language proficiency required of all students and the kind of documentation of proficiency. The corrected catalog shall be submitted with the institution’s response to the NTC and the last page of this document by August 26, 2019.</p>
2	CEC §94909	<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>(9) The schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program.</p>

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Inspector’s Initial:

Administrator’s Initial:

		<p>The school's catalog failed to identify the schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program.</p> <p>To remedy this violation, the school shall state in its catalog, the total charges for a period of attendance and an estimated schedule of total charges for the entire educational program. The corrected catalog shall be submitted with the institution's response to the NTC and the last page of this document by August 26, 2019.</p>
3	5, CCR §71810	<p>(b) The catalog shall contain the information prescribed by Section 94909 of the Code and all of the following:</p> <p>(6) The institution's policies and practices regarding any form of financial aid, including all consumer information which the institution is required to disclose to the student under any state or federal financial aid program</p> <p>The school's catalog failed to include information regarding the institution's policies and practices regarding any form of financial aid.</p> <p>To remedy this violation, the school shall update its catalog to include information regarding the institution's policies and practices regarding any form of financial aid. The corrected catalog shall be submitted with the institution's response to the NTC and the last page of this document by August 26, 2019.</p>

ENROLLMENT AGREEMENT MINIMUM REQUIREMENTS

Item No.	Education Code (CEC) or Regulation (5, CCR)	Deficiency - Requested Submission
4	5, CCR §71800	<p>In addition to the requirements of section 94911 of the Code, an institution shall provide to each student an enrollment agreement that contains at the least the following information:</p> <p>(d) Date by which the student must exercise his or her right to cancel or withdraw, and the refund policy, including any alternative method of calculation if approved by the Bureau pursuant to section 94921 of the Code.</p>

Notice to Comply – CU-8/449475-0719

Inspector's Initial: 

Administrator's Initial:

		<p>The school's enrollment agreement failed to identify the date the student must exercise his or her right to cancel or withdraw from the enrollment agreement.</p> <p>To remedy this violation, the school shall specify on the enrollment agreement the date by which a student must exercise his or her right to cancel or withdraw. As an alternative, the school shall have a line or placeholder to insert the date at the time the student enrolls. The updated enrollment agreement shall be submitted with the institution's response to the NTC and the last page of this document by August 26, 2019.</p>
5	CEC §94911	<p>An enrollment agreement shall include, at a minimum, all of the following:</p> <p>(c) In underlined capital letters on the same page of the enrollment agreement in which the student's signature is required, the total charges for the current period of attendance, the estimated total charges for the entire educational program, and the total charges the student is obligated to pay upon enrollment.</p> <p>The school's enrollment agreement is missing the underlined capital letters on the same page in which the student's signature is required, the total charges for the current period of attendance, the estimated total charges for the entire educational program, and the total charges the student is obligated to pay upon enrollment.</p> <p>To remedy the violation, the school shall update its enrollment agreement to identify in underlined capital letters on the same page in which the student's signature is required: "<u>TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE</u>", "<u>ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM</u>", and "<u>TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT.</u>" The updated enrollment agreement shall be submitted with the institution's response to the NTC and the last page of this document by August 26, 2019.</p>
6	5, CCR §76215	<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</p>

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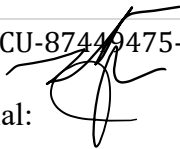
Administrator's Initial:

		<p>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> <p>The enrollment agreement is missing the required STRF disclosure.</p> <p>To remedy this violation, the school shall add the STRF disclosure within the enrollment agreement. The updated enrollment agreement shall be submitted with the institution’s response to the NTC and the last page of this document by August 26, 2019.</p>
7	CEC §94911	<p>An enrollment agreement shall include, at a minimum, all of the following:</p> <p>(i) (1) The following statement: “Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, salaries or wages, and the most recent three-year cohort default rate, if applicable, prior to signing this agreement.”</p> <p>(2) Immediately following the statement required by paragraph (1), a line for the student to initial, including the following statement: “I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates, salary or wage information, and the most recent three-year cohort default rate, if applicable, included in the School Performance Fact sheet, and have signed, initialed, and dated the information provided in the School Performance Fact Sheet.”</p>

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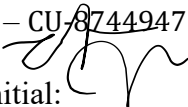


		<p>Page 5 of the school's enrollment agreement is missing the following statement: "I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates, salary or wage information, and the most recent three-year cohort default rate, if applicable, included in the School Performance Fact sheet, and have signed, initialed, and dated the information provided in the School Performance Fact Sheet."</p> <p>To remedy this violation, the school shall update its enrollment agreement to include the full verbatim statement: "I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates, salary or wage information, and the most recent three-year cohort default rate, if applicable, included in the School Performance Fact sheet, and have signed, initialed, and dated the information provided in the School Performance Fact Sheet." The updated enrollment agreement shall be submitted with the institution's response to the NTC and the last page of this document by August 26, 2019.</p>
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STUDENT TUITION RECOVERY FUND (STRF) MINIMUM REQUIREMENTS

