



PHLEBOTOMY
TRAINING SPECIALISTS

Arizona Course Catalog

4001 N. 3rd Street, Suite 120
Phoenix, AZ 85012

3131 N. Country Club Rd, Suite 112
Tucson, AZ 85716

931 East Southern Ave, Suite 205
Mesa, AZ 85204

www.PhlebotomyUSA.com

701-404-9434

Volume No. 12 January 2023

Table of Contents

<i>Introduction</i>	5
<i>School History</i>	6
<i>Mission and Objectives</i>	6
<i>Administration Members</i>	7
<i>Faculty Members</i>	7
<i>Contact Information</i>	7
<i>Programs/Courses Offered</i>	7
<i>Program/Course Cost</i>	8
<i>Financing Options</i>	8
<i>Book/Supplies & Equipment</i>	9
<i>Class Schedule</i>	9
<i>2023 Class Dates and Application Deadlines</i>	9
<i>Entrance Requirements</i>	11
<i>Enrollment / Admission</i>	11
<i>Postponement of Start Date</i>	12
<i>Employment Advisory Services</i>	12
<i>Attendance Requirements</i>	13
<i>Make-up Time</i>	13
<i>Rescheduling/Readmittance</i>	13
<i>Scheduled Absence(s)</i>	13
<i>Progress Policy</i>	14
<i>Graduation Requirements</i>	14
<i>Remediation</i>	14
<i>Grading System</i>	15
<i>Records</i>	15
<i>Dress Code</i>	16
<i>Leave of Absence</i>	16
<i>Conduct & Dismissal Policy</i>	16
<i>Re-entry / Readmission</i>	17
<i>Facilities & Equipment</i>	18

<i>Educational Services</i>	18
<i>Previous Credits/ Transfer of Credits</i>	18
<i>Student Grievance Procedure</i>	19
<i>Cancellation and Refund Policy</i>	20
<i>Disability Accommodations Policy</i>	22
2023 PHLEBOTOMY TRAINING SYLLABUS	22
TOPICS /UNITS	23
<i>Textbook & Other Learning Resources</i>	24
<i>Holder in Due Course Statement</i>	25
<i>Accreditation Status</i>	25
<i>Mission and Objectives</i>	26
<i>Instructors</i>	26
<i>Programs/Courses Offered</i>	26
<i>Program/Course Cost</i>	26
<i>Payment Policy</i>	26
<i>Book/Supplies & Equipment</i>	27
<i>Replacement Fee</i>	27
<i>Financing Options</i>	27
<i>Class Schedule</i>	28
<i>Entrance Requirements</i>	28
<i>Enrollment / Admission</i>	29
<i>Postponement of Start Date</i>	29
<i>Employment Advisory Services/Placement Assistance</i>	29
<i>Attendance Requirements</i>	30
<i>Make-up Time</i>	30
<i>Progress Policy</i>	31
<i>Graduation Requirements</i>	31
<i>Records</i>	31
<i>Dress Code</i>	32
<i>Leave of Absence</i>	32
<i>Re-entry / Readmission</i>	33

<i>Facilities and Equipment</i>	34
<i>Educational Services</i>	34
<i>Previous Credits/ Transfer of Credits</i>	34
<i>Student Grievance Procedure</i>	35
<i>Cancellation and Refund Policy</i>	35
<i>Course Description:</i>	37
<i>TOPICS /UNITS</i>	38
<i>Textbook & Other Learning Resources</i>	38
<i>Holder in Due Course Statement</i>	38
<i>Accreditation Status</i>	38

Introduction

Phlebotomy Training Specialists (hereinafter referred to as PTS) offers Phlebotomy Training and Certification for students and is staffed with qualified, approved, instructors. Brian Treu is the CEO of PTS. Mr. Treu has been drawing blood for 23 years and has completed over 300,000 blood draws during his career. He serves as a subject matter expert for many certification agencies. His career in medicine includes completing 255 clinical research trials in Phases I-IV in all facets of medicine, specializing in Phase I clinical trials. Mr. Treu loves pressure and has an uncanny way of dealing with stressful situations. He has traveled the world performing venipuncture on patients on all 7 continents.

Alexis Treu is the COO of PTS. Ms. Treu has broad experience at the Chief Operating Officer level, having served in this capacity since 2017. Her extensive understanding of career school operational functions, as well as that of diverse and complicated state licensure requirements enables her to ensure full program compliance across the country.

Dina Said Dwyer fills the role of Acting Chair of PTS and is the CEO and President of Eden PTS Holdco LLC. Ms. Dwyer has spent over 20 years in the private equity industry. Prior to founding Eden Capital, she has served as a Managing Director at Unifund SA, an Analyst at the Blackstone Group in New York, and trained at the Carlyle Group in London. She currently sits on the Board of Directors of Wall Street Prep, Edcetera and White Cup. Ms. Dwyer is a graduate of the Wharton School of the University of Pennsylvania and received her MBA at the Columbia Business

School History

Phlebotomy Training Specialists (hereinafter referred to as the School) offers Phlebotomy Training for students training and is staffed with qualified instructors. Phlebotomy Training Specialists was founded in 1993 by Brian Treu. Mr. Treu recognized a need in the phlebotomy industry for hands-on training, so he founded Phlebotomy Training Specialists' seminar to combine a system that consists of both a didactic portion as well as a practical portion. Through the combination of didactic and practical learning, students are able to leave the seminar feeling confident in their ability to enter the workforce as a phlebotomist. Since Phlebotomy Training Specialists' inaugural class in 1993, the company has had over 20,000 graduates. Today Phlebotomy Training Specialists is one of the largest stand-alone phlebotomy training schools.

Mission and Objectives

Phlebotomy Training Specialists' mission and objectives are to provide up-to-date, state-of-the-art, Phlebotomy Training to individuals interested in receiving this training. Phlebotomy Training Specialists' objective is to aim for high-quality, well-trained, competent Phlebotomists who can use their skills to benefit patients and employers.

Administration Members

Brian Treu - CEO, Administrator
Dina Said Dwyer- Acting Chair
Alexis Treu - COO
Ericha Dick - Director of Training
Adrienne Current - Book Keeper
Monica Sanborn - State Licensing

Faculty Members

Crystal Carrera – Director/Instructor, Phoenix
David Lee Mickle- Instructor, Phoenix
Ginevie Maes- Instructor, Phoenix
Frances Palmer-Director/Instructor, Tucson
Marc Souza- Instructor, Tucson
Valenda Crockwell- Instructor, Tucson
Melynee Hart-Director/Instructor, Mesa

Contact Information

School Addresses:

Phoenix- 4001 N. 3rd Street, Suite 120, Phoenix, AZ 85012

Tucson- 3131 N. Country Club Rd, Suite 112, Tucson, AZ 85716

Mesa- 931 East Southern Ave, Suite 205, Mesa, AZ 85204

Home Office- 1971 W. 700 N. Suite 102 Lindon, UT 84042

Phone: **701-404-9434** Fax: **385-327-2084**

Email: info@phlebotomyusa.com Website: www.phlebotomyusa.com

Programs/Courses Offered

1 Certificate Program:

48-Hour Phlebotomy Training & Certification

Program/Course Cost

Tuition	Registration	Books/Supplies /Equipment	Total Tuition/Fee	National Exam
\$645	\$200.00 (NON-REFUNDABLE AFTER 3 BUSINESS DAYS)	\$165.00	\$1010.00	\$115.00 (paid to a third party)

Total for Phlebotomy Training Program & Exam = \$1125.00

Payment Policy

Tuition and fees for class can be paid by logging into your student account at students.phlebotomyusa.com. We accept all major credit cards. A \$200 minimum is required at the time of registration. After the initial registration fee of \$200 has been paid, students can make payments in any increment until full payment is received.

