



PHLEBOTOMY

TRAINING SPECIALISTS

Virginia Course Catalog

205 South Whiting Street, Suite #202
Alexandria, VA 22304

www.PhlebotomyUSA.com

info@phlebotomyusa.com

701-404-9434

Volume No. 2 January 2023

“The State Council of Higher Education for Virginia (SCHEV)
has certified Phlebotomy Training Specialists to operate in Virginia.”

Table Of Contents

Introduction	4
School History	5
Mission and Objectives	5
Administration	6
Contact Information	6
Programs/Courses Offered	6
Program/Course Cost	6
Payment Policy	6
Financing Options	7
Student Loans	7
Book/Supplies & Equipment	7
Class Schedule	8
2023 Class Dates and Application Deadlines	8
Entrance Requirements	10
Enrollment / Admission	11
Governing State Agency	11
Postponement of Start Date	11
Employment Advisory Services	11
Attendance Requirements	12
Make-up Time	13
Rescheduling/Readmittance	13
Scheduled Absence(s)	13
Progress Policy	14
Progress Report	14
Live Instructor Help / Call Center	14
Grading System	14
Graduation Requirements	15
Remediation	15
Records	16
Dress Code	16
Leave of Absence	16

Conduct & Dismissal Policy	16
Warnings & Suspension	18
Re-entry / Readmission	18
Permanent Termination Student Probation	19
Voluntary Withdraw from Class	19
Withdrawal Policy	19
Facilities and Equipment	19
Learning Resource System	20
Educational Services	20
Previous Credits / Transfer of Credits	21
Student Grievance Procedure	21
Cancellation and Refund Policy	22
Disability Accommodations Policy	24
2023 PHLEBOTOMY TRAINING SYLLABUS	24
TOPICS /UNITS	25
Procedures List:	27
Textbook & Other Learning Resources	27
Holder in Due Course Statement	27
Accreditation Status	27

Introduction

Phlebotomy Training Specialists (hereinafter referred to as PTS) offers Phlebotomy Training and Certification for students and is staffed with qualified, approved, instructors.

The school is owned by Brian Treu (CEO), who owns schools in California, Idaho, Utah, and many other states. Brian 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. Brian's career in medicine includes completing 255 clinical research trials in Phases I-IV in all facets of medicine, specializing in Phase I clinical trials. Brian loves pressure and has an uncanny way of dealing with stressful situations. Brian has traveled the world performing venipuncture on patients on all 7 continents.

Derik Brian (President) has been a business professional for 22+ years. He is the owner of Miramar Health and Solara Health, separate behavioral healthcare companies, headquartered in Laguna Beach and Newport Beach, CA, respectively. Derik has also been a licensed real estate broker since 1995 at Sotheby's International Realty. Upon graduating college in 1990, he obtained a California primary/secondary teaching credential and taught High School and Elementary School in the Los Unified and Riverside Unified School Districts.

Kurt Brian (President) graduated with a film and English degree from Brigham Young University, intent on starting a film studio in Utah. He immediately joined the business sector knowing he would have to refine his business skills in order to own and operate a viable entertainment company. Mr. Brian spent 10 years as VP/GM for Pride Transport, a Salt Lake City-based transportation company. He managed over 200 employees and saw the company exceed annual gross revenues of \$500 million.

School History

Phlebotomy Training Specialists was founded in 1993 by Brian Treu. Brian recognized a need in the Phlebotomy industry for hands-on training, so he founded Phlebotomy Training Specialists' program to combine a system that consists of both a didactic portion and a practical portion. Through the combination of didactic and practical learning, students leave the program 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 programs available.

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

Brian Treu – Director, CEO
Alexis Treu – COO
Ericha Dick – Train the Trainer
Adrienne Current – Bookkeeping
Monica Sanborn – State Licensing
Tanner Thurston- Student Services

Contact Information

School Addresses:

Alexandria- 205 South Whiting Street, Suite 202, Alexandria, VA 22304

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
\$1430.00	\$100.00 (NON- REFUNDABLE AFTER 72 HRS OF ENROLLEMENT DATE)	\$250.00	\$1780.00	\$115.00 (paid to a third party)

Total for Phlebotomy Training Program & Exam = \$1895.00

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. \$100 minimum is required at the time of registration. After the initial registration fee of \$100 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 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.

Student Loans

Phlebotomy Training Specialists does not qualify for Title IV student loans and does not provide student loans in any way.

Book/Supplies & Equipment

Books/ Supplies & Equipment: \$250.00 refundable if not used. If used, no refund.

