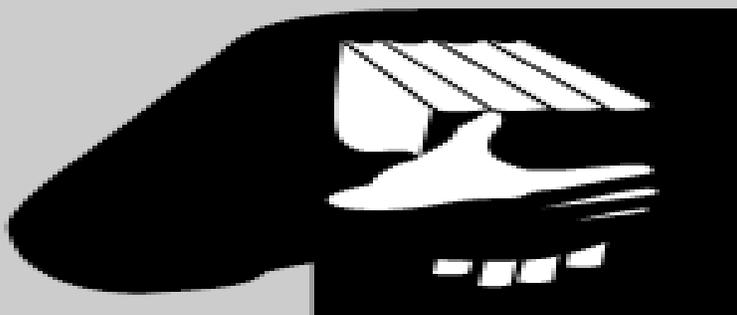




Family Health Services Training Center



# School Catalog

2016 - 2017

3500 5th Avenue Suite 203, San Diego, CA 92103  
(619) 294-2192  
[www.familyhealth-services.com](http://www.familyhealth-services.com)

*Providing Excellence in Training and Continuing Education to California Health Services Community since 1986*

## A message from the president

O. Lawrence Stitt, MPH  
President, CEO  
Family Health Services Training Center, INC.

# *Welcome*

The Family Health Services Training Center was established in 1986 in the state of California, County of San Diego. The center is a private institution that offers postsecondary training to individuals preparing for careers in allied health professions and continuing education to practicing health care professionals.

The training center is in full compliance with the California Education Code.

Training programs and courses are recognized and approved by a myriad of local state and national licensing boards and professional associations. All instructors hold advanced degrees and professional licenses and each brings years of experience in their fields of expertise.

Thank you for your interest

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O. Lawrence Stitt CLS, MPH  
President and CEO

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## General Information

The Family Health Services Training Center hereafter referred to as “the Center” is a private institution that is approved to operate by the California Bureau for Private Postsecondary Education. Approval means this institution is in compliance with the California Private Postsecondary Act of 2009. Neither the Center nor any of its training programs are accredited by an accreditation agency recognized by the US department of education.

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.

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 at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

The catalog is updated annually. This catalog covers the time period beginning January 1, 2016 – December 31, 2017 and is available to perspective students’ onsite in the school office during all hours of operation at no cost.

A copy of the catalog will be mailed to students upon request at no cost. Students as well as general public may print out a copy of the catalog when visiting the Family Health Services website at: [www.familyhealth-services.com](http://www.familyhealth-services.com) or contact us at (800) 294-2192.

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 toll-free or by completing a complaint form, which can be obtained on the bureau’s internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

All instruction for courses offered by the Family Health Services Training Center are held onsite at 3500 5<sup>th</sup> Avenue, #203, San Diego, CA 92103.

The Center was founded in 1986 with the stated mission of providing continuous excellence in education and training to practicing members of the healthcare profession as well as providing basic training and certification that could serve as a portal of entry to individuals seeking a career in the healthcare profession. This mission is realized through the center’s phlebotomy training program.

The goal of the phlebotomy training program is to upgrade the knowledge and skills of currently employed healthcare professionals in the performance of blood withdrawal and to pique the awareness of these professionals to the most recent trends in blood analysis and clinical laboratory medicine. The phlebotomy training course is designed to provide students with the skills and knowledge necessary to work in variety of medical settings including: Clinical Laboratory, Hospitals, Clinics, Physician’s Offices, Blood Bank and much more.

## Facilities

The Family Health Services Training Center has sufficient facilities and equipment to support the achievement objectives of all the courses and educational programs in which students are enrolled. The Centers facilities including heating and cooling, ventilation, lighting, classrooms, laboratories, and campus environs, are well-maintained.

The Center maintains all valid permits required by any public agencies relating to the health and safety of the institution's facilities and equipment on file. These permits are available upon request.

