

By Mr. Dempsey of Haverhill, for the committee on Ways and Means, that the Bill relative to oversight of private occupational schools (House, No. 3512) ought to pass with an amendment substituting a bill with the same title (House, No. 3625).

The Commonwealth of Massachusetts

In the Year Two Thousand Eleven

An Act relative to oversight of private occupational schools.

Whereas, the deferred operation of this act would tend to defeat its purpose, which is to improve the oversight of private occupational schools, therefore, it is hereby declared to be an emergency law, necessary for the immediate preservation of the public convenience. \Box

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

1 SECTION 1. Chapter 13 of the General Laws is hereby amended by inserting after section 8 the

2 following section: -

- 3 Section 8A. There is hereby established an office of private occupational school education
- 4 within the division of professional licensure, which shall be subject to the direction and

5 supervision of the director of the division. The office of private occupational school education

- 6 shall assist the director in carrying out the powers, duties and responsibilities set forth in section
- 7 263 of chapter 112 and the director may appoint such employees as necessary to carry out such
- 8 powers, duties and responsibilities. The office of private occupational school education shall not
- 9 be deemed a board serving in the division of professional licensure, within the meaning of this
- 10 chapter.

11 SECTION 2. Chapter 75C of the General Laws is hereby repealed.

12 SECTION 3. Chapter 75D of the General Laws is hereby repealed.

13 SECTION 4. Sections 20A to 21G, inclusive, of chapter 93 of the General Laws are hereby14 repealed.

15 SECTION 5. Chapter 112 of the General Laws is hereby amended by inserting after section 26216 the following section:-

17 Section 263. (a) As used in this section, the following words shall, unless the context clearly18 requires otherwise, have the following meanings:-

19 "Division", the division of professional licensure established pursuant to section 8 of chapter 1320 acting by and through its director.

21 "Private educational organization", a non-public entity, including an individual, firm,

22 partnership, association, corporation, organization, trust, or other legal entity or combination of

23 such entities, that maintains a place of business within the commonwealth or solicits business

24 within the commonwealth to provide classroom instruction, or distance education, or both.

25 "Private occupational school", a private educational organization, not specifically exempted by26 subsection (c), that conducts courses, for profit or by charging tuition, for the purpose of training27 or preparing individuals for a business, trade, technical or industrial occupation, or any other28 vocational purpose, including correspondence schools, private business schools, private trade29 schools, and similar entities designated by the division.

30 (b) The division shall have the following powers and duties: (1) administer and enforce
31 the provisions of this section; (2) adopt and promulgate rules and regulations governing the

32 licensure and the operation of private occupational schools as may be necessary to promote the public, health, welfare, and safety of citizens of the commonwealth including mandating liability 33 insurance and other such requirements; (3) grant licenses to qualified applicants; (4) approve 34 the curriculum, instructors, and staff of licensed schools; (5) investigate complaints, conduct 35 inspections, review billing and student records, and set and administer penalties as defined in this 36 37 section for fraudulent, deceptive or professionally incompetent and unsafe practices and for violations of rules and regulations promulgated by the division, and (6) review, under section 38 172 of chapter 6, the criminal offender record information of principals, administrators, 39 40 employees, and other individuals related to private occupational schools for purposes of licensure and reviewing complaints. 41

42 (c) All private occupational schools operating in the commonwealth shall be licensed by the division; provided, however, that the section shall not apply to: (1) a school, college or other 43 educational institution chartered and authorized by the commonwealth to grant degrees; 44 provided, however, that non-degree programs offered through such a school, college or other 45 educational institution by a third party shall be licensed by the division; (2) a school conducted 46 by any person or entity for the education and training of such person or entity's employees with 47 no fee or tuition being charged to the employees; (3) a school exclusively engaged in training 48 persons with disabilities; (4) a school providing distance learning or online correspondence 49 50 services having no place of business in the commonwealth; (5) recreational programs conducted for the purpose of relaxation and enjoyment regarding instruction in non-occupational pastimes, 51 52 exercise, or other such diversions; (6) programs owned and operated by established religious institutions for the purpose of providing religious instruction; (7) courses of instruction 53 conducted by a public school district or combination of public school districts; (8) private 54

schools or programs conducted for the education of students in grades pre-kindergarten through 12; (9) incidental training associated with the purchase of a product from a vendor; provided, however, that the training is to familiarize the purchaser with its use and the purchaser is not awarded any form of a certificate or diploma for having received the training; or (10) other programs designated by the division.

