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7

8 **BEFORE THE**
DEPARTMENT OF CONSUMER AFFAIRS
9 **FOR THE BUREAU FOR PRIVATE POSTSECONDARY EDUCATION**
STATE OF CALIFORNIA
10

11 In the Matter of the Accusation Against:

Case No. 1002536

12 **JOHN RIDGEL'S ACADEMY OF BEAUTY, INC.**

A C C U S A T I O N

13 5809 Primrose Avenue
14 Temple City, CA 91780

15 **Approval to Operate**
16 **Institution Code No. 1909211**

17 Respondent.

18 Complainant alleges:

19 PARTIES

20 1. Dr. Michael Marion, Jr. (Complainant) brings this Accusation, pursuant to
21 Government Code section 11460.60, subdivisions (a) and (b), solely in his official capacity as the
22 Chief of the Bureau for Private Postsecondary Education ("Bureau"), Department of Consumer
23 Affairs.

24 2. On or about May 1, 1984, the Bureau for Private Postsecondary issued an Approval to
25 Operate, Institution Code Number 1909211, to John Ridgel's Academy of Beauty, Inc.
26 (Respondent). The Approval to Operate expired on June 11, 2013. Respondent submitted an
27 application for renewal on November 20, 2013, which was denied on July 7, 2017. Respondent
28 appealed the denial on July 31, 2017. Statement of Issues was filed by the Bureau on April 6,

1 2018. On July 10, 2018, the Bureau issued a Notice and Emergency Decision effective upon
2 close of business on July 18, 2018, ordering Respondent to cease enrollment of any new students
3 in all programs; and cease the collection of tuition and fees for all institutional programs.
4 Following a hearing on July 17, 2018, on July 18, 2018, the Director of the Department of
5 Consumer Affairs issued its Decision affirming the Bureau's Emergency Decision.

6 JURISDICTION

7 3. This Accusation is brought before the Director of the Department of Consumer
8 Affairs (Director) for the Bureau for Private Postsecondary Education, under the authority of the
9 following laws.

10 4. Business and Professions Code ("Code") section 118 states, in part:

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12 "(b) The suspension, expiration, or forfeiture by operation of law of a license issued by a
13 board in the department, or its suspension, forfeiture, or cancellation by order of the board or by
14 order of a court of law, or its surrender without the written consent of the board, shall not, during
15 any period in which it may be renewed, restored, reissued, or reinstated, deprive the board of its
16 authority to institute or continue a disciplinary proceeding against the licensee upon any ground
17 provided by law or to enter an order suspending or revoking the license or otherwise taking
18 disciplinary action against the licensee on any such ground.

19 (c) As used in this section, board includes an individual who is authorized by any provision
20 of this code to issue, suspend, or revoke a license, and license includes certificate, registration,
21 and permit."

22 5. Section 477 of the Code states:

23 "As used in this division:

24 (a) 'Board' includes 'bureau,' 'commission,' 'committee,' 'department,' 'division,' 'examining
25 committee,' 'program,' and 'agency.'

26 (b) 'License' includes certificate, registration or other means to engage in a business or
27 profession regulated by this code."

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1 (k) Willfully falsify, destroy, or conceal any document of record while that document of
2 record is required to be maintained by this chapter.

3 (l) Use the terms "approval," "approved," "approval to operate," or "approved to operate"
4 without stating clearly and conspicuously that approval to operate means compliance with state
5 standards as set forth in this chapter. If the bureau has granted an institution approval to operate,
6 the institution may indicate that the institution is "licensed" or "licensed to operate," but may not
7 state or imply either of the following:

8 (1) The institution or its educational programs are endorsed or recommended by the
9 state or by the bureau.

10 (2) The approval to operate indicates that the institution exceeds minimum state
11 standards as set forth in this chapter.”

12 9. Section 94899 of the Education Code states:

13 “If an institution offers an educational program in a profession, occupation, trade, or career
14 field that requires licensure in this state, the institution shall have an educational program
15 approval from the appropriate state licensing agency to conduct that educational program in order
16 that a student who completes the educational program, except as provided in Section 94905, is
17 eligible to sit for any required licensure examination.”

18 10. Section 94900 of the Education Code states:

19 “(a) An institution shall maintain records of the name, address, e-mail address, and
20 telephone number of each student who is enrolled in an educational program in that institution.

21 (b) An institution shall maintain, for each student granted a degree or certificate by that
22 institution, permanent records of all of the following:

23 (1) The degree or certificate granted and the date on which that degree or
24 certificate was granted.

25 (2) The courses and units on which the certificate or degree was based.

26 (3) The grades earned by the student in each of those courses.”

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1 11. Section 94900.5 of the Education Code states, in pertinent part:

2 “An institution shall maintain, for a period of not less than five years, at its principal place
3 of business in this state, complete and accurate records of all of the following information:

4

5 (b) The names and addresses of the members of the institution s faculty and records of the
6 educational qualifications of each member of the faculty.

7 (c) Any other records required to be maintained by this chapter, including, but not limited
8 to, records maintained pursuant to Article 16 (commencing with Section 94928).”

9 12. Section 94902 of the Education Code states, in pertinent part:

10 “(a) A student shall enroll solely by means of executing an enrollment agreement. The
11 enrollment agreement shall be signed by the student and by an authorized employee of the
12 institution.

13 (b) An enrollment agreement is not enforceable unless all of the following requirements are
14 met:

15 (1) The student has received the institution's catalog and School
16 Performance Fact Sheet prior to signing the enrollment agreement

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18 (3) Prior to the execution of the enrollment agreement, the student and the institution
19 have signed and dated the information required to be disclosed in the Student
20 Performance Fact Sheet pursuant to subdivisions (a) to (d), inclusive, of Section
21 94910. Each of these items in the Student Performance Fact Sheet shall include a
22 line for the student to initial and shall be initialed and dated by the student.”

23 13. Section 94906 of the Education Code states:

24 “(a) An enrollment agreement shall be written in language that is easily understood. If
25 English is not the student's primary language, and the student is unable to understand the terms
26 and conditions of the enrollment agreement, the student shall have the right to obtain a clear
27 explanation of the terms and conditions and all cancellation and refund policies in his or her
28 primary language.

1 (b) If the recruitment leading to enrollment was conducted in a language other than English,
2 the enrollment agreement, disclosures, and statements shall be in that language.”

