



Course Catalog

January 1, 2023- December 31, 2023

Institution Name:	Phlebotomy Plus LLC
Campus Address:	4550 Balfour Rd STE B Brentwood, Ca 94513
Location of Instruction:	4550 Balfour Rd STE B Brentwood, Ca 94513
Website:	www.phlebotomyplusllc.com
E-Mail:	info@phlebotomyplusllc.com
Telephone Number:	925.226.8617

LETTER FROM THE CHIEF ACADEMIC OFFICER

Dear Student,

As a mother of three sons and as the founder of Phlebotomy Plus LLC, it is my passion to encourage you to step out and achieve your dreams. I believe that each of us has a calling and a purpose in life. At Phlebotomy Plus LLC, it is our mission to help you find your purpose. You are smart enough and you are good enough. Do not let fear or doubt stand in your way. I am sure glad that I did not. Trust me, if I can do it, you can too!

I, along with our instructors, look forward to welcoming you to our innovative and unique program. We offer a program designed to give you the skills necessary to start your new career, at a minimum cost of time and expense.

We offer this opportunity from the perspective of experienced professionals in an engaging learning environment. While we will seek to give you exposure to a wide range of techniques, materials, and knowledge, we will focus on the skills that employers see as "core necessities" for starting a job right away.

Job opportunities for qualified candidates are readily available in today's marketplace. While no one can guarantee job placement, many industries are currently facing a shortage of trained candidates. With our program, you will be equipped to start your exciting new career with an eye on future opportunities.

Our enrollment process is easy, and we will guide you every step of the way. Are you ready to change your life?



Lorena Uribe
Chief Academic Officer
Lorena.uribe@phlebotomyplusllc.com
(925) 226-8617

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MISSION AND OBJECTIVES

PROGRAM MISSION

The mission of Phlebotomy Plus LLC is to supply an educational program that teaches the art and science of phlebotomy. This program's focus will be on knowledge, technical abilities, troubleshooting, as well as confidence to pass the National Phlebotomy Certification Exam.

OBJECTIVE

The goal of Phlebotomy Plus LLC is to prepare our students for the National Phlebotomy Certification Exam through a balanced curriculum of hands-on learning and coursework, as well as preparing them for a successful career in the field of phlebotomy. The program goal is to graduate students with a high degree of professionalism and integrity, as they become active members in the healthcare community.

FACILITY

The school's physical address is 4550 Balfour Rd STE B Brentwood, Ca 94513. Phlebotomy Plus LLC is 1125 square feet. This location is also where didactic and practical instruction will be provided. It includes one large open space classroom, one office, and mock clinical lab with four blood drawing stations, and a private gender-neutral bathroom. It is on one floor specifically designed as a phlebotomy school. The building is well-lighted, air-conditioned, and ventilated and appropriate for an educational site. Entrance and exits are easily located, very accessible, and appropriate for quick and safe evacuation during an emergency. The campus is conveniently located in Balfour Plaza. The entire campus is accessible for those who have physical disabilities. Parking is sufficiently and conveniently located nearby. The classroom is designed for lecture settings as well as mock clinical (laboratory) settings. It has specialized equipment and laboratory supplies which are utilized through the programs study. One restroom is located at the end of the classroom and there is a small break room area on the premises. Phlebotomy Plus LLC maintains a non-smoking policy throughout our facilities. The institution does not provide housing or transportation, but our location is within walking distance of the bus stop.

FACULTY

PHLEBOTOMY PROGRAM INSTRUCTORS

Pauline Perez- Douglas, CPT II

Phlebotomy Instructor

Phlebotomist since September of 2005

Experienced in teaching at several local Phlebotomy schools.

Bachelor of Arts in Communication Studies Dublin City University, Dublin, Ireland

Maria Romero, CPT I

Phlebotomy Instructor

Phlebotomist since 2015

Bachelor of Arts in Psychology California State University, East Bay

ADMINISTRATION

ADMINISTRATION

Lorena Uribe, CPT II

Chief Academic Officer, Chief Executive Officer, and Chief Operating Officer

Phlebotomy Supervisor at John Muir Health since 2001. Phlebotomy Certification, State of California
CPT II 20+ years of professional phlebotomy experience and leadership skills

Christine Rogne, MD

Medical Director

Physician and Surgeon since May 20, 2015

Graduated from University of Southern California Keck School of Medicine

Rafael Uribe

Maintenance Operations Manager

16+ years' experience in maintenance operations

John Muir Health Environmental Services

EXTERNSHIP COORDINATOR

Jedd Christian Amoncio

Externship Coordinator

Customer Support Representative more than 5 years

PROGRAM OFFERED

Phlebotomy Plus LLC is a private institution that is approved to operate by the California Bureau for Private Postsecondary Education.

Approval means this institution follows state standards as set forth in the CEC and 5, CCR. Neither Phlebotomy Plus LLC nor any of its training programs are accredited by an accreditation agency recognized by the US Department of Education. This catalog is effective from January 1, 2023- December 31, 2023, and is updated annually. A .pdf copy of the catalog may be e-mailed to students upon request. Students, as well as the public, may print out a copy of the catalog when visiting the Phlebotomy Plus LLC website at: www.phlebotomyplusllc.com or by contacting us at info@phlebotomyplusllc.com

Phlebotomy Plus LLC made every reasonable effort to ensure the accuracy of this catalog at the time it was published, however, we reserve the right to make changes to the catalog as needed. In the event a correction or update is made, we will publish an updated catalog to include an addendum of any changes.

As a prospective student you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided prior to signing an enrollment agreement. This information can be found on our website at www.phlebotomyplusllc.com

The Phlebotomy Technician Program is for the motivated adult wanting a new medical career as a certified Phlebotomist. The program will prepare the graduate to become an allied health professional with skills to perform the duties of a phlebotomist in various clinical laboratories. The program includes four weeks of didactic course (40 hours) and laboratory (40 hours), and a minimum of 40 hours of clinical externship. Lectures in the didactic course include but are not limited to anatomy and physiology, medical terminology, phlebotomy procedures, advance phlebotomy procedures and office procedures. Clinical externship at our affiliated laboratory provides hands-on training in venipuncture technique. During this clinical externship students are required by California Department of Public Health Services-Laboratory Field Services to obtain a minimum of forty (40) hours of training and a minimum fifty (50) successful venipuncture and ten (10) dermal skin punctures. All clinical experience will be supervised by a licensed phlebotomy instructor. Completion of this course will not automatically qualify a graduate to work as a phlebotomist. However, once a student successfully achieves the assessment for skills and competency, he/she will be able to sit for the national exam. Participants who passed the national exam, and successfully completed the required hours and number of venipunctures will enable the student to apply for California Department of Public Health Services, -Laboratory Field Services state License.