(d) Any person or entity desiring to operate a private occupational school within the
commonwealth shall submit to the state auditor, in the manner prescribed by the auditor, such
financial information as may be required, including, but not limited to, ownership and
organization of the school, the financial condition of the school and the form and content of the
student enrollment agreement to be used by the school. In carrying out this section, the auditor is
authorized to review the full records of the school and may carry out on-site reviews of the
school.

If, after investigation, the state auditor finds the applicant is financially qualified to operate a 67 private occupational school, the division shall be notified of the applicant's eligibility to apply 68 for a license to operate a private occupational school. The state auditor shall thereafter re-69 establish the eligibility of licensees as requested by the division as well as when the state auditor 70 deems, in the auditor's discretion, that such an evaluation is appropriate; provided, however, that 71 each licensee shall be reviewed by the auditor at least once every 3 years. License renewal shall 72 73 be granted only after such an investigation has been conducted and certification of the financial 74 eligibility of the applicant for renewal has been made by the state auditor. The state auditor's finding of eligibility shall not be construed as the granting of a license by the division. 75

76 If the state auditor finds that an applicant or licensee is not financially responsible and qualified 77 to operate a private occupational school, certification of financial eligibility shall be denied and 78 the auditor shall state the reasons for denial in writing.

79 Notwithstanding section 12 of chapter 11 pertaining to maintenance of the records in the

80 department of the state auditor, the financial information submitted to the state auditor shall be

81 retained in the office of the state auditor and shall not be classified as public records.

82 The state auditor may adopt rules and regulations, issue guidelines and prescribe forms to carry83 out this subsection and subsection (g).

84 (e) Any person or entity desiring to operate a private occupational school within the commonwealth whose application has been granted initial approval by the state auditor pursuant 85 86 to subsection (d) shall submit to the division, on a form supplied by the division, such 87 information as the division may require, including but not limited to: (1) the training and experience of the instructors employed or to be employed by the school; (2) the building 88 facilities and equipment available or to be available for the instruction to be offered by the 89 90 school; (3) the form and content of the courses to be offered by the school; (4) the particular field of instruction to be offered by the school; and (5) the form of any contract or agreement to be 91 92 executed by a prospective student.

93 If, after investigation, the division finds that the applicant is qualified to operate a private
94 occupational school, the division shall issue a license to the person or entity authorizing the
95 operation of such school. If the division finds that the applicant is not qualified to operate a
96 private occupational school, the division shall refuse to issue a license, and shall state the reasons
97 therefor in writing.

98 The division shall determine the license term, renewal cycle, and renewal period for licenses 99 issued by the division. Each licensee shall apply to the division for license renewal on or before 100 the expiration date, as determined by the division, unless its license was revoked, suspended, or canceled earlier by the division as a result of a disciplinary proceeding instituted pursuant to this 101 section. Applications for initial licenses and renewal shall be in the manner approved by the 102 103 division and accompanied by payment of a fee, determined by the secretary of administration and finance under section 3B of chapter 7. Licenses shall be non-transferrable. A change in 104 ownership or location shall require a new application. Upon closure of a private occupational 105 106 school, the school shall convey all student records to the division and pay a fee, determined by the secretary of administration and finance under section 3B of chapter 7, to cover any costs 107 108 associated with the maintenance of those student records. No application for licensure shall be 109 approved unless all principals and employees of the school are of good moral character.

(f) No person shall be a sales representative of a private occupational school without a valid
license issued by the division. Any person desiring to be a sales representative of a private
occupational school shall submit to the division, on a form supplied by the division, information
setting forth: (1) the applicant's name and address; (2) the applicant's educational qualifications;

(3) the name and address of 3 business references; and (4) the name and address of 3 personalreferences.

