



PHLEBOTOMY
TRAINING SPECIALISTS

New York Course Catalog

160 Allens Creek Road, 2nd Floor, Suite 200
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701-404-9434

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Catalog Disclosure Statement

The student should be aware that some information in the catalog may change. It is recommended that students considering enrollment check with the school director to determine if there is any change from the information provided in the catalog. In addition, a catalog will contain information on the school's teaching personnel and courses/curricula offered. Please be advised that the State Education Department separately licenses all teaching personnel and independently approves all courses and curricula offered. Therefore, it is possible that courses/curricula listed in the school's catalog may not be approved at the time that a student enrolls in the school or the teaching personnel listed in the catalog may have changed. It is again recommended that the student check with the school director to determine if there are any changes in the courses/curricula offered or the teaching personnel listed in the catalog.

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 Chief Executive Officer (hereinafter referred to as 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 Chief Operations Officer (hereinafter referred to as 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 enable her to ensure full program compliance across the country.

David Roberts is the Chief Financial Officer (hereinafter referred to as CFO). Mr. Roberts's responsibilities are to ensure the company is operating in a Generally Accepted Accounting Principles (GAAP) manner. He coordinates and manages all finance functions within the company; and, manages operational and investor relationships to ensure the company is operating in a legal and ethical manner. Mr. Roberts has an extensive background in supporting companies through post-sale transactions ensuring smooth and efficient operations. He has been a CFO for 10 years. Before his CFO duties, he held numerous senior-level positions in both financial planning and analysis (FP&A) roles and in back-office controllership roles. He has an undergraduate degree in finance and a Master's in Business Administration (Finance) from the University of Utah.

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 (hereinafter referred to as the school) offers Phlebotomy Training for students and is staffed with qualified instructors. Mr. Treu recognized a need in the phlebotomy industry for hands-on training, so he founded Phlebotomy Training Specialists and created a program to combine a system that consists of both practical and didactic learning. Students can 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.

Mission & Objectives

Our mission is to increase the quality of the patient experience in the laboratory setting by delivering and implementing standardized, and consistently updated, training methodologies to students before their entrance into the clinical setting through our network of training facilities, which use the latest training paradigms and state of the art equipment.

Our objective is to turn out high-quality, well-trained, competent phlebotomists who can use their skills to benefit patients and employers.

Our current program meets the stated purpose above through a rigorous academic curriculum and hands-on training. Our program equips students with the knowledge, technical proficiency, and foundation needed to excel. By preparing our students to provide safe, accurate, and compassionate blood collection draws, the program fulfills our mission.

Administration

Brian Treu – CEO/Founder
Alexis Treu – COO / Agent
Dave Roberts – CFO
Monica Sanborn – State Licensing Director
Heidi Samani – Director of Student Services
Ericha Dick – Directors of Training

On-Site Faculty

Name	Position	Qualifications
Wesley Sanford	Director/ Instructor	NHA Phlebotomy Technician certified as of 2020, Phlebotomy Instructor for Bryant & Stratton College as of 2020

Contact Information

School Addresses- 160 Allens Creek Road, 2nd Floor, Suite 200, Rochester, NY 14618

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

Program Offered

1 Certificate Program - Phlebotomy Training

Program Cost

Tuition	Registration	Supplies/ Equipment	Books	Total Tuition/Fee	National Exam
\$1115.00	\$100.00 (<u>NON-REFUNDABLE AFTER 3 BUSINESS DAYS</u>)	\$115.00	\$35.00	\$1365.00	\$130.00 (<u>paid to a third party</u>)

Total for Phlebotomy Training Program & Exam = \$1495.00

Payment Policy

Tuition and fees for class can be paid by logging into your student account at students.phlebotomyusa.com. We accept all major credit cards. A \$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 must make a written request to Alexis Treu, COO, at info@phlebotomyusa.com. She 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 Ms. Treu the student will be required to reenroll in new class dates, attending 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.

Regardless of circumstance, students will only be permitted to graduate and receive a Certificate of Completion with full payment. PTS does not hold regional, national, or programmatic accreditation from a U.S. Department of Education-approved accreditor and does not participate in federal or state student aid programs

Financing Options

Students may apply for financing via the student portal. Students may apply for financing at any

Student Loans

Phlebotomy Training Specialists do not qualify for Title IV student loans and do not provide student loans.

Class Schedule

Day – 9 AM to 1 PM – Monday-Thursday (16 Classes)

Evening – 6 PM to 10 PM – Monday-Thursday (16 Classes)

Weekend – 8 AM to 4:30 PM – Saturdays (8 Classes)

Hours of Operation

Phlebotomy Training Specialists' operating hours are the same as the class schedules. Students who need to contact the school outside operating hours can contact our off-site call center, Student Services, at (701) 404-9434. Their hours are Monday through Friday, 6:30 AM to 7:30 PM MST, and Saturdays, 5:30 AM to 12 PM MST, closed Sundays.