CAMPUS LOCATION: 4550 Balfour Rd. Ste B Brentwood, Ca 94513

LOCATION OF INSTRUCTION: 4550 Balfour Rd. Ste B Brentwood, Ca 94513

TYPE OF CERTIFICATION RECEIVED: Phlebotomy Certificate of Completion

PHLEBOTOMY TECHNICIAN PROGRAM OBJECTIVES

1. To meet the requirements set forth by the department of Public Health-Laboratory Field Services which entitles graduates to their certificate as a Phlebotomy Technician.
2. To prepare a knowledgeable entry-level employee with technical skills and work habits necessary to perform effectively as skilled professional phlebotomist.
3. To teach courses in anatomy, physiology, medical terminology, phlebotomy procedures, advance phlebotomy procedures and office procedures.
4. Provide clinical activities that include patient identification and requisition, patient preparation, equipment selection and assembly, selection of various venipuncture procedures, post puncture care and instruction, transport, and processing specimen.

At the completion of the phlebotomy program, the student will be able to:

- Assume a wide range of responsibilities in a clinical laboratory
- Perform front office duties, current procedural terminology coding, and paperwork
- Maintain patient confidentiality
- Perform laboratory computer operations
- Perform quality control checks while conducting clerical, clinical and technical duties
- Prepare patients for collection procedures associated with laboratory samples
- Comply with all procedures instituted in the procedural manual
- Collect routine skin puncture and venous specimens for testing as required
- Collect urine drug screen specimens
- Process specimens and perform basic laboratory tests
- Prepare specimens for transport to ensure stability of sample
- Transport specimens to the laboratory
- Promote good public relations with patients and hospital personnel
- Assist in collecting and documenting monthly workload and recording date
- Maintain safe working conditions
- Perform quality control checks on pact instruments
- Sit for the credentialing examination
- Participate in continuing education programs

PHLEBOTOMY ENROLLMENT REQUIREMENTS

- Age 18 or above (requires picture identification: Driver's License, passport, or Visa)
 - Provide official transcript showing graduation date from an accredited high school in the U.S.
- OR**
- Pass one of the following tests:
 - General Educational Development (GED)
 - High School Equivalency (HiSET)
 - California High School Proficiency Examination (CHSPE)
- OR**
- Provide official transcripts showing credit for general education courses completed at an accredited college or university.
 - You must have a social security number, therefore; you must be a US Citizen or eligible to work in the United States.

Phlebotomy Technician Program is taught in **English only**. Applicants must speak, read, and write in English. **

- A criminal background check and drug screening will be required. This is required by the clinical training facility and for State licensure for the CPT1 program.
- Proof of Medical Insurance (see the Travel Disclosure)
- Complete application form for Admission.
- Read and review Catalog and School Performance Fact Sheet
- Applicant must pay applicable Registration Fee
- Each person is accepted only if, in the school's opinion, such an individual has the possibility of success in the chosen objective.
- Visa services are not provided. Phlebotomy Plus LLC does not admit students from other countries, nor vouch for student status.

***If a student's primary language is not English and received a score less than 12 on the SLE, after two attempts, they would have to submit a language proficiency certificate from TOLEFL (Test of English as a Foreign Language.) We require a minimum score of 50.*

Non-US transcripts

- All non-U.S. transcripts must be evaluated by "Current Members" of the [National Association of Credential Evaluation Services \(NACES\)](#) or "Endorsed Members" of the [Association of International Credential Evaluators, Inc. \(AICE\)](#). Official transcript from the university is required in addition to the evaluation. The evaluation service will send an evaluation of your educational institution and academic courses directly to LFS.
- To obtain an application, instructions, and information, visit them on the web:
[National Association of Credential Evaluation Services \(NACES\)](#)
- Association of International Credential Evaluators, Inc. (AICE)
If you are an applicant whose education and training/experience is from a non-U.S. school, college, university, or clinical laboratory, please make sure that your name is printed in

English on all your transcripts and supporting documents and that it matches your name on the application.

- Laboratory Field Services Personnel Licensing Section requires you to provide your official transcript from an accredited institution to review and determine your education and course qualifications. To be considered official, transcripts must be signed by the school registrar, indicate date of graduation and degree awarded, and postal mailed to LFS in a sealed envelope directly from the source. We do not accept scanned, or photocopies of transcripts uploaded or emailed by the applicant for authentication purposes. If your transcript is under a different last name, you must upload legal proof of name change to associate the name discrepancy.

Note:

An enrollment agreement shall be written in language that is easily understood. If English is not the student's primary language, and the student is unable to understand the terms and conditions of the enrollment agreement, the student shall have the right to obtain a clear explanation of the terms and conditions and all cancellation and refund policies in his or her primary language. If the recruitment to enrollment was conducted in a language other than English, the enrollment agreement, disclosures, and statement shall be in that language. CEC §94906(a) (b)

CURRICULUM

Module	Topics	Clock Hours
Basic Phlebotomy Curriculum		
1	Orientation to Certified Phlebotomy Technician I Infection Control Standard Precautions & Safety	5.0 hrs
2	Patient and Specimen Identification Proper Selection and preparation of skin puncture	5.0 hrs
3	Proper Selection of antiseptic Proper Selection of blood collection equipment Proper Selection of tubes and additives Proper order of draw Proper post puncture care Clinical Practice	5.0 hrs
4	Blood and It's components Appropriate disposal of sharps, needles, and waste	5.0 hrs
5	Cardiovascular System Respiratory System	5.0 hrs
6	Digestive System Endocrine System	5.0 hrs
7	Integumentary System	5.0 hrs
8	Nervous System Urinary System	5.0 hrs
Advanced Phlebotomy Curriculum		
9	Advanced Infectious Disease Control and Biohazards	5.0 hrs
10	Anticoagulation Theory Pre-Analytical Sources of Error in Specimen Coll., Trans., Proc., and Storage	5.0 hrs
11	Anatomical Site Location and Patient Preparation Risk Factors and Responses to Complications	5.0 hrs
12	Corrective Actions Related to Test Requisitions, Specimen Transport and Proc.	5.0 hrs
13	Communication, Interpersonal Relations, Stress Management, Prof. Behavior Ethics and Legal Implications	5.0 hrs
14	Legal issues related to blood collection	5.0 hrs
15	Quality Assurance Legal Issues	5.0 hrs
16	Observation of Arterial Punctures Final Exam	5.0 hrs
Total		80 Clock Hours

METHOD OF INSTRUCTIONS

- Multimedia • Demonstration and Laboratory Practice • Small and Large Group Discussion
- Handouts and Quizzes • 1 on 1 Instruction and Skills development • Instructor led lectures

MAXIMUM CLASS SIZE

The maximum size for each class at Phlebotomy Plus LLC will be 15 students per session. Each class targets a maximum enrollment of fifteen students. When enrollment exceeds fifteen students and at the instructor's request, Phlebotomy Plus LLC will have additional instructors to assist students during clinical training. To provide a more 1-on-1 skills training during the Laboratory (Practical) portion of the program.

