



PHLEBOTOMY
TRAINING SPECIALISTS

New Jersey Course Catalog

60 Park Place, Suite 304,
Newark, NJ 07102

www.PhlebotomyUSA.com

701-404-9434

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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 served as a Managing Director at Unifund SA, as 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, Etcetera, 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.

School History

Phlebotomy Training Specialists offers Phlebotomy Training for students 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, a program 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 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 87,000 graduates. Today, Phlebotomy Training Specialists is one of the largest stand-alone phlebotomy training schools.

In addition to phlebotomy training, Mr. True has identified the need for other programs. Recognizing the growing importance of medical technology and the need for trained professionals in the field, the school embarked on a journey over 10 years ago to establish an ECG/EKG Technician Training program. This program has been successfully operating in a few states since then. Currently, we are in the process of expanding our program offering in other locations to include the ECG/EKG Technician Training.

Program Mission

Our program objective is to provide concurrent, up-to-date, state-of-the-art, ECG and Phlebotomy training to our students.

Our overall mission is to increase the quality of patient experiences in the medical and clinical setting. Our school plans to do this by delivering and implementing a standardized curriculum. As well as consistently updating training methodologies. Our goal is to turn out high-quality, well-trained, competent technicians who can use their skills to benefit patients and employers. In accomplishing our mission, we cultivate an academic environment in which the highest standards of integrity, teaching, and communication are practiced. Our students learn from instructors who are at the forefront of their disciplines and who offer high-quality engaged learning strategies. We promote diversity, and equal opportunity, and respect individual beliefs.

Phlebotomy Training Specialists provide 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.

Executive Administration

Brian Treu –Owner/CEO
Alexis Treu – COO
Dave Roberts – CFO
Dina Said Dwyer – Acting Chair
Ericha Dick – National Director of Training
Adrienne Current – Bookkeeping
Monica Sanborn – National Director of Licensing

Faculty Members

Name	Position	Qualifications
Marquita Mosley	Director/Instructor	CMA, 7+ years in medical services

Contact Information

School Addresses

Newark- 60 Park Place, Suite 304, Newark, NJ 07102

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

Admissions & Placement Officer	
<u>Alexis Treu</u>	<u>701-404-9434</u>
Bursar Office & Student Advisement	
<u>Student Services</u>	
<u>Phone: 701-404-9434 Fax: 385-327-2084</u>	

Email: info@phlebotomyusa.com

Website: www.phlebotomyusa.com

Program Offered

1 Certificate Program: 80-Hour Phlebotomy & ECG Technician Training

Program Cost

Tuition	Registration	Books/Supplies /Equipment	Total Tuition/Fee	National Exam
\$890.00	\$150.00 <small>(NON-REFUNDABLE AFTER 3 BUSINESS DAYS OF CANCELLATION NOTICE)</small>	\$195.00	\$1235.00	\$160.00 <small>(PAID TO A THIRD PARTY & REFUNDABLE IF NOT TAKEN)</small>

Total for Phlebotomy & ECG Technician Training Program with Exam = \$1395.00

Replacement Fee: A blood pressure kit is used during the program and is included in the initial program cost. Students who need to purchase another blood pressure kit due to loss will be required to pay an additional \$50.00 per replacement.

Supplies & Equipment: \$135 – Refundable on a pro-rata basis in accordance with tuition.

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

ECG Textbook: \$25 – Once textbooks are issued & received by the students, these become the property of students & refunds may be made only at the discretion of the private school.

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 \$150 minimum is required at the time of registration. After the initial registration fee of \$150 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 re-enroll 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.

Phlebotomy Training Specialists (PTS) is not accredited through the U.S. Department of Education and therefore is not Pell Eligible. Phlebotomy Training Specialists does not offer financial aid or loans at this time.

Exam Information – Optional – ALL National Exam fees must be paid before the National Exam testing date to guarantee a spot on the exam roster.

Any questions or concerns regarding these policies should be directed to info@phlebotomyusa.com

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.