2024 Class Dates and Application Deadlines

Month / Class	Dates of each Class	Application Deadline
January Weekend	Jan. 6, 13, 20, 27, Feb. 3, 10, 17, 24	Jan. 1 st
January Day	Jan. 8, 9, 10, 11, 16, 17, 18, 19, 22, 23, 24, 25, 29, 30, 31, Feb. 1	Jan. 3 rd
January Evening	Jan. 8, 9, 10, 11, 16, 17, 18, 19, 22, 23, 24, 25, 29, 30, 31, Feb. 1	Jan. 3 rd
February Day	Feb. 5, 6, 7, 8, 12, 13, 14, 15, 20, 21, 22, 23, 26, 27, 28, 29	Jan. 31 st
February Evening	Feb. 5, 6, 7, 8, 12, 13, 14, 15, 20, 21, 22, 23, 26, 27, 28, 29	Jan. 31 st
March Weekend	Mar. 2, 9, 16, 23, 30, Apr. 6, 13, 20	Feb. 26 th
March Day	Mar. 4, 5, 6, 7, 11, 12, 13, 14, 18, 19, 20, 21, 25, 26, 27, 28	Feb. 28 th
March Evening	Mar. 4, 5, 6, 7, 11, 12, 13, 14, 18, 19, 20, 21, 25, 26, 27, 28	Feb. 28 th
April Day	Apr. 1, 2, 3, 4, 8, 9, 10, 11, 15, 16, 17, 18, 22, 23, 24, 25	Mar. 27 th
April Evening	Apr. 1, 2, 3, 4, 8, 9, 10, 11, 15, 16, 17, 18, 22, 23, 24, 25	Mar. 27 th
April Weekend	Apr. 27, May. 4, 11, 18, Jun. 1, 8, 15, 22	Apr. 22 nd
April Day	Apr. 29, 30, May. 1, 2, 6, 7, 8, 9, 13, 14, 15, 16, 20, 21, 22, 23	Apr. 24 th
April Evening	Apr. 29, 30, May. 1, 2, 6, 7, 8, 9, 13, 14, 15, 16, 20, 21, 22, 23	Apr. 24 th
June Day	Jun. 3, 4, 5, 6, 10, 11, 12, 13, 17, 18, 20, 21, 24, 25, 26, 27	May 29 th
June Evening	Jun. 3, 4, 5, 6, 10, 11, 12, 13, 17, 18, 20, 21, 24, 25, 26, 27	May 29 th
June Weekend	Jun. 29, Jul. 6, 13, 20, 27, Aug. 3, 10, 17	Jun. 24 th
July Day	Jul. 8, 9, 10, 11, 15, 16, 17, 18, 22, 23, 24, 25, 29, 30, 31, Aug. 1	Jul. 3 rd
July Evening	Jul. 8, 9, 10, 11, 15, 16, 17, 18, 22, 23, 24, 25, 29, 30, 31, Aug. 1	Jul. 3 rd
August Day	Aug. 5, 6, 7, 8, 12, 13, 14, 15, 19, 20, 21, 22, 26, 27, 28, 29	Jul. 31 st

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

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 and 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 must have a high school diploma or GED as a minimum entry requirement into the program. If this proof of education was issued outside of the United States, students must have their documents evaluated for equivalency by a recognized provider such as naces.org, scholar.com, or wes.org. Some employers may also require similar proof of education 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.

Students must demonstrate fluency in English, including the ability to communicate, write, and read fluently, as this is essential for effective communication in the healthcare environment.

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 basic knowledge of computer skills before coming to class, to make them more competitive candidates for employment upon completion of the program.

Admission Application and Deadline

Prospective students will need to enroll by the application deadline. The application deadline is 5 days 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 requires a written agreement signed by the student and the school. The agreement must set forth:

- a. Reason for postponement request.
- b. A deadline for the new start date.

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 a full refund of prepaid tuition and fees except for the \$100 non-refundable registration fee. All refunds will be processed within 45 days of the deadline of the new start date, determined following the school's refund policy.

Employment Advisory Services

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

We do the following for students:

Market Sectors – We provide each student with a list of local economic sectors that consistently employ phlebotomy technicians. This list of local sectors may include Plasma Centers, Blood Banks, Platelet Donation, Dialysis, Physicians' Offices, Medical Clinics, Laboratories, Hospitals, and Paramedical Examinations, to name a few. We do not provide student referrals to prospective employers or have direct contact with employers regarding current job openings.

Resume Writing – All students are encouraged to send their resumes to our on-staff employment specialist(s) at careers@intelvio.com. The specialist(s) can assist the students with fine-tuning their resume(s) through suggestion(s), possible rewrites, and overall resume etiquette.

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. Students enrolled in the Phlebotomy Training program must maintain a minimum attendance rate of 70%. The cumulative attendance rate will be calculated using the formula:

Cumulative Attendance Rate = (Number of instructional hours attended / Number of instructional hours offered) *100%

If a student's cumulative attendance rate falls below the minimum requirement at the midpoint evaluation, they will be issued a written notice of warning. This ensures the student knows the potential consequences and can take the necessary steps to improve attendance.

Tardiness

Each class has a 15-minute grace period, after which the student will be considered tardy. That time must be made up in 30-minute increments. Time will be quantified at the educational facility electronically, and the student must attend the full class time. If a student misses a portion of class after commencement, they can make it up by attending a different day, evening, or weekend class schedule.