Morning Session 8:30AM – 1:30PM (M-Thurs) 5 hours

Maximum Enrollment: 15 Students

Afternoon Session 2:00PM – 7:00PM (M-Thurs) 5 hours

Maximum Enrollment: 15 Students

CLINICAL LABORATORY TRAINING

Clinical Laboratory training will be conducted during the second part of each session. Each day 2.5 clock hours will be dedicated to class lectures and the second 2.5 clock hours will be dedicated to clinical hands-on practice in the laboratory.

PHLEBOTOMY EXTERNSHIP REQUIREMENTS

- Current Tuberculosis screening test (PPD) * within past 6 months. If a student's results are positive, the student must have proof of negative chest x-ray within 2 years.
- Vaccinations: o Hepatitis B (must be within 20 years). If not complete, proof of immunization must be shown for the 1st shot within 1 month or 1st and 2nd shot within six months.
- Current BLS/CPR (American Heart Association Healthcare Provider) is required.
- Background Check (Results could impact the student's ability to attend the clinical externship, to complete the course's graduation requirements, or to obtain certification after completion of the course.) Please note if you have any legal conviction in your record, this will be subject to review by the State of California Department of Public Health

GRADUATION REQUIREMENTS

Upon successful completion of this program, the student will receive a certificate of completion from Phlebotomy Plus LLC. Successful completion of this institution's requirements includes the following:

- The student satisfies program attendance requirements.
- The student receives a passing grade on all quizzes and training exercises.
- The student receives a passing grade on the program's final examination.
- The student receives a pass (pass/fail) on all venipuncture techniques and other practical exercises, including approval to proceed to externship.
- The student has no outstanding financial obligations to this institution

- The student successfully passes (pass/fail) the off-site externship program.

PHLEBOTOMY PROGRAM FEES AND EXPENSES

Tuition	<p>Includes:</p> <ul style="list-style-type: none"> • Cost of didactic instruction • Textbook (Phlebotomy Essentials, Enhanced Edition by Ruth McCall Jul 7, 2020) (loaned) • Externship placement • Lab supplies • Background check and drug test through Precheck • Three (3) sets of uniform (scrub top and bottoms) • BLS (CPR+AED training) <p>Prorated upon course withdrawal. Refer to Refund Policy</p>	\$2900.00
Registration:	<i>Non-refundable:</i> Application fee and seat reservation	\$50.00
STRF Fee:	<i>Non-refundable:</i> Student Tuition Recovery Fund (STRF)	\$ 7.50
Phlebotomy Exam	NHA Exam Fee and Proctor Fee	\$125.00
California Department of Public Health License Application Fee	Online Registration Fee to obtain a Certified Phlebotomy Technician (CPT-1) license in the State of California.	\$ 100.00
Total Charges for period of attendance:		\$2957.50
Total Charges Out-Of- Pocket		\$225.00
Estimated Total Charges for entire educational program:		\$3182.50

PROGRAM MATERIAL

TEXTBOOKS:

Phlebotomy Essentials, Enhanced Edition by Ruth McCall | Jul 7, 2020

Phlebotomy Exam Review, Enhanced Edition by Ruth McCall | Jul 3, 2020

VIDEOS:

1. [Basic Venipuncture](#) (43 minutes)
2. [Preventing Preanalytical Errors](#) (38 minutes)
3. [Avoiding Phlebotomy-Related Lawsuits](#) (38 minutes)
4. [Skin Punctures & Newborn Screens](#) (30 minutes)
5. [Arterial Blood Gas Collection](#) (29 minutes)

LIST OF EQUIPMENT:

1. Syringes and needles with OSHA approved safety device (Disposable) 21g preferred.
2. Vacutainer Holders
3. Butterfly collection sets also 21g preferred
4. Tourniquets non-latex
5. Assorted Evacuated tubes
6. Spring loaded puncture devices (lancets)
7. Antiseptics
8. Sterile Gauze Pads (2x2)
9. Bandages
10. Sharps disposal containers.
11. Plastic arms for practice draws
12. Phlebotomy chairs
13. Gloves, small, medium, and large
14. Blood collection tubes
15. Centrifuge

***Equipment will be used by students during the clinical portion of their training. All equipment costs have been included in the tuition cost.**

PROGRAM SCHEDULE

2023-2024 PROGRAM SCHEDULE

Morning Session 8:30AM – 1:30PM (M-Thurs) 5 hours

Afternoon Session 2:00PM – 7:00PM (M-Thurs) 5 hours

*Holidays will be made up on Fridays.

2023	
Monday, August 7, 2023	Thursday, August 31, 2023
Tuesday, September 5, 2023*	Thursday, September 28, 2023
Monday, October 2, 2023	Thursday, October 26, 2023
Monday, October 30, 2023	Friday, November 24, 2023*
Monday, November 27, 2023	Thursday, December 22, 2023
Tuesday, December 26, 2023	Friday, January 19, 2024*
2024	
Monday, January 22, 2024	Thursday, February 15, 2024
Tuesday, February 20, 2024	Thursday, March 14, 2024
Monday, March 18, 2024	Thursday, April 11, 2024
Monday, April 15, 2024	Thursday, May 9, 2024
Monday, May 13, 2024	Thursday, June 6, 2024
Monday, June 10, 2024	Friday, July 5, 2024*
Monday, July 8, 2024	Thursday, August 1, 2024
Monday, August 5, 2024	Thursday, August 29, 2024
Monday, September 2, 2024	Thursday, September 26, 2024
Monday, September 30, 2024	Thursday, October 24, 2024
Monday, October 28, 2024	Thursday, November 21, 2024
Monday, November 25, 2024	Thursday, December 19, 2024
Monday, December 23, 2024	Thursday, January 16, 2025

HOLIDAY'S OBSERVED

New Year's Day

Martin Luther King, Jr.

President's Day

Memorial Day

Independence Day

Labor Day

Columbus Day

Veterans Day

Thanksgiving

Christmas

BANKRUPTCY DISCLOSURE

Phlebotomy Plus LLC does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. See. 1101 et seq.)