Class Schedule

Daytime: Monday- Friday: 9:00 am - 1:00 pm (20 days)

Evening: Monday- Friday: 6:00 pm - 10:00 pm (20 days)

Weekends: Saturdays (*only*): 8:00 am - 4:30 pm (10 days) ***Lunch 12:00 pm – 12:30 pm*

Projected Class Dates and Application Deadlines

<u>Month/ Class</u>	<u>Dates of Each Class</u>	<u>Application Deadline</u>
Jan Day	Jan. 9, 10, 11, 12, 13, 17, 18, 19, 20, 23, 24, 25, 26, 27, 30, 31, Feb. 1, 2, 3, 6	Jan 8
Jan Eve	Jan. 9, 10, 11, 12, 13, 17, 18, 19, 20, 23, 24, 25, 26, 27, 30, 31, Feb. 1, 2, 3, 6	Jan 8
Jan / Feb / Mar Weekend	Jan. 14, 21, 28, Feb. 4, 11, 18, 25, Mar. 4, 11, 18	Jan 13
Feb Day	Feb. 8, 9, 10, 13, 14, 15, 16, 17, 21, 22, 23, 24, 27, 28, Mar. 1, 2, 3, 6, 7, 8	Feb 7
Feb Evening	Feb. 8, 9, 10, 13, 14, 15, 16, 17, 21, 22, 23, 24, 27, 28, Mar. 1, 2, 3, 6, 7, 8	Feb 7
Mar Day	Mar 13, 14, 15, 16, 17, 20, 21, 22, 23, 24, 27, 28, 29, 30, 31, Apr 3, 4, 5, 6, 7	Mar 12
Mar Evening	Mar. 13, 14, 15, 16, 17, 20, 21, 22, 23, 24, 27, 28, 29, 30, 31, Apr. 3, 4, 5, 6, 7	Mar 12
April / May / June Apr Weekend	Apr. 8, 15, 22, 29, May 6, 13, 20, Jun. 3, 10, 17	Apr 7
April Day	Apr. 12, 13, 14, 17, 18, 19, 20, 21, 24, 25, 26, 27, 28, May 1, 2, 3, 4, 5, 8, 9	Apr 11
April Evening	Apr. 12, 13, 14, 17, 18, 19, 20, 21, 24, 25, 26, 27, 28, May 1, 2, 3, 4, 5, 8, 9	Apr 11
May Day	May 12, 13, 14, 17, 18, 19, 20, 21, 24, 25, 26, 27, 28, Jun. 1, 2, 3, 4, 5, 8, 9	May 10
May Evening	May 12, 13, 14, 17, 18, 19, 20, 21, 24, 25, 26, 27, 28, Jun. 1, 2, 3, 4, 5, 8, 9	May 10

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

When an unexpected closure occurs due to extraordinary conditions, including inclement weather, students will be notified by phone call and text message as soon as possible.

Classes are not held on the following **observed 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. Anyone can take this class, but it is required that students who enroll in the program possess a minimum of a high school diploma, or a General Education Development (GED) Certificate, and must be 18 years of age to enroll.

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.

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.

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 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.

PTS does 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.

School Credit Disclaimer

Phlebotomy Training Specialists do not offer college credit hours. The use of the term credit refers only to financial credit towards grants or student loans. It does not refer to academic credit. Phlebotomy Training Specialists is not approved to offer college credits. Phlebotomy Training Specialists is a state-approved private vocational / career school.

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.

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 outlined 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 outlined in the agreement, determined under the school's refund policy and all applicable laws and rules concerning with both the New Jersey Department of Education (DOE) and the New Jersey Department of Labor & Workforce Development (LWD) provisions and statutes.

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 to find 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 are expected to arrive on time for class & be prepared with all proper materials. 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.

Students must attend all 80 hours. If a student misses the first or second day of class, they will be removed from the course, and they will be required to enroll for another schedule. In our program, the initial 8 hours of class comprise the critical skills required to successfully continue the course, and therefore cannot be missed. A student will not be eligible for graduation, nor be eligible to sit for the National Exam until they have completed the entire program.

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.

Student Services

Attendance is immediately administered by the available and present instructor. For attendance-related issues, students can call Student Services at 701-404-9434, Monday through Friday, 7:00 PM to 7:00 PM (MST), and Saturday, 7:00 AM to 5:00 PM (MST).

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.