116 If, after investigation, the division finds that the applicant is qualified to be a representative of a 117 private occupational school and is of good moral character the division shall issue a license to 118 that person. The fee for the issuance of the license and the fee for a renewal shall be determined 119 by the secretary of administration and finance under section 3B of chapter 7. If the division finds 120 that the applicant is not qualified to be a representative of a private occupational school, it shall 121 refuse to issue a license and state the reasons therefor in writing. The division shall determine 122 the license term, renewal cycle, and renewal period for licenses issued by the division. Licenses 123 shall be non-transferrable.

(g) No license shall issue under this section until the prospective licensee, or 2 or more prospective licensees who intend to secure a joint indemnification, shall furnish either a bond with surety or a form of indemnification acceptable to the division in the amount determined by the state auditor of not less than \$5,000 for a school's license, and not less than \$1,000 for a license for a representative of a private occupational school; provided, however, that the liability of licensee shall be limited to indemnifying the claimant only for his actual damages.

130 Additional security shall be required if the state auditor determines that the cash resources of the 131 licensee may not be sufficient to make tuition refunds to students as required under section 13K of chapter 255; and provided further, that the amount of the indemnification in the case of the 132 133 school shall not exceed the anticipated maximum unearned tuitions. The forms of indemnification other than a surety bond that shall be furnished to the division for licensure are 134 135 (1) An irrevocable letter of credit, maintained for a period of 1 year, issued by a financial institution, as defined in section 1 of chapter 140E, in an amount, determined annually by the 136 137 state auditor and approved by the division, payable to the commonwealth in which the commonwealth is designated as the beneficiary; or (2) A term deposit account held in a financial 138 139 institution, as defined in section 1 of chapter 140E, payable to the commonwealth, that shall be held in trust for the benefit of students entitled thereto under section 13K of chapter 255 or 140141 subject to refund provisions and policies approved by the division. The term deposit account shall be maintained for a period of 1 year, the amount to be determined annually by the state 142

auditor and acceptable to the division. All interest shall be paid annually to the appropriate
school, unless the term deposit account is activated due to a school closing. If the licensee, for
any reason, discontinues operation, and is not in default, all monies on deposit, including
interest, shall be released to the appropriate school subject to the approval of the division.

147 A joint indemnification shall be defined as an indemnification issued to cover all prospective licensees to be insured under the indemnification in an amount sufficient to cover the tuition 148 refunds of the participating schools. Each indemnification shall be conditioned to provide that 149 the obligor shall satisfy all valid claims, as determined by the division, to recover damages 150sustained by students resulting from a breach of contract; provided, however, that the aggregate 151 152 liability of the person providing indemnification for all breaches of the conditions of the 153 indemnification shall not, under any circumstances, exceed the sum of the indemnification. The 154 indemnification shall not limit or impair any right of recovery otherwise available pursuant to 155 law nor shall the amount of the indemnification be relevant in determining the amount of damages or other relief to which any plaintiff may be entitled. The surety on any bond may 156 cancel the bond upon giving 60 days notice in writing to the division and thereafter shall be 157 158 relieved of the liability for any breach of condition occurring after the effective date of the 159 cancellation. The indemnification shall be procured only from companies or institutions legally 160 authorized to conduct business in the commonwealth.

(h) The division shall conduct routine inspections and investigate all complaints filed
relating to the operations of a private occupational school, and any violation of this section or
any rule or regulation adopted under this section. Complaints may be brought by any person or
the division.

The division shall have the power to issue subpoenas requiring the attendance and testimony of witnesses and the production of any evidence, including books, records, correspondence or documents, relating to any matter in question in the investigation. The division may administer oaths and affirmations, examine witnesses, and receive evidence. The power to issue subpoenas may be exercised by any person or persons designated by the division for that purpose. Any witness summoned may petition the division to vacate or modify a subpoena issued.