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, they can make it up at any 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 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 when the module is being taught. There is no fee for make-up classes. However, enrollment will be dropped if the student is absent from three (3) or more class sessions without prior notice and authorization.

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 must contact Student Services at (701) 404-9434 to pay in FULL and reschedule missed classes. Rescheduling will be based on class availability.

Leave of Absence

A leave of absence may be granted to a student in the case of prolonged illness, an accident, a death in the family, or any other special circumstances that make attendance impossible or impractical. To request a leave of absence, the student must complete a leave of absence form in its entirety, which can be obtained by emailing info@phlebotomyusa.com.

If the school's director approves the student's leave of absence, they will sign the form and have it scanned and uploaded to the student's file. No monetary charges will be added to the student during a leave of absence. If the school receives written notification and the leave is approved, this leave will not be counted as a withdrawal.

The leave of absence may not exceed 180 days in any 12-month period. Upon returning from the leave of absence, the student is permitted to complete the coursework they began before the leave of absence. The student can complete the make-up time during the next available schedule.

If a student fails to return from any leave of absence without prior approval, the student will be considered withdrawn. The withdrawal date is when the student was originally scheduled to return from leave. Dismissal and refund policy will apply as relevant.

Completion Policy

Completion Timeline for 64-hour Didactic Portion

Students will complete the requirements of the Didactic Portion of class according to the class schedule selected at the time of enrollment. Students who do not complete the Didactic Portion within their class schedule's timeframe will be subject to Re-enrollment terms.

Completion Timeline for Exam

Upon the completion of the Didactic portion of the program, should they choose to do so, students have 30 days to create an account with the NHA to register for the exam. **Students who fail to do so within 30 days will forfeit the \$130 exam fee and must pay the NHA directly.** The exam must be completed within 90 days after account creation. No extensions for this policy will be given. Should students choose to forego the NHA exam, they may opt out of it in their student portal and will not be charged the \$130 exam fee.

Re-Enrollment Policy

Should students fail to meet the deadlines for the didactic portion as described above, they will be required to re-enroll as new students. No payments made or attendance completed will carry over this new enrollment. Students may re-enroll and make payments via the student portal or by contacting Student Services at (701) 404-9434.

Extension Policy

Students may request an extension for their didactic coursework for extenuating circumstances by contacting Student Services at info@phlebotomyusa.com. All requests must be sent in writing. Requests for extensions must be submitted before the Completion Deadline. Extensions will be granted for certain situations, such as severe medical issues, the death of relatives, natural disasters, and cases of assault.

Progress Policy

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

Satisfactory Academic Progress (SAP) reviews are held at the program's midpoint and endpoint to determine whether a student meets the minimum grade and attendance requirements.

Mid-Point & Graduation Evaluation

Two evaluations will be administered during the Phlebotomy Training program: mid-point and graduation evaluations. The Mid-Point Evaluation is a written exam consisting of twenty questions to test didactic knowledge. If a student scores less than 70% on this exam, they will receive a written notification of warning.

The Graduation Evaluation, held towards the end of the course, tests practical competencies in Straight Needles, Butterfly Needles, Counterpressure, and Order of the Draw. The scores of both exams are recorded in the student's file.

Academic Standing

Good Standing: Students must pass the mid-course and graduation evaluation with a 70% or higher and meet the minimum attendance requirement to be considered in good standing.

Academic Warning: Students who are found not meeting the minimum cumulative attendance rate and score below 70% on the mid-course evaluation will receive an academic warning. A written warning will be issued, and the remediation policy will apply. Students have up to 30 days to make significant academic progress during this period. Students who fail to progress beyond the academic warning will be placed on academic probation.

Academic Probation: Students who fall below 70% after their academic warning will be placed on written academic probation. During this period, students will be allotted an extension of 30 additional days to achieve the needed academic progress and standing. Students who do not meet the minimum grade point average or the minimum attendance rate will be withdrawn from the program.

Grading System

This training program measures a student's GPA to evaluate their progression. Student's GPAs are recorded at the program's middle and end points and based on scores received on the Mid-point and Graduation Exams. Grades will be awarded according to the following scale:

Grade	Score	Meaning
A	90-100%	Outstanding performance demonstrating exceptional understanding and insight.
B	80-89%	Above-average performance with a strong grasp of key concepts.
C	70-79%	Satisfactory performance meeting the minimum SAP standard.
F	0-69%	Unsatisfactory performance not meeting the minimum SAP standard.

Graduation and Certificate of Training Requirements

Certificates of Completion will ONLY be awarded to students in the last class who have accomplished the following:

- 70% or Higher Cumulative Attendance Rate.
- 70% or Higher GPA.
- Completed Student File / Paperwork
- No outstanding payment obligations

In addition to maintaining a cumulative attendance of at least 70%, students must score 70% or higher on the final practical evaluation during the last hands-on day of the program. The exam consists of completing 4 successful draws (2 arm and 2 hand) to test their knowledge of tubes, additives, order of draw, and the ability to complete each step of a blood draw in the proper order and without correction. Students must be able to communicate and demonstrate proficiency in the practice of phlebotomy without assistance.