## Physical Facilities



## The Facility

The Family Health Services Training Center currently occupies a physical space of 8000 sq. ft. located at 3500 5<sup>th</sup> Ave. in San Diego, CA 92103. Approximately 75% of this space or 600 sq. ft. is dedicated to the institution's training programs.



### Practical Laboratory

These facilities include classrooms adequate to seat program students and a training laboratory dedicated to the phlebotomy program. There are both male and female toilets dedicated to this area. Each are equipped with handicap and other safety features. There are four (4) hand washing sinks dedicated to this area and are used for sanitation and demonstrations.



### School Office

A space of approximately 200 sq. ft. is located on the upper level and is dedicated to administrative offices, conference room and secured file cabinets.

The two spaces are connected by an elevator. The municipal permit for safety of the elevator is posted. There is accessible parking including handicap spaces. There is access to the facilities for the disabled. The facility is permitted by the local health authority to be safe for public occupancy.

## Physical Resources-Information Resources

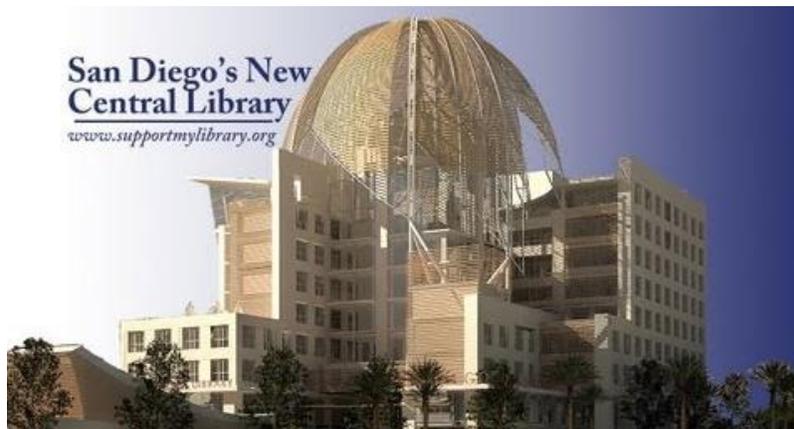
The Family Health Services Training Center ensures that each student admitted to the programs have access to information resources including current editions of books, periodicals and other reference materials in contemporary formats related to all content areas of the curriculum.

On the first day of class each student is provided with the course books for Basic Phlebotomy 101, Advance Phlebotomy 202 and the manual of practical phlebotomy. These are fairly comprehensive texts over 400 pages each of research and compiled by members of the phlebotomy staff. The cost of these texts is included in the course cost.

In addition to the educational materials described above the following publications are recommended. At least two (2) powerpoint presentations are based on one or more of these publications.

1. McCall and Tankersley Phlebotomy Essentials 4<sup>th</sup> ed  
Pub. Lippincott Williams and Williams 2004
2. Garza and McBride Phlebotomy Handbook 6<sup>th</sup> ed.  
Prentice Hall Pub. 2002 Pearson Education INC

There currently are no library facilities provided by the training center. However, students have access to the main municipal library located only blocks away and to its many satellite branches. Students are not required to obtain a library card. However, the city library card application form is available in the registrar office. Students may opt to complete and return this form to the library to obtain a library card at no charge. Below are the location, days and hours of the public library. This information is made available to each student.



330 Park Blvd. San Diego, CA 92101

### Hours of operation

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
1pm-5pm	12noon-8pm	9:30am-5:30pm	12noon-8pm	9:30am-5:30pm	9:30am-5:30am	CLOSED

Adequate instructional resources are available to facilitate each student's attainment of expected competencies in the Center's programs.

The most important physical resources used in the phlebotomy course which allows each student to attain competency are artificial body parts, including artificial arms and hands complete with artificial blood. Each student is assigned the necessary artificial body part including arms, hands and fingers and under close supervision is able to begin the process of developing skill and techniques that lead to competency.

#### Physical resources-computer technology

Each student in the phlebotomy program is provided access to and experience with contemporary computer technology.