171 After an investigation, the division may grant the petition in whole or in part upon a finding that 172 the testimony or the evidence required does not relate with reasonable directness to any matter in question, or that the subpoena for the attendance of a witness or the production of evidence is 173 174 unreasonable or oppressive, or has not been issued a reasonable period in advance of the time 175 when the evidence is requested. Upon the failure of any person to comply with a subpoena 176 issued by the division, any justice of the superior court, upon application by the division, may in 177 the justice's discretion issue an order requiring the attendance of that person before the agency and the giving of testimony or production of evidence. Any person failing to obey the court's 178 order may be punished by the court for contempt. 179

180 (i) For the purposes of this section, a school's fitness to conduct educational operations shall be questioned by the division upon a finding that the school or the school's principals, 181 182 employees, or other representatives have (1) committed fraud or misrepresentation in obtaining a 183 license; (2) engaged in criminal conduct which the division determines to be of such a nature as 184 to render such a school or its principals as unfit to operate as a licensed educational facility, as evidenced by criminal proceedings which resulted in a conviction, guilty plea or plea of nolo 185 186 contendere or an admission of sufficient facts; (3) engaged in conduct which places into question the holder's competence to operate a private occupational school including, but is not limited to, 187

188 gross misconduct or misconduct in the practice of the education activities, dishonesty, fraud or 189 deceit, operating beyond the authorized scope, or operating the school with negligence; (4) 190 allowed instructors, staff or other associated personnel to function when such personnel are not 191 able to perform the essential functions of their positions while impaired by alcohol, drugs or 192 other cause; (5) aided or abetted an unqualified person to perform activities requiring a qualified 193 instructor; (6) held a license, certificate, registration, or authority issued by another state or 194 territory of the United States, the District of Columbia, or foreign state or nation with authority to issue such a license, certificate, registration, and that is or has been revoked, canceled or 195 196 suspended, not renewed or otherwise acted against, or the holder has been disciplined, if the basis for the action would constitute a basis for disciplinary action in the commonwealth; (7) 197 violated any rule or regulation of the division; (8) failed to cooperate with the division or its 198 199 agents in the conduct of an inspection or investigation; or (9) violated any ethical standard which the division determines to be of such a nature as to render such a school unfit, such as: (i) failing 200201 to establish and maintain minimum standards concerning quality of education, ethical and business practices, health and safety, and fiscal responsibility; (ii) failing to protect students 202 203 against substandard, transient, unethical, deceptive, or fraudulent practices; (iii) granting of false 204 educational credentials; (iv) authorizing or otherwise failing to protect the public from 205 misleading literature, advertising, solicitation, or representation by the school or its agents; or (v) gailing to preserve essential records. 206

(j) Except as otherwise provided by law, the division may, after a hearing and upon
finding conduct that places into question the school's fitness to conduct educational operations,
undertake 1 or more of the following actions: (1) suspend, revoke, cancel or place on probation a
licensee; (2) reprimand or censure a licensee; (3) assess a civil administrative penalty upon a

211 licensee not to exceed \$5,000 for each violation; (4) require a licensee or staff of a licensee to
212 complete additional education and training as a condition of retention or future consideration or
213 reinstatement of its license; (5) require a licensee to practice under appropriate supervision for a
214 period of time as determined by the division as a condition of retention or future consideration of
215 reinstatement of its license; (6) require restitution of student fees and tuition, where appropriate;
216 or (7) issue orders to licensees directing them to cease and desist from unethical or
217 unprofessional conduct.

Nothing in this subsection shall be deemed a limitation on the division's authority to impose sanctions by consent agreement as are deemed reasonable and appropriate by the division. Any person aggrieved by any disciplinary action taken by the division under this section may file a petition for judicial review with the superior court pursuant to section 14 of chapter 30A.

The division shall not be required to defer action upon any charge because of pending criminal charges against a person or school accused, nor shall the pendency of any charge before the division act as a continuance or ground for delay in a criminal action.

225 (k) Upon determination that a school's continued operation poses an immediate and 226 serious threat to the public health, safety, or welfare, the division may suspend or refuse to renew 227 the holder's license, pending a hearing on the merits of the allegation against the holder; 228 provided that the division shall hold a hearing pursuant to chapter 30A on the necessity for the 229 emergency action within 10 days of the action. The division shall issue to the licensee a written 230 order of summary suspension which specifies the findings of the division and the reasons for its summary suspension including notice of the date, time and place of the hearing. At the request 231 of a licensee the division may reschedule this hearing to a date and time mutually agreeable to 232

the division and licensee. Any rescheduling of the hearing granted at the licensee's request shall not operate to lift or stay the summary suspension order. If the hearing is not held within 10 days of the division's emergency action, the license against which action was taken shall be deemed reinstated.