3 14. Section 94910 of the Education Code states, in pertinent part:

4 "Except as provided in subdivision (d) of Section 94909 and Section 94910.5 , prior to
5 enrollment, an institution shall provide a prospective student with a School Performance Fact
6 Sheet containing, at a minimum, the following information, as it relates to the educational
7 program:

8 (a) Completion rates, as calculated pursuant to Article 16 (commencing with Section
9 94928).

10 (b) Placement rates for each educational program, as calculated pursuant to Article 16
11 (commencing with Section 94928), if the educational program is designed to lead to, or the
12 institution makes any express or implied claim related to preparing students for, a recognized
13 career, occupation, vocation, job, or job title.

14 (c) License examination passage rates for programs leading to employment for which
15 passage of a state licensing examination is required, as calculated pursuant to Article 16
16 (commencing with Section 94928).

17 (d) Salary or wage information, as calculated pursuant to Article 16 (commencing with
18 Section 94928).”

19 15. Section 94911 of the Education Code states, in pertinent part:

20 "An enrollment agreement shall include, at a minimum, all of the following:

21 (a) The name of the institution and the name of the educational program, including the
22 total number of credit hours, clock hours, or other increment required to complete the educational
23 program.

24 (b) A schedule of total charges, including a list of any charges that are nonrefundable
25 and the student s obligations to the Student Tuition Recovery Fund, clearly identified as
26 nonrefundable charges.

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28 (h) The transferability disclosure that is required to be included in the school catalog,

1 as specified in paragraph (15) of subdivision (a) of Section 94909.”

2 16. Section 94912 of the Education Code states:

3 “Prior to the execution of an enrollment agreement, the information required to be
4 disclosed pursuant to subdivisions (a) to (d), inclusive, of Section 94910 shall be signed and dated
5 by the institution and the student. Each of these items shall also be initialed and dated by the
6 student.”

7 17. Section 94913 of the Education Code states, in pertinent part:

8 “(a) An institution that maintains an Internet Web site shall provide on that Internet Web
9 site all of the following:

10 (1) The school catalog.

11 (2) A School Performance Fact Sheet for each educational program offered by the
12 institution.”

13 18. Section 94929 of the Education Code states, in pertinent part:

14 “(a) An institution shall annually report to the bureau, as part of the annual report, and
15 publish in its School Performance Fact Sheet, the completion rate for each program. Except as
16 provided in subdivision (b), the completion rate shall be calculated by dividing the number of on-
17 time graduates by the number of students available for graduation.”

18 19. Section 94929.5 of the Education Code states, in pertinent part:

19 “(a) An institution shall annually report to the bureau, as part of the annual report, and shall
20 publish in its School Performance Fact Sheet, all of the following:

21 (1). The job placement rate, calculated by dividing the number of graduates
22 employed in the field by the number of graduates available for employment for each
23 program that is either (1) designed, or advertised, to lead to a particular career, or (2)
24 advertised or promoted with any claim regarding job placement.

25 (2) The license examination passage rates for the immediately preceding two
26 years for programs leading to employment for which passage of a state licensing
27 examination is required, calculated by dividing the number of graduates who pass the
28 examination by the number of graduates who take the licensing examination the first time

1 that the examination is available after completion of the educational program. The
2 institution shall use state agency licensing data to calculate license examination passage
3 rates. If those data are unavailable, the institution shall calculate the license examination
4 passage rate in a manner consistent with regulations adopted by the bureau.

5 (3) Salary and wage information, consisting of the total number of graduates
6 employed in the field and the annual wages or salaries of those graduates stated in
7 increments of five thousand dollars (\$5,000).”

8 20. Section 94929.7 of the Education Code states, in pertinent part:

9 “(a) The information used to substantiate the rates and information calculated pursuant to
10 Sections 94929 and 94929.5 shall do both of the following:

11 (1) Be documented and maintained by the institution for five years from the date of
12 the publication of the rates and information.

13 (2) Be retained in an electronic format and made available to the bureau upon
14 request.”

15 21. California Code of Regulations, title 5, section 71600 states, in pertinent part:

16 “(a) An institution seeking to make a significant change in its method of instructional
17 delivery shall complete the "Significant Change in Method of Instructional Delivery" form (INS
18 rev. 2/10) to obtain prior authorization. For the purposes of this section a "significant change in
19 instructional delivery" is any change that alters the way students interact with faculty or access
20 significant equipment. The form shall be submitted to the Bureau along with the appropriate fee
21 as provided in Section 94930.5(c) of the Code. For an institution approved under section 94885 of
22 the Code, it shall be signed and dated by the signatory(ies) required by section 71380, and for an
23 institution approved under section 94890 of the Code, it shall be signed and dated by the

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1 signatory(ies) required by section 71390, and each fact stated therein and each attachment thereto
2 shall be declared to be true under penalty of perjury, in the following form:

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4 "I declare under penalty of perjury under the laws of the State of California that the foregoing and all
5 attachments are true and correct.

6
7 _____ (Date) _____ (Signature)"

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9 22. California Code of Regulations, title 5, section 71650 states, in pertinent part:

10 "(a) An institution seeking to change its educational objectives shall complete the "Change
11 in Educational Objectives" form (OBJ rev. 2/10) to obtain prior authorization. The form shall be
12 submitted to the Bureau along with the appropriate fee as provided in Section 94930.5(c) of the
13 Code. For an institution approved under section 94885 of the Code it shall be signed and dated by
14 the signatory(ies) required by section 71380, and for an institution approved under section 94890
15 of the Code it shall be signed and dated by the signatory(ies) required by section 71390, and each
16 fact stated therein and each attachment thereto shall be declared to be true under penalty of
17 perjury, in the following form:

18
19 "I declare under penalty of perjury under the laws of the State of California that the foregoing and all
20 attachments are true and correct.

21
22 _____ (Date) _____ (Signature)"

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24 23. California Code of Regulations, title 5, section 71660 states:

25 "An institution shall notify the Bureau of a non-substantive change including: change of
26 location of less than 10 miles; addition of a program related to the approved programs offered by
27 the institution; addition of a new branch five miles or less from the main or branch campus;

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1 addition of a satellite; and change of mailing address. All such notifications shall be made within
2 30 days of the change and sent to the Bureau, in writing, to the address listed in section 70020.”

3 24. California Code of Regulations, title 5, section 71715 states, in pertinent part:

4 “(a) Instruction shall be the central focus of the resources and services of the institution.”

5 25. California Code of Regulations, title 5, section 71720 states, in pertinent part:

6 “(b) Instructors in an Educational Program Not Leading to a Degree.