Full tuition and fees are due by the halfway point of the class.

If a student fails to pay full tuition and fees by these deadlines, the following options are available:

1. If a student wishes to remain in the class they originally registered for and are unable to meet the payment policy as written, they can request a payment extension. They will need to make a written request to info@phlebotomyusa.com. The Director will review all payment extensions. If an extension is approved, the student will remain in their scheduled course but will be required to pay in full before challenging the practical or national exam.
2. If a student does not contact the Director, the student will be required to reenroll in new class dates where they will attend the remaining classes in that cohort to complete their program. They will be required to be paid by the halfway point of their new cohort. Extensions past this point will not be permitted. Students should call Student Services to reschedule. Please note rescheduling will be based on class availability.

No student, regardless of circumstance, will be permitted to be certified without full payment.

Financing Options

Students may apply for financing through Monterey Financial via the student portal. Students may apply for financing at any point throughout the course, and they may

choose any amount to finance (not to exceed their balance). Students may select terms in 12, 18, or 24 months at a rate of 18%. Should students withdraw from the course, the published refund policy would apply.

Book/Supplies & Equipment

Supplies and Equipment: \$130 - Refundable on a pro rata basis in accordance with tuition.

Textbook: \$35 - Once textbooks are issued and received by students, these become the property of students and refunds may be made only at the discretion of the private school.

Class Schedule

Evening: 6 pm to 10 pm – Monday - Thursday, 12 classes

Day: 9 am to 1 pm – Monday – Thursday, 12 classes

Weekend: 8 am to 4:30 pm – Saturday, 6 classes

2023 Class Dates and Application Deadlines

Month / Class	Dates of each Class	Application Deadline
Jan Day	9, 10, 11, 12, 17, 18, 19, 23, 24, 25, 26, 30	Jan 3
Jan Eve	9, 10, 11, 12, 17, 18, 19, 23, 24, 25, 26, 30	Jan 3
Jan / Feb Weekend	7, 14, 21, 28, Feb 4, 11	Jan 3
Feb Day	6, 7, 8, 9, 13, 14, 15, 16, 21, 22, 23, 27	Feb 1
Feb Eve	6, 7, 8, 9, 13, 14, 15, 16, 21, 22, 23, 27	Feb 1
Feb / Mar Weekend	25, Mar 4, 11, 18, 25	Feb 20
Mar Day	6, 7, 8, 9, 13, 14, 15, 16, 20, 21, 22, 23	Mar 1
Mar Eve	6, 7, 8, 9, 13, 14, 15, 16, 20, 21, 22, 23	Mar 1
Apr / May Weekend	15, 22, 29, May 6, 13, 20	Apr 11
April Day	3, 4, 5, 6, 10, 11, 12, 13, 17, 18, 19, 20	Apr 1

Apr Eve	3, 4, 5, 6, 10, 11, 12, 13, 17, 18, 19, 20	Apr 1
May Day	1, 2, 3, 4, 8, 9, 10, 11, 15, 16, 17, 18	Apr 25
May Eve	1, 2, 3, 4, 8, 9, 10, 11, 15, 16, 17, 18	Apr 25
Jun / July Weekend	3, 10, 17, 24, July 8, 15	May 31
Jun Day	5, 6, 7, 8, 12, 13, 14, 15, 20, 21, 22, 26	Jun 1
Jun Eve	5, 6, 7, 8, 12, 13, 14, 15, 20, 21, 22, 26	Jun 1
July Day	10, 11, 12, 13, 17, 18, 19, 20, 24, 25, 26, 27	Jul 5
July Eve	10, 11, 12, 13, 17, 18, 19, 20, 24, 25, 26, 27	Jul 5
July / Aug / Sep Weekend	22, 29, Aug 5, 12, 19, 26	Jul 25
Aug Day	7, 8, 9, 10, 14, 15, 16, 17, 21, 22, 23, 24	Aug 1
Aug Eve	7, 8, 9, 10, 14, 15, 16, 17, 21, 22, 23, 24	Aug 1
Sep / Oct Weekend	9, 16, 23, 30, Oct 7, 14	Sept 12
Sep Day	11, 12, 13, 14, 18, 19, 20, 21, 25, 26, 27, 28	Sept 6
Sep Eve	11, 12, 13, 14, 18, 19, 20, 21, 25, 26, 27, 28	Sept 6
Oct Day	2, 3, 4, 5, 10, 11, 12, 16, 17, 18, 19, 23	Sept 26
Oct Eve	2, 3, 4, 5, 10, 11, 12, 16, 17, 18, 19, 23	Sept 26
Oct / Nov / Dec Weekend	28, Nov 4, 11, 18, Dec 2, 9	Nov 1
Nov Day	1, 2, 6, 7, 8, 9, 13, 14, 15, 16, 20, 21	Oct 25
Nov Eve	1, 2, 6, 7, 8, 9, 13, 14, 15, 16, 20, 21	Oct 25
Dec Day	Nov 29, 30, Dec 4, 5, 6, 7, 11, 12, 13, 14, 18, 19	Nov 22
Dec Eve	Nov 29, 30, Dec 4, 5, 6, 7, 11, 12, 13, 14, 18, 19	Nov 22

When an unexpected closure occurs due to extraordinary conditions, including inclement weather, students will be notified as soon as possible by phone call and text message. Classes are not held on the following holidays:

- New Year's Eve
- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving & the Friday following
- Christmas Eve & Christmas Day

Entrance Requirements

The school does not discriminate based on race, sexual orientation, gender identity, religion, ethnic origin, or disability. We do not require students to have previous medical experience or knowledge. Immunizations are not required to take the course. Students are required to have a high school diploma or high school equivalency as a minimum entry requirement into the program.

Some employers may also require proof of High School or high school equivalency completion for employment, and it will be the student's responsibility to comply with employer requirements. We also require students to be beyond the age of compulsory high school attendance.