At the adjudicatory hearing on the necessity for summary suspension, the division shall receive evidence limited to determining whether the summary suspension order shall continue in effect pending the final disposition of the complaint. Following the hearing, any continuing suspension imposed by the division shall remain in effect until the conclusion of any formal proceeding on the merits of the allegations against the holder, including judicial review thereof, or withdrawn by such division. The division shall adopt rules and regulations governing the emergency suspension procedure authorized by this subsection.

244 (1) Notwithstanding any general or special law to the contrary, the division may, after a consent agreement between the parties or after an opportunity for an adjudicatory proceeding 245 246 held pursuant to chapter 30A, assess and collect a civil administrative penalty not to exceed \$10,000 for the first violation and a civil administrative penalty not to exceed \$25,000 for a 247 second or subsequent violation upon a person or entity who, without holding the required license, 248 249 operates a private occupational school. The division may also order the individual or entity to 250cease and desist from continued practice without a license. Nothing in this section shall affect, restrict, diminish or limit any other penalty or remedy provided by law. The division may apply 251 to the appropriate court for an order enjoining the unlicensed practice of a trade or profession, to 252 enforce an order issued after a hearing conducted per this section r for such other relief as may 253 254 be appropriate to enforce this section.

Any court review of an order of the division issued after a hearing shall be conducted in
accordance with the standards of review provided in paragraphs (3) to (7), inclusive, of section
14 of chapter 30A. An assessment of a civil administrative penalty under this section shall bar a
subsequent imposition of a criminal penalty for the same violation.

(m) Whoever operates or acts as a representative of a private occupational school that is unlicensed or is under suspension, shall be punished by imprisonment for not more than 6 months or by a criminal fine of not more than \$10,000, or both. An imposition of a criminal penalty under this section shall bar a subsequent assessment of a civil administrative penalty for the same violation.

The division shall not defer action upon any charge before it until the conviction of the person accused, nor shall the pendency of any charge before the division act as a continuance or ground for delay in a criminal action.

(n) Any pupil of a private occupational school, who is misled by an officer or
representative of the school, or by any advertisement or circular issued by the school, which
representation is false, deceptive or misleading, may recover treble damages, or \$10,000,
whichever is greater, and court costs and reasonable attorney's fees.

(o) Any complaint, report, record or other information received or kept by the division in connection with an investigation shall become a public record only following the final action by the division; provided however, that the identity of the person filing a complaint shall be exempt from disclosure as a public record at all times. These provisions shall not be deemed to prohibit the division from providing a licensee with such information for purposes of preparing a defense in a formal adjudicatory hearing nor shall it prevent the division from providing records in 277 response to requests from other state or federal agencies, divisions or institutions as determined278 by the division.

(p) A private occupational school that obtains an accreditation from a national or
regional accrediting agency that is recognized by the federal Department of Education shall
notify the division in writing of its accreditation and of any changes to its accreditation. No
private occupational school shall represent itself as being so accredited if it is not.

(q) Subject to appropriation, the division may retain all licensure fees, renewal fees, late
fees, civil administrative penalties, and other such revenue collected under this section.

(r) There shall be, within the division, an advisory council on private occupational schools which shall be comprised of 11 members as follows: the state auditor, ex officio, or a designee, the secretary of education, ex officio, or a designee, the secretary of labor and workforce development, ex officio, or a designee, the undersecretary of the office of consumer affairs and business regulation, ex officio, or a designee; and 7 members to be appointed by the director of the division who shall have knowledge and understanding of the fiscal, educational, workforce development, and consumer protection issues relating to post-secondary education.