7 (1) An institution shall employ instructors who possess the academic,
8 experiential and professional qualifications to teach, including a minimum of three years of
9 experience, education and training in current practices of the subject area they are teaching.
10 If an instructor does not possess the required three years of experience, education and
11 training in the subject area they are teaching, the institution shall document the
12 qualifications the instructor possesses that are equivalent to the minimum qualifications.”

13 26. California Code of Regulations, title 5, section 71730 states, in pertinent part:

14 “(d) The administrative staffing at each branch location shall reflect the purposes, size, and
15 educational operations at that location and at any satellite location for which the branch has
16 administrative responsibilities.”

17 27. California Code of Regulations, title 5, section 71745 states, in pertinent part:

18 “(a) The institution shall document that it has at all times sufficient assets and financial
19 resources to do all of the following:

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21 (3) Maintain the minimum standards required by the Act and this chapter.

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23 (6) Maintain a ratio of current assets to current liabilities of 1.25 to 1.00 or greater at
24 the end of the most recent fiscal year when using generally accepted accounting principles,
25 or for an institution participating in Title IV of the federal Higher Education Act of 1965,
26 meet the composite score requirements of the U.S. Department of Education. For the
27 purposes of this section, current assets does not include: intangible assets, including
28 goodwill, going concern value, organization expense, startup costs, long-term prepayment

1 of deferred charges, and non-returnable deposits, or state or federal grant or loan funds that
2 are not the property of the institution but are held for future disbursement for the benefit of
3 students. Unearned tuition shall be accounted for in accordance with general accepted
4 accounting principles.”

5 28. California Code of Regulations, title 5, section 71770 states, in pertinent part:

6 “(a) The institution shall establish specific written standards for student admissions for each
7 educational program. These standards shall be related to the particular educational program. An
8 institution shall not admit any student who is obviously unqualified or who does not appear to
9 have a reasonable prospect of completing the program. In addition to any specific standards for an
10 educational program, the admissions standards must specify as applicable that:

11 (1) Each student admitted to an undergraduate degree program, or a diploma program, shall
12 possess a high school diploma or its equivalent, or otherwise successfully take and pass the
13 relevant examination as required by section 94904 of the Code.”

14 29. California Code of Regulations, title 5, section 71800 states, in pertinent part:

15 “In addition to the requirements of section 94911 of the Code, an institution shall provide to
16 each student an enrollment agreement that contains at the least the following information:

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18 (b) Period covered by the enrollment agreement.

19 (c) Program start date and scheduled completion date.

20 (d) Date by which the student must exercise his or her right to cancel or withdraw, and the
21 refund policy, including any alternative method of calculation if approved by the Bureau pursuant
22 to section 94921 of the Code.

23 (e) Itemization of all institutional charges and fees including, as applicable:

24 (1) tuition;

25 (2) registration fee (non-refundable);

26 (3) equipment;

27 (4) lab supplies or kits;

28 (5) Textbooks, or other learning media;

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- (6) uniforms or other special protective clothing;
- (7) in-resident housing;
- (8) tutoring;
- (9) assessment fees for transfer of credits;
- (10) fees to transfer credits;
- (11) Student Tuition Recovery Fund fee (non-refundable);
- (12) any other institutional charge or fee.”

30. California Code of Regulations, title 5, section 71920 states, in pertinent part:

“(a) The institution shall maintain a file for each student who enrolls in the institution whether or not the student completes the educational service.

(b) In addition to the requirements of section 94900, the file shall contain all of the following pertinent student records:

(1) Written records and transcripts of any formal education or training, testing, or experience that are relevant to the student's qualifications for admission to the institution or the institution's award of credit or acceptance of transfer credits including the following:

(A) Verification of high school completion or equivalency or other documentation establishing the student's ability to do college level work, such as successful completion of an ability-to-benefit test;

....

(4) Records of the dates of enrollment and, if applicable, withdrawal from the institution, leaves of absence, and graduation; and

(5) In addition to the requirements of section 94900(b) of the Code, a transcript showing all of the following:

(A) The courses or other educational programs that were completed, or were attempted but not completed, and the dates of completion or withdrawal;

(9) A document showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received;

1 (10) A document specifying the amount of a refund, including the amount refunded
2 for tuition and the amount for other itemized charges, the method of calculating the refund,
3 the date the refund was made, and the name and address of the person or entity to which the
4 refund was sent.”

5 31. California Code of Regulations, title 5, section 71930 states, in pertinent part:

6 “(a) An institution shall maintain all records required by the Act and this chapter. The
7 records shall be maintained in this state.

8 (b)(1) In addition to permanently retaining a transcript as required by section 94900(b) of
9 the Code, the institution shall maintain for a period of 5 years the pertinent student records
10 described in Section 71920 from the student's date of completion or withdrawal.

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12 (d) The institution shall maintain a second set of all academic and financial records required
13 by the Act and this chapter at a different location unless the original records, including records
14 stored pursuant to subdivision (b) of this section, are maintained in a manner secure from damage
15 or loss. An acceptable manner of storage under this subsection would include fire resistant
16 cabinets.

17 (e) All records that the institution is required to maintain by the Act or this chapter shall be
18 made immediately available by the institution for inspection and copying during normal business
19 hours by the Bureau and any entity authorized to conduct investigations.”

20 32. California Code of Regulations, title 5, section 74110 states, in pertinent part:

21 “(a) The annual report required by Section 94934 of the Code shall include the
22 information required by sections 94929.5 and 94934 for all educational programs offered in the
23 prior calendar year, and all of the following for the prior calendar year:”

24 33. California Code of Regulations, title 5, section 74112 states, in pertinent part:

25 “. . . .

26 (h) Completion Rates.

27 Reporting of completion rates for an institution's Annual Report and Performance
28 Fact Sheet shall include, for each educational program, the number of students who began the

1 program as defined in subdivision (d)(1) of this section, the number of students available for
 2 graduation, number of on-time graduates, and completion rate(s). An optional table may be added
 3 to include completion rate data for students completing within 150% of the published program
 4 length. For an institution reporting completion data pursuant to section 94929(b) of the Code,
 5 completion data shall be separately reported for each program and the Performance Fact Sheet
 6 shall disclose, if true, that the completion data is being reported for students completing within
 7 150% of the published program length, and that data is not being separately reported for students
 8 completing the program within 100% of the published program length. Programs that are more
 9 than one year in length which are reporting 150% Completion Rate will provide four calendar
 10 years of data.