An informal interview will be given to discuss student goals and expectations. Prospective students will need to enroll by the application deadline. The application can be accessed on our website at www.PhlebotomyUSA.com. The application for attendance will be processed within 5 business days of submission, and the student will be notified by email. Although basic computer skills are not required for the program, it is highly encouraged that before coming to class, our students have a basic knowledge of computer skills to make them a more competitive candidate for employment upon completion of the program.

Enrollment / Admission

Prospective students will need to enroll by the application deadline listed above. The application can be accessed on our website at www.PhlebotomyUSA.com. The application for attendance will be processed within 5 business days of submission, and the student will be notified by email

Late enrollments are not accepted once the course has begun, and students will be notified and given dates of upcoming classes to choose from.

Postponement of Start Date

If the course is not commenced, or the student fails to attend by the new start date, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date, determined in accordance with the school's refund policy.

Employment Advisory Services

Phlebotomy Training Specialists **do not** provide any formal placement into employment opportunities. **Placement in a job is not guaranteed or promised to persons who complete the program.** To that end, we do not leave the students on their own in finding employment.

We do the following for students:

Market Sectors – We provide each student with a list of local sectors of the economy that employ Phlebotomists consistently. We do not provide student referrals to prospective employers and we do not have direct contact with employers regarding current job openings.

This list includes, but is not limited to, Plasma Centers, Blood Banks, Platelet Donation, Dialysis, Physicians' Offices, Medical Clinics, Laboratories, Hospitals, and Paramedical examinations to name a few. This gives the student a head-start on where to look for employment.

Resume Writing – All students will be encouraged to send in their resumes to our on-staff professional resume writers. The writers will then assist the students with fine-tuning their resume(s) by way of suggestion(s). The writers will also assist the students with putting their resume(s) into a medical format called a Curriculum Vitae.

Interview Preparation – We have a presentation done during class where we discuss interviewing. We also speak to the students regarding the application process for jobs, what to expect during the interview process, and a list of tough questions they will be asked.

Continual Training – All students, once they have completely attended and have paid in full, are allowed to return to the class, free of charge, to keep their skills sharp and to prepare for interviews.

Additionally, we have a *Student Helpline* where students can call with questions regarding Phlebotomy Training, the application process, help with interviewing, job sources, and Phlebotomy-related inquiries.

Attendance Requirements

Students are expected to arrive on time for class with proper materials. Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course, and insufficient attendance can affect your ability to pass. Students must attend all 48 hours. If a student misses the first day of class, they will be removed from the course, and they will be required to enroll for another schedule. There is a 15-minute grace period at the start of each class, after which the student will be considered tardy, and then any lost time will have to be made up in 30-minute increments. Time will be quantified at the educational facility electronically, and the student must attend all the time.

Make-up Time

Students are strongly advised not to miss class unless necessary. If a student misses a portion of class after the initial 8 hours, the student can make it up at any of the other modules that are teaching the same class during days, evenings, or weekends. Make-up time is available by contacting student services at 701-404-9434 or by emailing info@phlebotomyusa.com. It is the student's responsibility to schedule and attend any make-up time. If the missed module cannot be made up during the scheduled month, the student can schedule a make-up time during the next month the module is being taught. There is no fee for make-up classes. **Please call Student Services at 701-404-9434 to reschedule.**

However, if the student is absent from three (3) or more class sessions without prior notice and authorization, enrollment will be dropped.

Rescheduling/Readmittance

If a student is dropped from the course due to non-payment of tuition and fees by the halfway mark of their scheduled cohort, they will need to contact Student Services at 701-404-9434 to pay in FULL, reschedule missed classes, or make payment arrangements. Rescheduling will be based on class availability.

Scheduled Absence(s)

Phlebotomy Training Specialists do not have any standard leave of absence(s). If any student has extenuating circumstances and requires an absence, please directly notify and speak with your school director for authorization. Once authorized, the student will be allowed to make up the missed time during the next month when the class covers the missed content with no additional fees. If a student fails to return from any Leave of Absence, the student will be considered withdrawn. The withdrawal date is the date that the student was scheduled to return from Leave and failed to do so. Dismissal and refund policy will apply as relevant.

Progress Policy

The course is not graded. It is a **pass / fail course**. As the course progresses, the instructor(s) will give quizzes in each section and will observe the hands-on skills of the students to determine whether each student is keeping up with the rest of the class. Remedial training is provided if it is found a student is not progressing. Likewise, students are given the opportunity to attend the weekend/evening/day classes, free of charge, for additional training. Furthermore, students can also attend month after month, if they feel they need subsequent training. Students must pass 70% of modules, to continue to progress, and to stay on track for graduation.

Graduation Requirements

Students complete a final practical evaluation during the last hands-on day of the program. The test will include knowledge of tubes, additives, order of draw, and the ability to complete each step-in order and without correction. Completion of 4 successful draws (2 arm and 2 hand) is mandatory, along with full attendance and full payment of tuition for graduation.

To practice as a licensed phlebotomist, the student must pass the course and pass the national exam. The testing entity is the NHCO, and an authorized proctor administers the exam. The NHCO can be contacted at 866-856-6082.

Remediation

Remedial training is provided if it is found that a student is not progressing. The remediation period is limited to the length of the next class or classes depending on student needs. If the student achieves a 70% on modules, the student will resume with a pass status. Second and final remediation is available if needed. The student must be able to attend the required classes in the next schedule or concurrent schedule to receive additional training and help. Students are allowed to attend the weekend/evening/day classes, free of charge. If a student is unable to complete remediation in the scheduled time, they will consult with the chief administrator regarding re-enrollment options. After consulting with the chief administrator, it is determined that if the student cannot complete the remediation required and the student will not benefit from the course, the student will be dismissed and the published refund will be applied.

Grading System

Class 1	Phlebotomy, an Overview, Tourniquet Tying	Pass / Fail
Class 2	Lab Skills Development	Pass / Fail
Class 3	Test tubes, Panels/Profiles, Special Handling and Procurement, Bodily Fluids Collection	Pass / Fail
Class 4	Lab Skills Development	Pass / Fail
Class 5	Laboratory Sections, Anatomy, and Physiology, Hemodialysis AV Fistula, & Grafts	Pass / Fail
Class 6	Lab Skills Development	Pass / Fail
Class 7	Protections and Precautions, Employment Guide, Glossary, and Study Guide Review	Pass / Fail
Class 8	Lab Skills Development	Pass / Fail
Class 9	Lab Skills Development	Pass / Fail
Class 10	Study Guide Review, Test Prep, Q&A Session	Pass/Fail
Class 11	Practical Skills Examination	Pass/Fail
Class 12	Review and Written Exam	Pass / Fail

Records

Student records are maintained digitally indefinitely and can be accessed at the school; transcripts are kept permanently. Students have a right to access their records anytime. A student can access records by logging on to their student portal students.phlebotomyusa.com. Only the student and the school administration have a right to review student records. No outside personnel will be allowed to view records, except for appropriate state regulatory representatives upon request. Student academic, financial, certificates, and transcripts are all electronically maintained.