We do not mail original copies of the Certificate of Training. If the student would like one sent to them, they can have one printed and mailed directly from our Corporate Offices for a fee of \$20.00. Please log on to the student portal to request and pay for the printed and mailed Certificate. If the student notices any mistakes on their Certificate, please email documents@phlebotomyusa.com.

Students who complete the 64-hour course and pass the exam administered by the National Healthcareer Association will be eligible for employment in all states. However, some states, such as California, Louisiana, Nevada, and Washington, have additional licensing requirements.

Student Performance, Remediation, and Academic Dismissal Policy

Student Performance: The Phlebotomy Program is a fast-paced, often stressful, learning environment that demands high dedication and proficiency. Students are expected to meet all program requirements, including classroom attendance, participation, and the ability to demonstrate proficiency in blood draws.

If a student's performance falls below the expected standards, the institution will initiate a conversation with the student to discuss their challenges and provide guidance on improving their performance.

Remediation: Students are placed on probation if they have already received an academic warning and require an additional 30-day period to make substantial progress in reaching good academic standing. As remediation, students are allowed to attend the weekend/evening/day classes free of charge with additional training. If students on probation fail to make significant progress in the allotted time, the Director can grant an extension.

Dismissal: If, after reasonable efforts to support the student's success, the student continues to fail to make significant progress in the allotted time, they will consult with the Director to discuss the student's performance and current academic standing. After consulting with the Director, if it is determined that the student cannot complete the required remediation and 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 by logging on to their student portal, students.phlebotomyusa.com. Only the student and the school administration have the 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.

If you would like a copy of your transcripts, please email a written request to info@phlebotomyusa.com. There is no fee for a copy. However, 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 are allowed.

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 unacceptable behaviors in the classroom setting. These examples of impermissible behavior 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. (This includes Prescription and/or recreational drugs).
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-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 give the student a verbal and written warning. 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).

At least three Phlebotomy Training Specialists management team members will determine all dismissal procedures, 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' COO, Alexis Treu, and discussing with her on an individual basis, our expected classroom etiquette.

Warnings & Suspension

Students will be given written warnings regarding their conduct in class. If they are disruptive, harass, or discriminate against another student or instructor, their instructor will write them up.

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 they were enrolled in 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 give the student a verbal and written warning. This is to be considered a corrective plan of action. Students get three warnings; 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 64 hours to determine eligibility. This may result in a call to the student to discuss the issues at hand. A suspended student may only gain re-entry into the class once. 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.

Voluntary Withdrawal from Class

When a student voluntarily withdraws from the program, the school will process a refund in accordance with the refund policy outlined in this document. All requests to withdraw must be submitted in writing to payments@phlebotomyusa.com.

Student Rights

Phlebotomy Training Specialists affords its students the following rights:

- Access to instructors and management for any assistance.
- Fair and impartial treatment.
- Providing Privacy to Student Records.

Facilities and Equipment

Our school is located at:

160 Allens Creek Road, 2nd Floor, Suite 200, Rochester, NY 14618

Students will receive hands-on training on modern medical equipment and informative lectures. Large whiteboards, televisions, diagrams, and videos will 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.

Exam Information

Students who opt to take the NHA National Exam will receive instructions via email on how to proceed with the exam, including guidance on creating an NHA account. The NHA provides a comprehensive test plan on its website at <https://certportal-store.nhanow.com/category/cpt2/>.

Upon successful completion, this examination results in a National Certification, which needs to be renewed every two years. Renewal information can be found at <https://www.nhanow.com/stay-certified>.

Learning Resource Information

Phlebotomy Training Specialists use a training system that provides students with all the resources they need to complete classes and attain the knowledge to prepare for and pass the certification exam. This is similar, if not identical, to how most Phlebotomy programs operate.

Our system, coupled with our practiced exams and quizzes, has proven to be sufficient for students to succeed in their Phlebotomy Training. To further enhance our students' success, we have compiled a learning resource library that students can refer to using information directly from the source. This library is available to all current and graduated students 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 any moment from anywhere. Better yet, 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, so no one is left waiting for a return of the resource or waiting until the next classroom visit to use it.

Educational Services

The Phlebotomy Training program's objective is to prepare students to collect blood samples by venesection. This class aims to prepare students to collect blood samples by phlebotomy to be equipped for an occupation in the medical field.

The class is 64 hours in length, either during the day, evening or on weekends. There is no distance education for this class. All program instruction is given in the classroom, and there are no additional fees to make up classes because we allow all students to return to the class free of charge after their first time completing the program.

To successfully complete this course, each student will be required to satisfactorily perform the tasks correlated to the function in which they are training. The final written exam is optional but strongly suggested. One watch and critique test will be given. If the entire course is completed satisfactorily, a certificate of completion will be awarded to the student after the course ends.

Previous Credits

Phlebotomy Training Specialists does not grant credit to students for other courses taken in Phlebotomy, Nursing Assistant Training, or any other field. This course is a stand-alone course, and no reduced tuition or reduced hours of participation will be given.