11 Completion rates shall be included in the Performance Fact Sheet in a format substantially similar
 12 to the chart below (dates, numbers, and other data shown are for example only):

13 On-time Completion Rates (Graduation Rates) (includes data for the two calendar years prior to reporting)

14 Name of Educational Program (Program Length)

15 Calendar Year	Number of Students Who Began the Program	Students Available for Graduation	Number of On-time Graduates	On-time Completion Rate
16 20XX	100	98	70	71%
17 20XY	80	80	55	69%

18 Students Completing Within 150% of the Published Program Length

19 Name of Educational Program (Program Length)

20 Calendar Year	Number of Students Who Began the Program	Students Available for Graduation	150% Graduates	150% Completion Rate
21 20XX	100	98	95	97%
22 20XY	80	80	78	98%
23 *20XZ	90	90	87	97%
24 *20YA	87	85	74	87%

*Included only if program is more than one year in length

25 Student's Initials: _____ Date: _____

26 Initial only after you have had sufficient time to read and understand the information.

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(i) Job Placement Rates.

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(2) Placement is measured six months from the graduation date of each student. For programs that require passage of a licensing examination, placement shall be measured six months after the announcement of the examination results for the first examination available after a student completes an applicable educational program. Reporting of placement rates shall include for each educational program: the number of students who began the program, the number of graduates as defined in subdivision (b) section 94842 of the Code, the graduates available for employment, graduates employed in the field and job placement rate(s).

....

(4) Placement rate shall be calculated as follows: the number of graduates employed in the field as defined in section 94928(e)(1) of the Code in conjunction with section 74112(d)(3) divided by the number of graduates available for employment as defined in section 94928(d) of the Code.

Job Placement rates and related disclosures shall be included in the Performance Fact Sheet in a format substantially similar to the charts below, (dates, numbers, and other data shown are for example only):

Job Placement Rates (includes data for the two calendar years prior to reporting)

Name of Educational Program (Program Length)

Calendar Year	Number of Students Who Began the Program	Number of Graduates	Graduates Available for Employment	Graduates Employed in the Field	Placement Rate % Employed in the Field
20XX	100	70	70	55	79%
20XY	80	55	55	20	36%

Gainful Employment Categories (includes data for the two calendar years prior to reporting)

Name of Educational Program (Program Length)

Part Time vs. Full Time Employment

	Graduates Employed in the field 20 to 29 hours per week	Graduates Employed in the field at least 30 hours per week	Total Graduates Employed in the Field
20XX	15	40	55

1	20XY	5	15	20
2	Single Position vs. Concurrent Aggregated Positions			
3		Graduates Employed in the field in a single position	Graduates Employed in the field in concurrent aggregated positions	Total Graduates Employed in the Field
4	20XX	52	3	55
5	20XY	19	1	20
6	Self-Employed/Freelance Positions			
7		Graduates Employed who are self-employed or working freelance		Total Graduates Employed in the Field
8	20XX	3		55
9	20XY	5		20
10	Institutional Employment			
11		Graduates Employed in the field who are employed by the institution, an employer owned by the institution, or an employer who shares ownership with the institution		Total Graduates Employed in the Field
12	20XX	15		55
13	20XY	5		20

14 Student's Initials: _____ Date: _____
 15 Initial only after you have had sufficient time to read and understand the information.

16

17 (j) License Examination Passage Rates.

18 If license examination passage rates are not available from the appropriate state agency,
 19 an institution shall collect the information directly from its graduates. If an institution
 20 demonstrates that, after reasonable efforts, it is unable to obtain the examination passage
 21 information from its graduates, the institution shall report the number of students it could not
 22 contact and note in a font the same size as the majority of the data on the Performance Fact Sheet,
 23 "License examination passage data is not available from the state agency administering the
 24 examination. We were unable to collect data from [enter the number] graduates."

25 Reporting of license examination passage rates for the Annual Report and the
 26 Performance Fact Sheet shall include, for each educational program: the number of graduates in
 27 the reported year, the number of documented graduates who passed the first available
 28 examination, number of documented graduates who failed the first available examination, the

1 number of graduates for whom data is not available. An optional column may be added to
 2 separately report licensing examination data for graduates who take and pass the exam after
 3 failing initially. The Annual Report shall also include a description of the processes for
 4 attempting to contact those students.

5 For licensing examinations that are not continuously administered, license examination
 6 passage rates shall be included in the Performance Fact Sheet in a format substantially similar to
 7 the chart below, (dates, numbers, and other data shown are for example only):

8 License Examination Passage Rates (includes data for the two calendar years prior to reporting)

9 Name of Educational Program (Program Length)

10	First Available Exam Date	Date Exam Results Announced	Number of Graduates in Calendar Year	Number of Graduates Taking Exam	Number Who Passed Exam	Number Who Failed Exam	Passage Rate ³
11	2/1/20XX	3/15/20XX	277	80	40	40	50%
12	6/1/20XX	7/15/20XX	277	100	75	25	75%
13	10/1/20XX	11/15/20XX	277	82	68	14	76%
14	2/1/20XY	3/20/20XX	304	80	40	40	50%
15	6/1/20XY	7/19/20XX	304	100	70	30	70%
16	10/1/20XY	11/19/20XX	304	92	62	30	67%

17 License examination passage data is not available from the state agency administering the examination. We were unable to collect data from 32 graduates.

18 Student's Initials: _____ Date: _____

19 Initial only after you have had sufficient time to read and understand the information.

20 For licensing examinations that are continuously administered, license examination
 21 passage rates shall be included in the Performance Fact Sheet in a format substantially similar to
 22 the chart below (dates, numbers, and other data shown are for example only):

23 License Examination Passage Rates (includes data for the two calendar years prior to reporting)

24 Name of Educational Program (Program Length)

25	Calendar Year	Number of Graduates in Calendar Year	Number of Graduates Taking Exam	Number Who Passed Available Exam	Number Who Failed First Available Exam	Passage Rate
26	20XX	95	80	40	40	50%
27	20XY	109	100	75	25	75%

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1 License examination passage data is not available from the state agency administering the examination. We were unable to
2 collect data from 10 graduates.

3 Student's Initials: _____ Date: _____

4 Initial only after you have had sufficient time to read and understand the information.

5 (k) Salary and Wage Information.