For a copy of your transcripts, please email a written request to info@phlebotomyusa.com. There is no fee for a copy of your transcript. The school reserves the right to withhold an official transcript if the student's financial obligation to the school is in arrears.

Dress Code

Scrubs are not required, only suggested. Casual attire will suffice. Closed-toed shoes are mandatory, no sandals or open-toed shoes.

Leave of Absence

Phlebotomy Training Specialists does not have any leave of absence. If any student has extenuating circumstances and requires an absence, that student will be allowed to make up that time during the next month when the class covers the content they missed with no additional fees

Conduct & Dismissal Policy

If a student is dismissed permanently, the refund policy will be in effect based on the percentage of class attended. The last session of attendance will be the date of dismissal. Students are expected to maintain professional conduct within the classroom. Phlebotomy Training Specialists reserve the right to enact disciplinary procedures (outlined below). The following is a list of enumerating behaviors that are unacceptable in the classroom setting. These examples of impermissible behavior described below are not intended to be an all-inclusive list. Phlebotomy Training Specialists managers have full discretion and any violation of the policies or conduct considered inappropriate or unsatisfactory will be subject to disciplinary action, up to and including dismissal from the program.

1. **Language / Interpersonal Conduct**

- a. Fighting (verbal, physical, electronic) with or assaulting another individual
- b. Threatening or intimidating any other individual by any method (verbal, written, electronic, etc.)
- c. Engaging in any form of harassment (sexual, emotional, etc.)
- d. Using vulgar language, explicit terms, or profanities
- e. Discussing sensitive topics such as religion, sexual orientation, gender, racial issues, political affiliation, etc.

2. **Conduct**

- a. Use of cell phone for non-emergencies while in class and/or lab
- b. Continually speaking out of turn or disrupting the flow of class with off-topic discussions
- c. Arriving late to class or leaving early more than twice without prior notification.

3. **Safety**

- a. Failing to abide by safety rules and policies
 - b. Refusing to follow the instructor's directions or being insubordinate
 - c. Failure to adhere to corrections or guidance given by the instructor
 - d. Continued disregard for cleanliness and sanitation protocols
4. **Mental/Physical State**
- a. Showing up to class in improper attire, wearing inappropriate shoes, or generally unkempt
 - b. Attending class while under the influence of alcohol, illicit drugs, or any other mind/body-altering substance.
5. **Automatic Dismissal**
- a. Possessing firearms or any other weapons in the classroom
 - b. Illegal Activity of any kind
 - c. Using, selling, dispensing, or possessing alcohol, illegal drugs, or narcotics on-premises. Recreational drugs are also not permitted on-premises.
 - d. Theft
 - e. Being absent for the first 8 hours of the program

Dismissal Procedures:

Upon infraction of one of the above prohibitions, a Phlebotomy Training Specialists staff member will issue a verbal and written warning to the student. This is to be considered a corrective plan of action. If the prohibited action and/or behavior continues, Phlebotomy Training Specialists will dismiss the infracting student(s) from the program. Any student who has violated the prohibitions outlined in section 5, the "Automatic Dismissal" section, will be subject to automatic dismissal with no exception(s).

All dismissal procedures will be determined by at least three Phlebotomy Training Specialists management team members, including a consultation with the issuing staff member. Any student who wishes to appeal Phlebotomy Training Specialists' final decision, shall do so in writing. Any dismissed student may attain reentry into the program(s) by contacting PTS' founder, Brian Treu, and discussing with him on an individual basis, our expected classroom etiquette.

Re-entry / Readmission

Upon infraction of one of the above expectations, a Phlebotomy Training Specialists staff member will issue a verbal and written warning to the student. This is to be considered a corrective plan of action. Students get three warnings, and on the fourth incident, they are suspended from class, as stated previously. Students who want to gain re-entry into the class after suspension will have to submit a request to the PTS corporate offices. PTS Corporate offices will take 48 hours to determine

eligibility. This may result in a call to the student to discuss the issues at hand. A student that is suspended may only gain re-entry into the class one time. If the impermissible behavior continues, Phlebotomy Training Specialists will dismiss students from the program. Students who have violated policies outlined in the “Automatic Dismissal” section will be subject to automatic dismissal.

Permanent Termination from the program negates that student from re-admission to the program forever.

Facilities & Equipment

Our schools are located at:

Phoenix- 4001 N. 3rd Street, Suite 120, Phoenix, AZ 85012

Tucson- 3131 N. Country Club Rd, Suite 112, Tucson, AZ 85716

Mesa- 931 East Southern Ave, Suite 205, Mesa, AZ 85204

Students will have hands-on training on modern medical equipment and informative lectures. Large whiteboards, televisions, diagrams, and videos will be provided to enhance classroom activities and didactic learning. The classroom is well-lighted, air-conditioned, heated, ventilated, and appropriate for an educational site. Parking is sufficient and conveniently located nearby. Phlebotomy Training Specialists does not provide housing or transportation.

The facility and equipment used fully comply with all federal, state, and local ordinances and regulations, including the requirements for fire safety, building safety, handicaps, access, and health.

Educational Services

The Phlebotomy Training Course objectives are to prepare students to collect blood samples by venesection. The class is 48 hours in length, either during the day, evening, or weekend. There is no distance education for this class. All the instruction is classroom instruction, and there are no additional fees to make up classes because we allow all students to return to the class free of charge once they have completed the class one time.

Phlebotomy Training Specialists continually changes the curriculum to meet industry standards and safety/equipment updates.

Previous Credits/ Transfer of Credits

Credits from another institution will be evaluated on a case-by-case basis. Phlebotomy Training Specialists does not guarantee the transferability of our credits

to another institution unless there is a written agreement with another institution. Transferability of credits is at the discretion of the accepting institution; it is the student's responsibility to confirm whether credits will be accepted by another institution.

We do not grant credit to students for other courses taken in the field of Phlebotomy, Nursing Assistant Training, or any other field. This course is a stand-alone course, and no reduced tuition, nor will reduced hours of participation be given.

Student Grievance Procedure

Should a student have a complaint with Phlebotomy Training Specialists, then the following steps shall be taken by him/her.

1. Student shall first attempt to address the grievance informally with the instructor or applicable staff member and try to resolve it. If unsuccessful, proceed to the written grievance procedure.
2. Students may state the grievance in writing to the administrator or designee. Please submit the written request within **60 days** of the occurrence to the campus president, Brian Treu. He will then, through his administrative assistant Alexis, at either alexis@phlebotomyusa.com or 701-404-9434, will assist you in resolving your concerns. He will investigate the grievance within 5 business days of receiving the complaint by contacting the student via email or phone to set up a meeting. In the meeting, Brian will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. Written notification of the resolution will be sent via email to the student within 10 days after the student meeting.
3. In Brian's absence, you can contact the Student Service Managers at info@phlebotomyusa.com or 801-669-2056. They will contact the student within 5 days of receiving the complaint via email or phone to set up a meeting. In the meeting, they will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. They will consult with the President and written notification of the resolution will be sent via email to the student within 10 days after the meeting.
4. If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Post-Secondary Education. The student must contact the State Board for further details.

