



PHLEBOTOMY
TRAINING SPECIALISTS

Illinois Course Catalog

166 W. Washington St. Suite 550
Chicago, IL 60602

7808 West College Dr. Suite LL
Palos Heights, IL 60463

1701 East Woodfield Rd Suite 511
Schaumburg, IL 60173

www.PhlebotomyUSA.com

701-404-9434

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Introduction

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

Brian Treu is the CEO of PTS. Mr. Treu has been drawing blood for 23 years and has completed over 300,000 blood draws during his career. He serves as a subject matter expert for many certification agencies. His career in medicine includes completing 255 clinical research trials in Phases I-IV in all facets of medicine, specializing in Phase I clinical trials. Mr. Treu loves pressure and has an uncanny way of dealing with stressful situations. He has traveled the world performing venipuncture on patients on all 7 continents.

Alexis Treu is the COO of PTS. Ms. Treu has broad experience at the Chief Operating Officer level, having served in this capacity since 2017. Her extensive understanding of career school operational functions, as well as that of diverse and complicated state licensure requirements enables her to ensure full program compliance across the country.

Dina Said Dwyer fills the role of Acting Chair of PTS and is the CEO and President of Eden PTS Holdco LLC. Ms. Dwyer has spent over 20 years in the private equity industry. Prior to founding Eden Capital, she has served as a Managing Director at Unifund SA, 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, Edcetera and White Cup. Ms. Dwyer is a graduate of the Wharton School of the University of Pennsylvania and received her MBA at the Columbia Business School.

School History

Phlebotomy Training Specialists offers Phlebotomy Training for students and is staffed with qualified instructors. Phlebotomy Training Specialists was founded in 1993 by Brian Treu. Mr. Treu recognized a need in the phlebotomy industry for hands-on training, so he founded Phlebotomy Training Specialists program to combine a system that consists of both a didactic portion as well as a practical portion. Through the combination of didactic and practical learning, students are able to leave the program feeling confident in their ability to enter the workforce as a phlebotomist. Since Phlebotomy Training Specialists inaugural class in 1993, the company has had over 20,000 graduates. Today Phlebotomy Training Specialists is one of the largest stand-alone phlebotomy training schools.

Mission and Objectives

Phlebotomy Training Specialists' mission and objectives are to provide up-to-date, state-of-the-art, Phlebotomy Training to individuals interested in receiving this training. Phlebotomy Training Specialists' objective is to aim for high-quality, well-trained, competent Phlebotomists who can use their skills to benefit patients and employers.

Administration

Brian Treu - Director, CEO
Alexis Treu – COO
Dina Said Dwyer- Acting Chair
Ericha Dick - Train the Trainer
Adrienne Current - Bookkeeping
Monica Sanborn - State Licensing
Heidi Samani – Student Services

Contact Information

School Address:

Chicago: 166 W. Washington St. Chicago, IL 60602

Palos Heights: 7808 W. College Dr. Suite LL Palos Heights, IL 60463

Schaumburg: 1701 East Woodfield Rd. Suite 511 Schaumburg, IL 60173

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

Phone: **701-404-9434** Fax: **385-327-2084**

Email: info@phlebotomyusa.com Website: www.phlebotomyusa.com

Programs/Courses Offered

1 Certificate Program:

48 Hours- Phlebotomy Training

Program/Course Cost

Tuition	Registration	Books/Supplies/Equipment	Total Tuition/Fee	National Exam
\$760.00	\$200.00 (NON-REFUNDABLE AFTER 3 BUSINESS DAYS)	\$150.00	\$1110.00	\$115.00 (paid to a third party)

Total for Phlebotomy Training & Exam = \$1225.00

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 \$200 minimum is required at the time of registration. After the initial registration fee of \$200 has been paid, students can make payments in any increment until full payment is received.

Full tuition and fees are due by the halfway point of the class.