College Credit – Disclaimer Statement

PTS curricula are measured in clock hours, not credit hours. Certificates of completion are issued to students who meet clock hour requirements. The transferability of credit and credentials earned is at the sole discretion of the receiving school. Acceptance of the certificate students earn in Phlebotomy is also at the complete discretion of the institution to which they may transfer. If the certificate is not accepted at the institution to which students may transfer, they may be required to repeat some or all of their coursework at that institution. For this reason, students should make certain that the program with Phlebotomy Training Specialists will meet their educational goals.

Student Grievance Procedure

Students will not be subject to unfair actions as a result of filing a complaint. Should a student have a complaint with Phlebotomy Training Specialists, he/she should take the following steps:

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.

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 COO, Alexis Treu, info@phlebotomyusa.com, or 701-404-9434; she will assist you in resolving your concerns. She will investigate the grievance within 5 business days of receiving the complaint by contacting the student via email or phone to schedule a meeting. In the meeting, Ms. Treu 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.

In her absence, students can contact the Student Service Manager at info@phlebotomyusa.com or **801-669-2056**. They will contact the student within 5 days of receiving the complaint via email or phone to set up a meeting. In the meeting, they will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. They will consult with the President, and a written notification via email with the resolution will be sent to the student within 10 days after the meeting.

If the student's complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a written complaint with the New York State Education Department. The NY Department of Education's complete process for student grievances and additional information is included in the "Information for Student Rights" pamphlet included at the end of this catalog.

Cancellation Policy

Students may cancel enrollment at any time by giving written notice to the school at payments@phlebotomyusa.com. Refunds of unearned prepaid tuition shall be made in the following manner within forty-five (45) days of termination:

- a) Seven-Day Cancellation: If a student chooses to withdraw their enrollment within 7 days of signing their enrollment agreement but before instruction begins, they will be eligible for a refund of all tuition and fees paid, except for the non-refundable registration fee of \$100.
- b) Other Cancellations: If a student leaves the training program after classes have commenced, a refund calculation form, depending on their class schedule, will be used to determine the amount refunded.
- c) Rejected Admittance: Students not accepted to the school are entitled to all monies paid.

Withdrawal from Program

The failure of a student to immediately notify the school director in writing of the student's intent to withdraw may delay a refund of tuition to the student under Section 5002(3) of the Education Law.

Tuition Refund Policy and Table

Day & Evening Schedule Refund (4 Weeks)

Students enrolled in either Day or Evening class schedules will be liable for the non-refundable registration fee of \$100, the cost of textbooks and supplies accepted, and tuition liability as of their last date of physical attendance. Tuition liability is determined by the percentage of the program offered. No refund is offered for students who withdraw or are dismissed after completing 60% of the program. The dollar amounts listed below are based on a student having paid their full tuition at the time of termination.

Day/Evening Schedule		
If Termination Occurs	School may keep	Student Refund
After completing 0-15% of the program (0-2 AM/PM Classes)	0%	100% (\$1115.00)
After completing 16-30% of the program (3-4 AM/PM Classes)	25% (\$278.75)	75% (\$836.25)
After completing 31-45% of the program (5-7 AM/PM Classes)	50% (\$557.50)	50% (\$557.50)
After completing 46-60% of the program (8-10 AM/PM Classes)	75% (\$836.25)	25% (\$278.75)
After completing over 60% of the program	100% (\$1115.00)	No Refund

Weekend Schedule Refund Policy (8 Weeks)

Students enrolled in the Weekend class schedule will be liable for the non-refundable registration fee of \$100, the cost of textbooks and supplies accepted, and tuition liability as of their last date of physical attendance. Tuition liability is limited to the quarter during which the student withdrew or was terminated. No refund is offered for students who withdraw or are dismissed after completing the fourth week of the program. The dollar amounts listed below are based on a student having paid their full tuition at the time of termination.

Weekend Schedule		
If Termination Occurs	School may keep	Student Refund
Prior to or during the first week	0%	100% (\$1115.00)
During the second week	25% (\$278.75)	75% (\$836.25)
During the third week	50% (\$557.50)	50% (\$557.50)
During the fourth week	75% (\$836.25)	25% (\$278.75)
After the fourth week	100% (\$1115.00)	No Refund

Refunds will only be issued 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.

Textbook: \$35 – Textbooks become the student's property once distributed, and no refund will be issued.

Supplies and Equipment: \$115 – Non-refundable once accepted by the student.

Replacement Fee: \$50 – A vital sign kit comprised of a blood pressure cuff and stethoscope is associated with this training program and is included in the initial program cost. Students who need to purchase another pressure kit due to loss will be required to pay for a replacement kit.

A student will be determined to be withdrawn from the institution if the student fails to attend three consecutive modules. A refund calculation form will be filled out to determine the amount the student will be refunded. The refund will be issued 45 days after withdrawal.

**All requests to withdraw must be submitted in writing to:

payments@phlebotomyusa.com

Student Eligibility, Accommodations, and Performance Policy

Intelvio is committed to providing equal educational opportunities to all students, including those with disabilities, in compliance with the Americans with Disabilities Act (ADA). This policy outlines our commitment to inclusivity while maintaining the necessary standards for students participating in the Phlebotomy Program.

