



NOTICE TO COMPLY

CU-32243767-04172024

Institution Name:	HealthPro EMS Training Inc.	Institution Telephone:	(951) 279-6110
Institution Code:	32243767	Administrator Name:	Amy Montes
Street Address:	2900 Adams St. Suite C-5 Riverside, CA 92504	Inspection Date:	April 17, 2024

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
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)(5)	<p>Violation Description: According to page 11 of the institution's 2023 catalog, the institution identifies a total of 200 hours is required to complete the Emergency Medical Technician program. However according to Bureau records 184 hours is required to complete the Emergency Medical Technician program.</p> <p>Correction: The institution shall either provide proof of the documentation submitted to the Bureau's Licensing Unit for the approval to update the total program hours to 200 hours to complete the Emergency Medical Technician program. Otherwise, if the Bureau's records are correct the institution shall update the catalog to reflect the total hours in accordance with the Bureau's records.</p>
2	CEC §94909 (a)(8)(B) in conjunction with CEC § 94920 (b)	<p>Violation Description: The institution's 2023 catalog failed to include a cancellation policy and cancellation procedures that a student is required to follow to cancel the enrollment agreement in accordance with CEC §94909 (a)(8)(B) and CEC §94920 (b). According to CEC</p>

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		<p>§94909 (a)(8)(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...”</p> <p>Correction: The institution shall update its catalog to include the above-mentioned cancellation policy and cancellation procedures, pursuant to CEC §94909 (a)(8)(B) and CEC § 94920 (b).</p>
3	CEC §94909 (a)(8)(B) in conjunction with CEC § 94920 (b)	<p>Violation Description: On page 9 of the institution’s 2023 catalog, contains a policy that identifies \$350 of the tuition and fees will be retained within the cancellation period. The institution’s policy on page 9 of the catalog does not comply with CEC § 94920 (b), which states “Institutions shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), if notice of cancellation is made through attendance at the first class session, or the seventh day after enrollment, whichever is later.”</p> <p>Correction: The institution shall revise the cancellation and refund policies in the catalog to identify, within the cancellation period the institution may only withhold a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250). The policies must demonstrate compliance with CEC § 94909 (a)(8)(B) and CEC § 94920 (b).</p>

Violation	Code Section Violated	Description of the violation and required correction.
4	CEC § 94909 (a)(3)(D)	<p>Violation Description: The institution's 2023 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 https://www.osar.bppe.ca.gov/."</p> <p>Correction: The institution shall update the catalog to include the above-mentioned statement pursuant to CEC § 94909 (a)(3)(D).</p>
5	CEC § 94911 (a)	<p>Violation Description: According to page 1 of the institution's enrollment agreement, the institution identifies a total of 208 hours is required to complete the Emergency Medical Technician program. However according to Bureau records 184 hours is required to complete the Emergency Medical Technician program.</p> <p>Correction: The institution shall either provide proof of the documentation submitted to the Bureau's Licensing Unit for the approval to update the total program hours to 208 hours to complete the Emergency Medical Technician program. Otherwise, if the Bureau's records are correct the institution shall update the enrollment agreement to reflect the total hours in accordance with the Bureau's records.</p>
6	5 CCR § 71800 (d)	<p>Violation Description: The institution'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>Correction: The institution shall update the enrollment agreement to include the above-mentioned information pursuant to 5 CCR § 71800 (d).</p>

Violation	Code Section Violated	Description of the violation and required correction.
7	5 CCR § 71800 (e)(1)(3)(6)(11)	<p>Violation Description: On page 2 of the institution's enrollment agreement, the institution failed to separately itemize the charges for tuition, uniform, equipment, and STRF assessment fee. Each of these charges must be separately itemized in the enrollment agreement.</p> <p>Correction: The institution shall update the enrollment agreement to separately itemized all institution fees, pursuant to 5 CCR § 71800 (e)(1)(3)(6)(11).</p>
8	5 CCR § 76215 (a)	<p>Violation Description: On page 5 of the institution's enrollment agreement, contained a mixture of current and outdated STRF disclosures.</p> <p>Correction: The institution shall update the STRF disclosure in the enrollment agreement pursuant to 5 CCR § 76215 (a).</p>
9	CEC § 94911 (e)(2)	<p>Violation Description: The institution's enrollment agreement failed to include a statement that, if the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.</p> <p>Correction: The institution shall update the enrollment agreement to include the above-mentioned statement pursuant to CEC § 94911 (e)(2).</p>
10	CEC § 94911 (e)(3)	<p>Violation Description: Although page 6 of the institution's enrollment agreement contains the procedures to cancel the enrollment agreement, the enrollment agreement failed to include a description of the procedures that a student is required to follow to withdraw from the institution.</p> <p>Correction: The institution shall update the enrollment agreement to include the above-mentioned withdraw procedures pursuant to CEC § 94911 (e)(3).</p>