If a student fails to pay full tuition and fees by these deadlines, the following options are available:

1. If a student wishes to remain in the class they originally registered for and are unable to meet the payment policy as written, they can request a payment extension. They will need to make a written request to info@phlebotomyusa.com. The Director will review all payment extensions. If an extension is approved, the student will remain in their scheduled course but will be required to pay in full before challenging the practical or national exam.
2. If a student does not contact the Director, the student will be required to reenroll in new class dates where they will attend the remaining classes in that cohort to complete their program. They will be required to be paid by the halfway point of their new cohort. Extensions past this point will not be permitted. Students should call Student Services to reschedule. Please note rescheduling will be based on class availability.

No student, regardless of circumstance, will be permitted to be certified without full payment.

Textbooks & Supplies/Equipment

Supplies & Equipment: \$115 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.

Class Schedule

Full-Time Evening - 6 pm to 10 pm, Monday-Thursday, 12 Classes

Full-Time Day & Afternoon - 9 am to 1:00 pm, Monday-Thursday, 12 Classes

Part-Time Weekend – 8 am to 4:30 pm - 6 Saturdays
2023 Class Dates and Application Deadlines

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

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

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

Entrance Requirements

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

Phlebotomy Training Specialists is conducting training sessions as a post-secondary education facility. We require students who enroll in the program to possess proof of High School, General Education Development (GED) Certificate, or equivalent. Some employers may also require proof of 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, over 18 years of age.

Students with a criminal record will not be able to take the course due to the fact that employers will not hire individuals with a criminal record in the field of phlebotomy.

We do not require students to have previous medical experience or knowledge. Immunizations are not required to take the course. An informal interview will be given to discuss student goals and expectations. Prospective students will need to enroll by the application deadline. The application can be accessed on our website at www.PhlebotomyUSA.com. The application for attendance will be processed within 5 business days of submission, and the student will be notified by email.

Although basic computer skills are not required for the program, it is highly encouraged for students to have a basic knowledge of computer skills before coming to class, to make them more competitive candidates for employment upon completion of the program.

Enrollment / Admission

Prospective students will need to enroll by the application deadline. The application deadline is the day before the class starts. The application can be accessed on our website at www.PhlebotomyUSA.com. The application for attendance will be processed within 5 business days of submission, and the student will be notified by email. Late enrollments are not accepted once the course has begun, and students will be notified and given dates of upcoming classes to choose from.

Postponement of Start Date

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

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

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date outlined in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules of the Illinois Board of Higher Education.

Employment Advisory Services

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

We do the following for students:

Market Sectors – We provide each student with a list of local sectors of the economy that employ Phlebotomists consistently. We do not provide student referrals to prospective employers and we do not have direct contact with employers regarding current job openings.

This list includes, but is not limited to, Plasma Centers, Blood Banks, Platelet Donation, Dialysis, Physicians' Offices, Medical Clinics, Laboratories, Hospitals, and Paramedical examinations to name a few. This gives the student a head-start on where to look for employment.

Resume Writing – All students will be encouraged to send in their resumes to our on-staff professional resume writers. The writers will then assist the students with fine-tuning their resume(s) by way of suggestion(s). The writers will also assist the students with putting their resume(s) into a medical format called a Curriculum Vitae.

Interview Preparation – We have a presentation done during class where we discuss interviewing. We also speak to the students regarding the application process for jobs, what to expect during the interview process, and a list of tough questions they will be asked.

Continual Training – All students, once they have completely attended and have paid in full, are allowed to return to the class, free of charge, to keep their skills sharp and to prepare for interviews.

Additionally, we have a Student Helpline where students can call with questions regarding Phlebotomy Training, the application process, help with interviewing, job sources, and Phlebotomy-related inquiries.

Attendance Requirements

Students are expected to arrive on time for class with proper materials. Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fails course, and insufficient attendance can affect your ability to pass. Students must attend all 48 hours. If a student misses the first day of class, they will be removed from the course, and they will be required to enroll in another schedule. There is a 15-minute grace period at each class, after which the student will be considered tardy, and that time will have to be made up in 30-minute increments.