Item No.	Education Code (CEC) or Regulation (5, CCR)	Deficiency - Requested Submission
8	5, CCR §76130	<p>(b) A qualifying institution shall complete the STRF Assessment report and remit it with the STRF assessments collected from students to be received by the Bureau no later than the last day of the month following the close of the quarter as follows:</p> <p>(1) April 30 for the first quarter, (2) July 31 for the second quarter, (3) October 31 for the third quarter, and (4) January 31 for the fourth quarter.</p> <p>If the due date falls on a Saturday, Sunday, or State or federal holiday, the due date shall be extended to the next regular business day for the Bureau.</p> <p>The school failed to submit the 4th quarter of 2018 and 1st quarter of 2019 STRF Assessment Reporting Forms to the Bureau by the above deadline.</p>

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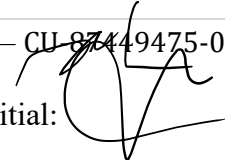
		<p>To remedy this violation, the school shall complete the 4th quarter of 2018 and 1st quarter of 2019 STRF Assessment Reporting Forms. Once the forms are complete and signed, email the forms to the Bureaus Administrative Support Unit at bppe@dca.ca.gov and mail the original form to the attention of "Administration Unit- STRF Assessment Form" at the following address: 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833. A copy of the email to bppe@dca.ca.gov and copy of the complete form shall be submitted with the institution's response to the NTC and the last page of this document by August 26, 2019.</p>
<p>9</p>	<p>5, CCR §76140</p>	<p>(a) A qualifying institution shall collect and maintain records of student information to substantiate the data reported on the STRF Assessment Reporting Form and records of the students' eligibility under the Fund. Such records shall include the following for each student:</p> <ol style="list-style-type: none"> (1) Student identification number, (2) First and last names, (3) Email address, (4) Local or mailing address, (5) Address at the time of enrollment, (6) Home address, (7) Date enrollment agreement signed, (8) Courses and course costs, (9) Amount of STRF assessment collected, (10) Quarter in which the STRF assessment was remitted to the Bureau, (11) Third-party payer identifying information, (12) Total institutional charges charged, and (13) Total institutional charges paid. <p>The school's 4th Quarter 2018 STRF backup data failed to include Date enrollment agreement signed.</p> <p>To remedy this violation, the school shall update the 4th Quarter 2018 STRF backup documentation to identity the date the enrollment agreement signed. The updated 4th Quarter 2018 STRF backup documentation shall be submitted with the institution's response to the NTC and the last page of this document by August 26, 2019.</p>

Self-Monitoring Procedures

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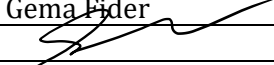


Item No.	Referenced Law	Deficiency - Requested Submission
10	5, CCR §71760	<p>71760. Self-Monitoring Procedures. Each institution shall develop and maintain adequate procedures used by the institution to assure that it is maintained and operated in compliance with the Act and this Division.</p> <p>The school does not maintain self-monitoring procedures.</p> <p>To remedy this violation, the school shall develop and maintain adequate procedures used by the institution to assure that it is maintained and operated in compliance with the Act and this Division. The self monitoring procedures shall be submitted with the institution's response to the NTC and the last page of this document by August 26, 2019.</p>

WITHDRAWALS AND REFUNDS MINIMUM REQUIREMENTS


Item No.	Referenced Law	Deficiency - Requested Submission
11	5, CCR §71750	<p>(f) The institution shall maintain a cancellation and withdrawal log, kept current on a monthly basis, which shall include the names, addresses, telephone numbers, and dates of cancellations or withdrawal of all students who have cancelled the enrollment agreement with, or withdrawn from, the institution during the calendar year</p> <p>The school's failed to maintain a cancellation log.</p> <p>To remedy this violation, the school shall provide the school's cancellation log containing the names, addresses, telephone numbers, and dates of cancellations or withdrawal of all students who have cancelled the enrollment agreement with, or withdrawn from, the institution during the calendar year. A copy of the cancellation log shall be submitted with the institution's response to the NTC and the last page of this document by August 26, 2019.</p>

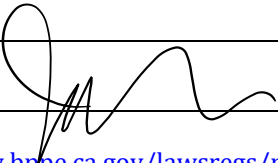
Only minor violations are listed on a Notice to Comply.

Inspector's Name	Gema Fider
Inspector's Signature	
Institution Administrator Name/Title:	Janett Cabanero, Director of Enrollment

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Administrator's Initial: 

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>

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

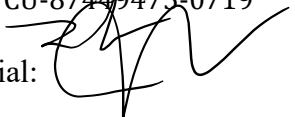
Attached to this document is a list describing how compliance was achieved for each violation and supporting documentation. I declare under penalty of perjury that all violations identified in this Notice to Comply are corrected as described in the attachment.

Signature

Date

Print Name and Title

THIS DECLARATION OR A NOTICE OF DISAGREEMENT MUST BE SUBMITTED TO THE BUREAU BY August 26, 2019

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