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 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 instructor(s) will give quizzes in each section and will observe the hands-on skills of the students to determine whether or not each student is keeping up with the rest of the class. The instructor will consult with students, mid-course, to determine if the student is progressing. Students must **pass 70%** of modules, to continue to progress and to stay on track for graduation.

Incomplete Grades

Phlebotomy Training Specialists make every effort to assist struggling students. However, since this is ultimately a pass-or-fail course, it is the student's responsibility to complete the program. Should a student fail to complete the program, arrangements can be made to re-enroll in another available schedule. The refund policy will apply as relevant.

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 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, and 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.

Remedial training will be given until a student passes each module of the course. Throughout a class duration with Phlebotomy Training Specialists, the instructor will let students exactly where they stand based on their interim progress reports.

Student Records

Student records will be maintained by the school until the school closes. At that time, records will be forwarded to the New Jersey Department of Labor and Workforce Development. Upon graduation, students will be given a copy of their records. These records should be maintained indefinitely by the student.

Students have a right to access their records anytime. A student can access their 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. Student Records including academic, financial, certificates, and transcripts are all electronically maintained.

For a copy of their 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.

Grading System

Day / Evening Class	Class Title	Grade
Class 1	Introduction to Phlebotomy	Pass / Fail
Class 2	First Blood Draws	Pass / Fail
Class 3	Specimen Collection and Order of the Draw	Pass / Fail
Class 4	Introduction to ECG	Pass / Fail
Class 5	Dermal Sticks and Butterfly Needles	Pass / Fail
Class 6	Lab Processing & Specimen Handling	Pass / Fail
Class 7	Centrifuge, Dermal Sticks, Hands-On Practice	Pass / Fail
Class 8	ECG Anatomy & Electrode Placement	Pass / Fail
Class 9	Infection Control and Anatomy	Pass / Fail
Class 10	Hands-On Practice/Activity	Pass / Fail
Class 11	Final Important Points	Pass / Fail
Class 12	Waveforms & Additional ECG Practice	Pass / Fail
Class 13	Hands-On Practice / PRP	Pass / Fail
Class 14	Career Development	Pass / Fail
Class 15	Holter Monitors/Friends & Family	Pass / Fail
Class 16	Friends & Family	Pass / Fail

Class 17	Study Guide and Test Review	Pass / Fail
Class 18	ECG Practical & National Exam	Pass / Fail
Class 19	(Phlebotomy) Practical Exam	Pass / Fail
Class 20	(Phlebotomy) National Exam	Pass / Fail

Weekend Class	Class Title	Grade
Class 1	Phlebotomy Introduction & First Blood Draws	Pass / Fail
Class 2	Specimen Collection, & ECG Introduction	Pass / Fail
Class 3	Dermal Sticks, Butterflies, & Specimen Handling	Pass / Fail
Class 4	Centrifuge, Dermal Sticks, Electrode Placement	Pass / Fail
Class 5	Infection Control, Anatomy, & Hands-On Practice	Pass / Fail
Class 6	Final Points, Waveforms, & Pre-Examination	Pass / Fail
Class 7	Hands-On Practice, PRP, & Career Development	Pass / Fail
Class 8	Modesty, 12-Leads, Friends & Family	Pass / Fail
Class 9	Study Guide, Test Review, & ECG Exams	Pass / Fail
Class 10	Phlebotomy Exams	Pass / Fail

Graduation Requirements

For students to graduate, they will need to have full attendance and full payment of tuition. Students must also complete final practical evaluations for the ECG and Phlebotomy portions of the program. Therefore, to graduate students shall complete two (2) separate practical examinations.

The ECG practicum will cover the identification of artifacts and waveforms. In addition to proper lead placement. The Phlebotomy Practicum will include knowledge of tubes, additives, order of draw, and the ability to complete each procedure in the correct order. This includes completion of 4 successful draws; 2 on the arm and 2 on the hand. Upon completion, the student will receive a certificate of graduation from the program.

To practice as a licensed Phlebotomist and ECG Technician, the student must pass the course and pass the CET and CPT National Exams. The testing entity is the National Healthcare Certification Organization (NHCO), and an authorized proctor administers the exams. The NHCO can be contacted at 866-856-6082.