Nearly all students admitted to the phlebotomy course arrive with basic computer skills and a basic understanding of computer technology students are provided didactic instruction related to computerized communication onsite at the training center and provide the experience using contemporary computer technology during clinical experience. During didactic instruction heavy emphasis is placed on the critical role of computerized communication between the clinical laboratory and everyone else in the healthcare environment and the role of phlebotomist in carrying out such functions as:

1. Entering test requisitions
2. Generating patient and specimen labels
3. Identifying specific test to be analyzed
4. Reporting and storing test results
5. Forwarding test results to healthcare providers

In the clinical setting students are provided access to computer technology while performing the functions listed above. It is the responsibility of the phlebotomy program director to ensure that all activities engaged in by students in the clinical setting contributes to student education. Assurance that students will have access to computerized technology is a priority.

## **Faculty and Staff**

### **Operation Manager**

1. Reports to chief executive officer
2. Serves as office manager
3. Delegate responsibilities for human resources tasks:
  - a. Monitors employee absenteeism
  - b. Manages fringe benefits including vacation, sick leave and vacation days
  - c. Identifies personnel problems that may affect the centers operation
  - d. Participate with the chief executive officer in resolving such issues
4. Manages accounts receivable
5. Monitors student payments
6. Monitors students and third party payers
7. Manages payroll and federal and state tax obligations
8. Provides oversight for tasks performed by the Administrative Assistants

### **Administrative Assistant II**

#### **Duties include but are not limited to the following:**

1. Reports to the chief executive officer
2. Performs tasks as delegated by CEO
3. Responsible for managing and co-coordinating the phlebotomy training program
4. Schedules onsite phlebotomy training classes
5. Schedules all phlebotomy related in-house training
6. Conducts orientation sessions at the beginning of each phlebotomy class
7. Organizes student academic and financial files and provide security for same
8. Prepares and package documents required for State licensure
9. Monitors students attendance and progress reports
10. Appropriate student problems and or concerns to the chief executive office
11. Participates in the resolutions of problems, concerns, monitors and records student payment of fees
12. Interfaces with contracted affiliates i.e. hospitals, clinics etc to place students for internship
13. Works closely with the centers academic advisor in student placements
14. Interviews applicants to the phlebotomy course as part of student assessment

### **Instructors**

All instructors are contracted by the Center to provide instruction in their areas of expertise most hold advanced degrees and all are experienced and certified and are considered to be subject matter experts.

### **Phlebotomy Instructor**

Phlebotomy classes are presented in English only. Instructors are required to be approved by the California Department of Health Services and are required to adhere to the Center's State approved curriculum and guidelines when preparing lesson plans. Lectures are presented in four (4) hour periods during mornings, afternoons, evenings and weekends. Laboratory sessions follow theory and are of the same duration.

## Faculty Members and Qualifications

### The Phlebotomy Program

#### Sean Stitt

Instructor, Phlebotomy, California Department of Public Health,

Education

M.S. Marriage, Family and Child Therapy  
(MFT) – University of Phoenix  
BS psychology – San Diego State University

Experience

19 years

Certification

Medical Laboratory Technician  
Certified phlebotomy technician, California  
Department of Health,  
Certified foodsafety instructor San Diego  
Department of Environmental Health

#### Roger Casillan

Phlebotomy Instructor

Education

BS – St. Louis University of Philippines

Experience

22 years

Certification

Medical Laboratory Technician  
Certified Phlebotomy Technician, California  
Department of Health