6 All Salary and Wage Information shall be reported to the Bureau pursuant to sections
7 94910(d) and 94929.5(a)(3) of the Code and shall be included in the Performance Fact Sheet, for
8 each educational program, in a format substantially similar to the chart below (dates, numbers,
9 salaries, and other data shown are for example only).

10 Salary and Wage Information (includes data for the two calendar years prior to reporting)

11 Name of Educational Program (Program Length)

12 Annual Salary and Wages Reported for Graduates Employed in the Field

13	Calendar Year	Graduates Available for Employment	Graduates Employed in the Field	\$15,000 - \$20,000	\$20,001 - \$25,000	\$25,001 - \$30,000	\$30,001 - \$35,000	No Salary Information Reported
14	20XX	100	70	5	40	6	3	16
15	20XY	80	55	5	7	3	5	35

16 A list of sources used to substantiate salary disclosures is available from the school. (Insert how student can obtain this
17 information.)

18 Student's Initials: _____ Date: _____

19 Initial only after you have had sufficient time to read and understand the information.

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21 (m) Documentation supporting all data reported shall be maintained electronically by the
22 institution for at least five years from the last time the data was included in either an Annual
23 Report or a Performance Fact Sheet, and shall be provided to the Bureau upon request; and the
24 data for each program shall include at a minimum:

25 (1) the list of job classifications determined to be considered gainful employment
26 for the educational program;

27 (2) student name(s), address, phone number, email address, program completed,
28 program start date, scheduled completion date, and actual completion dates;

1 (3) graduate's place of employment and position, date employment began, date
2 employment ended, if applicable, actual salary, hours per week, and the date employment
3 was verified;

4 (4) for each employer from which employment or salary information was obtained,
5 the employer name(s) address and general phone number, the contact person at the
6 employer and the contact's phone number and email address, and all written
7 communication with employer verifying student's employment or salary;

8 (5) for students who become self-employed, all documentation necessary to
9 demonstrate self-employment;

10 (6) a description of all attempts to contact each student or employer;

11 (7) any and all documentation used to provide data regarding license examinations
12 and examination results;

13 (8) for each student determined to be unavailable for graduation or unavailable for
14 employment, the identity of the student, the type of unavailability, the dates of
15 unavailability, and the documentation of the unavailability; and

16 (9) the name, email address, phone number, and position or title of the institution's
17 representative who was primarily responsible for obtaining the students' completion,
18 placement, licensing, and salary and wage data, the date that the information was
19 gathered, and copies of notes, letters or emails through which the information was
20 requested and gathered."

21 34. California Code of Regulations, title 5, section 74115 states, in pertinent part:

22 "(b) A set of financial statements shall contain, at a minimum, a balance sheet, an income
23 statement, and a cash flow statement, and the preparation of financial statements, shall comply
24 with all of the following:

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26 (3) The financial statements shall establish that the institution meets the
27 requirements for financial resources required by Section 71745."

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1 35. California Code of Regulations, title 5, section 74117 states:

2 “In addition to the requirement in Section 94913(b) of the Code, an institution that
3 maintains a website shall provide on the homepage of that website clear and conspicuous links to
4 all the items required in Section 94913(a) of the Code.”

5 36. California Code of Regulations, title 5, section 76120 states:

6 “(a) Each qualifying institution shall collect an assessment of zero dollars (\$0) per one
7 thousand dollars (\$1,000) of institutional charges, rounded to the nearest thousand dollars, from
8 each student in an educational program who is a California resident or is enrolled in a residency
9 program. For institutional charges of one thousand dollars (\$1,000) or less, the assessment is zero
10 dollars (\$0).”

11 37. California Code of Regulations, title 5, section 76130 states:

12 “....

13 (b) A qualifying institution shall complete the STRF Assessment report and remit it with
14 the STRF assessments collected from students to be received by the Bureau no later than the last
15 day of the month following the close of the quarter as follows:

16 (1) April 30 for the first quarter,

17 (2) July 31 for the second quarter,”

18 38. California Code of Regulations, title 5, section 76140 states, in pertinent part:

19 (a) A qualifying institution shall collect and maintain records of student information to
20 substantiate the data reported on the STRF Assessment Reporting Form and records of the
21 students' eligibility under the Fund. Such records shall include the following for each student:

22 (1) Student identification number,

23 (2) First and last names,

24 (3) Email address,

25 (4) Local or mailing address,

26 (5) Address at the time of enrollment,

27 (6) Home address,

28 (7) Date enrollment agreement signed,

- 1 (8) Courses and course costs,
2 (9) Amount of STRF assessment collected,
3 (10) Quarter in which the STRF assessment was remitted to the Bureau,
4 (11) Third-party payer identifying information,
5 (12) Total institutional charges charged, and
6 (13) Total institutional charges paid.”

7 COST RECOVERY

8 39. Section 125.3 of the Code provides, in pertinent part, that the Board may request
9 the administrative law judge to direct a licentiate found to have committed a violation or
10 violations of the licensing act to pay a sum not to exceed the reasonable costs of the investigation
11 and enforcement of the case, with failure of the licentiate to comply subjecting the license to not
12 being renewed or reinstated. If a case settles, recovery of investigation and enforcement costs
13 may be included in a stipulated settlement.

14 FIRST CAUSE FOR DISCIPLINE

15 *(Prohibited Business Practices - Education Code §94897)*

16 40. Respondent is subject to disciplinary action for making untrue statements and
17 falsifying documentation in violation of Education Code section 94897, as follows:

18 a. §94897(j) – Respondent made a false statement on the 2016 Annual Report
19 submitted to the Bureau by including a statement that it is up to date on Student Tuition Recovery
20 Fund (“STRF”) Assessment reporting forms, when, in fact, it has not provided documentation to
21 demonstrate that it is current;

22 b. §94897(j) – Respondent made a false statement on the 2016 Annual Report
23 submitted to the Bureau in that it contained completion rates that did not match the information
24 reported on the 2015/2016 Student Performance Fact Sheet (“SPFS”);

25 c. §94897(j) – Respondent made a false or misleading statement related to the
26 attendance record of students in that the student files for Y.Y.C., X.Y., Y.W., and C.C. contain
27 timecards that have falsified information regarding the time the students were on campus
28 receiving educational services;

1 d. §94897(j) – Respondent made a false or misleading statement related to the
2 attendance records or record indicating student completion in that the student files for Y.J.,
3 Y.Y.C., X.Y., and Y.W. contain a Curriculum Requirement Breakdown signed by the student and
4 the institution that does not match the attendance records in the student file;

5 e. §94897(j) – Respondent made a false or misleading statement regarding a
6 record of completion in that the student file for Y.W. contains a certificate of completion for a
7 program where the student did not complete the program;

8 f. §94897(j)(3) – Respondent provided 2015/2016 SPFSs that included falsified
9 statements regarding the completion rate for the Cosmetology, Esthetician and Manicuring
10 programs in that the numbers reflect that not all students who began the program were eligible to
11 graduate; however, Respondent reported a 100% completion rate;

12 g. §94897(j)(k) – Respondent made an untrue statement regarding the
13 educational services that were provided during the April 11, 2018 onsite visit and willfully
14 falsified the timecard related to a student’s attendance that day;

15 h. §94897(l)(1)(2) – Respondent made an untrue statement by advertising that the
16 school is endorsed by the state and that the school exceeds minimum state standards on their
17 website by stating: “At the end of 2012, the California Board of Education did an evaluation and
18 awarded the school four stars which is the highest rating given to any school to date.”