CATALOG POLICY

This catalog contains current, articulate, and accurate information about Phlebotomy Plus LLC. This comprehensive catalog serves as a guide for school policies, programs, and courses for prospective students, for faculty and administrative officers, for currently enrolled students, and for other educational or allied agencies. Phlebotomy Plus LLC reserves the right at any time, without notice, to adopt, amend, or repeal rules of operation and student conduct, admission policy, prerequisites, graduation requirements, fee schedule, structures of the course, subject's and courses' duration, academic calendar or time of program offering, to withdraw or cancel classes, courses or programs and other aspects of this institution's operation and regulations affecting students. Changes made in the content of this catalog will be posted on bulletin boards or emailed or mailed to the students and shown as a supplement/addendum at will appear at the end of this catalog. It will also be posted on the school's website. This catalog does not constitute a binding contract or enrollment agreement, nor does it constitute a statement of the conditions of a contract between the student and this institution.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

The relationship between an individual student to Phlebotomy Plus LLC is regulated by applicable state education codes, state regulations, and School policies. Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the:

Bureau for Private Postsecondary Education Physical address:

1747 North Market Blvd., Suite 225 Sacramento, CA 95834

Mailing address: PO Box 980818, West Sacramento, CA 9578-0818

Phone Number: (916) 574-8900

Toll Free: (888) 370-7589

Fax Number: (916) 263-1897

Official website: www.bppe.ca.gov

The office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by call (888) 370-7589 or website: www.oscar.bppe.ca.gov

SCHOOL POLICIES

a. PHLEBOTOMY ADMISSION REQUIREMENTS

- Age 18 or above (requires picture identification: Driver's License, passport, or Visa)
 - Provide official transcript showing graduation date from an accredited high school in the U.S.
- OR**
- Pass one of the following tests:
 - General Educational Development (GED)
 - High School Equivalency (HiSET)
 - California High School Proficiency Examination (CHSPE)
- OR**
- Provide official transcripts showing credit for general education courses completed at an accredited college or university.
 - You must have a social security number, therefore; you must be a US Citizen or eligible to work in the United States.
 - Phlebotomy Technician Program is taught in **English only**. Applicants must speak, read, and write in English. **
 - A criminal background check and drug screening will be required. This is required by the clinical training facility and for State licensure for the CPT1 program.
 - Proof of Medical Insurance (see the Travel Disclosure)
 - Complete application form for Admission.
 - Read and review Catalog and School Performance Fact Sheet
 - Applicant must pay applicable Registration Fee
 - Each person is accepted only if, in the school's opinion, such an individual has the possibility of success in the chosen objective.
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***If a student's primary language is not English and received a score less than 12 on the SLE, after two attempts, they would have to submit a language proficiency certificate from TOLEFL (Test of English as a Foreign Language.) We require a minimum score of 50.*

Non-US transcripts

All non-U.S. transcripts must be evaluated by "Current Members" of the [National Association of Credential Evaluation Services \(NACES\)](#) or "Endorsed Members" of the [Association of International Credential Evaluators, Inc. \(AICE\)](#). Official transcript from the university is required in addition to the evaluation. The evaluation service will send an evaluation of your educational institution and academic courses directly to LFS.

To obtain an application, instructions, and information, visit them on the web:

- [National Association of Credential Evaluation Services \(NACES\)](#)
- Association of International Credential Evaluators, Inc. (AICE)

If you are an applicant whose education and training/experience is from a non-U.S. school, college, university, or clinical laboratory, please make sure that your name is printed in English on all your transcripts and supporting documents and that it matches your name on the application.

Laboratory Field Services Personnel Licensing Section requires you to provide your official transcript from an accredited institution to review and determine your education and course qualifications. To be considered official, transcripts must be signed by the school registrar, indicate date of graduation and degree awarded, and postal mailed to LFS in a sealed envelope directly from the source. We do not accept scanned, or photocopies of transcripts uploaded or emailed by the applicant for authentication purposes. If your transcript is under a different last name, you must upload legal proof of name change to associate the name discrepancy.

Note:

An enrollment agreement shall be written in language that is easily understood. If English is not the student's primary language, and the student is unable to understand the terms and conditions of the enrollment agreement, the student shall have the right to obtain a clear explanation of the terms and conditions and all cancellation and refund policies in his or her primary language. If the recruitment to enrollment was conducted in a language other than English, the enrollment agreement, disclosures, and statement shall be in that language. CEC §94906(a) (b)

b. ARTICULATION WITH OTHER SCHOOLS OR COLLEGES

Phlebotomy Plus LLC has not entered into an articulation or transfer agreement with any other college or university.

c. TRANSFER CREDIT POLICY

Phlebotomy Plus LLC will request all records of prior training for evaluation and maintain a written record of the previous education. This record will clearly indicate that the credit has been granted and the student will be notified accordingly.

d. EXPERIENTIAL CREDIT DISCLOSURE

Phlebotomy Plus LLC does not award credit for prior experiential learning.

e. NON-DISCRIMINATION POLICY

Phlebotomy Plus LLC is committed to equal opportunity in our educational program. The college does not discriminate, nor support discrimination, based on ethnic group identification, age, gender, physical or mental disability, color, national origin, religion, sexual orientation, veteran status, or medical condition in any access to and treatment in college program. The lack of English language skills will not be a barrier to admission and participation in the college's educational programs. This policy is in compliance with Title VI of the Civil Rights Act of 1964, pertaining to race, color, and national origin discrimination; Title IX of the Education Amendments of 1972, pertaining to sex discrimination; Section 504 of the Rehabilitation Act of 1973, pertaining to disability discrimination; the Age Discrimination Act of 1975.

f. LANGUAGE DISCLOSURE

Recruitment leading to enrollment is conducted in English and no other language. There will not be any instruction in any other language than English. Students that are not proficient in reading and writing the English language are required to submit scores from the TOEFL exam. We require a minimum score of 50. Please submit your score to info@phlebotomyplusllc.com. You can find more information and register for the TOEFL exam at: https://www.ets.org/toefl/ibt/about?WT.ac=toeflhome_aboutibt_180910 primary language.

g. DRESS CODE POLICY

Appropriate dress standards have been established to present and maintain, always, a professional appearance. Phlebotomy Plus LLC will provide each student with 3 sets of scrubs (top and bottom).

All students are expected to keep themselves neat, clean, and well-groomed always.

The appearance of a Phlebotomy Plus LLC student is an important part of public relations.

Anyone not conforming to this policy will be appropriately counseled and may be excluded from the program.

- **For Externship:** The same Dress Code below applies, however, some externship sites have additional restrictions that may be covered by our policy.
- *ID Badge Identification badge*- is to be always worn above the waist, with name visible.
- *Hair*- Should have a clean and neat appearance; hair that is shoulder length or longer will be pulled back. Facial hair must be clean, neat, and well groomed. Religious head covers may be worn, baseball-type caps are inappropriate.
- *Jewelry*- should be appropriate for professional wear and not present a safety hazard when working with patients or equipment.