#### Terry Jordan

Phlebotomy Practical Instructor

Education

MPH – National University  
BS – Embry University

Experience

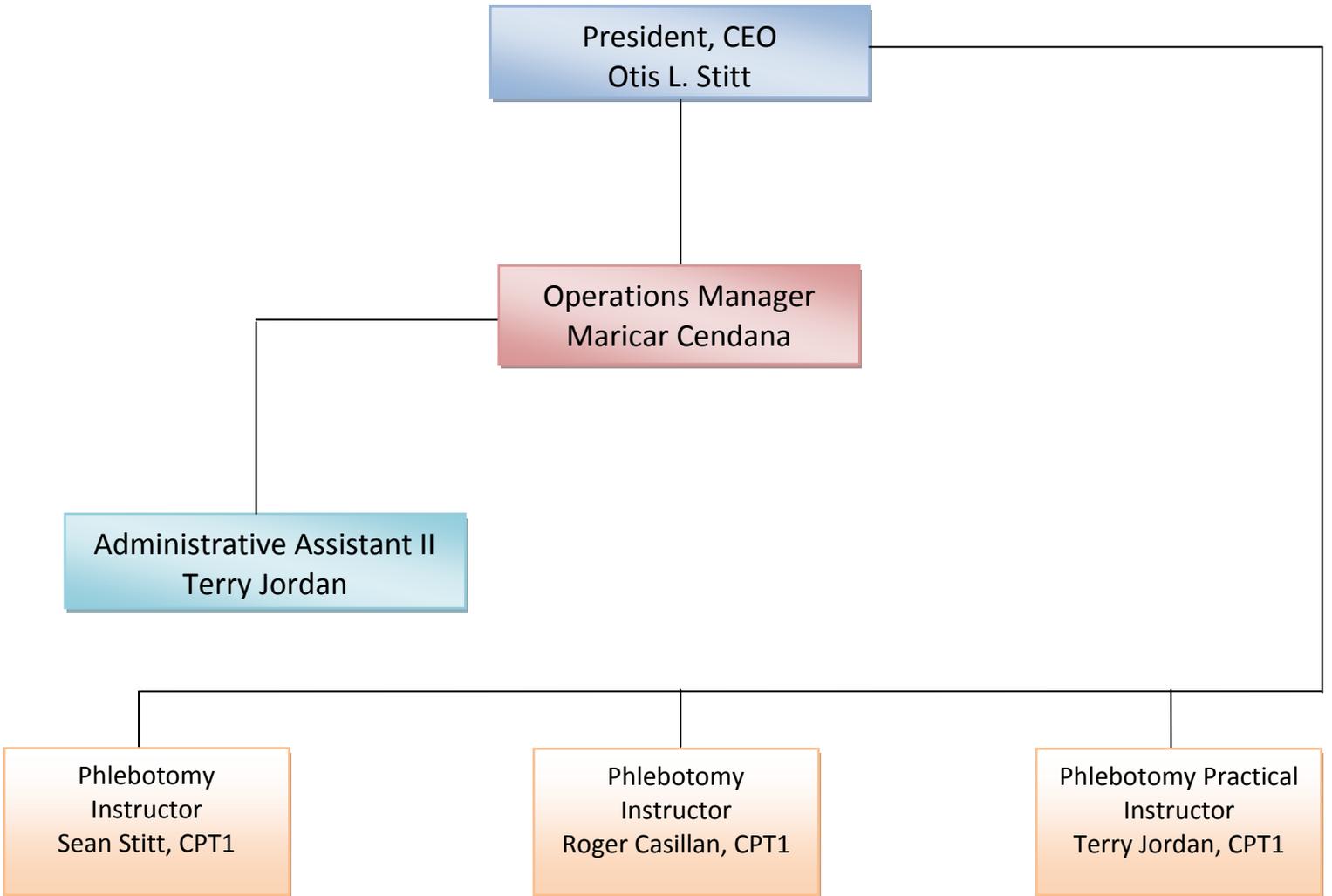
6 years

Certification

Certified Phlebotomy Technician, California  
Department of Public Health

# Organization and Management

Organization Chart



## Admission Policies and Procedures

The Family Health Services Training Center has written admission standards for each of its educational programs. These standards are related to the specific program and ensures that no student will be admitted who is obviously unqualified.

According to California Code of Regulation, **where applicable**, each student admitted to an undergraduate or degree program must possess a high school diploma or its equivalent.