Instructor Evaluation

At the cessation of the classes, the students are given instructor performance surveys. These surveys are conducted anonymously online to hopefully foster true and unbridled opinions of our instructors by our students. These surveys rate the instructors' performance, personality, professionalism, and acumen. The scores are based on a 5-point system, with 5 being the highest and 1 the lowest, with room for recommendations. The overall sum of these scores is utilized to evaluate overall instructor performance within the classroom.

Student Evaluation

By default, Phlebotomy Training Specialists determine overall class progression based on the student's ability to grasp the mechanics of what we teach. Understanding these mechanics is achieved through time, methodology, observation, and practice. Likewise, through observation of individual student techniques and by delivering practical examinations, an instructor may determine if any student exhibits a lack of understanding of the techniques being taught, in comparison to the rest of the enrolled class. That student will be then assigned remedial support.

After contacting Student Services and based on immediate class availability, an instructor will assign that student to another class, free of charge. The student will then be expected to perform the techniques on par with the overall level of the rest of the student's enrolled class progression. After this initial support class, and if it should be deemed necessary by the instructor, the student shall then be granted one additional remedial support day, also free of charge and determined by immediate class availability.

If a student is unable to complete the remediation as assigned within the scheduled time(s), or if the student does not progress adequately enough with their techniques, then that student must consult with the director or chief administrator regarding re-enrollment and/or refund options.

Dress Code

Students are not required to wear scrubs; it is only suggested. Casual attire will suffice. Sandals & opened-toed shoes are prohibited. Closed-toed shoes are mandatory.

On lab days, a button-front shirt, and, as applicable, a metal-free, low-cut sports bra is the required Dress Code.

Facilities and Equipment

Our schools are located at 60 Park Place, Suite 304, Newark, NJ 07102

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-lit, air-conditioned, heated, ventilated, and appropriate for an educational site. Parking is sufficient and conveniently located nearby. Phlebotomy Training Specialists do 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.

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 phones 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. Student Eligibility, Accommodations, & Performance

- a. Failure to meet the performance requirements
- b. Inability to benefit as reviewed by instructional staff, regional, and national directors

6. 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 the premises.
- d. Theft
- e. Falsifying Documentation or Signatures
- f. Being absent for the first 8 hours of the program

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 who 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 readmission to the program forever.

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, PTS will apply the tuition they had paid to that point, to the balance owed and they can continue from where they left off.

Student Grievance Procedure

This institution is dedicated to the fair treatment of and professional conduct with students. There will be no adverse action taken against the student for seeking a resolution with the school or filing a complaint with the state. Should a student have a complaint with Phlebotomy Training Specialists, then the student shall take the following steps.

1. The student shall first attempt to **immediately address** the grievance informally with the instructor or applicable staff member to try and resolve it. If unsuccessful, then the student can proceed to the written grievance procedure.
2. No more than **45 calendar days** following the grievance, students may submit a formal written request for review through our Chief Operations Officer, Alexis Treu, who will assist in resolving the students' concerns. This process involves three steps:
 - a. An effort to define the problem

- b. An effort to identify acceptable options for a resolution and
- c. An attempt to resolve the conflict through the application of one or more of these options

Ms. Treu will investigate the grievance within **five (5) business days** of receiving the grievance. He will contact the student via email or phone to set up a meeting. In the meeting, he will discuss the grievance, allowing the student to be heard, and discuss an amicable resolution to the grievance.

Written notification of the resolution will be sent via email to the student within ten **(10) business days** after the student meeting with Ms. Treu.

3. In the absence of Alexis Treu, you can contact the Director of Student Services at info@phlebotomyusa.com or 701-404-9434. The Director will serve as an impartial representative of the school and document the grievance. **No more than five (5) business days** following the documentation, the Director will contact

Phlebotomy Training Specialists will make every effort to bring an amicable resolution to the grievance. Once a decision is made, it is final.

Educational Services

The Phlebotomy & ECG Technician Training Course objectives are to prepare students to be well-trained & equipped for an occupation in the medical field; who can use their skills to benefit patients and employers. Phlebotomy Training Specialists do this by providing up-to-date curriculum & will continually change our curriculum to meet industry standards and safety/equipment updates.