Time will be quantified at the educational facility electronically, and the student must attend all the time. If a student misses a portion of class after commencement, they can make it up during the day, evening, or weekend schedule. There will not be a charge for makeup or practice.

Students who are unable to continue classes for medical reasons or severe personal problems will be required to take a leave of absence until they can return to class. Proper documentation will be required to substantiate a student's withdrawal.

Make-up Time

Students are strongly advised not to miss class unless necessary. If a student misses a portion of class after the initial 8 hours, the student can make it up at any of the other modules that are teaching the same class during days, evenings, or weekends. Make-up time is available by contacting student services at 701-404-9434 or by emailing info@phlebotomyusa.com. It is the student's responsibility to schedule and attend any make-up time. If the missed module cannot be made up during the scheduled month, the student can schedule a make-up time during the next month the module is being taught. There is no fee for make-up classes. **Please call Student Services at 701-404-9434 to reschedule.**

However, if the student is absent from three (3) or more class sessions without prior notice and authorization, enrollment will be dropped.

Rescheduling/Readmittance

If a student is dropped from the course due to non-payment of tuition and fees by the halfway mark of their scheduled cohort, they will need to contact Student Services at (701) 404-9434 to pay in FULL and reschedule missed classes. Rescheduling will be based on class availability.

Scheduled Absence(s)

Phlebotomy Training Specialists do not have any standard leave of absence(s). If any student has extenuating circumstances and requires an absence, please directly notify and speak with your school director for authorization. Once authorized, the student will be allowed to make up the missed time during the next month when the class covers the missed content with no additional fees. If a student fails to return from any Leave of Absence, the student will be considered withdrawn. The withdrawal date is the date that the student was scheduled to return from Leave and failed to do so. Dismissal and refund policy will apply as relevant.

Graduation Requirements

Students complete a final practical evaluation during the last hands-on day of the program. The test will include knowledge of tubes, additives, order of draw, and the ability to complete each step-in order and without correction. Completion of 4 successful draws (2 arm and 2 hand) is mandatory, along with full attendance and full payment of tuition for graduation.

To practice as a licensed phlebotomist, the student must pass the course and pass the national exam. The testing entity is the NHCO, and an authorized proctor administers the exam. The NHCO can be contacted at 866-856-6082.

Remediation

Remedial training is provided if it is found that a student is not progressing. The remediation period is limited to the length of the next class or classes depending on student needs. If the student achieves a 70% on modules, the student will resume with a pass status. Second and final remediation is available if needed. The student must be able to attend the required classes in the next schedule or concurrent schedule to receive additional training and help. Students are allowed to attend the weekend/evening/day classes, free of charge. If a student is unable to complete remediation in the scheduled time, they will consult with the chief administrator regarding re-enrollment options. After consulting with the chief administrator, it is determined that if the student cannot complete the remediation required and the student will not benefit from the course, the student will be dismissed and the published refund will be applied.

Progress Policy

The course is not graded. It is a **pass/fails course**. As the course progresses, the instructor(s) will give quizzes in each section and will observe the hands-on skills of the students to determine whether or not each student is keeping up with the rest of the class. Remedial training is provided if it is found that a student is not progressing. Likewise, students are allowed to attend the weekend/evening/day classes, free of charge, for additional training. Furthermore, students can also attend month after month, if they feel they need subsequent training. Students must pass 70% of modules, to continue to progress, and stay on track for graduation.