This standard applies to the phlebotomy program which is fairly comprehensive and leads to a diploma. In the state of California, admission standards for phlebotomy training are set forth in the state's phlebotomy law (see a detailed graphic of the California phlebotomy law on page 43, a more detailed description of the requirements is followed on page 44-50).

Admission requirements for phlebotomy offered by the Center are largely defined by state of California department of public health (CDPH).

Phlebotomy Technician Certification Course Admission Requirements:

1. Education - High school diploma/GED equivalent
2. Preparation - None
3. Prior Training - None
4. Name of Program - Phlebotomy Technician I
5. Method of Instruction - Include classroom instructor led
6. Graduation Requirement - Successful completion of course exam (satisfactory performance of the internship experience)
7. Background Check -Required
8. The phlebotomy technician program is designed to prepare the student for state certification in phlebotomy and an entry level position in healthcare.

All instruction in the phlebotomy course is available in English only. The target population for this program is California Residents that are fluent in English.

Competency in English language is a requirement for admission to the phlebotomy program. The vast majority of students accepted into the program are graduates of English speaking high schools and on this basis is assessed to be competent in the English language.

Students who speak English as a second language (ESL) and who have graduated from a non English speaking high school are required to successfully pass the Test of English as a Foreign Language (TOEFL). Contact information pertaining to TOEFL is made available such ESL students at the time of registration (<https://www.ets.org/toefl>).

## Attendance

Students are expected to attend all classes of the course. Students with up to 2 excused absences will be issued a verbal warning along with a makeup schedule for the classes missed. Students that accrue three or more absences are excluded from the current course but may be re-instated to a subsequent class. Students will be accredited hours completed from the previous class. No additional fees will be required.

- An excused absence is defined as an absence for a valid reason that was pre-approved by the school office, or absence due to illness provided student presents a doctor's note
- Students are required to call and inform the school office for any foreseen absences or tardiness
- Make-ups for excused absences are to be arranged with the instructor
- Tardiness and early departures from classes accrue and have a cumulative effect on absenteeism

Students are expected to report on time. A grace period of fifteen minutes shall be applied.

Students will be allowed to have a break time of 10-15 minutes at the midpoint of their training hours.

## Leave of Absence

The Center understands that life events may require the students to modify class enrollment and schedules. A student may request a leave of absence up to a maximum of 30 days. Upon return, the student may be re-instated to a subsequent course that begins on the first Friday of that month. It is the responsibility of the student to inform the center of the source financial aid if any, and to discuss any consequences that might occur as a result of leave. Students are encouraged to submit a leave request sooner rather than later. A request for a leave of absence is submitted in writing to the Operations Manager. The request must contain the reason for the leave of absence and the amount of time requested. Notification of approval or denial is returned to the student in writing within 48 hours. Unexcused leave in excess of four consecutive classes may be taken as abandonment of the course.

## Student Records

California State Department of Public Health (CDPH) requires all students enrolled in the state approved phlebotomy program to forward original copies of certain documents to that agency before state certification can be issued including educational transcripts, documents showing passing scores on exams and personal information including photographs. Family Health Services Training Center maintains student files that include copies of all the above records in addition to certain academic financial records as outlined below.

The Family Health Services Training Center maintains a file on each student enrolled in the phlebotomy program.

1. Written records and transcripts of formal education training and experience which may be applicable to admission to the phlebotomy program are maintained in a file. These records include:
  - a. High school transcript or GED document
  - b. Diplomas and or certificates documenting training from other institutions
  - c. Grades or scores from national certifying agencies
  - d. All applicable documents including those providing proof of prior clinical experiential
2. Students in the phlebotomy course required by state phlebotomy law to provide a photograph as a prerequisite to state certification. A duplicate of this document is kept in the student file. However, other personal information regarding student's age, gender, and ethnicity may also be a part of the record only if this information has been voluntarily submitted by the student.
3. Copies of all documents signed by the student including the enrollment agreement, document relating to financial aid and all other records relating to payment of fees and tuition are filed.
4. Records of the date of enrollment, attendance records, leave of absence, withdrawal from the program and graduation documents are maintained. The institution shall maintain all pertinent student records including the above documents described in item 2-4 for a period of five years from the student date of completion or withdrawal.
5. Phlebotomy program require transcripts from other institutions.
  - While students enrolled in the phlebotomy program may not receive academic credit they can be awarded credit for prior clinical experience. Documentation of such experience is kept in the student file.