- *Tops/Blouses*- White lab coat over business attire. No denim attire, tank tops, halter tops, sweatshirts, low cut necklines, transparent garments tops exposing bare midriff, back or chest, No sweatshirt or T-shirt with cartoons, graffiti, advertising, or offensive pictures. Skirts/Dresses Skirts, dresses or jumpers worn are to be clean, neat and allow for the performance of the job without restrictions. Mini dresses/skirts or long skirts that might interfere with safety are not acceptable. Slacks/Pants Business type slacks or pants may be worn. No sweatpants, jogging pants, overalls, torn or patched pants, tight clothing (bike shorts, leotards, shorts, or leggings).
- *Footwear*- Clean, closed-toed shoes will be worn. Clean, neat athletic shoes are acceptable.
- *Hygiene Fragrances*: Do not wear any perfume or cologne in excess that may be offensive and sensitive for both patient and health care provider.
- *Earrings*- Earrings are allowed. Other body piercing other than the ears, Phlebotomy Plus LLC may advise discretion following professional code appearance.
- *Fingernails* should be clean and appropriate, no longer than ¼ inch in length. Artificial nails are not appropriate in the clinical setting.

h. ENROLLMENT AGREEMENT

The Enrollment Agreement (EA) is a legally binding contract when signed by a student and accepted by Phlebotomy Plus LLC. When signed by the student, the student acknowledges to have read, understand, and agree to the terms and conditions contained in the agreement, to the student's responsibilities, and to the institution's cancellation and refund policies have been explained to the student. The student understands that he/she is obligated to the Student Tuition Recovery Fund (STRF).

Phlebotomy Plus's preferred method of enrollment is through their website:

www.phlebotomyplusllc.com

Should the applicant not have access to the website to process your enrollment on-line contact the school at 925.226.8617

Acceptable forms of payment: Visa, MasterCard, or Check, PayPal, Affirm, or payment plan through a private institution acquired by Phlebotomy Plus LLC.

i. ATTENDANCE POLICY

Each student is expected to attend 100% of all scheduled course/program classes, activities, and experiences. All absences, including interruption for unsatisfactory attendance/unexcused absences and tardiness, must be made up hour for hour (often minimum hours are also mandated by state regulation). Due to the accelerated nature of the course, any absenteeism must be made up prior to the student receiving a certificate of completion. A maximum of two missed didactic scheduled classes is allowed. "Make up Day"

will be scheduled with the course instructor. Campus make-up time must be completed prior to progression to the next segment of the program unless an extension is pre-approved by the program director. If a clinical day, class, or lab is missed, in whole or in part, the student must be present an equivalent amount of time on campus performing exercises and assignments designed to simulate and replace those learning experiences missed.

** The Director will be notified of violations of attendance standards for all students.

**Attendance (beginning and ending times) is required and recorded daily, weekly and into a cumulative format.

j. PUNCTUALITY POLICY

Tardiness (15 minutes after class schedule time) to class, lab or clinical is unacceptable. Phlebotomy Plus LLC courses are designed to prepare students for the world of work where punctuality is valued by employers and employees. Phlebotomy Plus LLC reserves the right to dismiss any tardy student and treat the incident as an absence. This action may prevent the student from progressing in the program. Three or more (3+) "Tardy days" will equal one (1) day of absence.

k. LEAVE OF ABSENCE POLICY

Phlebotomy Plus LLC does not have a leave of absence; if the student has an extenuating circumstance and requires absence, we will allow them to make up that time either the next month when the class covers the content they missed.

I. STUDENT RIGHTS TO CANCEL

Each student has the right to cancel his/her Enrollment Agreement (EA) for a program of instruction, without any penalty or obligations (Registration Fee is Non-refundable) including any equipment such as books, material and supplies or any other goods related to the instruction offer in the Agreement, through attendance at the first-class session, or the seventh day after enrollment, whichever is later. After the end of the cancellation period, the student also has the right to stop school at any time; and you have the right to receive a prorated refund if you have completed sixty percent (60%) or less of the program. If the student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal financial aid program funds. Cancellation may occur when you give written notice of cancellation to the following address:

Mail to:

Phlebotomy Plus LLC
4550 Balfour Rd STE B
Brentwood, Ca 94513
By Email: info@phlebotomyplusllc.com

The written notice of cancellation sent by mail is effective when deposited in the mail properly addressed with postage prepaid. If the Enrollment Agreement is cancelled, Phlebotomy Plus LLC will refund any money the student has paid, less registration fee (\$250.00), less any deduction for equipment not returned in good condition, within (30) days after notice of written cancellation is received.

m. WITHDRAWAL AND DISMISSAL POLICY

Students have the right to withdraw from the program of instruction at any time after the period of cancellation (indicated on the Enrollment Agreement). Students who completed sixty percent (60%) or less of the scheduled hours in the current payment period of the program through the last day of attendance will receive a prorated refund. The refund will not include the registration fee (\$250.00), less deduction for equipment not returned in good condition, within 30 days of withdrawal. If the student has completed more than sixty percent (60%) of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund. To withdrawal from the program, the student must submit to the school a signed written withdrawal statement/form.

- Student can be dismissed or withdrawn administratively from the program due to:
 - A. Students demonstrated poor academic progress. Students failing course work will be evaluated on an individual basis.
 - B. Students received disciplinary incident report from faculty, staff, or clinical instructor of unacceptable student conduct. A student who was administratively withdrawn due to disciplinary reasons, the student cannot be re-enrolled.
 - C. Students failed to attend class for more than three (3) consecutive “unauthorized” class days. Withdrawal date will be the last day of record.

n. REFUND POLICY

Note fee and refund schedule is as follows:

1. Student is obligated to pay only for educational services rendered and for unreturned equipment.
2. Registration Fee (\$250.00) is not refundable. Please refer to Course Cancellation Policy and Student’s Right to Cancel.

3. Program tuition fee balance is due at the beginning of the last term of didactic instruction. Financial obligations must be accomplished to avoid a delay in starting the clinical externship rotation.
4. A student has the right to withdraw from this program. Each student who has completed sixty percent (60%) or less of the course will receive a prorated refund of tuition and amounts paid for equipment. If a student withdraws from the program of instruction after the expiration date of the time for canceling this agreement, the student is obligated to pay only for educational services and any equipment not returned.

Example: If a student enrolls in a 80-hour program and withdraws after receiving 20 hours of instruction, and if the student paid a \$250 registration fee and \$2900 in tuition, the school would deduct the \$250.00 registration fee from the amount received; divide the remaining \$2900 by the number of hours in the program ($2900 / 80 = 36.25$) and multiply that hourly amount times the number of hours received by the student ($20 \times 36.25 = \$725$). The amount paid more than that amount would be the amount of the refund. ($\$2900 - \$725 = \$2175$ as the Refund Amount.)