Our program is designed to give our students a running start. We utilize in-class laboratory sessions that demonstrate live encounters which grant our students the opportunities to practice their developing skills on actual people, who are typically friends and family of the students who volunteer at the behest of the students. This practice helps to ensure that our students exit our program with real hands-on experience before entering the workforce.

The class is 80 hours in length, either during the day, evening, or weekend. There is no distance education for this class. For students to 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 after the class. All the instruction is classroom instruction, and there are no additional fees to make up classes because we will allow all students to return to the class, free of charge, for the life of the school once they have completed the class one time.

Students who complete the 80-hour certification course are eligible for employment within the state of New Jersey. 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 certification requirements.

Cancellation Policy

Three-Day Cancellation: Any student who provides notice of cancellation within three business days (excluding Saturdays, Sundays, and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid.

Cancellation After the third Business Day: Any student who provides notice of cancellation after three business days (excluding Saturdays, Sundays, and federal and state holidays) of signing an enrollment agreement, **but before the first class**, is entitled to a refund of all monies paid, except for the Registration Fee.

Refund Policy

Regarding each student who withdraws from or is terminated by Phlebotomy Training Specialists (collectively defined as a separation), the school shall adhere to the following policy.

Refunds of unearned prepaid tuition, fees, and other charges shall be made in the following manner within ten (10) business days of separation:

- a. If separation occurs within seventy-two (72) hours of the enrollment date, all money paid by the prospective student shall be refunded.
- b. If separation occurs after seventy-two (72) hours of enrollment date, but before classes commence or correspondence materials are delivered, a refund shall be made of all money paid except \$150.00 of the registration fee.
- c. If separation occurs after classes commence, a pro-rata refund will be made of all unearned prepaid tuition, fees, and charges for books and supplies not issued to the student, minus the initial \$150.00 registration fee.

For courses of 300 hours or less, the school may retain the registration fee plus a pro-rata portion of the tuition on a weekly basis (see N.J.A.C. 12:41-4.1 (2017)).

Reimbursement Scale

Time of Withdrawal	Refund Percentage Received
During 1 st week	70% Full Tuition, minus \$150 registration fee
During 2 nd week	60% Full Tuition, minus \$150 registration fee
During 3 rd week	30% Full Tuition, minus \$150 registration fee
After 3 rd week	No Refund

Refunds will only be issued back to the original card used in the transaction. If the card is no longer active, we can send a check, which will require a 3% processing fee and can only be issued to the original cardholder.

Withdrawal Policy

Students not accepted to the school are entitled to all monies paid. Students may withdraw from school at any time with a signed written statement that includes their assigned identification number and their specified withdrawal date. Withdrawal requests can be submitted to info@phlebotomyusa.com. All financial obligations of the school shall then be followed according to the relevant refund policy using the specified withdrawal date. It is the student's responsibility to withdraw officially from the school. Failure to withdraw formally may result in a failed course, breach of contract, dismissal, and additional financial obligations.

School Closure Statement

In the event of an unannounced school closure, students enrolled at the time of the closure must contact the Department of Labor and Workforce Development's Training Evaluation Unit within ninety (90) calendar days of the closure. Failure to do so within ninety (90) days may exclude the student from any available form of assistance. Please contact the Training Evaluation Unit via email at trainingevaluationunit@dol.nj.gov

Self-Evaluation Process

Phlebotomy Training Specialists govern themselves through annual meetings with an Advisory Committee of select professionals in the field from all over the United States. During these annual meetings, everything content-related is discussed: curriculum, procedures, safety, equipment, etc.

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.

Phlebotomy & ECG Technician Training Course Syllabus

A. PROGRAM DESCRIPTION:

Our Phlebotomy and ECG Technician Training Course will present students with an equal opportunity to learn, develop, and receive certifications in both Electrocardiograph (ECG) and phlebotomy.

The Phlebotomy Training we offer is part of a dual ECG-phlebotomy training program. This section will prepare students for a job in the medical field of phlebotomy, the art of drawing blood. However, this course can also be used as an introductory course to all medical fields, including, but not limited to, medical assisting, pre-nursing, registered nursing, nurse practitioner, lab technician, hematology, pre-med, etc.