The **State Board** address is: 1740 West Adams #3008 Phoenix, AZ 85007. The phone number is 602-542-5709. Website: www.azppse.gov.

Cancellation and Refund Policy

An applicant denied admission by the school is entitled to a refund of all monies paid.

Three-Day Cancellation: An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday, and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days after receiving the notice of cancellation, shall the school provide the 100% refund.

Student's Right to Cancel Void After: _____

Other Cancellations: An applicant requesting cancellation **more than three days** after signing an enrollment agreement and making an initial payment, but before entering the school, is entitled to a refund of all monies paid (*less the \$200 registration fee*).

Refund after the commencement of classes:

1. Procedure for withdrawal/withdrawal date:

- a) A student choosing to withdraw from the school after the commencement of classes is to provide written notice to the Director of the school or by sending an email to payments@phlebotomyusa.com. The notice is to indicate the expected last date of attendance and be signed and dated by the student.
- b) A student will be determined to be withdrawn from the institution if the student has not attended any class for **3 consecutive class** days. Refunds will be issued after 30 days based on classes attended per the schedule below or the student can reschedule a class.
- c) All refunds will be issued **within 30 days** of the determination of the withdrawal date.

2. Tuition charges/refunds:

- a) Before the beginning of classes, within the three-day cancellation period, the student is entitled to a refund of 100% of the tuition and any additional fees paid.

- b) After the commencement of classes, the tuition refund, minus the \$200 registration fee, shall be determined as below:

Attended up to 4 hours	90% full tuition/fees amount less registration fee
Attended more than 4 hours and up to 8 hours	80% full tuition/fees amount less registration fee
Attended more than 8 hours and up to 12 hours	70% full tuition/fees amount less registration fee
Attended more than 12 hours and up to 16 hours	60% full tuition/fees amount less registration fee
Attended more than 16 hours and up to 24 hours	50% full tuition/fees amount less registration fee
Attended more than 24 hours	No Refund

The calculations above are based on full tuition being paid. If a student is not paid in full, the amount refunded will be proportional to tuition paid and classes attended. The \$115 National Exam Fee is not included in these calculations, as the exam fee is fully refundable as long as the National Exam is not attempted. The percentage of the clock hours attempted is determined by dividing the number of clock hours elapsed from the student's start date to the student's last day of attendance, by the number of clock hours in the program.

Refunds will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences or other criteria as specified in the school catalog).

Supplies and Equipment: \$130 - Refundable on a pro rata basis in accordance with tuition.

Textbook: \$35 - Once textbooks are issued and received by students, these become the property of students and refunds may be made only at the discretion of the private school.

Disability Accommodations Policy

Phlebotomy Training Specialists (PTS) believe in providing access to a diverse population. PTS complies with state and federal disability laws and makes reasonable accommodations for applicants and students with disabilities. Post-secondary schools have no obligation to identify students with disabilities. If you need accommodation, it is your responsibility to make your disability known to the school and request any needed accommodation. PTS will make reasonable accommodations for applicants and students unless doing so would result in a fundamental alteration of the program or would result in an undue burden. You must also be able to show the relationship between the disability and the need for accommodation.

For information and questions about our Student Accessibility Services (SAS) support, policies, and process, please contact Student Services at 701-404-9434 or info@phlebotomyusa.com.

2023 PHLEBOTOMY TRAINING SYLLABUS

A. COURSE DESCRIPTION:

The Phlebotomy course is designed to train individuals to properly collect and process blood and other clinical specimens for laboratory testing and to interact with healthcare personnel, clients, and the general public.

The presentation includes equipment and additives, basic anatomy, and safe and effective venipuncture techniques. Emphasis will be placed on collection techniques, specimen processing, workflow practices, referrals, and utilizing laboratory information systems. This course will prepare individuals to write the Phlebotomist Certification examination.

B. METHOD OF INSTRUCTION:

The student is trained through the modules during class, obtaining that knowledge through books and hands-on training each class period.

The book knowledge obtained is then applied in the hands-on training portion of the class. Theory first, and actual application of the theory follows shortly thereafter.

C. COURSE EXPECTATIONS / COMPETENCIES/OBJECTIVES:

Upon completion of the Phlebotomy course, students will have an opportunity to learn how to:

- a. Demonstrate knowledge, entry-level skills, and tasks associated with blood collecting and other specimen collection processes.
- b. Assist the health care team in the accurate, safe, and reliable collection and

- transportation of specimens for clinical laboratory analyses.
- c. Apply knowledge to basic and special laboratory procedures.
 - d. Demonstrate proper infection control techniques used in specimen collection.
 - e. Select appropriate equipment, methods, and reagents for the collection of laboratory specimens.
 - f. Prepare patients and equipment for the collection of laboratory specimens.
 - g. Apply ethical, legal, and regulatory issues to the collection of laboratory specimens.
 - h. Evaluate quality control procedures and possible sources of error or inconsistencies in specimen collection.
 - i. Work cooperatively with staff members, patients, and community resource people.
 - j. Apply knowledge to create and maintain a safe working environment.
 - k. Respect patient confidentiality and maintain professional conduct in a culturally diverse environment.

TOPICS /UNITS

Course Titles	Classroom Hours	Lab Hours	Total Hours
Class 1 – Phlebotomy, an Overview, Tourniquet Tying	4	0	4
Class 2 – Lab Skills Development	0	4	4
Class 3 – Test tubes, Panels/Profiles, Special Handling and Procurement, Bodily Fluids Collection	4	0	4
Class 4 – Lab Skills Development	0	4	4

Class 5 – Laboratory Sections, Anatomy and Physiology, Hemodialysis AV Fistula and Grafts	4	0	4
Class 6 – Lab Skills Development	0	4	4
Class 7- Protections and Precautions, Employment Guide, Glossary and Study Guide Review	4	0	4
Class 8- Lab Skills Development	0	4	4
Class 9- Lab Skills Development	0	4	4
Class 10- Study Guide Review, Test Prep, Q&A Session	4	0	4
Class 11- Practical Skills Examination	0	4	4
Class 12- Review and Written Exam	4	0	4
TOTAL HOURS	24	24	48

PROCEDURES LIST:

Proper Handwashing Technique; Gowning, Masking, and Gloving; Removal of Isolation Gown, Mask, and Gloves; Disposing of Contaminated Items; Gloving Technique; The Basics of Patient Identification; Use of a Tourniquet; Performing a Venipuncture; Skin Puncture Using a Retractable Device; Heelstick Procedure; Dorsal Hand Vein Procedure; Surgicutt Bleeding Time Test; Syringe Blood Culture Collection; Safety Butterfly Assemble Blood Culture collection; Obtaining a Blood Specimen for Glucose Testing; Collecting a 24-Hour Urine Specimen; Proper Specimen Handling.