Exam fee: \$115 refundable if not taken

Class Schedule

Evening: 6 pm to 10 pm – Monday – Thursday (12 Classes)

Day: 9am to 1:00pm – Monday – Thursday (12 Classes)

Weekend: 8 am – 4:30 pm Saturdays (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	Dec 30 th
Jan Eve	9, 10, 11, 12, 17, 18, 19, 23, 24, 25, 26, 30	Dec 30 th
Jan / Feb Weekend	7, 14, 21, 28, Feb 4, 11	Dec 30 th
Feb Day	6, 7, 8, 9, 13, 14, 15, 16, 21, 22, 23, 27	Jan 30 th
Feb Eve	6, 7, 8, 9, 13, 14, 15, 16, 21, 22, 23, 27	Jan 30 th
Feb / Mar Weekend	25, Mar 4, 11, 18, 25	Feb 18 th
Mar Day	6, 7, 8, 9, 13, 14, 15, 16, 20, 21, 22, 23	Feb 27 th
Mar Eve	6, 7, 8, 9, 13, 14, 15, 16, 20, 21, 22, 23	Feb 27 th
April Day	3, 4, 5, 6, 10, 11, 12, 13, 17, 18, 19, 20	March 27 th
Apr Eve	3, 4, 5, 6, 10, 11, 12, 13, 17, 18, 19, 20	March 27 th
Apr / May Weekend	15, 22, 29, May 6, 13, 20	Apr 8 th
May Day	1, 2, 3, 4, 8, 9, 10, 11, 15, 16, 17, 18	Apr 24 th

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

Oct / Nov / Dec Weekend	28, Nov 4, 11, 18, Dec 2, 9	Oct 21st
Dec Day	Nov 29, 30, Dec 4, 5, 6, 7, 11, 12, 13, 14, 18, 19	Nov 21 st
Dec Eve	Nov 29, 30, Dec 4, 5, 6, 7, 11, 12, 13, 14, 18, 19	Nov 21 st

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

Entrance Requirements

The school does not discriminate based on race, sexual orientation, gender identity, religion, ethnic origin, or disability.

Students are required to have a high school diploma or GED as a minimum entry requirement into the program. Some employers may also require proof 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.

We do not require students to have previous medical experience or knowledge. Immunizations are not required to take the course. 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 for students to have a basic knowledge of computer skills before coming to class, to make them more competitive candidates for employment upon completion of the program.

Enrollment / Admission

Prospective students will need to enroll by the application deadline. The application deadline is the day before the class starts. 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.

Governing State Agency

Each Course, diploma, or certificate program offered in Virginia is approved by the governing body of the school.

The appropriate state agency, in Utah (main campus), is located has granted approval for the school to offer courses and certificate programs at the level at which credit is being awarded for those courses or programs in Virginia.

Any credit earned for coursework offered by the school in Virginia may be transferred to another of the school's locations outside of Virginia as part of an existing certification program offered by the school.

Postponement of Start Date

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

- a. Whether the postponement is for the convenience of the school or the student, and;
- b. A deadline for the new start date, beyond which the start date will not be postponed.

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, 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 set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

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

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 missed the first day or second 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 each class, after which the student will be considered tardy, and that 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 the day, evening, or weekend schedule.

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 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 half-way mark of their scheduled cohort, they will need to contact Student Services at (701) 404-9434 to pay in FULL and reschedule missed classes. 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 instructors determine through quizzes in each section and the hands-on skills of the students if they are keeping up with the rest of the class.

Progress Report

Phlebotomy Training Specialists are completely immersed in student success. Our instructor cadre is face-to-face with students every day they attend class. Our class sizes are kept small to ensure the student gets all the attention from the instructor and classmate interactions they need to become successful in Phlebotomy.

A progress report will be issued to the student within the first week of training for the AM/PM students and on the 2nd Saturday for the weekend students.

Remedial training is provided if it is found that a student is not progressing. Students are allowed to attend the weekend/evening/day classes free of charge for additional training. They can also attend month after month if they feel they need additional training. Students must pass 70% of the modules to continue and stay on track for graduation.

Live Instructor Help / Call Center

Phlebotomy Training Specialists go the extra mile to assist students with questions related to any of our offerings. We have a live instructor helpline - the student can schedule a time to meet virtually with our instructor to get assistance when necessary.

Our student resource instructor is Ms. Ericha Dick. She is available for live help and reachable at ericha@phlebotomyusa.com to schedule an appointment that is most convenient for them, or they can call her directly at 317-450-1405.

Our fully staffed and trained call center can assist and answer questions for students Monday - Saturday during business hours. Students can email info@phlebotomyusa.com or call the toll-free number 701-404-9434.

Grading System

Class 1	Phlebotomy, and 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	Practical Skills Examination	Pass / Fail
Class 10	Study Guide Review, Test Prep, Q&A Session	Pass / Fail
Class 11	Practical Skills Examination	Pass / Fail
Class 12	Review & Written Exam	Pass / Fail

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.

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 strongly suggested. Closed-toed shoes are mandatory, no sandals or open-toed shoes.

Leave of Absence

Phlebotomy Training Specialists do not have a leave of absence; a student who has extenuating circumstances and requires an absence from class will be allowed to make up that time, 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.

Warnings & Suspension

Students will be given written warnings when it comes to their conduct in class. If they are disruptive, harass, or discriminate against another student or instructor, they will be written up by their instructor.

Three times being written up will result in suspension from the class. If the student chooses to withdraw from the class AFTER their suspension from the class, the student’s tuition will be refunded based on the last day attended and will be based on the refund policy contained herein.

When suspended from a class, a student may not re-enter the class in which they were enrolled, until the start of the next month, they can however attend any other class, such as the evening or weekend class if they were in the day class. If they wish to re-enter at the same time of class as they were originally enrolled, they must wait until the start of the next class, the next month.