Grading System

Class 1	Phlebotomy, an Overview, Tourniquet Tying	Pass / Fail
Class 2	Lab Skills Development	Pass / Fail
Class 3	Test tubes, Panels/Profiles, Special Handling and Procurement, Bodily Fluids Collection	Pass / Fail
Class 4	Lab Skills Development	Pass / Fail
Class 5	Laboratory Sections, Anatomy and Physiology, Hemodialysis AV Fistula and Grafts	Pass / Fail
Class 6	Lab Skills Development	Pass / Fail
Class 7	Protections and Precautions, Employment Guide, Glossary and Study Guide Review	Pass / Fail
Class 8	Lab Skills Development	Pass / Fail
Class 9	Practical Skills Examination	Pass / Fail
Class 10	Study Guide Review, Test Prep, Q&A Session	Pass / Fail
Class 11	Practical Skills Examination	Pass / Fail
Class 12	Review and Written Exam	Pass / Fail

Graduation Requirements

Students complete a final practical evaluation during the last hands-on day of the program. The test will include knowledge of tubes, additives, order of draw, and the ability to complete each step-in order and without correction. Completion of 4 successful draws; 2 arm and 2 hand are mandatory, along with full attendance and full payment of tuition for graduation.

To practice as a certified phlebotomist, the student must pass the course and pass

the national exam. The testing entity is the NHCO, and an authorized proctor administers the exam. The NHCO can be contacted at 866-856-6082.

Dress Code

Scrubs are not required, only suggested. Casual attire will suffice. Closed-toed shoes are mandatory, no sandals or open-toed shoes.

Leave of Absence

Phlebotomy Training Specialists does not have a leave of absence; if the students who have extenuating circumstances and require an absence will be allowed to make up that time either the next month when the class covers the content they missed with no additional fees.

Records

Student records are maintained digitally indefinitely and can be accessed at the school; transcripts are kept permanently. Students have a right to access their records anytime. A student can access records by logging on to their student portal students.phlebotomyusa.com. Only the student and the school administration have a right to review student records. No outside personnel will be allowed to view records, except for appropriate state regulatory representatives upon request. Student academic, financial, certificates, and transcripts are all electronically maintained.

For a copy of your transcripts, please email a written request to info@phlebotomyusa.com. There is no fee for a copy of your transcript. The school reserves the right to withhold an official transcript if the student's financial obligation to the school is in arrears.

Conduct & Dismissal Policy

If a student is dismissed permanently, the refund policy will be in effect based on the percentage of class attended. The last session of attendance will be the date of dismissal. Students are expected to maintain professional conduct within the classroom. Phlebotomy Training Specialists reserve the right to enact disciplinary procedures (outlined below). The following is a list of enumerating behaviors that are unacceptable in the classroom setting. These examples of impermissible behavior described below are not intended to be an all-inclusive list. Phlebotomy Training Specialists managers have full discretion and any violation of the policies or conduct considered inappropriate or unsatisfactory will be subject to disciplinary action, up to and including dismissal from the program.

1. **Language / Interpersonal Conduct**

- a. Fighting (verbal, physical, electronic) with or assaulting another individual
- b. Threatening or intimidating any other individual by any method (verbal, written, electronic, etc.)
- c. Engaging in any form of harassment (sexual, emotional, etc.)
- d. Using vulgar language, explicit terms, or profanities
- e. Discussing sensitive topics such as religion, sexual orientation, gender, racial issues, political affiliation, etc.

2. **Conduct**

- a. Use of cell phone for non-emergencies while in class and/or lab
- b. Continually speaking out of turn or disrupting the flow of class with off-topic discussions
- c. Arriving late to class or leaving early more than twice without prior notification.

3. **Safety**

- a. Failing to abide by safety rules and policies
- b. Refusing to follow the instructor's directions or being insubordinate
- c. Failure to adhere to corrections or guidance given by the instructor
- d. Continued disregard for cleanliness and sanitation protocols

4. **Mental/Physical State**

- a. Showing up to class in improper attire, wearing inappropriate shoes, or generally unkempt
- b. Attending class while under the influence of alcohol, illicit drugs, or any other mind/body-altering substance.

5. **Automatic Dismissal**

- a. Possessing firearms or any other weapons in the classroom
- b. Illegal Activity of any kind
- c. Using, selling, dispensing, or possessing alcohol, illegal drugs, or narcotics on-premises. Recreational drugs are also not permitted on-premises.
- d. Theft
- e. Being absent for the first 8 hours of the program

Dismissal Procedures:

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

continues, Phlebotomy Training Specialists will dismiss the infracting student(s) from the program. Any student who has violated the prohibitions outlined in section 5, the “Automatic Dismissal” section, will be subject to automatic dismissal with no exception(s).