The ECG Training we offer is part of a dual ECG-Phlebotomy Training program. This section will prepare students to collect heart rhythms and vital signs using an electrocardiograph (ECG). Lab skills and hands-on training are 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 to gauge student proficiency.

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. The theory is taught first, and the actual application of the theory follows shortly thereafter.

C. PROGRAM EXPECTATIONS / COMPETENCIES / OBJECTIVES

Our program endeavors to align our students to above industry standards. Our students will be taught accepted ethical behavior and standards of care, including OSHA requirements and patients' rights. Our ECG program delves into the theories and practical knowledge of electrocardiograms. This includes proper procedures in operating ECG equipment; taking and recognizing patient vitals; proper lead and monitor placement procedures, including 3-point, 12-point, and Holter monitors; professional modesty procedures; and an essential recognition of rhythm and practical placement of leads.

Additionally, we include all aspects of Phlebotomy in our program, including blood draw procedures utilizing both straight and butterfly needles; proper procedures for tourniquet placement and patient care; proper collection, handling, and disposal procedures; administrative knowledge and background; and essential practical experience.

Upon successful completion of this course, the student will be able to:

Phlebotomy Training:

1.	Describe the correct steps and procedures of a blood draw.
2.	Understand and know ethical behavior and standards of care.
3.	Demonstrate proper disposal of medical waste and the ability to successfully sterilize equipment, tools, and surfaces.
4.	Understand OSHA requirements and patients' rights.
5.	Demonstrate proper placement and procedure when using a tourniquet.
6.	Describe the importance of counter pressure in relation to a blood draw and tube change.
7.	Identify sites of venipuncture.
8.	Demonstrate the correct procedure for straight needle venipunctures.
9.	Demonstrate successful counter pressure during a straight needle venipuncture.
10.	Successfully demonstrate knowledge and ability to overcome complications with a venipuncture.
11.	Learn proper procedures for capillary punctures.
12.	Identify requisition forms used for a clinical diagnostic.
13.	Identify the structure of the heart and circulatory system.
14.	Identify the functions of the circulatory system, nervous system, urinary system, and integumentary system.
15.	Recognize types of blood vessels and diseases associated with abnormalities.
16.	Describe modes of transmission and proper prevention of infection.
17.	Demonstrate continued improvement of straight needle venipuncture.
18.	Correctly and successfully perform hand venipuncture with a butterfly needle.
19.	Continued success following proper procedure for capillary puncture.
20.	Demonstrate specimen handling and procurement.
21.	Properly describe the order of the draw and common test.
22.	Identify proper test tube and additives needed for collection.
23.	Understand the stages of Hemostasis.
24.	Create a blood smear and demonstrate proper use of a centrifuge.
25.	Demonstrate continued mastery of straight needle venipuncture.
26.	Demonstrate continued improvement of butterfly needle venipuncture.
27.	Demonstrate the use of centrifuge and blood smear technique

28.	Demonstrate proper use of centrifuge.
28.	Demonstrate proper use of centrifuge.
29.	Identify additional testing for Phlebotomy.
30.	Recognize potential errors and remedies for difficult draws.
31.	Demonstrate point-of-care testing.
32.	Understand non-blood collection and processing.
33.	Understand panels and profiles.
34.	Demonstrate proper order of draw.
35.	Demonstrate knowledge of clinical values and techniques.
36.	Demonstrate knowledge of emergency procedures and techniques.
37.	Recognize an ABG (Arterial Blood Gas) collection.
38.	Demonstrate knowledge of donation procedures and techniques.
39.	Demonstrate knowledge of PRP and PRF values and techniques.
40.	Demonstrate knowledge of PRP / PRF Collection Skills.
41.	Demonstrate knowledge of Career development values and techniques.
42.	Demonstrate knowledge of Career development interview procedures.
43.	Demonstrate proficiency of live draws.
44.	Identify the proper placement of a tourniquet.
45.	Demonstrate accurate order of the draw and proficiency with straight needle and butterfly needle venipunctures.
46.	Have a firm understanding of OSHA standards and proper precautions against contamination.
47.	Demonstrate proper disposal of medical waste.
48.	Define key terminology.
49.	Identify the correct blood vessel used for venipuncture.
50.	Display ethical standards and modes of care.
51.	Be proficient with straight needle and butterfly needle venipunctures.
52.	Complete practical examination of successful straight needle venipunctures, unassisted.
53.	Complete practical examination of successful butterfly needle venipunctures, unassisted.
54.	Complete the written exam.