The refund includes any amount paid for equipment, which is subsequently returned in good condition. To determining the amount the student owes for the time attended, the student shall be deemed to have withdrawn from the course when any of the following occurs:

- Student notified the school of withdrawal or the date of withdrawal.
- School terminates the student's enrollment.
- Student fails to attend class for more than three (3) consecutive "unauthorized" class days. Withdrawal will be deemed the last day of recorded attendance.

If any of student's tuition was paid from the proceeds of a loan, then the refund will be sent to the lender or the agency that guaranteed the loan, if any. Any remaining amount of refund will first be used to repay any student's financial aid programs from which student received benefits in the proportion to the amount of the benefits received. Any remaining amount will be paid to the student. If there is a balance due, the student will be responsible for payment of that amount.

Phlebotomy Plus LLC will not cover the cost of the National Center for Competency Testing (NCCT) exam. Any student who fails the NCCT exam has the option to repeat the entire didactic portion of the program at no extra cost.

o. COURSE CANCELATION

Phlebotomy Plus LLC may cancel any course, class, or program entirely for any reason. In such a case, the student is entitled to a full refund of all fees, including registration fee and textbook fees (if books are returned in excellent condition). If desired or requested, Phlebotomy Plus LLC will provide a shipping label for you to return the textbooks. Phlebotomy Plus LLC will issue a refund within ten (10) business days. There may or may not be an

adequate opportunity to notify students in advance. We will make every reasonable effort to prevent this from happening. Inconvenienced students will be provided automatic admission to the next equivalent course. A refund of all course costs will be granted unconditionally.

p. STUDENT TUITION RECOVERY REFUND POLICY

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF, and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.”

(b) In addition to the statement required under subdivision (a) of this section, a qualifying institution shall include the following statement in its school catalog: “It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the **Bureau for Private Postsecondary Education, 1747 North Market Blvd., Suite 225, Sacramento, California, 95834, (916) 574-8900 or (888) 370-7589.**

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120-day period before the closure of the institution or location of the institution or were enrolled in an educational program within the 120-day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120- days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120-days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.

5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.

6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.

7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loans or loans. To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF. A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number.

q. STUDENT CONDUCT

Applicants for admission to Phlebotomy LLC must be 18 years old and possess a high school diploma or GED.

Students are expected to attend and participate in each class session. Make up for absences or tardiness will be scheduled on an hour for hour basis.

Students must maintain a 70% average and achieve a 70% on comprehensive exams for each course.

Students must comply with performance, dress code, and conduct expectations. Instructor may terminate any student who does not comply.

Students must always be courteous and respectful and behave in a professional manner.

Students may review their own records only. All academic and financial records will be maintained in the administration office available for student review of own records. All academic and financial records will be retained for a period of 5 years at the main campus location.

Students withdrawing from a course must do so in writing. Student must use appropriate form to be eligible for reimbursement.

Students must maintain strict confidentiality of patient information and test results. Safeguarding the dignity and privacy of the patient is expected in compliance with the Health Insurance Portability and Accountability Act (HIPAA) regulations.

Students must consistently perform under the supervision of an approved clinical instructor or appointed clinical personnel.

Students must recognize that any intentional fraud and/or abuse of Medical Center services are in violation of the Health Care Financing Administration (HCFA) guidelines and are subject to suspension and termination from the program.

Students must endeavor to establish cooperative and respectful working relationships with other health care professionals, with the primary objective of ensuring patient safety and quality care.

Students may not use alcohol or drugs while in class, lab or clinical.

Students may not participate in class, lab or clinical while intoxicated. Instructors reserve the right to dismiss anyone suspected of being under the influence of alcohol or drugs.

Students are expected to reinforce the reputation of Phlebotomy LLC and our other contracted healthcare facilities for honesty, integrity, and reliability.

In compliance with Medical Center policy, students are expected to report any unusual occurrence to Phlebotomy LLC staff to be forwarded to hospital administration.

In compliance with state law, students are required to report any suspected emotional and/or physical abuse of any patient/client.

In compliance with our contracted healthcare facilities policies, the student must honor the Blood Borne Pathogens / Exposure Control Plan (see accompanying materials)

Students are expected to perform as role models of optimal health for the community. In accordance, physical fitness, proper diet, and exercise are valued.

r. CELL PHONE POLICY

The use of a cell phone during instructions and clinical externship is prohibited. A student may use their cell phone on or before the class or during break periods. A student who does not comply with this policy will be subject to disciplinary probation.

GRADING POLICY

CLASS/ DIDACTIC (On campus)

- Each student must pass each course with a grade not less than 70%.
- Any student falling below 70% cumulated grade during the course will be counseled and offered remediation.
- Each student must maintain a 70% cumulative grade to take the final exam.
- Each student must obtain a 70% grade on the class final exam to progress to the next class in sequence (for course with multiple classes).
- Each student must also obtain a 70% grade on the course comprehensive final to qualify for the certification exam.
- Each student scoring less than 70% is allowed one (1) opportunity to retake a course comprehensive final.
- As with many career preparation courses, there is a comprehensive Competency Assessment. This examination includes both a Didactic and a Practical Components

Each student must pass both parts to qualify for the Certificate Exam

- Each student must complete all performance check offs by the conclusion of the course.
- Each student must have current skills checked off prior to performance in the clinical setting (for courses with concurrent clinical experiences.)

LABORATORY (On campus)

- Any student failing a check off will be counseled and offered remediation.
- Each student performing at an unsatisfactory level is offered the opportunity to retake the lab comprehensive final.
- Each student will be permitted to progress to the next class (for courses with multiple classes) only when they have passed all the skills of the previous class by the posted deadline.
- Part of the course Competency Assessment includes a Practical examination. Students must pass this assessment prior to being permitted to perform the related skills with real patients in the clinical setting (externship).
- A student must have completed all clinical assignments and scheduled hours by the conclusion of the course.

- Any student failing a clinical day will be counseled and offered remediation.
- Any student failing more than one clinical day will result in termination of the student from the program. This student will be given the opportunity to enroll in a subsequent course and repeat the entire process.

Final Grade (At the conclusion of each course the student will be issued one of these grades)

A = Outstanding performance 90 – 100%

B = Above average performance 80 – 89%

C = Average performance 70 – 79%

D = Lower than average performance 60 – 69%

F = Unsatisfactory 0 – 59%

P = Pass F = Fail W = Withdraw A grade of “C” is the minimum requirement to graduate.

SATISFACTORY ACADEMIC PROGRESS

Phlebotomy Plus LLC ensures that all students, not just those receiving financial assistance, will be evaluated at the end of every term for Satisfactory Academic Progress (SAP.) With SAP, all enrolled students’ academic standing in the course will be assessed. Satisfactory Academic Progress is considered a success when a level of competence in all course work is achieved. Course work includes the didactic instructions, laboratory, and clinical setting. A level of expertise is expected which is consistent with that of what is required in passing the certification exams. If such expertise is achieved, it guarantees the safety of all students and of the patients and occurrence of errors that may cause severe injury will be prevented.

