

**SCHOOL PERFORMANCE FACT SHEET
CALENDAR YEARS 2023 & 2024**

**Customer Service
(8 Hours)**

On-Time Completion Rates (Graduation Rates)

Calendar Year	Number of Students Who Began the Program	Students Available for Graduation	Number of On-Time Graduates	On-Time Completion Rate
2023	0	0	0	0
2024	0	0	0	0

Student's Initials: _____ Date:

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

Job Placement Rates

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
2023	0	0	0	0	0
2024	0	0	0	0	0

You may obtain from the institution a list of the employment positions determined to be in the field for which a student received education and training. Please contact the school at 626-765-9589.

Student's Initials: _____ Date:

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

Gainfully Employed Categories

Part-Time vs. Full-Time Employment

Calendar Year	Graduate Employed in the Field 20-29 Hours Per Week	Graduates Employed in the Field at Least 30 Hours Per Week	Total Graduates Employed in the Field
2023	0	0	0
2024	0	0	0

Student's Initials: _____ Date: _____

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

Single Position vs. Concurrent Aggregated Position

Calendar Year	Graduates Employed in the Field in a Single Position	Graduates Employed in the Field in Concurrent Aggregated Positions	Total Graduates Employed in the Field
2023	0	0	0
2024	0	0	0

Student's Initials: _____ Date: _____

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

Self-Employed / Freelance Positions

Calendar Year	Graduates Employed who are Self-Employed or Working Freelance	Total Graduates Employed in the Field
2023	0	0
2024	0	0

Student's Initials: _____ Date: _____

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Institutional Employment

Calendar Year	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
2023	0	0
2024	0	0

Student's Initials: _____ Date:

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

License Examination Passage Rates

Calendar Year	Number of Graduates in Calendar Year	Number of Graduates Taking Exam	Number Who Passed First Available Exam	Number Who Failed First Available Exam	Passage Rate
2023	N/A	N/A	N/A	N/A	N/A
2024	N/A	N/A	N/A	N/A	N/A

License Examination does NOT apply to this program.

Salary and Wage Information

Annual salary and wages reported for graduates employed in the field.

Calendar Year	Graduates Available for Employment	Graduates Employed in Field	\$10,001	\$15,001	\$20,001	\$25,001	\$30,001	No Salary Information Reported
			- \$15,000	- \$20,000	- \$25,000	- \$30,000	- \$35,000	
2023	0	0	0	0	0	0	0	0
2024	0	0	0	0	0	0	0	0

A list of sources used to substantiate salary disclosures is available from the school.

Please contact the school at 626-765-9589.

Student's Initials: _____ Date:

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

Cost of Educational Program

Total charges for the program for students completing on-time in 2023: \$150.00. Total charges may be higher for students who do not complete on-time.

Total charges for the program for students completing on-time in 2024: \$150.00. Total charges may be higher for students who do not complete on-time.

Student's Initials:_____Date:

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

Federal Student Loan Debt

Students at Employed Security Service Center Inc. are not eligible for federal student loans. This institution does not meet the U.S. Department of Education criteria that would allow its students to participate in federal student aid programs.

Student's Initials:_____Date:

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

This fact sheet is filed with the Bureau for Private Postsecondary Education. Regardless of any information you may have relating to completion rates, placement rates, starting salaries, or license exam passage rates, this fact sheet contains the information as calculated pursuant to state law.

Any questions a student may have regarding this fact sheet that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 North Market Blvd., Suite 225, Sacramento, CA 95834, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

Student Name - Print

Student Signature

Date

School Official

Date

Definitions

*= This program is new. Therefore, the number of students who graduate, the number of students who are placed, or the starting salary you can earn after finishing the educational program are unknown at this time. Information regarding general salary and placement statistics may be available from government sources or from the institution, but is not equivalent to actual performance data. This program was approved by the Bureau on 01/20/2017. As of 12/1/2025 there were no enrollments in this class.

- “Number of Students Who Began the Program” means the number of students who began a program who were scheduled to complete the program within 100% of the published program length within the reporting calendar year and excludes all students who cancelled during the cancellation period.
- “Students Available for Graduation” is the number of students who began the program minus the number of students who have died, been incarcerated, or been called to active military duty.
- “Number of On-time Graduates” is the number of students who completed the program within 100% of the published program length within the reporting calendar year.
- “On-time Completion Rate” is the number of on-time graduates divided by the number of students available for graduation.
- “150% Graduates” is the number of students who completed the program within 150% of the program length (includes on-time graduates).
- “150% Completion Rate” is the number of students who completed the program in the reported calendar year within 150% of the published program length, including on-time graduates, divided by the number of students available for graduation.
- “Graduates Available for Employment” means the number of graduates minus the number of graduates unavailable for employment.
- “Graduates Unavailable for Employment” means the graduates who, after graduation, die, become incarcerated, are called to active military duty, are international students that leave the United States do not have a visa allowing employment in the United States, or are continuing their education in an accredited or bureau-approved postsecondary institution.
- “Graduates Employed in the Field” means graduates who beginning within six months after a student completes the applicable educational program are gainfully employed, whose employment has been reported, and for whom the institution has documented verification of employment. For occupations for which the state requires passing an examination, the six months’ period begins after the announcement of the examination results for the first examination available after a student completes an applicable educational program.
- “Placement Rate Employed in the Field” is calculated by dividing the number of graduates gainfully employed in the field by the number of graduates available for employment.
- “Number of Graduates Taking Exam” is the number of graduates who took the first available exam in the reported calendar year.
- “First Available Exam Date” is the date for the first available exam after a student completed a program.
- “Passage Rate” is calculated by dividing the number of graduates who passed the exam by the number of graduates who took the reported licensing exam.
- “Number Who Passed First Available Exam” is the number of graduates who took and passed the first available licensing exam after completing the program.
- “Salary” is as reported by graduate or graduate’s employer.
- “No Salary Information Reported” is the number of graduates for whom, after making reasonable attempts, the school was not able to obtain salary information.

STUDENT'S RIGHT TO CANCEL

CANCELLATION, WITHDRAWAL & REFUND POLICY

The student has the right to cancel and obtain a refund of charges paid through attendance at the first class or the seventh day after enrollment, whichever is later. Any student wishing to cancel or withdraw from class should deliver or send by United States postal delivery a written notice of cancellation or withdrawal to the Employed Security Service Center, Inc., 3530 Atlantic Ave., Suite 200, Long Beach, CA 90807; or cancellation or withdrawal may be demonstrated by the student's conduct, including, but not necessarily limited to, a student's lack of attendance.

The institution shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250). The Center shall issue a refund for unearned institutional charges if the student cancels an enrollment agreement or withdraws during a period of attendance. The refund policy for students who have completed 60 percent or less of the period of attendance shall be a pro rata refund. The institution shall pay credit refunds within 45 days of a student's written notification of cancellation or withdrawal.

If the student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds.

The student shall have the right to cancel the agreement and receive a full refund of student paid fees before the first lesson and materials are received and/or outside licensing or testing fees are paid on the student's behalf.

Cancellation is effective on the date written notice of cancellation is delivered or received. The Center will make the refund as per the calculation consistent with the California Code of Regulations. If the institution delivered the first lesson and materials before an effective cancellation notice was received, the institution shall make a refund within 45 days after the student's return of the materials. Should a student cancel or withdraw from the program and be eligible for a refund, the refund will be paid to the student, department, or agency that paid the fees.