Violation	Code Section Violated	Description of the violation and required correction.
11	CEC § 94911 (j)(1)	<p>Violation Description: Although page 6 of the institution's enrollment agreement contains the required statement, the statement references the Bureau's old address (2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833).</p> <p>Correction: The institution shall update the statement on page 6 of the enrollment agreement with the Bureau's current address (1747 North Market Blvd., Suite 225, Sacramento, California, 95834).</p>
12	CEC § 94913 (a)(1) in conjunction with 5 CCR §71810 (a)	<p>Violation Description: The institution failed to post on its website (https://hpemt.org/) and/or Student Resource Center webpage (https://hpemt.org/student-resources/), a recently updated catalog.</p> <p>Correction: The institution shall update its website to include a recently annually updated catalog pursuant to CEC § 94913 (a)(1) and 5 CCR §71810 (a).</p>
13	CEC § 94913 (a)(2)	<p>Violation Description: The institution failed to post on its website (https://hpemt.org/) and/or Student Resource Center webpage (https://hpemt.org/student-resources/), clear and conspicuous links to the institution's 2021-2022 School Performance Fact Sheets.</p> <p>Correction: The institution shall update its website to include a clear and conspicuous links to the institution's 2021-2022 School Performance Fact Sheets pursuant to CEC § 94913 (a)(2).</p>
14	CEC § 94913 (a)(5)	<p>Violation Description: The institution failed to post on its website (https://hpemt.org/) and/or Student Resource Center webpage (https://hpemt.org/student-resources/), clear and conspicuous links to the institution's most recent annual report submitted to the Bureau. According to Bureau records, the most recent annual report submitted is the 2021 Annual Report.</p> <p>Correction: The institution shall update its website to include a clear and conspicuous links to the institution's 2021 Annual Report pursuant to CEC § 94913 (a)(5).</p>

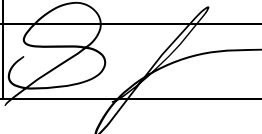
Violation	Code Section Violated	Description of the violation and required correction.
15	CEC § 94897 (l)	<p>Violation Description: On the institution's contact us webpage, under the FAQ "What are your program credentials?" (https://hpemt.org/contact/) webpage, the institution states it is approved through the California Bureau for Private Postsecondary Education, however the statement failed to define the term approved by.</p> <p>Correction: The institution shall update the statement on its website, where the institution identifies it is approved by the California Bureau for Private Postsecondary Education to state, "BPPE APPROVED - Approval to Operate means compliance with state standards as set forth in the California Private Postsecondary Education Act of 2009", pursuant to CEC § 94897 (l).</p>
16	CEC § 94913 (b)	<p>Violation Description: On the institution's contact us webpage, under the FAQ "What are your program credentials?" (https://hpemt.org/contact/) webpage, the institution states it is approved through the California Bureau for Private Postsecondary Education, however the statement failed to include information concerning where students may access the Bureau's website.</p> <p>Correction: The institution shall update the statement on its website where the institution identifies it is approved by the bureau to include the Bureau's website (www.bppe.ca.gov), pursuant to CEC § 94913 (b).</p>
17	5 CCR §76140 (a)	<p>Violation Description: The institution's 2023 3rd and 4th quarter STRF supporting documentation failed to contain record of the student's (13) Total institutional charges paid.</p> <p>Correction: The institution shall update the institution's 2023 3rd and 4th Quarter STRF supporting documentation, pursuant to 5 CCR § 76140(a) (1-13).</p>
18	5 CCR § 71760	<p>Violation Description: The institution failed to provide self-monitoring procedures used by the institution to assure that it is maintained and operated in compliance with the Act and this Division.</p> <p>Correction: The institution shall provide a copy of its self-monitoring procedures used by the institution to assure that it is maintained and operated in compliance with the Act and this Division, pursuant to 5 CCR § 71760.</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:	Amy Montes, Office Manager
Bureau Compliance Analyst Name:	Gema Fider
Bureau Compliance Analyst Signature:	

NOTICE TO COMPLY DECLARATION

CU-32243767-04172024

Institution Name:	HealthPro EMS Training Inc.	Institution Telephone:	(951) 279-6110
Institution Code:	32243767	Administrator Name:	Amy Montes
Street Address:	2900 Adams St. Suite C-5 Riverside, CA 92504	Inspection Date:	April 17, 2024

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.

Signature

Date

Print Name and Title