Textbook & Other Learning Resources

Phlebotomy Textbook
The Fundamental Guide to Phlebotomy: A competency-based approach. Edition
Number: First Edition (2022)
ISBN: 979-8-218-02579-3

The learning resource library is available from the student account and can be accessed at anytime from anywhere, and better yet, does not require multiple people to handle the learning resource like a hard copy book library, requiring decontamination between readers.

With the resources available in an electronic format, the same resource is available to all students, and no one is left waiting for a return of the resource, nor waiting until the next classroom visit to use the resource.

Holder in Due Course Statement

Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds, hereof Recovery hereunder by the debtor shall not exceed amounts paid by the debtor. (FTC Rule effective 5-14-76).

Accreditation Status

PTS does not hold regional, national or programmatic accreditation from a U.S. Department of Education approved accreditor. PTS does not participate in federal or state student aid programs.

PTS students are eligible to sit for certification examinations from the relevant phlebotomy training oversight organizations (National Healthcareer Association, National Centers for Competency Testing, and National Healthcare Certification Organization) and PTS training complies with the standards of all relevant phlebotomy trade associations (Clinical Laboratory Standards Institute, National Association of Phlebotomy Technicians, National Phlebotomy Certification Association)



ECG Course Details

Mission and Objectives

ECG Training Specialists provides excellence in ECG training and proficiency by developing comprehensive, highly relevant, and frequently updated ECG training materials, and the use of state-of-the-art equipment to perform electrocardiograms on a wide variety of patients. This is done by supporting and furthering education, research, and awareness around best ECG practices.

Integrity- We pledge to provide a psychometrically driven, industry-current, and unassailable ECG examination process.

Public Benefit- Our training and hands-on examinations ensure the highest level of ECG proficiency for both public and private healthcare.

Excellence- We commit to continually providing the highest quality of examination content, procedure, and skills in equipment usage.

Instructors

TBD

Programs/Courses Offered

1 Certificate Program: 20 Hour ECG Training

Program/Course Cost

Tuition	Registration	Books/Supplies /Equipment	Total Tuition/Fee	National Exam
\$175	\$200.00 <small>(NON-REFUNDABLE AFTER 3 BUSINESS DAYS)</small>	\$75.00	\$450.00	\$45.00 <small>(paid to a third party)</small>

Total for ECG Training & Exam = \$495.00

Payment Policy

Tuition and fees for class can be paid by logging into your student account at students.phlebotomyusa.com. We accept all major credit cards. \$200 minimum is required at the time of registration. After the initial registration fee of \$200 has been paid, students can make payments in any increment until full payment is received.

Full tuition and fees are due by the halfway point of the class.

If a student fails to pay full tuition and fees by these deadlines, the following options are available:

1. If a student wishes to remain in the class they originally registered for and are unable to meet the payment policy as written, they can request a payment extension. They will need to make a written request to info@phlebotomyusa.com. The Director will review all payment extensions. If an extension is approved, the student will remain in their scheduled course but will be required to pay in full before challenging the practical or national exam.
2. If a student does not contact the Director, the student will be required to reenroll in new class dates where they will attend the remaining classes in that cohort to complete their program. They will be required to be paid by the halfway point of their new cohort. Extensions past this point will not be permitted. Students should call Student Services to reschedule. Please note rescheduling will be based on class availability.

No student, regardless of circumstance, will be permitted to be certified without full payment.

Book/Supplies & Equipment

Books/ Supplies & Equipment: \$75.00 refundable if not used. If used, no refund.

Exam fee: \$45 refundable if not taken.

Replacement Fee

A blood pressure kit is included in the cost associated with your ECG course. Students who need to purchase another blood pressure kit due to loss will be required to pay an additional \$50 for a replacement.

Financing Options

Students may apply for financing with Monterey Financial via the student portal. Students may apply for financing at any point throughout the course, and they may choose any amount to finance (not to exceed their balance). Students may select terms in 12, 18, or 24 months at a rate of 18%. Should students withdraw from the course, the published refund policy would apply.

Class Schedule

Afternoon: 1:30pm - 5:30pm

2023 Class Dates and Application Deadlines

Month / Class	Dates of each Class	Application Deadline
Jan Afternoon	18, 19, 24, 25, 26	Jan 10
Feb Afternoon	15, 16, 21, 22, 23	Feb 10
Mar Afternoon	15, 16, 21, 22, 23	Mar 10
Apr Afternoon	12, 13, 18, 19, 20	Apr 7
May Afternoon	9, 10, 11, 16, 17	Mar 3
Jun Afternoon	14, 15, 20, 21, 22	Jun 10
Jul Afternoon	19, 20, 25, 26, 27	Jul 12
Aug Afternoon	15, 16, 17, 22, 23	Aug 10
Sep Afternoon	13, 14, 19, 20, 21	Sep 9
Oct Afternoon	11, 12, 17, 18, 19	Oct 5
Nov Afternoon	7, 8, 9, 14, 15	Nov 1
Dec Afternoon	5, 6, 7, 12, 13	Dec 1

Entrance Requirements

The school does not discriminate based on race, sexual orientation, gender identity, religion, ethnic origin, or disability. We do not require students to have previous medical experience or knowledge. Immunizations are not required to take the course. Students are required to have a high school diploma or high school equivalency as a minimum entry requirement into the program.

Some employers may also require proof of High School or high school equivalency

completion for employment, and it will be the student's responsibility to comply with employer requirements. We also require students to be beyond the age of compulsory high school attendance.

An informal interview will be given to discuss student goals and expectations. Prospective students will need to enroll by the application deadline. The application can be accessed on our website at www.ECGTrainingSpecialists.com. The application for attendance will be processed within 5 business days of submission, and the student will be notified by email. Although basic computer skills are not required for the program, it is highly encouraged that before coming to class, our students have a basic knowledge of computer skills to make them a more competitive candidate for employment upon completion of the program.

Enrollment / Admission

Prospective students will need to enroll by the application deadline listed above. The application can be accessed on our website at www.ECGTrainingSpecialists.com. The application for attendance will be processed within 5 business days of submission, and the student will be notified by email. Late enrollments are not accepted once the course has begun, and students will be notified and given dates of upcoming classes to choose from.

Postponement of Start Date

If the course is not commenced, or the student fails to attend by the new start date, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date, determined in accordance with the school's refund policy.

Employment Advisory Services/Placement Assistance

ECG Training Specialists do not provide any formal placement into employment opportunities. Placement in a job is not guaranteed or promised to persons who complete the program. To that end, we do not leave the students on their own in finding employment.

We do the following for students:

Market Sectors – We provide each student with a list of local sectors of the economy that employ Phlebotomists consistently. We do not provide student referrals to prospective employers and we do not have direct contact with employers regarding current job openings.