All dismissal procedures will be determined by at least three Phlebotomy Training Specialists management team members, including a consultation with the issuing staff member. Any student who wishes to appeal Phlebotomy Training Specialists’ final decision, shall do so in writing. Any dismissed student may attain reentry into the program(s) by contacting PTS’ founder, Brian Treu, and discussing with him on an individual basis, our expected classroom etiquette

Re-entry / Readmission

Upon infraction of one of the above expectations, a Phlebotomy Training Specialists staff member will issue a verbal and written warning to the student. This is to be considered a corrective plan of action. Students get three warnings, and on the fourth incident, they are suspended from class, as stated previously. Students who want to gain re-entry into the class after suspension will have to submit a request to the PTS corporate offices. PTS Corporate offices will take 48 hours to determine eligibility. This may result in a call to the student to discuss the issues at hand. A student that is suspended may only gain re-entry into the class one time. If the impermissible behavior continues, Phlebotomy Training Specialists will dismiss students from the program. Students who have violated policies outlined in the “Automatic Dismissal” section will be subject to automatic dismissal.

Permanent Termination from the program negates that student from re-admission to the program forever.

Facilities and Equipment

Our schools are located at:

Chicago- 166 W. Washington St. Suite 550 Chicago, IL 60602

Palos Heights- 7808 West College Dr. Suite LL Palos Heights, IL 60463

Schaumburg- 1701 East Woodfield Rd Suite 511 Schaumburg, IL 60173

Students will have hands-on training on modern medical equipment and informative lectures. Large whiteboards, televisions, diagrams, and videos will be provided to enhance classroom activities and didactic learning. The classroom is well-lighted, air-conditioned, heated, ventilated, and appropriate for an educational site. Parking is sufficient and conveniently located nearby. Phlebotomy Training Specialists does not provide housing or transportation.

The facility and equipment used fully comply with all federal, state, and local ordinances and regulations, including the requirements for fire safety, building safety, handicaps, access, and health.

Educational Services

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

The class is 48 hours in length, either during the day, evening or on weekends. There is no distance education for this class. All the instruction is classroom instruction, and there are no additional fees to make up classes because we allow all students to return to the class free of charge once they have completed the class one time.

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

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

Previous Credits / Transfer of Credits

Phlebotomy Training Specialists is a special-purpose institution. Credits from another institution will be evaluated on a case-by-case basis. Phlebotomy Training Specialists does not guarantee transferability of our credits to another institution unless there is a written agreement with another institution. Transferability of credits is at the discretion of the accepting institution; it is the student's responsibility to confirm whether credits will be accepted by another institution.

We do not grant credit to students for other courses taken in the field of Phlebotomy, Nursing Assistant Training, or any other field. This course is a stand-alone course, and no reduced tuition, nor will reduced hours of participation be given.

Student Grievance Procedure

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

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 administrator or designee. Please submit the written request within **60 days** of the occurrence to the campus president, Brian Treu. He will then, through the COO Alexis, at either alexis@phlebotomyusa.com or 701-404-9434, will assist you in resolving your concerns. He will investigate the grievance within 5 business days of receiving the complaint by contacting the student via email or phone to set up a meeting. In the meeting, Mr. 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.
3. In his absence, you can contact the Student Service Manager at info@phlebotomyusa.com or 801-669-2056. They will contact the student within 5 days 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 of the resolution will be sent to the student within 10 days after the meeting.
4. Complaints against this school may be registered with the board of Higher Education in writing at 1 N. Old State Capitol Plaza, Suite 333 Springfield, Illinois 62701-1377, or by phone at (217) 557-7359 and <http://complaints.ibhe.org/>

Cancellation and Refund Policy

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

Student's Right to Cancel

The student has the right to cancel the initial enrollment agreement until 12am of the 3rd business day after the student has been admitted. If the right to cancel is not given to any prospective student at the time agreement is signed, then the student has the right to cancel the agreement at any time and receive a refund on all monies paid to date within 30 days of cancellation. Cancellation should be submitted to the authorized official of the school in writing.