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 Student Probation

Phlebotomy Training Specialists do not put students on probation.

Voluntary Withdraw from Class

When it comes to students who voluntarily withdraw from class, PTS will abide by the refund schedule outlined in this document.

Anytime a student desires to return to class after a voluntary withdrawal, we will apply the tuition they had paid to that point, to the balance owed and they can continue from where they left off.

Withdrawal Policy

After the commencement of class and within 30 days if the student quits attending class OR requests to withdraw** will be refunded according to the refund policy listed herein.

If more than 75% of the class has been attended then no refund will be issued. National Exam Fees are fully refundable for students who withdraw and have not attempted the National Exam. Textbooks once distributed to the student are not eligible for a refund.

***All requests to withdraw must be submitted in writing to info@phlebotomyusa.com*

Facilities and Equipment

Our schools are located at:

Alexandria- 205 South Whiting Street, Suite 202, Alexandria, VA 22304

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.

Learning Resource System

Phlebotomy Training Specialists uses a training system in which they provide students with all of the resources they need to complete class and attain the knowledge to prepare for and pass the National Phlebotomy Certification Examination. This is similar if not identical to how most Phlebotomy programs operate.

Our system coupled with our practiced exams and quizzes have proven to be sufficient in their entirety for students to be successful in their Phlebotomy Training.

To further add to our student's success, we have compiled a learning resource library that students can refer to that uses information directly from the source. This learning resource library is available to all students, current and graduated to keep up to date as the source material is updated.

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.

Educational Services

The Phlebotomy Training Course objectives are to prepare students to collect blood samples by venesection. The objective of this class is to prepare students to collect blood samples by phlebotomy to be equipped for an occupation in the medical field.

The class is 48 hours in length, either during the day, evening or on weekends. 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.

To successfully complete this course, each student will be required to satisfactorily perform the tasks correlated to the function in which they are training. Written testing is also required. One watch and critique test will be given. If the entire course is completed satisfactorily, a certificate of training will be awarded to the student at the completion of the class.

Students that complete the 48-hour certification course are eligible for employment within the state of Virginia Those attending the certification course will be eligible for employment in all states* assuming they pass the national exam. *States such as California, Louisiana, Nevada, and Washington have additional licensing requirements.

Previous Credits / Transfer of Credits

Phlebotomy Training Specialists is a special-purpose institution. Credits from another institution will be evaluated on a case-by-case basis. Phlebotomy Training Specialists does not guarantee 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. Students will not be subject to unfair actions as a result of filing a complaint.

1. The 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 his absence, you can contact the Student Service Manager at info@phlebotomyusa.com or **801-669-2056**. They will contact the student

within 5 days or receive 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. The Student Services Manager will consult with the School/Company President and written notification via email of the resolution will be sent to the student within 10 days after the meeting.

- *The following is reprinted directly from the SCHEV webpage -*

In accordance with § VAC 40-31-100 of the Virginia Administrative Code, the State Council of Higher Education for Virginia (SCHEV) is responsible for investigating all written and signed student complaints against postsecondary educational institutions operating in Virginia.

In order for SCHEV to initiate an investigation, the following must be true: The student has exhausted all available grievance procedures established by the institution.

The student is not satisfied with the resolution provided by the institution and is contacting SCHEV as a last resort in the grievance process.

The student has submitted the complaint to SCHEV electronically using the “Student Complaint Form” (below). The student’s complaint must contain a detailed description of the claim, including dates, times, and full names of all involved, as well as the actions taken by both the student and the school to resolve the matter.

The student has electronically signed the form attesting to the truth and accuracy of the complaint.

The student recognizes that SCHEV will not investigate anonymous complaints. By signing the form, the student acknowledges that SCHEV may share the information provided with the school or other relevant organizations, in order to help resolve the dispute. SCHEV does not guarantee a resolution resulting from this submission or its investigation into the allegation.

<https://www.schev.edu/index/students-and-parents/resources/student-complaints>

Cancellation and Refund Policy

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

STUDENTS RIGHT TO CANCEL

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 of receiving the notice of cancellation, the school shall 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 prior to entering the school, is entitled to a refund of all monies paid (less the \$100.00 registration fee)

Refund after the commencement of classes:

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. The notice is to indicate the expected last date of attendance.
- b) A student will be determined to be withdrawn from the institution if the student has not attended any class for 15 consecutive class days. Refunds will be issued after 30 days based on classes attended per the schedule below or students can reschedule class.
- c) All refunds will be issued within 30 days of the determination of the withdrawal date.

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 \$100 registration fee, shall be determined as follows:

Student has attended less than 25% of class (less than 12 hours)	50% full tuition/fees amount less registration fee
Student has attended 25% - 50% of class hours (At least 12- less than 24 hours)	25% full tuition/fees amount less registration fee
Student has attended 24 hours or more	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

Supplies and Equipment: \$210.00 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.

**All requests to withdraw must be submitted in writing to info@phlebotomyusa.com

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 health care 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.

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- Practical Skills Examination	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; Heel stick 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

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