This list includes, but is not limited to, Plasma Centers, Blood Banks, Platelet Donation, Dialysis, Physicians' Offices, Medical Clinics, Laboratories, Hospitals, and

Paramedical examinations to name a few. This gives the student a head-start on where to look for employment.

Resume Writing – All students will be encouraged to send in their resumes to our on-staff professional resume writers. The writers will then assist the students with fine-tuning their resume(s) by way of suggestion(s). The writers will also assist the students with putting their resume(s) into a medical format called a Curriculum Vitae.

Interview Preparation – We have a presentation done during class where we discuss interviewing. We also speak to the students regarding the application process for jobs, what to expect during the interview process, and a list of tough questions they will be asked.

Continual Training – All students, once they have completely attended and have paid in full, are allowed to return to the class, free of charge, to keep their skills sharp and to prepare for interviews.

Additionally, we have a *Student Helpline* where students can call with questions regarding ECG Training, the application process, help with interviewing, job sources, and ECG-related inquiries.

Attendance Requirements

Students are expected to arrive on time for class with proper materials. Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course, and insufficient attendance can affect your ability to pass. Students must attend all 20 hours. If a student misses the first day of class, they will be removed from the course, and they will be required to enroll for another schedule. There is a 15-minute grace period at the start of each class, after which the student will be considered tardy, and then any lost time will have to be made up in 30-minute increments.

Time will be quantified at the educational facility electronically, and the student must attend all the time. If a student misses a portion of class after commencement, they can make it up during another afternoon ECG course. Make-up time is available by contacting Student Services at 701-404-9434.

Students who are unable to continue classes for medical reasons or severe personal problems will be required to take a leave of absence until they can return to class. Proper documentation will be required to substantiate a student's withdrawal.

Make-up Time

Students are strongly advised not to miss class unless necessary. If a student misses a portion of class after the initial 8 hours, the student can make it up at any of

the other modules the following month. Make-up time is available by contacting student services at 701-404-9434 or by emailing info@phlebotomyusa.com. It is the student's responsibility to schedule and attend any make-up time. There is no fee for make-up classes. **Please call Student Services at 701-404-9434 to reschedule.**

However, if the student is absent from two (2) or more class sessions without prior notice and authorization, enrollment will be dropped.

Progress Policy

The course is not graded. It is a **pass / fail course**. As the course progresses, the instructor(s) will give quizzes in each section and will observe the hands-on skills of the students to determine whether each student is keeping up with the rest of the class. Remedial training is provided if it is found a student is not progressing. Likewise, students are given the opportunity to attend another ECG course in subsequent months, free of charge, for additional training. Furthermore, students can also attend month after month, if they feel they need subsequent training. Students must pass 70% of modules, to continue to progress, and to stay on track for graduation.

Grading System

Class 1	Introduction to ECG	Pass / Fail
Class 2	Anatomy & Electrode Placement	Pass / Fail
Class 3	Waveforms & Additional Practice	Pass / Fail
Class 4	Holter Monitors/ Family & friends	Pass / Fail
Class 5	Practical & National Exam	Pass / Fail

Graduation Requirements

Students must have full attendance, and tuition paid in full for graduation.

Students complete a final practical exam of ECG skills during the last scheduled day of the course. The practical exam will test lead placement, rhythm capture, and recognition of rhythm points. Students must pass a proctored written exam provided by the NHCO. The NHCO can be contacted at 866-856-6082.

Records

Student records are maintained digitally indefinitely and can be accessed at the school; transcripts are kept permanently. Students have a right to access their records anytime. A student can access records by logging on to their student portal students.phlebotomyusa.com. Only the student and the school administration have a right to review student records. No outside personnel will be allowed to view records, except for appropriate state regulatory representatives upon request. Student academic, financial, certificates, and transcripts are all electronically maintained.

For a copy of your transcripts, please email a written request to info@phlebotomyusa.com. There is no fee for a copy of your transcript. The school reserves the right to withhold an official transcript if the student's financial obligation to the school is in arrears.

Dress Code

Scrubs are not required, only suggested. Casual attire will suffice. Closed-toed shoes are mandatory, no sandals or open-toed shoes. On lab days, a button-front shirt, a metal-free, low-cut sports bra is the required Dress Code.

Leave of Absence

ECG Training Specialists does not have any leave of absence. If any student has extenuating circumstances and requires an absence, that student will be allowed to make up that time during the next month when the class covers the content they missed with no additional fees

1. **Language / Interpersonal Conduct**

- a. Fighting (verbal, physical, electronic) with or assaulting another individual
- b. Threatening or intimidating any other individual by any method (verbal, written, electronic, etc.)
- c. Engaging in any form of harassment (sexual, emotional, etc.)
- d. Using vulgar language, explicit terms, or profanities
- e. Discussing sensitive topics such as religion, sexual orientation, gender, racial issues, political affiliation, etc.

2. **Conduct**

- a. Use of cell phone for non-emergencies while in class and/or lab
- b. Continually speaking out of turn or disrupting the flow of class with off-topic discussions
- c. Arriving late to class or leaving early more than twice without prior notification.

3. **Safety**

- a. Failing to abide by safety rules and policies
- b. Refusing to follow the instructor's directions or being insubordinate
- c. Failure to adhere to corrections or guidance given by the instructor
- d. Continued disregard for cleanliness and sanitation protocols

4. **Mental/Physical State**

- a. Showing up to class in improper attire, wearing inappropriate shoes, or generally unkempt
- b. Attending class while under the influence of alcohol, illicit drugs, or any other mind/body-altering substance.

5. **Automatic Dismissal**

- a. Possessing firearms or any other weapons in the classroom
- b. Illegal Activity of any kind
- c. Using, selling, dispensing, or possessing alcohol, illegal drugs, or narcotics on-premises. Recreational drugs are also not permitted on-premises.
- d. Theft
- e. Being absent for the first 8 hours of the program

Dismissal Procedures:

Upon infraction of one of the above prohibitions, an ECG Training Specialists staff member will issue a verbal AND written warning to the student. This is to be considered a corrective plan of action. If the prohibited action and/or behavior continues, ECG Training Specialists will dismiss the infracting student(s) from the program. Any student who has violated the prohibitions outlined in section 5, the "Automatic Dismissal" section, will be subject to automatic dismissal with no exception(s).

All dismissal procedures will be determined by at least three ECG Training Specialists management team members, including a consultation with the issuing staff member. Any student who wishes to appeal ECG Training Specialists' final decision, shall do so in writing. Any dismissed student may attain reentry into the program(s) by contacting the school founder, Brian Treu, and discussing with him on an individual basis, our expected classroom etiquette.