19 SECOND CAUSE FOR DISCIPLINE

20 *(Unapproved Programs - Education Code §94899)*

21 41. Respondent is subject to disciplinary action for failing to have education program
22 approval from the Board of Barbering and Cosmetology (“BBC”) in that on April 10, 2018, the
23 BBC filed an Accusation to revoke Respondent’s School Code that would allow them to vouch
24 for educational services provided by the institution, in violation of Education Code section 94899.

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1 THIRD CAUSE FOR DISCIPLINE

2 *(Failure to Obtain Authorization Required for Substantive Change –*
3 *Education Code § 94893, CCR, title 5 §§71600(a), and 71650(a)*

4 42. Respondent is subject to disciplinary action for making substantial changes to its
5 approval to operate without prior authorization by the Bureau as required by Education Code
6 section 94893 and California Code of Regulations, title 5, sections 71600, subdivision (a), and
7 71650, subdivision(a), as follows:

8 a. *§94893 and §71600(a)* – Respondent failed to receive approval from the
9 Bureau prior to making a substantive change and failed to submit an application for a change in
10 the method of instructional delivery prior to making that change in that Respondent only has
11 approval from the Bureau to teach in English, but is providing instruction in Chinese, without
12 approval;

13 b. *§94893 and § 71650(a)* – Respondent failed to receive approval from the
14 Bureau prior to making a substantive change and failed to submit an application for a change in
15 educational objectives prior to making that change in that Respondent is advertising the programs
16 without approval from the Bureau: *Bridal and Character; Makeup Artistry; Color Psychology;*
17 *Full Body Sculpting & Shaping; and Bride Services A to Z*, when Respondent only has approval
18 for the following programs: *Cosmetology; Esthetician; Manicurist; and Teacher Trainee.*

19 FOURTH CAUSE FOR DISCIPLINE

20 *(Failure to Notify Bureau of Non-Substantive Changes – CCR, title 5, §71660)*

21 43. Respondent is subject to disciplinary action for failing to notify the Bureau of non-
22 substantive changes related to another approved program as required by California Code of
23 Regulations, title 5, section 71660, as follows:

24 a. Respondent did not notify the Bureau within 30 days of offering the
25 following programs on their website: *Professional Nail Artistry; Professional Hair Dressing;*
26 *Professional Make-up Artistry; and Professional Nail Spa;*

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1 SEVENTH CAUSE FOR DISCIPLINE

2 *(Minimum Operating Standards Violations: Administration – CCR. title 5, §71730(d))*

3 46. Respondent is subject to disciplinary action for failing to maintain administrative staff
4 that reflects the purpose, size and educational operations of its location as required by California
5 Code of Regulations, title 5, section 71730, subdivision (d), in that during the Bureau’s onsite
6 visit on April 11, 2018, Respondent did not have administrative personnel present during normal
7 business hours who were able to access student files and institution records, or who could assist
8 students who wished to make payments, or enroll or withdraw from the institution.

9 EIGHTH CAUSE FOR DISCIPLINE

10 *(Failure to Maintain Financial Resources – CCR. title 5, §§71745(a)(3), (6), 74115(b)(3))*

11 47. Respondent is subject to disciplinary action for failing to maintain sufficient assets
12 and financial resources as required by California Code of Regulations, title 5, sections 71745,
13 subdivision (a)(3), and 745115(b)(3), in that during the Bureau’s onsite visit on April 11, 2018,
14 Respondent provided Financial Statements that demonstrated that the school has total current
15 assets of \$183,347 and total current liabilities of \$330,967. Respondent’s .55 assets to liabilities
16 ratio does not meet the regulation requirement of 1.25 (or greater) to 1.00.

17 NINTH CAUSE FOR DISCIPLINE

18 *(Enrollment Agreement Language Violations – Education Code §94906(a) and (b))*

19 48. Respondent is subject to disciplinary action for failing to maintain enrollment
20 agreements in the student’s primary language as required by Education Code section 94906,
21 subdivision (a) and (b), in that during the Bureau’s onsite visit on April 11, 2018, the Bureau’s
22 analyst was unable to communicate with students in English. Respondent provided copies of
23 recruitment advertisements that included printed information in Chinese, and Respondent does
24 not have the Enrollment Agreement, School Catalog, or SPFSs available in Chinese, constituting
25 the following violations: Respondent does not provide all required disclosures in a language that
26 it recruits in.

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1 TENTH CAUSE FOR DISCIPLINE

2 (*Enrollment Agreement Violations – Education Code §§94902(a), (b)(1), (3), 94911(a),(b), (h),*
3 *94912, and CCR. title 5, §71800(b),(c), (d), and (e)(1-12)*)

4 49. Respondent is subject to disciplinary action for multiple violations of enrollment
5 agreements found to be in violation of Education Code sections 94902, subdivisions (a), (b)(1),
6 and (3), 94911, subdivisions (a),(b), and (h), 94912, and California Code of Regulations, title 5,
7 section 71800, subdivisions (b), (c), (d), and (e)(1-12) in that during the Bureau’s onsite visit on
8 April 11, 2018, the Bureau’s review of Respondent’s student files showed the following
9 violations:

10 (a) §90902(a) – Student files for S.P., C.M., R.P., L.S., J.L., L.Y.K., X.X., and J.Z.
11 contained enacted enrollment agreements that did not have a signature from an authorized
12 representative of the institution;