There is no provision in phlebotomy program to award credit for courses earned at another institution.

There is no provision in phlebotomy program to award credit based on any examination for admission to these programs.

The document showing experimental clinical training contains the name, address, web address and telephone number of the institution providing the training is a part of the student file.

6. There are no provisions for independent study courses in the phlebotomy program.
7. Students enrolled in the center's programs are not assigned projects such as dissertations or theses.

8. Copies of all documents relating to student financial aid are filed in the student record as required by federal law.
9. A statement showing the total amount of money received from or on behalf of the student showing the dates the money was received is filed in the student file.
10. A document specifying the amount of refund, including the amount refund for tuition and the amount for other itemized charges, the method of calculating the refund, the date the refund was made and the name and address of the person or entity to which the refund was sent is filed in the student record.
11. All copies of official notices or warning regarding student progress are filed in the student record.
12. All complaints received from the student are filed in the student record.

The Family Health Services Training Center maintains all student records that are required to be maintained by the California Private and Postsecondary Act. All such records are maintained in the state of California.

Student records are stored by (1) hard copy, (2) electronically and (3) a combination of both. In all cases records are stored in a secure location without loss of information or legibility.

Current records include those which are filed within a period of three (3) years. These records may be immediately reproduced electronically, by computer or hard copies filed here at the training center. Exact legible copies of records maintained for longer than three (3) years may be reproduced within two (2) business days. All student records are maintained for a period of 5 years. Education transcripts are maintained permanently.

The administrative assistant to the to the operations manager who is on duty during normal business hours has access to and is familiar with the computers that contain student files as well as secured files containing hard copies of student records. This individual is tasked with the duty to retrieve files and is able to discuss the retrieval process with any person authorized to inspect and/or copy records. The administrative assistant under the direction of the operations manager may give immediate access to any authorized person to computer and/or files containing student records.

### Bar from Attendance

Students may be barred from attendance for failure to:

1. Comply with the Center's policies
2. Respond to official notices
3. Settle financial obligations when due

### Visitors

No one may visit a classroom during class hours without permission from the Center's office. Students are not allowed to bring children to the classroom or laboratories while attending class.

### Internship

Each student is offered a clinical internship at an affiliated medical facility. The Center will designate, in writing, a faculty supervisor who will coordinate with a designee of the facility coordinator. The faculty supervisor and the facility coordinator together shall coordinate the clinical or practicum scheduled of each student participating in this clinical education experience.

### Failure to Begin Internship

The clinical internship is offered within 30 days of classroom instruction. Students who fail to begin the internship after 60 days of classroom instructions may be required to repeat the classroom practical sessions of the course and offered a second internship at no charge. Students who have not began the internship after 120 days from the completion of the course for whatever reason will be required to re-apply and repeat the entire course.

### Non Discrimination Policy

The Center prohibits discrimination or harassment on the basis of race, ethnic group, and national origin, religion, age, gender, sexual orientation, color, physical or mental disability, marital or veteran status.

### Smoking, Drugs and Alcohol Policy

The Center prohibits smoking in the facility as well as outside stairways. Sale of tobacco products at the Center's facility is also prohibited. The Center supports the "Drug-Free-Schools and Communities Act Amendments of 1989" thus, the center prohibits the use of distribution of illicit drugs and alcohol by students and employees.

### Student Discipline

Students are expected to conduct themselves in a responsible manner that reflects ethics, honor and good citizenship. They are also expected to be aware of the Center's expressed policies and to abide by them. Any form of inappropriate behavior by students or applicants may result in penalties including warning of dismissal as deemed appropriate by the Center.

