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**ENROLLMENT/REGISTRATION AGREEMENT****Program Title: Phlebotomy Training****Training Program Length: 48 hours****First Name** \_\_\_\_\_ **Last Name** \_\_\_\_\_**Address** \_\_\_\_\_ **City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip** \_\_\_\_\_**Last 4 SSN XXXX - XX -** \_\_\_\_\_ **DOB (MM/DD/YYYY)** \_\_\_\_\_**Cell Phone Number** \_\_\_\_\_ **Today's Date** \_\_\_\_\_**E-mail** \_\_\_\_\_**Registered Course Time:** Evening \_\_\_\_\_ Day \_\_\_\_\_ Weekend \_\_\_\_\_**Start Date:** \_\_\_\_\_ **Estimated Completion Date:** \_\_\_\_\_

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**Payment Information****Tuition & Fees Breakdown**

Tuition	\$ 545.00	
Registration Fee	\$ 100.00	(Nonrefundable after cancellation period)
Books/Supplies/Equipment	\$ 135.00	(Refundable if not used)
National Exam	\$ 115.00	(if the student chooses to test, this fee will be charged as a separate transaction by the school through the National Testing Agency's Merchant account)
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Total Cost of Program	\$ 895.00	

**Payment Policy & Timelines**

Tuition and fees for class should be paid by phone through **Student Services at 701-404-9434** or by logging onto the student account at [students.phlebotomyusa.com](http://students.phlebotomyusa.com). We accept all major credit cards. \$100 minimum is required at the time of registration. After the initial registration fee of \$100 has been paid, students can make payments in any increment until full payment is received. **Full tuition and fees**

**are due by the halfway point of class, unless the student is approved for financing and has signed a retail installment contract (see Financing Option below).**

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](mailto:info@phlebotomyusa.com). The COO, Alexis Treu 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 COO, the student will be required to reenroll in new class dates where they will attend the remaining classes in that cohort to complete their program. They will be required to be paid in full before joining 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. PTS does not hold regional, national or programmatic accreditation from a U.S. Department of Education approved accreditor. PTS does not participate in federal or state student aid programs.

### **Financing Options**

Students may apply for financing via the student portal. Students may apply for financing at any point throughout the course, and they may choose to finance up to 50% of their overall 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.

Payments are due according to the terms of the retail installment contract even if the borrower does not complete his or her education, cannot get a job after completion of the program, or is dissatisfied with the education.

### **Program Information**

The facility is classroom style with draw stations, lab processing area, and sanitizing stations. All students will be required to use and show proficiency in the utilization of the equipment in which the course trains them to use.

The Phlebotomy Training Specialists program 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 into all medical fields including, but not limited to, medical assisting, pre-nursing, registered nursing, nurse practitioner, lab technician, hematology, pre-med, etc.

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

Students in the class will practice blood draws on one another, closely supervised by instructors. Students should expect to have their blood drawn during the course. Students with medical restrictions may contact Student Services to seek accommodations.

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

We do not grant credit to students for other courses taken in the field of Phlebotomy or 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. We make no claim or guarantee that credit earned will transfer to another institution. In addition, the tuition and fees paid toward this enrollment and course is only applicable to the city and state of the original enrollment; they are not transferable. If a student moves campuses, additional course fees may be required.

### Enrollment Requirements

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

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](http://naces.org), [scholaro.com](http://scholaro.com), or [wes.org](http://wes.org).

### Attendance Information

Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course. Because of this, lack of attendance can affect their ability to pass. This course is comprised of 12 four-hour modules. In order to complete the class and receive a certificate of completion, students must attend at least 10 out of 12 modules. If students miss more than 2 modules throughout the class, they will be required to make up the modules they missed in an alternate schedule. If students miss three *consecutive* modules, they will be deemed too far behind the class, and will be automatically removed from the class and required to enroll for another schedule, in accordance with the Completion Policy.

Please note that modules 1, 2, and 11 are required to complete the course, as these modules contain foundational information (1 & 2) and the practical exam (11).

There is a 30-minute grace period at each class after which the student will be considered tardy and that time will have to be made up in 60-minute increments. Time will be quantified at the educational facility electronically, and the student must attend all of the time. If a student misses a portion of class after commencement, they can make it up in an alternate schedule, assuming they comply with completion deadlines. Make up time is available by contacting Student Services at 701-404-9434.