Intelvio does not discriminate based on disability and is committed to providing reasonable accommodations to qualified students with disabilities to ensure equal access to educational programs and activities.

Accommodations

Intelvio is committed to providing reasonable accommodations to students with disabilities to facilitate their participation in the Phlebotomy Program. Accommodations will be determined on a case-by-case basis in consultation with the student and the institution's Student Services.

Chaperones

Chaperones or personal assistants are not allowed in the Phlebotomy Program classroom to assist students during the course. All students are expected to participate independently and demonstrate proficiency.

Assessment and Reasonable Modification

Students' abilities to successfully participate in the Phlebotomy Program will be assessed based on their performance in the classroom and, if applicable, the clinical settings. This includes their ability to perform blood draws safely and effectively.

Intelvio may consider reasonable modifications to accommodate students with disabilities, provided that such modifications do not fundamentally alter the essential requirements of the Phlebotomy Program or compromise patient safety.

2024 PHLEBOTOMY TRAINING SYLLABUS

A. COURSE DESCRIPTION:

The Phlebotomy Training program is designed to train individuals to properly collect and process blood and other clinical specimens for laboratory testing and to interact with healthcare personnel, clients, and the general public. The presentation includes equipment and additives, basic anatomy, and safe and effective venipuncture techniques. Emphasis will be placed on collection techniques, specimen processing, workflow practices, referrals, and utilizing laboratory information systems.

Our average faculty-to-student ratio is 1:16. Our maximum class capacity is 20, so the ratio is 1:20 during those times.

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

C. COURSE EXPECTATIONS / COMPETENCIES/OBJECTIVES:

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

TOPICS / UNIT

Course Titles	Classroom Hours	Lab Hours	Total Hours
Class 1- Medical Terminology, Anatomy, Physiology	4	0	4
Course Description: Students will learn the meaning and pronunciation of standard medical terminology by breaking terms down by root, prefix, and suffix. Students will then overview the systems in the body such as the nervous, muscular, integumentary, and urinary systems. This course will primarily focus on the make-up and function of the circulatory system and blood.			
Class 2 - Infection Control & Precautions Development	4	0	8
Course Description: Students will learn about the rules set by the Occupational Safety and Health Administration (OSHA) to avoid the transmission of harmful pathogens. This includes understanding the chain of infection and how to use personal protection equipment. This course also covers the types of hazards encountered in the medical profession and how to react in case of exposure. Finally, students will learn the legal issues found in Phlebotomy.			
Class 3 - Theory of Phlebotomy	4	0	12
Course Description: This lesson provides students with the knowledge of the order of draw. The information covering the tubes includes the additives, the order, common tests, and the sections of the laboratory to which the tube belongs. Tests, panels, and profiles will be included. Students will learn the step-by-step venipuncture process. This includes the hand hygiene required, supplies needed to perform the draws, and the anatomy of the veins and location within the arm. Venipuncture problems, capillary punctures/heel sticks, special handling and procurement, and hemostasis are included in this module.			
Class 4 - Lab Skills Development – First Blood Draws	0	4	16
Course Description: In this lesson, students will learn through demonstrations and activities how to tie a tourniquet, find views, and apply counterpressure. The instructor will perform a venipuncture in front of the class and afterwards, the students will then perform venipuncture using straight sticks.			
Class 5 - Specimens and PRP/PRF	4	0	20
Course Description: In this lesson, students will learn about specimens, commonly ordered tests, special procedures, the layout of a clinical lab, and the purpose of Platelet-Rich Plasma (PRP) and Platelet-Rich Fibrin (PRF). As students learn about different forms of specimens and types of tests that can be ordered, they will learn how to educate patients on the test guidelines for specimens that may require fasting or need to be taken at a certain time.			

Class 6 - Lab Skills Development – Butterfly Needles	0	4	24
Course Description: In this hands-on lesson, the instructor will demonstrate how to perform venipunctures using butterfly needles including; how to hold them, how to carry the flash, and any further pertinent information. Students will learn about the anatomy of the hand as well as how to hold it while collecting specimens. Students will have open practice time to work on straight stick and butterfly needle venipuncture.			
Class 7 - Non-Blood Specimens & Review	4	0	28
Course Description: This lesson begins with a lecture on Chapter 17 of the textbook, “Beyond the Basic Scope of Phlebotomy” which covers topics in CPR, first aid, fire, chemical, and electrical safety. Afterwards, students will learn about blood donation standards and then review through lectures and videos other forms of specimens and how they are collected including Arterial Blood Gas (ABG), stool samples, and urinalysis. Students will then participate in a Q&A session with the instructor regarding topics from the entire course up to this point. For the rest of class, students will have open study time for students to flip through the workbook and review any missed material or go over important points.			
Class 8 - Lab Skills Development – Centrifuge, Dermal Sticks, Hands-On Practice	0	4	32
Course Description: This course is all hands-on training. The basics of centrifuge and processing will be addressed as well as making blood smears. Straight sticks will be performed. Students will complete at least 5 dermal sticks and will then begin to learn how to complete a venipuncture using butterfly needles in hand draws.			
Class 9 - Introduction to Vital Signs	0	4	36
Course Description: Students will learn through instructor presentation and hands-on practice how to take different types of vital signs, but focus primarily on blood pressure, pulse rate, respiration, and pulse oximetry. The students will learn the other vital signs in a later class.			
Class 10 - Lab Skills Development – Hands-On Practice / Activities	0	4	40
Course Description: This class focuses on developing each student’s lab skills by practicing straight needle venipunctures, drawing for Platelet-Rich Plasma (PRP) and Platelet-Rich Fibrin (PRF) samples, and spinning down centrifuges. Students will learn the Order of the Draw by participating in role-play and other hands-on activities.			
Class 11 - Vital Signs Continued	0	4	44
Course Description: Students will continue to learn about vital signs. Through instructor presentation and hands-on practice, students will learn how to take the other vital signs not covered in the previous course, this includes blood glucose, pupils, height & weight. After each student has the chance to practice taking vital signs, the instructor will give a presentation on intake interviews followed by a hands-on practice for the students. The class will end with a presentation and practice on bedside manners.			

