



NOTICE TO COMPLY
 CA-52921172-012024

Institution Name:	Emergency Medical Services Universal Education	Institution Telephone:	(800) 728-0209
Institution Code:	52921172	Administrator Name:	Ruben Major
Street Address:	6910 Miramar Road Suite 206 San Diego, CA 92121	Inspection Date:	January 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)(3)(D)	<p>Violation Description: The institution’s catalog failed to include the required statement regarding “The Office of Student Assistance and Relief” (OSAR) pursuant to CEC § 94909 (a)(3)(D).</p> <p>Correction: The institution shall update the catalog to include the required statement regarding, “The Office of Student Assistance and Relief” (OSAR) pursuant to CEC § 94909 (a)(3)(D).</p>
2	5 CCR § 71810 (b)(15) Consistent with CEC § 94900 (b)(1)(2)(3)	<p>Violation Description: The institution’s catalog includes a policy on the retention of student records however, the policy failed to indicate that transcripts will be kept permanently pursuant to CEC § 94900 (b)(1)(2)(3). (Page 13)</p> <p>Correction: The institution shall add a statement to the student records retention policy in the catalog indicating that transcripts are kept permanently pursuant to CEC § 94900 (b)(1)(2)(3).</p>

Violation	Code Section Violated	Description of the violation and required correction.
3	CEC § 94897 (l)(1)(2)	<p>Violation Description: The institution’s catalog includes the approval statement however it failed to include complete verbiage regarding the meaning of state approval pursuant to CEC § 94897 (l)(1)(2).</p> <p>Correction: The institution shall revise the approval statement verbiage in the catalog, to include the complete meaning of state approval, “that 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)(1)(2).”</p>
4	CEC § 94909 (a)(8)(B) Consistent with CEC § 94920 (b)	<p>Violation Description: The institution’s catalog failed to include a cancellation/refund policy consistent with CEC § 94920 (b), pursuant to CEC § 94909 (a)(8)(B). (Page 19)</p> <p>Correction: The institution shall revise the cancellation/refund policy so that it is consistent CEC § 94920 (b), pursuant to CEC § 94909 (a)(8)(B).</p>
5	CEC § 94909 (a)(8)(B) Consistent with CEC § 94920 (d) Consistent with 5 CCR § 71750 (c)(1)	<p>Violation Description: The institution’s catalog failed to include a pro-rata refund policy consistent with CEC § 94920 (d). The refund calculation failed to be consistent with 5 CCR § 71750 (c)(1), pursuant to CEC § 94909 (a)(8)(B). (The chart provided on page 20 is not consistent with the required calculation).</p> <p>Correction: The institution’s catalog shall include pro-rata refund policy verbiage that is consistent with CEC § 94920 (d) (indicating the refund policy for student(s) who withdraw after the cancellation period and have completed 60% or less of the period of attendance is pro-rata.) The pro-rata refund calculation shall be consistent with 5 CCR § 71750 (c) (1), pursuant to CEC § 94909 (a)(8)(B).</p>
6	CEC § 94909 (a)(8)(B) Consistent with 5 CCR § 71750 (b)	<p>Violation Description: The institution’s catalog failed to include a description consistent with 5 CCR § 71750 (b), of the procedures a student shall follow to cancel or withdraw, pursuant to CEC § 94909 (a)(8)(B).</p> <p>Correction: The institution’s catalog shall be updated to include a description consistent with 5 CCR § 71750 (b),</p>

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		of the procedures a student shall follow to cancel or withdraw, pursuant to CEC § 94909 (a)(8)(B).
7	CEC § 94911 (e) (1)	<p>Violation Description: The institution’s enrollment agreement failed to use the required verbiage for the disclosure under “STUDENT’S RIGHT TO CANCEL,” pursuant to CEC § 94911 (e)(1).</p> <p>Correction: The institution shall revise the enrollment agreement to include the required verbiage for the disclosure under “STUDENT’S RIGHT TO CANCEL,” pursuant to CEC § 94911 (e)(1).</p>
8	CEC § 94911 (e) (2) Consistent with CEC § 94920 (b)	<p>Violation Description: The institution’s enrollment agreement failed to include a refund policy consistent with CEC § 94920 (b) for a student(s) who cancels the enrollment agreement during the cancellation period, pursuant to CEC § 94911 (e)(2).</p> <p>Correction: The institution shall update the enrollment agreement to include a refund policy consistent with CEC § 94920 (b), for a student(s) who cancels the enrollment agreement during the cancellation period, pursuant to CEC § 94920 (b).</p>
9	CEC § 94911 (e)(2) Consistent with CEC § 94920 (d) Consistent with 5 CCR § 71750 (c) (1)	<p>Violation Description: The institution’s catalog failed to include a pro-rata refund policy consistent with CEC § 94920 (d). The refund calculation chart failed to be consistent with 5 CCR § 71750 (c) (1), pursuant to CEC § 94911 (e)(2).</p> <p>Correction: The institution’s catalog shall include pro-rata refund policy verbiage that is consistent with CEC § 94920 (d), (indicating the refund policy for student(s) who withdraw after the cancellation period and have completed 60% or less of the period of attendance is pro-rata.) The pro-rata refund calculation shall be consistent with 5 CCR § 71750 (c)(1), pursuant to CEC § 94911 (e)(2).</p>
10	CEC § 94911 (e)(3) consistent with 5 CCR § 71750 (b)	<p>Violation Description: The institution’s enrollment agreement failed to include a complete description consistent with 5 CCR § 71750 (b), of the procedures a student(s) is required to follow to cancel the enrollment</p>

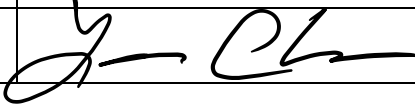
Violation	Code Section Violated	Description of the violation and required correction.
		<p>agreement or withdraw from the institution to obtain a refund pursuant to CEC § 94911 (e)(3).</p> <p>Correction: The institution shall update the enrollment agreement to include a complete description consistent with 5 CCR § 71750 (b), of the procedures a student(s) is required to follow to cancel the enrollment agreement or withdraw from the institution to obtain a refund pursuant to CEC § 94911 (e)(3).</p>
11	5 CCR § 71800 (e)(1-12)	<p>Violation Description: The institution's enrollment agreement failed to include a complete itemized list of charges and fees on page 2. (Course materials are indicated that they are included in tuition however, they are listed and identified as nonrefundable on page 4). A complete itemized list shall be included, pursuant to 5CCR § 71800 (e)(1-12).</p> <p>Correction: The institution shall revise the enrollment agreement to include a complete itemized list of charges and fees on page 2, pursuant to 5 CCR § 71810 (e)(1-12).</p>
12	CEC § 94913 (a)(1-5)	<p>Violation Description: The institution's website failed to include the required links or documentation that is required to be included on the website pursuant to CEC § 94913 (a)(1-5).</p> <p>Correction: The institution's website shall be updated to include the required links or documentation that is required to be included on the website pursuant to CEC § 94913 (a)(1-5).</p>
13	5 CCR § 74117 consistent with CEC § 94913 (1-5)	<p>Violation Description: The institution's website failed to include links to the information required in CEC § 94913 (1-5) on the home page of the website pursuant to 5 CCR § 74117.</p> <p>Correction: The institution's website shall be updated to include the links to the information required in CEC § 94913 (1-5) on the home page of the website pursuant to 5 CCR § 74117.</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:	Ruben Major
Bureau Compliance Analyst Name:	Laura Cheah
Bureau Compliance Analyst Signature:	

NOTICE TO COMPLY DECLARATION
CA-52921172-012024

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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.

Signature

Date

Print Name and Title