## 2024 Projected Schedule

AM/PM Classes	
AM: Monday-Thursday 9am-1pm PM: Monday-Thursday 6pm-10pm	
January 8, 9, 10, 11, 16, 17, 18, 22, 23, 24, 25, 29	July 8, 9, 10, 11, 15, 16, 17, 18, 22, 23, 24, 25
February 5, 6, 7, 8, 12, 13, 14, 15, 20, 21, 22, 26	August 5, 6, 7, 8, 12, 13, 14, 15, 19, 20, 21, 22
March 4, 5, 6, 7, 11, 12, 13, 14, 18, 19, 20, 21	September 9, 10, 11, 12, 16, 17, 18, 19, 23, 24, 25, 26
April 1, 2, 3, 4, 8, 9, 10, 11, 15, 16, 17, 18	October 7, 8, 9, 10, 15, 16, 17, 21, 22, 23, 24, 28
April 29, 30, May 1, 2, 6, 7, 8, 9, 13, 14, 15, 16	November 4, 5, 6, 7, 12, 13, 14, 18, 19, 20, 21, 25
June 3, 4, 5, 6, 10, 11, 12, 13, 17, 18, 20, 24	December 2, 3, 4, 5, 9, 10, 11, 12, 16, 17, 18, 19

Weekend Classes	
Saturdays Only 8am-4:30pm w/ lunch break 12-12:30pm	
January 13, 20, 27, February 3, 10, 17	August 3, 10, 17, 24, Sept 7, 14
March 2, 9, 16, 23, 30, April 6	September 28, Oct 5, 12, 19, 26, Nov 2
April 20, 27, May, 4, 11, 18, June 1	November 16, 23, 30, Dec 7, 14, 21
June 15, 22, 29, July 6, 13, 20	

### Completion Policy

Students will have 90 days to receive their Certificate of Completion from the original course start date (decided at the time of registration). All payments made towards tuition and fees are only applicable to courses held within the dates below.

This enrollment agreement and payments made are valid for the period of:

Original Course Start Date: \_\_\_\_\_ to Completion Deadline: \_\_\_\_\_

### Re-enrollment

Should students fail receive their Certificate of Completion during this time frame, they will be required to re-enroll as a new student. No payments made or classes attended will carry over to 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 extenuating circumstances by contacting Student Services at info@phlebotomyusa.com. Extension requests can be made for obtaining their Certificates of Completion. All requests must be sent in writing. Requests for extensions must be submitted prior to the Completion Deadline. Extensions will be granted for emergency situations such as a severe medical issue, death of a relative, natural disasters, and cases of assault. All balances must be paid in full before extensions will be granted. Extensions are not to exceed more than 30 days of the original completion deadline. No more than one extension will be granted per student. This enrollment agreement is valid for Extensions granted by the school.

Automatic Extensions will be granted for a) the school rescheduling course dates past the Completion Deadline, and b) the school rescheduling course dates past the expiration of the extension period.

### Completion Timelines for Exam

The \$115 exam fee covers all exam attempts during the above period. After the Completion Deadline, any exam attempt will be charged to the student at \$115. No extensions will be offered for exam attempts.

### Exam Information

Phlebotomy Training Specialists proctors the National Healthcare Certification Organization (NHCO) Exam. This examination, when successfully passed, grants a National Certification. This certification must be renewed every two years. Renewal information can be found at healthcarecertifications.com.

The National Exam is a separate fee of \$115. The National exam will be given at our facility on the last day of class.

If the student chooses NOT to challenge the National exam, they will still receive a certificate of training from our school, a private postsecondary school registered with the Kentucky Commission on Proprietary Education, which will enable them to perform blood draws anywhere in the state of Kentucky.

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

### **Certificate of Training Information**

Students should log into their account at [students.phlebotomyusa.com](https://students.phlebotomyusa.com) and check the spelling/format of their name. How the students name is listed here is EXACTLY how it will appear on their Certificate of Training. An electronic copy of their certificate will be emailed to them at the end of class.

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

- Passing Scores in Didactic Coursework
- Passing Scores in Lab Coursework
- Passing Scores in Venipuncture Hands-on skills
- Completed Student File / Paperwork

We do not mail original copies of their 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](mailto:documents@phlebotomyusa.com).

### **Cancellation and Refund Policy**

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

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

Student's Right to Cancel Void After: \_\_\_\_\_

A student choosing to withdraw from the school is to provide written notice to the school or by sending an email to [payments@phlebotomyusa.com](mailto:payments@phlebotomyusa.com).