Class 12 - GCP & Shipping	4	0	48
Course Description: This class is dedicated to teaching students the proper handling, packaging, and transportation of specimens. This includes learning the exact specifications for shipping, packaging, marking and labeling. There will be a focus on students learning good common practices in shipping.			
Class 13 - Friends and Family	0	4	52
Course Description: This class is to prepare students for the upcoming exams and eventually the workforce by letting them perform actual live draws. Students will invite their friends and families to visit and perform live draws on them. This will allow each student to demonstrate mastery of straight needle venipuncture and then perform butterfly needle venipuncture.			
Class 14 - Previous Lessons Review & Exam Prep	4	0	56
Course Description: This class is dedicated in preparing students for both the Practical and the NHA Exams. To prepare specifically for NHA exam, with the class, the instructor will go over the central themes from each Didactic lesson of the training program. Under the Instructor's supervision, students will practice performing procedures from each Lab Skill Development lesson under the instructor's supervision to prepare for the practical evaluation. Students will then spend the rest of the course completing/correcting a practice written exam. Students are encouraged to ask the instructor questions relating to theories or procedures.			
Class 15 - Practical Exam	0	4	60
Course Description: In this class, students will try to pass their practical examinations. The consists of each student performing 2 arm draws and 2 hand draws completely unassisted with the instructor watching to verify. In this class, students can invite friends and family to volunteer for sticking. (Participants must be 18-years or older with a signed liability form).			
Class 16 - Career Development	4	0	64
Course Description: This class will focus on preparing students to enter the workforce. Students will learn how to organize skills and past accomplishments when preparing their resume. They will also will practice filling out job applications, and develop skills necessary to participate in interviews whether they be over phone, video, informal, or formal. Students will watch HR videos learn about conflict resolution and demonstrating emotional intelligence in the workspace.			
Total Course Hours	32 Hours	32 Hours	64 Hours

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

Phlebotomy Textbook

The Fundamental Guide to Phlebotomy: A competency-based approach. Edition

Number: First Edition (2022)

ISBN: 979-8-218-02579-3

Program Data

Graduation and National Exam Pass Rate

The graduation and pass rates are as follows for individuals attending the Phlebotomy Training Specialists course.

Year	Graduation Rate National Class	National Exam Pass Rate
2021	93%	83.99%
2022	94%	84.40%

Student Completion and Job Placement

Phlebotomy Training Specialists operate in several jurisdictions. Some do require tracking, and some do not. As a result, we do not necessarily apply a standard formula to job placement tracking. Instead, we opt to contact individual students and request data.

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 a U.S. Department of Education-approved accreditor and does not participate in federal or state student aid programs.

PTS students are eligible to sit for certification examinations from the relevant phlebotomy training oversight organizations (National Healthcareer Association (NHA)).

Information for Students

Student Rights

Schools are required to give this disclosure pamphlet to individuals interested in enrolling in their school.

What is the purpose of this pamphlet?

All prospective and enrolled students in a non-degree granting proprietary school are required to receive this pamphlet. This pamphlet provides an overview of students' rights with regard to filing a complaint against a school and accessing the tuition reimbursement fund if they are a victim of certain violations by the school.

Licensed private career schools which are licensed by the New York State Education Department are required to meet very specific standards under the Education Law and Commissioner's Regulations. These standards are designed to help insure the educational appropriateness of the programs which schools offer. It is important for you to realize that the New York State Education Department's Bureau of Proprietary School Supervision closely monitors and regulates all non-degree granting proprietary schools. The schools are required to have their teachers meet standards in order to be licensed by the Department. Schools are also required to have their curriculum approved by the New York State Education Department, at minimum, every four years, thereby helping to insure that all curriculum offered in the schools are educationally sound.

In addition, staff members of the Bureau of Proprietary School Supervision are often in the school buildings monitoring the educational programs being offered. The interest of the New York State Education Department is to ensure that the educational

program being offered meets your needs and that your financial investment is protected.

