

Policy on Collections and Withholdings

Individuals may be subject to a transcript or certificate hold when such individual owes certain debts to the school for tuition. Students will have 90 days from their class start date to complete all coursework. At the 90-day point, all accounts will be closed, and outstanding balances will be sent to students with a note indicating they have 30 days to pay.

If a student has not paid in full and closed their account within 30 days after receiving this notice, their account will be sent to outside collections if their balance is greater than \$150. Students will be sent to a third-party collection agency for 100% of the remaining tuition and fees. We do not hold transcripts for outstanding payment obligations.

Certificate Hold Conditions An individual will be subject to a certificate hold if they are not fully paid by the scheduled payment and designated due date, which is the halfway point of their class, according to the payment plan terms outlined in the Enrollment Agreement. If a payment extension is granted, students will have 30 days past their course completion deadline to complete all payment obligations to the school.

If an individual is subject to such a hold, their certificate will not be released unless an exemption applies as outlined below.

Exemptions

Exemptions are granted for individuals who can demonstrate that the certificate or transcript request is required for one of the following reasons:

- a. Job application
- b. Transferring to another postsecondary institution
- c. Applying for state, federal, or institutional financial aid
- d. Pursuit of opportunities in the military or national guard
- e. Pursuit of other postsecondary opportunities

Process and Procedure for Exemptions

Upon submission of a transcript or certificate request and documentation to verify an exemption, Phlebotomy Training Specialists will review the request and make a determination regarding whether or not an exemption exists, as outlined above. If it is determined that the individual has a valid exemption, the school will release the requested transcript or certificate. If the school determines that the individual does not meet the exemption criteria, the school will provide a written explanation of the denial of the request within seven business days. Individuals have the option to establish a payment plan for an outstanding debt.

Registration Holds

Individuals will no longer be able to enroll in classes if the individual has any amount of debt due to Phlebotomy Training Specialists, until that debt is paid in full.

An individual who wishes to establish a payment plan for a debt owed to Phlebotomy Training Specialists should contact: payments@phlebotomyusa.com.

Complaints pertaining to HB22-1049 may be submitted to the Colorado Student Loan Ombudsperson via email to CSLSA@coag.gov.