Other Cancellations: An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid (*less the \$100 application fee*).

## Refund after the commencement of classes:

### 1. Procedure for withdrawal/withdrawal date:

- a) A student choosing to withdraw from the school after the commencement of classes is to provide written notice to the Chief Administrator of the school. The notice is to indicate the expected last date of attendance and be signed and dated by the student.
- b) A student will be determined to be withdrawn from the institution if the student has not attended any class for 3 consecutive class days without makeup classes attended or scheduled. Refunds will be issued after 30 days based on classes attended per the schedule below or student can reschedule class.
- c) All refunds will be issued within 30 days of the determination of the withdrawal date.

### 2. Tuition charges/refunds:

Before the beginning of classes, within the cancellation period, the student is entitled to a refund of 100% of the tuition and any additional fees paid. After the cancellation period the school will retain the registration fee.

- a) After the commencement of classes, the tuition refund, minus \$100 registration fee, shall be determined as follows:

Attended up to 4 hours (1 AM/PM Class or ½ Weekend Class)	75% full tuition/fees amount less registration fee
Attended up to 8 hours (2 AM/PM Classes or 1 Weekend Class)	60% full tuition/fees amount less registration fee
Attended up to 12 hours (3 AM/PM Classes or 1½ Weekend Classes)	45% full tuition/fees amount less registration fee
Attended up to 16 hours (4 AM/PM Classes or 2 Weekend Classes)	30% full tuition/fees amount less registration fee
Attended up to 20 hours (5 AM/PM Classes or 2½ Weekend Classes)	15% full tuition/fees amount less registration fee
Attended 24 hours or more	No refund

The calculations above are based on full tuition being paid. If a student is not paid in full, the amount refunded will be proportional to tuition paid and classes attended. The \$115 National Exam Fee is not included in these calculations, as the exam fee is fully refundable as long as the National Exam is not attempted.

Supplies and Equipment: \$100 - Refundable on a pro rata basis in accordance with tuition.

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

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

### Postponement of starting date

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

## Student Grievance Procedure

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

1. Student shall first attempt to address the grievance informally with the instructor or applicable staff member and try to resolve it. If unsuccessful, proceed to the written grievance procedure.
2. Students may state the grievance in writing to the Chief Administrator, Brian Treu through his Administrative Assistant at [info@phlebotomyusa.com](mailto:info@phlebotomyusa.com) and they will assist the student in resolving their concerns. In his absence they can contact the Director of Student Services at [info@phlebotomyusa.com](mailto:info@phlebotomyusa.com). They will investigate and address the grievance within 5 business days.
3. To file a complaint with the Kentucky Commission on Proprietary Education, a complaint shall be in writing and shall be filed on Form PE-24 May 2022, Form to File a Complaint, accompanied, if applicable, by Form PE-25 May 2022, Authorization for Release of Student Records.

The form must be mailed to the following address:

Kentucky Commission on Proprietary Education

500 Mero Street, 4<sup>th</sup> Floor

Frankfort, Kentucky 4060

Forms may be located at <https://kcpe.ky.gov/Pages/index.aspx>.

## **Conduct and Dismissal Policy**

Students are expected to maintain professional conduct within the classroom. Phlebotomy Training Specialists reserves 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 and 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 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 drug).
  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

### Disciplinary Procedures

Upon infraction of one of the above expectations, a Phlebotomy Training Specialists staff member will issue a verbal and/or written warning to the student. This is to be considered a corrective plan of action. 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.

ALL dismissal procedures will be handled by at least three Phlebotomy Training Specialists Staff Members after consulting the instructor. Students who wish to appeal Phlebotomy Training Specialists' final decision can do so in writing.

### **Existence of the Kentucky Student Protection Fund**

Pursuant to KRS 165A.450 All licensed schools, resident and non-resident, shall be required to contribute to a student protection fund. The fund shall be used to reimburse eligible Kentucky students, to pay off debts, including refunds to students enrolled or on leave of absence by not being enrolled for one (1) academic year or less from the school at the time of the closing, incurred due to the closing of a school, discontinuance of a program, loss of license, or loss of accreditation by a school or program.