*QUALITATIVE GRADE POINT AVERAGE (GPA) and ACADEMIC STANDING: To achieve an SAP, each student must maintain a minimum requirement of 70% or “C” at the conclusion of every evaluation period -- at 25%, 50%, 75%, and 100%.

*QUANTATIVE COMPLETION RATE: Student must successfully earn at least 67% of overall clock hours for 150% of program length. Clock hours earned versus clock hours attempted.

Both Qualitative and Quantitative measurements will be calculated during evaluation period. For short programs, the evaluation periods will be conducted at 25%, 50%, 75% and 100% of normal program length. This grade is final. A grade of “C” is the minimum requirement to graduate. ** The Director is to be notified of any change to a student.

PROBATION AND DISMISSAL POLICY

A student who did not meet SAP standards will be placed on Academic Warning/Probation. Likewise, any student who does not achieve the program academic requirements will be placed on Academic Warning/Probation. During the Academic Warning period the student has until the next SAP evaluation period to raise the student's cumulative GPA and credits earned to the program minimum or the student will be terminated from the school. However, if the student manages to raise the cumulative GPA and credit earned to the minimum grade level, the student will be removed from probation and be making satisfactory progress.

STUDENT SERVICES

a. FINANCIAL AID AND LOANS

Phlebotomy Plus LLC does not participate in any state or federal financial aid program. A student enrolled in an unaccredited institution is not eligible for federal financial aid programs. If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If the student defaults on a federal or state loan, both the following may occur:

1. The federal government or loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
2. The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance until the loan is repaid.

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If student is eligible to a private loan, student must understand that:

- 1) The loan rate is fixed or variable.
- 2) Private student loans can offer variable interest rates that can increase or decrease over time, depending on market conditions.
- 3) Private student loans have a range of interest rates and fees, and each student should determine the interest rate of, and any fees associated with the private student loan.
- 4) Students should contact the lender of the private student loan or their postsecondary educational institution's financial aid office if they have any questions about a private loan.
- 5) The interest rate on a private loan may depend on the borrower's credit rating.

b. STUDENT'S RIGHTS POLICY

Students have the right to a quality education. Instructors have the right to a quality teaching environment. Administrators have the duty to maintain a quality school. All the above rights are interpreted in the context of patient rights to quality, courteous, respectful, and competent care. Students, instructors, and administrators are accountable to the

communities they serve and thus are expected to maintain the highest of standards. Here is the list of Patient's Rights acknowledged by students, teachers, and administration of Phlebotomy Plus LLC:

- All members of the health care team must recognize that their first responsibility is to the patient's health, safety, and personal dignity.
- Respectful and considerate care.
- Accurate information about diagnosis, treatment, and prognosis.
- Informed consent.
- Refusal of treatment.
- Privacy.
- Confidentiality.
- Advanced directives.
- Review records about the patient's own treatment.
- Provision of health care services during a transfer.
- Information about the identity and role of personnel involved in his/her care.
- Information about research procedures involved in his/her care.
- Billing information and information of business relationships of those providing services.

c. STUDENT'S PRIVACY POLICY

Student academic and financial records are maintained in a secure location within the administration department. This information is kept strictly confidential and will be released to no one other than the student. Transcripts may be sent to other educational institutions only upon the written request of the student. Instructors will not disclose grades, even through use of the social security number, to anyone other than the student. Instructors and administrative staff will not discuss the status of the student with anyone, including the student's family. It is mandatory that everyone maintains the highest degree of confidentiality as well when dealing with information about patients/clients.

d. GRIEVANCE PROCEDURE

Any student believing there to be a problem related to his/her role, responsibilities or rights may initiate the following process to resolve the problem to the satisfaction of all concerned.

- Contact the student advocate (selected by student and approved by faculty) to discuss the scope and dimensions of the problem.
- Working with the advocate, develop a written plan of action to resolve the problem in a timely manner.
- Implement the plan with the support and guidance of the advocate.
- Evaluate the effectiveness of the plan.
- If the problem has not been resolved, the student may request a committee to be formed to recommend a resolution to the problem. The committee will

convene within 10 days, read the written resolution plan, listen to the student's description of the problem, and seek further information from other sources. A student may lodge a complaint by communicating orally or in writing to any teacher, administrator, admissions personnel, or counselor. The recipient of the complaint shall transmit it as soon as possible to the person authorized to resolve complaints and shall provide the student with a written summary of the institution's complaint procedure. If a student orally delivers the complaint and the complaint is not resolved either within a reasonable period or before the student again complains about the same matter, the institution shall advise the student that a complaint must be submitted in writing and shall provide the student with a written summary of the institution's complaint procedure. If a student complains in writing, the institution shall, within 10 days of receiving the complaint, provide the student with a written response, including a summary of the institution's investigation and disposition of it. If the complaint or relief requested by the student is rejected, the reasons for the rejection must be provided to the student. The student's participation in the complaint procedure and the disposition of a student's complaint shall not limit or waive any of the student's rights or remedies. Any document signed by the student that purports to limit or waive the student's rights and remedies is void. A student or any member of the public may file a complaint about this institution with the: **Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the Bureau's Internet website (www.bppe.ca.gov)**

e. NOTICE CONCERN TRANSFERABILITY OF CREDIT AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Phlebotomy Plus LLC is at the complete discretion of the institution to which you may seek to transfer. Acceptance of the certificate you earn in Phlebotomy Technician Program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all your course work at the institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Phlebotomy Plus LLC, to determine if your Certificate of Completion for Certified Phlebotomy Technician will transfer. Phlebotomy Plus LLC has not entered into an articulation or transfer agreement with any other college or university.

f. STUDENT CREDIT/CREDENTIALS EVALUATION AND TRANSFER

Phlebotomy Plus LLC allows for the transfer of credits earned at another institution if that institution is Nationally or Regionally accredited by an agency recognized by either the U. S. Department of Education or the Council for Higher Education, and if the previous credits earned are comparable to those offered in the institution's program in which the student seeks to enroll. All credits considered must have been earned within the last three years and be of "C" average or above. Phlebotomy Plus LLC will allow no more than 50% of any program to be credited by transferring credits from another institution. Course credits for advanced placement through outside examination may be considered but are not accepted. There is no fee for the evaluation or the granting of transfer of credit. A written request for credit transfer must be made to the Campus Director at least two weeks prior to the start of class, to allow Phlebotomy Plus LLC adequate time for evaluation. Requests made with less than 2 weeks prior notice will not be evaluated. The request must include an official transcript from the student's prior institution, and course descriptions in the form of syllabi or institutional catalogs which include clock and/or credit hours. A decision will be made within one week of receipt of the requisite documents, and the student will be advised by mail or email. Any appeal against the institution's decision must be made in writing and submitted to the Campus Director. The subsequent decision will be final. Any reduction in tuition resulting from the transfer of credits will be based on the per hour cost of training for the program times the number of clock hours of the institution's comparable program for which the student is being given credit. The student is allowed and encouraged to sit, free of charge, for purposes of review, any portions of the program for which she/he has been given credit, if classroom space is available. If an enrollment agreement had been signed by the student prior to a request for credit transfer, and credit is accepted, a new enrollment agreement must be signed to include any changes to the amount of financial obligation of the student due to the transfer of credit. Phlebotomy Plus LLC makes no guarantee of transferability of credits to another institution but will assist the student wishing to "transfer out" by providing guidance, and providing official transcripts, syllabi, course outlines, or institutional catalogs as requested, at no charge to the student. Currently the Institution does not have any written articulation agreements with other proprietary, post-secondary or other institutions of higher learning.