The New York State Education Department's Bureau of Proprietary School Supervision wishes you success in your continued efforts to obtain the necessary skill training in order to secure meaningful employment. In addition, Bureau staff will continue to work with all the schools to help insure that a quality educational program is provided to you.

Who can file a complaint?

If you are or were a student or an employee of a Licensed Private Career School in the State of New York and you believe that the school or anyone representing the school has acted unlawfully, you have the right to file a complaint with the New York State Education Department.

What can a student or employee complain about?

You may make complaints about the conduct of the school, advertising, standards and methods of instruction, equipment, facilities, qualifications of teaching and management personnel, enrollment agreement, methods of collecting tuition and other charges, school license or registration, school and student records, and private school agents.

How can a complaint be filed by a student or employee?

You should try to resolve your complaint directly with the school unless you believe that the school would penalize you for your complaint. Use the school's internal grievance procedure or discuss your problems with teachers, department heads, or the school director. We suggest that you do so in writing and that you keep copies of all correspondence to the school. However, the school cannot require you to do this before you file a complaint with the New York State Education Department. If you do file a complaint with the Department, please advise the Bureau of any action that you have taken to attempt to resolve your complaint.

The steps you must take to file a complaint with the New York State Education Department are:

1. Write to the New York State Education Department at 116 West 32nd Street, 5th Floor, New York, New York 10001, or telephone the Department at (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, financial aid application, transcripts, etc. An investigator from the Department will meet with you and go through your complaint in detail.
2. If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals. You must file a complaint within two

years after the alleged illegal conduct took place. The Bureau cannot investigate any complaint made more than two years after the date of the occurrence.

3. The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up questions. You should provide all information requested as quickly as possible; delay may affect the investigation of your complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that violations of law have been committed and the school fails to take satisfactory and appropriate action then the Department may proceed with formal disciplinary charges.

What is the Tuition Reimbursement Fund?

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending non-degree proprietary schools. If a school closes while you are in attendance, prior to the completion of your educational program, then you may be eligible for a refund of all tuition expenses which you have paid. If you drop out of school prior to completion and you file a complaint against the school with the State Education Department, you may be eligible to receive a tuition refund if the State Education Department is able to provide factual support that your complaint is valid and to determine that there was a violation of Education Law or the Commissioner's Regulations as specified in Section 126.17 of the Commissioner's Regulations. To file a claim to the Tuition Reimbursement Fund, you must first file a complaint with the State

included in this pamphlet. The staff of the State Education Department will assist you in the preparation of a tuition reimbursement form (a sample of this form should have been provided to you upon enrollment).

What is the tuition refund and cancellation policy?

All schools must have a tuition refund and cancellation policy for each program included in the catalog and in the student enrollment agreement.

Read and understand the school's policy regarding tuition refund and cancellation before you sign the enrollment agreement. If you do not understand it, or are confused by the school's explanation, get help before you sign. You may ask for assistance from the Department at the address included in this pamphlet.

What should students know about "private school agents?"

Private School Agents are employed by schools for the purpose of recruiting or enrolling students in the school; they are not school counselors. Private school agents cannot require a student to pay a placement or referral fee. Each school agent must be licensed by the New York State Education Department, must have an Agent identification card and must be a salaried employee of the school. School agents who cannot show an Agent Identification Card are breaking the law if they try to interest students in enrolling in a particular school or group of schools. The name(s) of the agent(s) who enrolled a student must appear on that student's enrollment agreement. Therefore, you should write down the name of the agent who talked to you. Each student will be required to confirm the name(s) of

the agent(s) when signing the enrollment agreement. A full refund shall be made to any student recruited by an unlicensed private school agent or even by a licensed agent if there is evidence that the agent made fraudulent or improper claims. To find out if you are eligible to receive a refund, you must follow the complaint procedures included in this page.

What should students know about "grants and guaranteed student loans"?

A grant is awarded to a student based on income eligibility, and it does not need to be repaid (for example, New York State Tuition Assistance Program (TAP) grants or Pell grants provided by the federal government).

Guaranteed student loans are low interest loans provided under the Federal Guaranteed Student Loan Program. The decision to apply for such a loan is yours--the school cannot require that you apply for a loan. You should understand that if you pay school tuition with money loaned to you from a lender you are responsible for repaying the loan in full, with interest, in accordance with the terms of the loan agreement. A failure to repay the loan can hurt your credit rating and result in legal action against you. Even if you fail to complete your educational program, you are still responsible for repaying all of the money loaned to you.

It is your right to select a lender for a guaranteed student loan. The school cannot require you to apply to a particular lender or lending institution. However, the school can recommend a lender, but if it does, the school must also provide you with a statement about your right and ability to obtain a loan from another lender and the interest charged on these loans.

Read and understand all the information and applications for financial aid grants and loans before signing.

Where can students file a complaint, file a claim to the tuition reimbursement fund, or get additional information?

Contact the New York State Education Department at:

New York State Education Department 116
West 32nd Street, 5th Floor
New York, New York 10001
Attention: Bureau of Proprietary School
Supervision
(212) 643-4760

This pamphlet is provided to you by the New York State Education Department (NYSED). The NYSED regulates the operation of Licensed Private Career Schools.