292 Members appointed by the director shall be appointed for a term of 3 years and serve at the 293 pleasure of the director. Members whose appointments have expired may continue to serve until 294 a replacement is appointed. Members appointed by the director shall be subject to the provisions 295 of chapter 268A and the director may remove any member so appointed for neglect of duty, 296 misconduct, malfeasance or misfeasance in office, or for failure, as a representative or associate 297 of an individual licensee, to follow the rules and regulations of the division. Members appointed 298 by the director shall be considered public employees for the purposes of chapter 258 for all acts or omissions within the scope of their duties as council members. Members appointed by the director shall be immune from liability for actions taken in good faith in the discharge of their responsibilities. Members appointed by the director acting in good faith in the discharge of their duties shall be defended by the attorney general and shall be eligible for indemnification of all costs and damages arising from claims and suits against them.

The director shall appoint a chair of the advisory council who shall serve at the pleasure of the director. The advisory council may designate a secretary, treasurer or other position for its members as necessary for the conduct of its business. Members appointed by the director shall serve without compensation, but shall be reimbursed for actual and reasonable expenses incurred in the performance of their duties.

The advisory council shall be considered a governmental body and all meetings of the advisory council shall be announced and conducted in accordance with section 11A 1/2 of chapter 30A, with the exception that remote participation is specifically authorized so long as 2 or more members are physically present at the public site. At the discretion of the chair, additional members, staff, or interested parties may remotely participate by any live, 2-way medium such as audio or video teleconferencing.

SECTION 6. Section 13K of chapter 255 of the General Laws, as appearing in the 2008 Official Edition, is hereby amended by striking out, in lines 1 through 4, inclusive, the words "trade school, business school, vocational school, technical school, correspondence school, dance studio, professional or proprietary school, except a proprietary school which has the authority to grant degrees," and inserting in place thereof the following words:-- private occupational school, as defined in section 259 of chapter 112, or dance studio". 321 SECTION 7. The department of elementary and secondary education shall transfer to the 322 division of professional licensure the functions and staff of the department associated with overseeing the licensing of proprietary schools. Employees and members of the department of 323 elementary and secondary education whose office has been transferred to the division of 324 325 professional licensure by this act shall become employees and members of the division of professional licensure without impairment of civil service status and seniority and without 326 reduction in compensation, notwithstanding any change in job titles or duties and without loss of 327 accrued rights to holidays, sick leave, vacation and benefits, and shall thereafter perform their 328 329 duties under the direction, control and supervision of the division of professional licensure.

330 Terms of office of employees and members of an office formerly under the department of elementary and secondary education and transferred to the division of professional licensure by 331 332 this act shall not be deemed to be interrupted by such transfer and all such employees and 333 members shall maintain the same rights and entitlements with respect to retirement, pension and group insurance benefits as previously existed under their employment with such boards or 334 offices transferred by this act. Rights and obligations under collective bargaining agreements 335 336 with respect to employees and members transferred from such offices shall be assumed by and imposed upon the division of professional licensure. Every employee and member transferred to 337 the division of professional licensure under this section who immediately prior to such transfer 338 holds a permanent appointment classified under chapter 31 or has tenure by reason of section 9A 339 of chapter 30 shall be entitled to the rights and benefits of and shall be subject to the provisions 340 341 relating to tenured employees and members under chapter 31 or section 9A of chapter 30, 342 respectively.

All orders, rules and regulations duly made and all approvals duly granted which are in force immediately before the effective date of this act, shall continue in force and shall thereafter be enforced, until superseded, revised, rescinded or canceled, in accordance with law, by the division of professional licensure. Private occupational schools holding a valid license at the time the division supersedes, revises, rescinds or cancels such orders, rules or regulations, shall have 18 months to comply with any new prerequisites to licensure established by those orders, rules or regulations.

All books, papers, records and documents related to the licensure of private occupational schools, which immediately before the effective date of this act are in the custody of the department of elementary and secondary education, shall be transferred to the division of professional licensure.

SECTION 8. Notwithstanding any general or special law to the contrary, the department of elementary and secondary education shall, until the effective date of sections 1 through 7, inclusive, collect and deposit all licensure fees, renewal fees, late fees, civil administrative penalties, and other such revenue collected for the licensure and oversight of private occupational schools in a retained revenue account under the control of the division of professional licensure for the division to expend for the licensure and oversight of private occupational schools.

361 SECTION 9. Sections 1 through 7, inclusive, shall take effect 120 days from the date of362 approval.