Student's Right to Cancel Void After: _____

Other Cancellations: An applicant requesting cancellation after the 3rd business day

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 \$200 cancellation 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 Director of the school by emailing payments@phlebotomyusa.com. 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 15 consecutive class days. 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:

- a) Before the beginning of classes, the student is entitled to a refund of 100% of the tuition and additional fees paid.
- b) Before the beginning of classes, after the cancellation period, the student is entitled to a refund of 100% of the tuition and any additional fees paid, less the registration fee.
- c) After the commencement of classes, the tuition refund, minus the \$100 cancellation charge, 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 Class or 1 Weekend Class)	60% full tuition/fees amount less registration fee
Attended up to 12 hours (3 AM/PM Class or 1 ½ Weekend Class)	45% full tuition/fees amount less registration fee
Attended up to 16 hours (4 AM/PM Class or 2 Weekend Class)	30% full tuition/fees amount less registration fee

Attended up to 20 hours (5 AM/PM Class or 2 ½ Weekend Class)	15% full tuition/fees amount less registration fee
Attended 24 hours or more	No refund

These calculations 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. The percentage of the clock hours attempted is determined by dividing the number of clock hours elapsed from the student's start date to the student's last day of attendance, by the number of clock hours in the program.

Supplies and Equipment: \$115 - 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).

Disability Accommodations Policy

Phlebotomy Training Specialists (PTS) believe in providing access to a diverse population. PTS complies with state and federal disability laws and makes reasonable accommodations for applicants and students with disabilities. Post-secondary schools have no obligation to identify students with disabilities. If you need accommodation, it is your responsibility to make your disability known to the school and request any needed accommodation. PTS will make reasonable accommodations for applicants and students unless doing so would result in a fundamental alteration of the program or would result in an undue burden. You must also be able to show the relationship between the disability and the need for accommodation.

For information and questions about our Student Accessibility Services (SAS) support, policies, and process, please contact Student Services at 701-404-9434 or info@phlebotomyusa.com.

2023 PHLEBOTOMY TRAINING SYLLABUS

A. COURSE DESCRIPTION:

The Phlebotomy course is designed to train individuals to properly collect and process blood and other clinical specimens for laboratory testing and to interact

with health care personnel, clients, and the general public. The presentation includes equipment and additives, basic anatomy, and safe and effective venipuncture techniques. Emphasis will be placed on collection techniques, specimen processing, workflow practices, referrals, and utilizing laboratory information systems. This course will prepare individuals to write the Phlebotomist Certification examination.

B. METHOD OF INSTRUCTION:

The student is trained through the modules during class, obtaining that knowledge through books and hands-on training each class period. The book knowledge obtained is then applied in the hands-on training portion of the class. Theory first, and actual application of the theory follows shortly thereafter.

C. COURSE EXPECTATIONS / COMPETENCIES/OBJECTIVES:

Upon completion of the Phlebotomy course, students will have an opportunity to learn how to:

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

TOPICS /UNITS

Course Titles	Classroom Hours	Lab / Independent Study Hours	Total Hours
Class 1 – Phlebotomy, an Overview, Tourniquet Tying	4	0	4
Class 2 – Lab Skills Development	0	4	4
Class 3 – Test tubes, Panels/Profiles, Special Handling and Procurement, Bodily Fluids Collection	4	0	4
Class 4 – Lab Skills Development	0	4	4
Class 5 – Laboratory Sections, Anatomy and Physiology, Hemodialysis AV Fistula and Grafts	4	0	4
Class 6 – Lab Skills Development	0	4	4
Class 7- Protections and Precautions, Employment Guide, Glossary and Study Guide Review	4	0	4
Class 8- Lab Skills Development	0	4	4