g. LIBRARY AND INTERNET FACILITY

The library and Internet Facility includes, but not limited to, the latest video tapes, CDs, and DVDs. It also includes current magazine publications and medical books available for students to use and access the internet. It is all accessible on the school campus Monday-Friday from 9:00AM— 5:00PM. Students can check out items released by school staff and should be returned no later than the due date approved.

h. JOB PLACEMENT DISCLOSURE / JOB CLASSIFICATION

Phlebotomy Plus LLC does not supply job placement service for the students, however, we will cover the following in class:

How to prepare for the interview process, and the best tricks of the trade for searching and finding jobs to apply to.

How to search for phlebotomy jobs, and where phlebotomists can work.

Phlebotomy Plus LLC will review and supply suggestions and support for resumes.

Return Policy – We allow our students to come back to class free of charge to keep their phlebotomy knowledge and phlebotomy skills sharp.

Note: Graduates, please respond to the annual survey sent by the Graduate Program Coordinator to gather job placement data as prior graduates have done for future students in the Fact Sheet.

JOB CLASSIFICATION CODE (US Dept. of Labor Standard Occupational Classification Codes) Phlebotomy: 29-9099 Healthcare Practitioners and Technical Occupations

i. LIABILITY RELEASE

As a condition of admission and enrollment in a course, class or program offered by Phlebotomy Plus LLC, the student agrees to a release of liability which states:

I, my assignees, heirs, distributed guardians, and representative will not make any claim against, sue, or attaché the property of Phlebotomy Plus LLC, on account of injury, illness, or damage resulting from the negligence or other acts, howsoever caused, by any employee, agent, contractor of Phlebotomy Plus LLC, in conjunction with my participation in any class, course or program. I hereby release Phlebotomy Plus LLC, from all actions, claims, or demands that I, my assignees, heirs, distributed guardians, and legal representative now have or may hereafter have for injury, illness or damage resulting from participation in any class, course, or program. I have carefully read this release and fully understand its contents. I am aware that this is a release of liability and contract between Phlebotomy Plus LLC and myself. I agree to this release of my own free will. A copy of the signed Liability Release form is kept with the student's records.

j. HOUSING

Phlebotomy Plus LLC does not provide nor has the responsibility for student housing. It does not have dormitory facilities to provide for students. Although there are housing rental facilities available that have the following rates \$1,000-\$1,200 (according to forrent.com). The institution has neither the responsibility to find nor to assist a student in finding housing.

k. TRAVEL DISCLOSURE

During clinical externship schedule, administrator will make every attempt to place a student as close to home as possible for clinical externship site; however, clinical experiences are often limited by the number of students living within a specific geographical region and by the number of clinical sites available. Students may be required to rotate between clinical sites during their clinical externship to ensure all students receive equitable high quality clinical education during their training. Students may be required to travel several hours to clinical sites. All students are required to submit proof of medical insurance, if not available, a signed Release of Liability form if any unavoidable circumstances occurred during the trip. Students must also be prepared and willing to commit themselves to any travel time required to achieve the educational goals of the course. All externship requirements must be submitted before the first day of the externship schedule.

I. CONFIDENTIALITY AGREEMENT

Confidentiality agreement for non-medical staff members and other personnel associated with medical staff peer review committees or activities: As a non-medical staff member or guest, or as a support individual to a committee involved in the evaluation and improvement of the quality of care rendered in the hospital, I recognize that confidentiality is vital to the free and candid discussions necessary for effective medical staff peer review activities. Therefore, I agree to respect and maintain the confidentiality of all discussions, deliberations, records, and other information generated in connection with these activities, and to make no voluntary disclosures of such information except to persons authorized to receive it in the conduct of medical, nursing, or other ancillary staff affairs. Furthermore, my participation in peer review in quality assurance activities is in reliance on my belief that the confidentiality of these activities will be similarly preserved by every other member of the medical, nursing, or other ancillary/support staff involved in these activities. I understand the hospital and the medical staff are entitled to undertake such action as deemed as appropriate to ensure that this confidentiality is maintained, including application to a court for injunctive or other relief in the event of a threatened breach of the agreement.

m. LEARNING DISABILITY

A student with a learning disability needs to provide official documentation verifying the nature and extent of the disability prior to receiving any accommodation (especially the national board certification exam). Documentation should be provided to the administration on professional letterhead and contains the following details: date of assessment, signature, titles, and license/certification numbers of the diagnosing professional. Students can refer to the National Center for Competency Testing for NCCT's Accommodations Procedure.

n. STUDENT RECORD/ RETENTION

A student master file will be created when the student is accepted and will contain the application, transcripts, and other documents required for training purposes. In addition, all financial statements will be included in the students' master file. At the completion of the program, all official information (copy of transcripts, record of clinical performance, lab experiments and record of program completion), will remain on file, on-site (4550 Balfour Rd STE B Brentwood, CA 94513) for five (5) years. Hard copies of student documents will be kept for 5 years in a locked filing cabinet.

After five (5) years following program completion, all other student's information will be archived into an electronic format and will be kept on an off-site computer server. Phlebotomy Plus LLC will maintain student transcripts permanently. Each student is encouraged to make and archive copies of all important documentation throughout the training. If a student withdraws prior to graduation, a summary statement of the student's progress and refund calculation as well as a copy of a refund (if applicable) will be placed in the folder. This folder will be treated as described above. A student may inspect the student's own personal master file at any time under the direct supervision of the program director or authorized staff member. Should a student find upon the review of the student's own records, that there are inaccurate or misleading records, the student may request that errors be corrected. If a difference of opinion exists regarding the existence of errors, the student may request a meeting be held to resolve the matter. All student records are confidential and information from them will only be given to authorized persons. Data such as grades, Registry and State certification examination scores, health records, and performance valuations may not be revealed without the student's consent. Only authorized personnel will have access to in-progress student evaluations and files.