### **Process for Filing a Claim Against the Kentucky Student Protection Fund**

To file a claim against the Kentucky Student Protection Fund, each person filing must submit a signed and completed Form for Claims Against the Student Protection Fund,



Form PE-38 May 2022 and provide the requested information to the following address:

Kentucky Commission on Proprietary Education  
500 Mero Street, 4<sup>th</sup> Floor  
Frankfort, Kentucky 40601

Forms may be located at <https://kcpe.ky.gov/Pages/index.aspx>.

### **STUDENT ACKNOWLEDGMENTS**

Student Initial \_\_\_\_\_ I understand that I must show up to class lucid, and mentally and physically rested and prepared. I understand that if the instructor feels I am not prepared I can be questioned, and if necessary, dismissed from that session with the instruction to be prepared for the next session. Students, who are under the influence of alcohol, illicit drugs, prescription drugs or any other mind or body-altering substances cannot participate in class.

Student Initial \_\_\_\_\_ I understand that disruptive behavior or unprofessional behavior will not be tolerated during class. If after a warning from an instructor or other PTS staff member the offense continues, I may be asked to leave class. Refunds will be given based on policy above or the student can reschedule the class. \*Scrubs are the preferred attire but are not required.

Student Initial \_\_\_\_\_ I understand that Phlebotomy Training Specialists does not offer job placement upon completion of the training. However, resume assistance is available, as well as an in-class discussion on how to obtain and where to look for employment.

Student Initial \_\_\_\_\_ I understand that while PTS will make every effort to hold classes as scheduled, there may be a disruption in projected scheduling due to unforeseen circumstances. I acknowledge that PTS will not make any financial compensations for rescheduling, however, they will also not charge any additional fees for rescheduling. PTS will offer multiple options to complete my course in a timely manner. Should I choose to withdraw from training, the published refund policy will apply.

Student Initial \_\_\_\_\_ I acknowledge that I am responsible for the cost of the full tuition and fees associated with the program. I understand that failure to make consistent payments to the school will result in my account being sent to collections. I also understand that if I withdraw from the program prior to completion, I am financially responsible for the prorated tuition and fees for the classes which I did attend.

Student Initial \_\_\_\_\_ I understand that attendance is mandatory to successfully pass this course. Make up class time will be available by contacting Student Services only. I understand that I will not be able to schedule or attend make up classes once my registered class has concluded until my tuition is paid in full as explained under the General Information section of this Registration/Enrollment Agreement.

Student Initial \_\_\_\_\_ I acknowledge that I will be expected to draw blood on my fellow students, and also that I will have my blood drawn by others. I understand that I may contact Student Services to request a medical accommodation.

Student Initial \_\_\_\_\_ I understand that I cannot miss the first eight hours of class. I understand that if I miss any of the first eight hours of class I will be removed from the class and I will be required to select another available class schedule.

Student Initial \_\_\_\_\_ I understand that if I cannot complete the course I originally registered for, I must contact Student Services to be assigned to a new course.

Student Initial \_\_\_\_\_ I understand that if I fail to complete my initial registered course, reassignment into a new class will not be allowed until my entire Tuition balance is paid in full. Students must call Student Services to re-enroll in a new class. Please note that rescheduling will be based on availability.

Student Initial \_\_\_\_\_ I understand the PTS Refund Policy and am aware that all requests to withdraw from the program must be done in writing as explained under Cancellation and Refund Policy of this Registration/Enrollment Agreement.

Student Initial \_\_\_\_\_ I authorize Intelvio to contact, and request information about me (including, without limitation, date of hire, salary, fulfillment of internship requirements, etc.) from, any employer or potential employer, or anyone through whom I may, do, or did participate in an internship program.

By signing below, the student agrees to pay Phlebotomy Training Specialists (“school”) the total stated tuition & fees. The school agrees to provide the occupational training in accordance with the provisions of the school’s current Catalog Volume No. 7 Jan 2023 (“Catalog”). Payment of all monies due shall be a condition of continuing enrollment. Upon satisfactory completion of all academic and skill requirements and when all financial obligations to the school have been met the school will award the Phlebotomy Technician Certificate to the student. The student and school understand that this Enrollment Agreement, WHICH INCLUDES THE REFUND POLICY may not be amended except in writing and signed by both parties. This agreement is not legally binding until accepted by a representative of the school.

YOU WILL BE GIVEN A FULLY EXECUTED COPY OF THIS ENROLLMENT AGREEMENT.

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Student Signature

Date

Institutional Representative Signature ONLY

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Staff Signature

Date