Re-entry / Readmission

Upon infraction of one of the above expectations, an ECG Training Specialists staff member will issue a verbal and written warning to the student. This is to be considered a corrective plan of action. Students get three warnings, and on the fourth incident, they are suspended from class, as stated previously. Students who want to gain re-entry into the class after suspension will have to submit a request to the ECG corporate offices. ECG Corporate offices will take 48 hours to determine eligibility. This may result in a call to the student to discuss the issues at hand. A

student that is suspended may only gain re-entry into the class one time. If the impermissible behavior continues, ECG Training Specialists will dismiss students from the program. Students who have violated policies outlined in the “Automatic Dismissal” section will be subject to automatic dismissal.

Permanent Termination from the program negates that student from re-admission to the program forever.

Facilities and Equipment

Our schools are located at:

Phoenix- 4001 N. 3rd Street, Suite 120, Phoenix, AZ 85012

Tucson- 3131 N. Country Club Rd, Suite 112, Tucson, AZ 85716

Mesa- 931 East Southern Ave, Suite 205, Mesa, AZ 85204

Students will have hands-on training on modern medical equipment and informative lectures. Large whiteboards, televisions, diagrams, and videos will be provided to enhance classroom activities and didactic learning. The classroom is well-lighted, air-conditioned, heated, ventilated, and appropriate for an educational site. Parking is sufficient and conveniently located nearby. ECG Training Specialists does not provide housing or transportation.

The facility and equipment used fully comply with all federal, state, and local ordinances and regulations, including the requirements for fire safety, building safety, handicaps, access, and health.

Educational Services

The class is 20 hours in length, offered in the afternoon. There is no distance education for this class. All the instruction is classroom instruction, and there are no additional fees to make up classes because we allow all students to return to the class free of charge once they have completed the class one time.

ECG Training Specialists continually changes its curriculum to meet industry standards and safety/equipment updates.

Previous Credits/ Transfer of Credits

Credits from another institution will be evaluated on a case-by-case basis. We do not grant credit to students for other courses taken in the field of ECG, Medical Assisting, Phlebotomy, Nursing Assistant Training, or any other field. ECG Training Specialists does not grant credit for prior Student/Enrollee work experience. This course is a stand-alone course, and no reduced tuition, nor will reduced hours of

participation be given. In addition, ECG Training Specialists does not guarantee the transferability of our credits to another institution unless there is a written agreement with another institution.

Student Grievance Procedure

Should a student have a complaint with ECG Training Specialists, then the following steps shall be taken by him/her.

1. Student shall first attempt to address the grievance informally with the instructor or applicable staff member and try to resolve it. If unsuccessful, proceed to the written grievance procedure.
2. Students may state the grievance in writing to the administrator or designee. Please submit the written request within **60 days** of the occurrence to the campus president, Brian Treu. He will then, through his administrative assistant Alexis, at either alexis@phlebotomyusa.com or 701-404-9434, will assist you in resolving your concerns. He will investigate the grievance within 5 business days of receiving the complaint by contacting the student via email or phone to set up a meeting. In the meeting, Brian will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. Written notification of the resolution will be sent via email to the student within 10 days after the student meeting.
3. In Brian's absence, you can contact the Student Service Managers at info@phlebotomyusa.com or 801-669-2056. They will contact the student within 5 days of receiving the complaint via email or phone to set up a meeting. In the meeting, they will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. They will consult with the President and written notification of the resolution will be sent via email to the student within 10 days after the meeting.
4. If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Post-Secondary Education. The student must contact the State Board for further details.

The **State Board** address is: 1740 West Adams #3008 Phoenix, AZ 85007. The phone number is 602-542-5709. Website: www.azppse.gov.

Cancellation and Refund Policy

An applicant denied admission by the school is entitled to a refund of all monies

paid.

Three-Day Cancellation: An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday, and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days after receiving the notice of cancellation, shall the school provide the 100% refund.

Student's Right to Cancel Void After: _____

Other Cancellations: An applicant requesting cancellation **more than three days** after signing an enrollment agreement and making an initial payment, but before entering the school, is entitled to a refund of all monies paid (*less the \$200 registration fee*).

Refund after the commencement of classes:

1. Procedure for withdrawal/withdrawal date:

- a) A student choosing to withdraw from the school after the commencement of classes is to provide written notice to the Director of the school or by sending an email to payments@phlebotomyusa.com. The notice is to indicate the expected last date of attendance and be signed and dated by the student.
- b) A student will be determined to be withdrawn from the institution if the student has not attended any class for **3 consecutive class** days. Refunds will be issued after 30 days based on classes attended per the schedule below or the student can reschedule a class.
- c) All refunds will be issued **within 30 days** of the determination of the withdrawal date.

2. Tuition charges/refunds:

- a) Before the beginning of classes, within the three-day cancellation period, the student is entitled to a refund of 100% of the tuition and any additional fees paid.
- b) After the commencement of classes, the tuition refund, minus the \$200 registration fee, shall be determined as below:

Attended up to 2 hours	90% full tuition/fees amount less registration fee
------------------------	--

Attended more than 2 hours and up to 4 hours	80% full tuition/fees amount less registration fee
Attended more than 4 hours and up to 6 hours	70% full tuition/fees amount less registration fee
Attended more than 6 hours and up to 8 hours	60% full tuition/fees amount less registration fee
Attended more than 8 hours and up to 10 hours	50% full tuition/fees amount less registration fee
Attended more than 10 hours	No Refund

These calculations are based on full tuition being paid. The \$45 National Exam Fee is not included in these calculations, as the exam fee is fully refundable as long as the National Exam is not attempted. The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student's start date to the student's last day of attendance, by the total number of clock hours in the program.

Supplies and Equipment: \$75 refundable if not used. If used, no refund.

Exam fee: \$45 refundable if not taken.

Refunds will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences or other criteria as specified in the school catalog).

Course Description:

The objective of this class is to prepare students to collect heart rhythms and vital signs by Electrocardiograph (ECG). The class is 20 hours in length. Lab skills and hands-on training is held after the didactic portion is delivered. Live person ECG attachment and actual in-person rhythm strips are gathered, printed, and examined as part of the course in order to gauge student proficiency.

TOPICS /UNITS

Course Titles	Lecture Hours	Lab Hours
Class 1- Introduction to ECG	2.6	1.4
Class 2- Anatomy & Electrode Placement	2.1	1.9
Class 3- Waveforms & Additional Practice	1.75	2.25
Class 4- Holter Monitors/ Friends & Family	2.25	1.75
Class 5- Practical & National Exam	0	4

Textbook & Other Learning Resources

NHCO-National Healthcare Certification Organization
The Fundamental Guide to Electrocardiograms; A competency-based approach.
Edition Number: First Edition/ Entry Level Technician
ISBN: 979-8-218-12499-1

Holder in Due Course Statement

Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds, hereof Recovery hereunder by the debtor shall not exceed amounts paid by the debtor. (FTC Rule effective 5-14-76).

Accreditation Status

ECG Training Specialists is not accredited through the U.S. Department of Education and therefore is not Pell Eligible.