### Probation, Suspension and Dismissal

Students suspected of committing any violations of the Center's policies are accorded procedures consisting with fair process before disciplinary action is imposed including a

hearing. The hearing committee is comprised of three individuals including the President or CEO who appoints a faculty member and a ranking member of the staff. The CEO identifies the location, date and time of the hearing and advises parties to the hearing. The CEO is responsible for rendering the committee's decision and the student's right to appeal. Students who believe that they have been wrongfully or excessively penalized may appeal the decision. An appeal must be requested in writing within 30 days of notification.

### Grievance Procedures

The Center encourages prompt reporting of complaints so that a rapid response can be made and appropriate action taken. Note that reporting a complaint need not be limited to someone who was a target of the discrimination or harassment. Any student who feels that they have been subjected to mistreatment by a student or by the Center through any of its employees, contractors, entities, policies, procedures, or programs may file a complaint with the office of Vice President for Student Services.

The Center will endeavor to maintain confidentiality of all complaints. The Center will attempt to strike a balance between the complainant's desire for privacy and confidentiality and the Center's responsibility to provide an environment free of discrimination. The Center has a duty to review the complaint even if the student declines to file.

Students who believe that they have been subject of mistreatment of any kind including sexual harassment and unlawful discrimination may use the following informal procedures to resolve their complaint.

Students have the right to file a formal written complaint if they believe informal resolution is not possible. Students may, at any time, elect to stop these informal procedures.

The office of Vice President will provide any student with an opportunity to discuss specific concerns in a confidential setting.

The Center encourages discussion between the parties directly involved in a dispute, especially in the early stages before the parties have assumed official or public positions that may polarize the dispute and make resolution more difficult. Students may seek advice about how best to approach the office of Vice President or to obtain other assistance, such as mediation.

If no resolution is made the student may file a written complaint.

Procedure for filing a Written Complaint:

- 1) The complainant must file a claim by following the guidelines in this section. Forms can be obtained from the office of Vice President. The claim must be filed within 120 days of the alleged mistreatment. The Vice President dates and logs all written complaints and notifies in writing to the complainant that the complaint is under review.

- 2) If the complainant does not meet the procedural requirements, the Vice President immediately notifies the complainant of the specific deficiencies of the complaint. If the complaint meets the procedural requirements, the Vice President forwards a copy of the complaint to the alleged offender or unit against which the complaint is made.
- 3) The Vice President will arrange appropriate interim measures when warranted to protect the parties.
- 4) The Vice President will investigate the complaint including meeting separately with the student and with others who are either named in the complaint or who may have knowledge of the facts. Generally, the investigation is completed within thirty (30) days from the day of receipt.

On completion of the investigation, the Vice President will prepare a report of the witness statements and the evidence. All relevant parties will be notified accordingly. The final report is given to the Chief Executive Officer within 10 days of receiving the report. The CEO will appoint a hearing committee consisting of four individuals including the CEO, Vice President, member of the faculty and a ranking member of the staff.

The CEO identifies the location, date and time of the hearing and advises parties to the hearing. The CEO is responsible for rendering the committee's decision which is provided to each party in writing within 10 days. An appeal must be requested in writing within 15 days. Either party may file a written appeal if they are not satisfied with the findings.

## Academic Policies

### Academic Probation

Students who fail to meet the minimum academic requirements as described in the grading standards are not allowed to continue in the program (please see standard of achievement on page 28).

The students' academic process is closely followed throughout the course. Each student's progress is evaluated periodically. Students' who are performing at or below grade "C" are required to attend academic conference with the instructor. Instructors will discuss the student's academic situation and may recommend remedial study. The student is informed of their academic probation status and the possibility of being dismissed from the program unless improvement is evidenced.

### Academic Grievance Procedures and Appellate Process

Appropriate faculty members at the Center have the authority to establish course requirements and standards of performance for each of the Center's educational programs.

It is the faculty's responsibility to communicate course requirements and performance standards to students at the beginning of each course and to apply grading criteria in a timely and fair manner. Final grades submitted by the faculty are assumed to be accurate.