13 (b) §§94902(b)(1) and (3), and 94912 – Student files for S.P., C.M., J.Z., Y.J.,
14 Y.Y.C., X.Y., Y.W., and C.C. did not contain proof that the student was provided with and signed
15 and dated a SPFS prior to enrollment;

16 (c) §§94902(b)(3) and 94912 – Student files for R.P., L.S., J.L., L.Y.K., and X.X
17 contained a SPFS that did not have a signature from an authorized representative of the
18 institution;

19 (d) §94911(a) – Student files for S.P., C.M., R.P., L.S., J.L., L.Y.K., X.X., J.Z.,
20 Y.Y.C., Y.W., and C.C. contained an enrollment agreement that failed to identify the program the
21 student enrolled in and/or the required hours to complete the educational program;

22 (e) §§94911(b) and 71800(e)(1-12) – Student files for S.P., C.M., R.P., L.S., J.L.,
23 L.Y.K., X.X., and J.Z. contained an enrollment agreement that failed to identify the total charges
24 the student was obligated to pay;

25 (f) §§94911(b) and 71800(e)(11) – Student files for J.Z., Y.J., Y.Y.C., X.Y., Y.W.,
26 and C.C contained an enrollment agreement that did not identify STRF Assessment fees and that
27 it is nonrefundable;

28

1 (g) §94911(h) – Student files for S.P., C.M., R.P., L.S., J.L., L.Y.K., X.X., J.Z.,
2 Y.J., Y.Y.C., X.Y., Y.W., and C.C. contained an Enrollment Agreement where the required
3 disclosure regarding transferability of credits is missing program information;

4 (h) §71800(b) – Student files for S.P., C.M., R.P., L.S., J.L., L.Y.K., X.X., J.Z.,
5 Y.J., Y.Y.C., X.Y., Y.W., and C.C. contained an Enrollment Agreement that failed to identify the
6 period covered by the Enrollment Agreement;

7 (i) §71800(c) – Student files for S.P., C.M., R.P., L.S., J.L., L.Y.K., X.X., J.Z.,
8 Y.J., Y.Y.C., X.Y., Y.W., and C.C. contained an Enrollment Agreement that failed to identify the
9 program start date and scheduled completion date;

10 (j) §71800(d) – Student files for S.P., C.M., R.P., L.S., J.L., L.Y.K., X.X., J.Z.,
11 Y.J., Y.Y.C., X.Y., Y.W., and C.C. contained an Enrollment Agreement that failed to identify the
12 date by which the student must exercise their right to cancel.

13 ELEVENTH CAUSE FOR DISCIPLINE

14 *(Student Record Violations – Education Code §94900(a), (b)(1), (2) and (3))*

15 50. Respondent is subject to disciplinary action for failing to maintain student records as
16 required by Education Code sections 94900, subdivisions (a), (b)(1), (2) and (3), in that the
17 Bureau's onsite visit on April 11, 2018 revealed the following violations:

18 (a) §94900(a) - Respondent was unable to provide a student roster or any
19 documentation that demonstrates it keeps a record of the name, address, email address and
20 telephone number of each student who is enrolled at the institution;

21 (b) §§94900(b)(1), (2), and (3) – Respondent was unable to provide a student file
22 or a copy of her certificate or transcript demonstrating the certificate she earned, the courses she
23 attended, or the grades she received despite having attended and completed the Instructor
24 Training Program. In addition, student files for J.L., L.Y.K., X.X., J.Z., Y.J., Y.Y.C., X.Y.,
25 Y.W., and C.C. did not contain a copy of the certificate or transcript demonstrating the certificate
26 earned, the courses attended, or the grades received. Respondent provided a statement that it does
27 not maintain transcripts for graduate or withdrawn students.

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1 TWELFTH CAUSE FOR DISCIPLINE

2 *(Institutional Record Violations – Education Code §94900.5(b) and (c)*

3 *and CCR, title 5, §74112(m) and §76140)*

4 51. Respondent is subject to disciplinary action for failing to maintain complete and
5 accurate institutional records as required by Education Code section 94900.5, subdivisions (b)
6 and (c), and California Code of Regulation, title 5, sections 74112, subdivision (m) and 76140 in
7 that the Bureau's onsite visit on April 11, 2018, revealed the following violations:

8 (a) §94900.5(b) - Respondent was unable to provide a list of the names and
9 addresses of the members of the faculty, as well as the educational qualifications for instructors,
10 H., L.Y., and C. and

11 (b) §94900.5(c) – Respondent does not maintain SPFS (§74112(m) or STRF
12 (§76140) backup documentation as required.

13 THIRTEENTH CAUSE FOR DISCIPLINE

14 *(Institutional Record Violations – CCR, title 5, §§71770(a)(1), and*

15 *71920(a), (b)(1)(A), (4), (5)(A), (9) and (10))*

16 52. Respondent is subject to disciplinary action for failing to maintain complete and
17 accurate institutional records as required by California Code of Regulations, title 5, sections
18 71770(a)(1), and 71920(a), (b)(1)(A), (4), (5)(A), (9) and (10), in that the Bureau's onsite visit on
19 April 11, 2018, revealed the following violations:

20 (a) §71920(a) – Respondent was unable to provide a student file for C.C.'s
21 attendance in the Instructor Trainee program or student files for N.Z., X.Z., Y.C., or C.C., who all
22 applied with BBC to take the licensing exam with proof of training documents that state they
23 attended the institution;

24 (b) §§71770(a)(1) and 71920(b)(1)(A) – Student files for C.M., L.S., J.L., L.Y.K.,
25 J.Z., Y.J., Y.Y.C., X.Y. and C.C. did not contain proof of High School Diploma, GED, or ATB,
26 Respondent did not verify that a student would have a reasonable prospect of completing the
27 program by verifying that the student possessed the equivalent of a High School Diploma;
28

1 (c) §71920(b)(4) – The student file for J.L. did not contain documentation of the
2 dates of withdrawal;

3 (d) §71920(b)(5)(A) – Student files for J.L., L.Y.K., X.X., J.Z., Y.J., Y.Y.C., X.Y.,
4 Y.W., and C.C. did not contain a copy of the certificate or transcript demonstrating the certificate
5 earned, the courses attended, or the grades received;

6 (e) §71920(b)(9) - Student files for S.P., C.M., R.P., L.S., J.L. J.Z., Y.J., Y.Y.C.,
7 X.Y., Y.W., and C.C. did not contain a document showing the total amount of money received
8 from or on behalf of the student; and

9 (f) §71920(b)(10) – Student files for J.L., L.Y.K., and X.X. did not contain a
10 document specifying the amount of a refund, including the method of calculating the refund.