ECG Training:

1.	Operate the ECG equipment.
2.	Understand the Anatomy and Physiology of the Cardiac System as it relates to ECG lead and rhythm.
3.	Understand the theory of Einthoven's Triangle.
4.	Understand the theory of augmented leads.
5.	To correctly take vital signs.
6.	Identify and successfully perform the taking of vitals.
7.	Demonstrate 3-Lead placement.
8.	Identify and recognize ECG capture.
9.	Identify artifacts on ECG.
10.	Understand cardiac anatomy and physiology.
11.	Understand the precordial septal and chest leads.
12.	Understand the Holter monitor.
13.	Identify cardiac issues and stress testing applications.
14.	Understand cardiac compromise and responses.
15.	Demonstrate 12-Lead placement.
16.	Demonstrate professional modesty procedures.
17.	Demonstrate Holter monitor placement.
18.	Continued proficiency with vitals, using 12-Lead placement.
19.	Demonstrate proficiency with correct lead placement and understanding of rhythm strips.
20.	Complete the ECG practical skills.
21.	Complete the written exam.

D. TOPICS / UNITS

UNIT #	TOPICS	LECTURE HOURS	LAB HOURS	TOTAL HOURS
1	Introduction to Phlebotomy	4.0		4.0
2	First Blood Draws		4.0	8.0
3	Specimen Collection and Order of the Draw	4.0		12.0
4	Introduction to ECG	4.0		16.0
5	Dermal Sticks and Butterfly Needles		4.0	20.0
6	Lab Processing & Specimen Handling	4.0		24.0
7	Centrifuge, Dermal Sticks, Hands-On Practice		4.0	28.0
8	ECG Anatomy & Electrode Placement		4.0	32.0

9	Infection Control and Anatomy	4.0		36.0
10	Hands-On Practice/Activity		4.0	40.0
11	Final Important Points	4.0		44.0
12	Waveforms & Additional ECG Practice		4.0	48.0
13	Hands-on Practice / PRP		4.0	52.0
14	Career Development	4.0		56.0
15	Holter Monitors/Friends & Family		4.0	60.0
16	Friends & Family		4.0	64.0
17	Study Guide and Test Review	4.0		68.0
18	ECG Practical & National Exam	4.0		72.0
19	Phlebotomy Practical Exam		4.0	76.0
20	Phlebotomy National Exam	4.0		80.0
	TOTAL HOURS	40.0	40.0	80.0

E. PROCEDURE LIST

- Proper Handwashing Technique
- Proper ECG Machine Monitoring
- Proper Lead Placement
- Proper Rhythm Collection
- Proper Modesty Procedure
- Proper Blood Pressure Check
- Gowning, Masking, and Gloving
- Removal of Isolation Gown
- Mask, and Gloves
- Gloving Technique
- Disposing of Contaminated Items
- 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

F. LEARNING RESOURCE

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 themselves up to date as the source material is updated.

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

With the resources available in electronic format, the same resource is available to all students, and no one is left waiting for a return or waiting until the next classroom visit to use it.

G. TEXT LIST

Phlebotomy Textbook

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

ECG Textbook

The Fundamental Guide to Electrocardiograms: A competency-based approach.
NHCO – National Healthcare Certification Organization
First Edition (2022)
ISBN: 979-8-218-03329-3

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

Intelvio, LLC d/b/a Phlebotomy Training Specialists does not hold regional, national, or programmatic accreditation from the U.S. Department of Education approved Accreditor. The School does not participate in federal or state student aid programs. Credits earned at the School might not transfer to accredited schools.

Intelvio, LLC d/b/a Phlebotomy Training Specialists, Students are eligible to sit for certification examinations for both the phlebotomy training oversight organizations (National Healthcareer Certification Organization) and the relevant ECG Technician oversight organizations.