Class 9- Practical Skills Examination	0	4	4
Class 10- Study Guide Review, Test Prep, Q&A Session	4	0	4
Class 11- Practical Skills Examination	0	4	4
Class 12- Review and Written Exam	4	0	4
TOTAL HOURS	24	24	48

Procedures List:

Proper Handwashing Technique; Gowning, Masking, and Gloving; Removal of Isolation Gown, Mask, and Gloves; Disposing of Contaminated Items; Gloving Technique; The Basics of Patient Identification; Use of a Tourniquet; Performing a Venipuncture; Skin Puncture Using a Retractable Device; Heelstick Procedure; Dorsal Hand Vein Procedure; Surgicutt Bleeding Time Test; Syringe Blood Culture Collection; Safety Butterfly Assemble Blood Culture collection; Obtaining a Blood Specimen for Glucose Testing; Collecting a 24-Hour Urine Specimen; Proper Specimen Handling.

Textbook & Other Learning Resources

Phlebotomy Textbook

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

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

With the resources available in an electronic format, the same resource is available to all students, and no one is left waiting for a return of the resource, nor waiting until the next classroom visit to use the resource.

Approval

Phlebotomy Training Specialists is approved to operate by the Private Business and Vocational Schools Division of the Illinois Board of Higher Education.

Accreditation

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.

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 (Clinical Laboratory Standards Institute, National Association of Phlebotomy Technicians, National Phlebotomy Certification Association).

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).*

Consumer Information:

Institutional Disclosures Reporting Table July 1, 2020 through June 30, 2021 (past fiscal year) Per Section 1095.200 of 23 Ill. Adm. Code 1095:

Institution Name: Phlebotomy Training Specialists

The following information must be included with the enrollment agreement, catalog, and posted on the institution's website.

Disclosure Reporting Category	Program Name	CIP Code	SOC*				
	Phlebotomy Training	51.1009	31-9097				
A) For each program of study, report:							
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.		59					
2) The number of additional students who were admitted in the program or course of instruction during the next 12 months and classified in one of the following categories:							
a) New starts		397					
b) Re-enrollments		2					
c) Transfers into the program from other programs at the school		0					
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).		458					
4) The number of students enrolled in the program or course of instruction during the 12-month reporting period who:							
a) Transferred out of the program or course and into another program or course at the school		0					
b) Completed or graduated from a program or course of instruction		416					
c) Withdrew from the school		42					
d) Are still enrolled		0					
5) The number of students enrolled in the program or course of instruction who were:							
a) Placed in their field of study		20					
b) Placed in a related field		23					
c) Placed out of the field		6					
d) Not available for placement due to personal reasons		246					
e) Not employed		45					
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.		417					
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.		416					
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		76					
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		\$30,000.00					

*CIP-Please insert the program CIP Code. For more information on CIP codes: <https://nces.ed.gov/ipeds/cipcode/Default.aspx?y=55>

*SOC-Please insert the program SOC Code. For more information on SOC codes: <http://www.bls.gov/soc/classification.htm>

*A course of instruction is a stand-alone course that provides instruction that may or may not be related to a program of study, but is either not part of the sequence or can be taken independent of the full sequence as a stand-alone option. A Course of Instruction may directly prepare students for a certificate or other completion credential or it can stand alone as an optional preparation; or in the case of students requiring catch-up work, a prerequisite for a program. A stand-alone course might lead to a credential to be used toward preparing individuals for a trade, occupation, vocation, profession; or it might improve, enhance or add to skills and abilities related to occupational/career opportunities.

} In the event that the school fails to meet the minimum standards, that school shall be placed on probation.

} If that school's passage rate in its next reporting period does not exceed 50% of the average passage rate of that class of schools as a whole, then the Board shall revoke the school's approval for that program to operate in this State. Such revocation also shall be grounds for reviewing the approval to operate as an institution.