11 FOURTEENTH CAUSE FOR DISCIPLINE

12 *(Failure to Maintain Records – CCR, title 5, §71930 (a), (b)(1), (d), and (e))*

13 53. Respondent is subject to disciplinary action for failing to maintain all records as
14 required by California Code of Regulations, title 5, section 71930(a), (b)(1), (d) and (e) in that the
15 Bureau's onsite visit on April 11, 2018, revealed the following violations:

16 (a) §71930(a) –

- 17 1. Respondent does not maintain SPFS or STRF backup documentation;
- 18 2. Respondent failed to provide faculty files for three (3) faculty that are
19 currently employed;
- 20 3. Respondent failed to provide a copy of student files for five (5) students;
- 21 4. Respondent failed to provide a student roster or records and demonstrate
22 that it keeps a record of the name, address, e-mail address and telephone number of each student
23 enrolled at the institution;

24 (b) §71930(b)(1) – Student files for J.L., L.Y.K., X.X., J.Z., Y.J., Y.Y.C., X.Y.,
25 Y.W., and C.C. did not contain a copy of the certificate or transcript demonstrating the certificate
26 earned, the course attended, or the grades received;

27 (c) §71930(d) – Cardboard boxes of student files were not stored in a manner safe
28 from damage or loss. Respondent does not maintain a second set of records; and

1 (d) §71930(e) – Respondent failed to provide all faculty files when requested and
2 they were not immediately available for inspection by Bureau staff.

3 FIFTEENTH CAUSE FOR DISCIPLINE

4 (SPFS Violations – Education Code §§94910(a), (b), (c), and (d), 94929(a), 94929.5(a)(1-3),
5 94929.7(a)(1-2) and CCR, title 5, §74112(h),(i)(2), (4), (j), (k), and (m)(1-9))

6 54. Respondent is subject to disciplinary action for failing to comply with the
7 requirements for School Performance Fact Sheets as required by Education Code sections
8 94910(a), (b), (c), and (d), 94929(a), 94929.5(a)(1-3), 94929.7(a)(1-2) and California Code of
9 Regulations, title 5, section 74112(h),(i)(2), (4), (j), (k), and (m)(1-9) in that the Bureau’s onsite
10 visit on April 11, 2018, revealed the following violations:

11 (a) §§94910(a), 94929(a), and 74112(h) - Respondent’s 2015/2016 SPFSs for
12 Cosmetology, Esthetics, Manicuring and Instructor Training did not include the required
13 educational program information, and Respondent did not accurately calculate or report the
14 Completion Rate;

15 (b) §§94910(b), 94929.5(a)(1), and 74112(1)(2) and (4) - Respondent’s 2015/2016
16 SPFSs for Cosmetology, Esthetics, and Manicuring did not include the required educational
17 program information, and Respondent did not accurately calculate or report the Placement Data;

18 (c) §§94910(c), 94929.5(a)(2) and 74112(j) - Respondent’s 2015/2016 SPFSs for
19 Cosmetology, Esthetics, and Manicuring did not include the required educational program
20 information and Respondent did not accurately calculate or report the License Passage Rates;

21 (d) §§94910(d), 94929.5(a)(3) and 74112(k) - Respondent’s 2015/2016 SPFSs for
22 Cosmetology, Esthetics, Manicuring and Instructor Training did not include the required
23 educational program information and did not report the Salary and Wage Information as required;
24 and

25 (e) §74112(m)(1-9) – Respondent does not maintain any SPFS backup
26 documentation to substantiate the information reported in the Annual Report or SPFS.
27 Respondent failed to provide proof that it attempts to collect all of the information required to be
28 recorded to substantiate the information on the 2015/2016 SPFS.

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SIXTEENTH CAUSE FOR DISCIPLINE

(Annual Report Violation – CCR, title 5, §74110(a))

55. Respondent is subject to disciplinary action for failing to include information as required by California Code of Regulations, title 5, section 74110, subdivision (a), in that the 2014 Annual Report Respondent submitted to the Bureau did not contain the required section regarding program enrollment information.

SEVENTEENTH CAUSE FOR DISCIPLINE

(STRF Amount of Assessments Violation – CCR, title 5, §76120(a))

56. Respondent is subject to disciplinary action for reporting an incorrect amount of STRF assessments in violation of California Code of Regulations, title 5, section 76120(a) in that Respondent’s 2016 Annual School Catalog lists STRF Assessments in excess of \$0.00, which is the current assessment rate.

EIGHTEENTH CAUSE FOR DISCIPLINE

(STRF Collection and Submission of Assessments Violation – CCR, title 5, §76130(b)(1-2))

57. Respondent is subject to disciplinary action for failing to complete STRF Assessment Reporting Forms and submit them with the assessments by the due date as required by California Code of Regulations, title 5, section 76130(b)(1-2), for the 1st Quarter 2015 and for the 2nd Quarter 2013.

NINETEENTH CAUSE FOR DISCIPLINE

(STRF Record-Keeping Violations – CCR, title 5, §76140(a)(1-13))

58. Respondent is subject to disciplinary action for failing to 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 STRF as required by California Code of Regulations, title 5, §76140, subdivision (a)(1-13).

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1 TWENTIETH CAUSE FOR DISCIPLINE

2 (Website Violations – Education Code §94913(a)(1-2) and CCR, title 5, §74117)


3 59. Respondent is subject to disciplinary action for failing to include on its website links
4 to the most recent School Catalog and SPFSs in violation of Education Code section 94913,
5 subdivisions (a)(1) and (2), and for failing to include all information required to be reported on
6 the homepage as required by California Code of Regulations, title 5, section 74117.

7 PRAYER

8 *WHEREFORE*, Complainant requests that a hearing be held on the matters herein alleged,
9 and that following the hearing, the Director of the Department of Consumer Affairs issue a
10 decision:

- 11 1. Revoking or suspending Approval to Operate, Institution Code No. 1909211, issued
12 to John Ridgel's Academy of Beauty, Inc.;
- 13 2. Ordering Respondent to pay the Bureau for Private Postsecondary Education the
14 reasonable costs of the investigation and enforcement of this case; and,
- 15 3. Taking such other and further action as deemed necessary and proper.

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18 DATED: 7/20/18


DR. MICHAEL MARION, JR.
Chief
Bureau for Private Postsecondary Education
Department of Consumer Affairs
State of California
Complainant