A student who has questions about a grade is encouraged to seek resolution by first consulting with the instructor. In cases where such an issue cannot be resolved at this level, the student may evoke the grade appeal procedure.

#### Grade Appeal Procedure

In situations where there is no resolution between the student and the instructor and the student believes that he or she has grounds for an appeal, the student may now submit a written request to the office of Vice President or Dean. Such a request must be submitted no later than ten (10) days of the attempt to resolve the grade dispute with the instructor.

The letter of appeal must contain clear evidence that demonstrates the occurrence of one or more of the grounds for appeal as listed below:

- An error in calculating the grade
- Failure of the instructor to notify students clearly of the criteria for grade determination
- Inconsistent or inequitably applied standards for evaluation student academic performance

If the evidence is accepted the Vice President or Dean immediately forwards the student's appeal letter to the instructor who is required to submit a written response within five (5) days. Upon receipt of the instructor's response the Vice President appoints a committee including the Vice President, the involved instructor and one additional faculty member. This committee will render a final decision within 24 hours of convening. The decision of the grade appeal committee is final and cannot be appealed.

#### Student Services

##### Food Service

The Center offers limited student services. There is no provision for student housing of any kind. While no cafeteria services are provided, students are able to bring lunch or other food items and to take advantage of lunch room facilities which include a physical space, microwave, refrigerator and beverage dispensing machine. The Center provides lunch at no charge for students attending classes longer than four (4) hours.

##### Housing

The Family Health Services Training Center has no dormitories or other housing facilities under its control. The Center has no responsibility to find or assist a student in housing.

However, there is housing available at a reasonable cost within a radius of one mile. The estimated cost for a studio apartment rental is \$2,100.00 a month.

## **STUDENT'S RIGHT TO CANCEL**

### Refund Policy

If you are enrolled in the full phlebotomy program and are scheduled to attend classes here at the Center, you have a right to cancel and receive a refund of all charges paid through attendance of the first class or after seven (7) days of enrollment, whichever is later. A written notice of your decision to withdraw must be received by the Center on the first day of class or no later than seven (7) days from the date of enrollment. The withdrawal notification letter should be addressed to the registrar and mailed to the following address:

Registrar  
Family Health Services Training Center  
3500 5<sup>th</sup> Avenue #203  
San Diego, CA 92103

A refund of all charges paid less a \$150.00 registration fee as well as any non-refundable charges which may have been paid to the student tuition recovery fund will be transmitted within 45 days of receipt of written notice to cancel. However, should the above withdrawal notice be received after the beginning of the first class or seven (7) days of enrollment, whichever is later the STRF becomes non-refundable.

Should the course be cancelled by the center, you will be provided written notice of such cancellation. A full refund of all charges paid through attendance of the date of notification will be transmitted to the student within 15 days of the above date of notification. If the student received federal student financial funds you are entitled to a refund of moneys not paid from federal student financial aid programs funds.

### Procedure for Cancellation

Should cancellation or withdrawal after 7 days of attendance the student may be eligible for a refund but the student must provide written notification of the decision to withdraw. The amount of refund is determined by a pro-rated hourly charge based on the number of hours attended less the \$150.00 non-refundable registration fee including any charges paid to the non-refundable student tuition recovery fund.

## Cost of Training

Phlebotomy Course Itemized List of Charges:

1. Tuition ----- \$1,321
2. Registration Fee ----- (non-refundable) ----- \$150
3. Equipment ----- \$ -0-
4. Lab Supplies ----- \$100
5. Educational Materials ----- \$100
6. Uniforms ----- \$-0-
7. Tutoring ----- \$-0-
8. CPR (BLS) ----- \$22
9. Resident housing -----N/A----- \$-0-
10. Oversight & Evaluation (Career Counseling, Evaluation & Prep of Resume) \$150
11. Background Check ----- \$67
12. Internship ----- \$600
13. National Examination ----- \$90
14. Assessment of Fees to Transfer Credit -----N/A----- \$-0-
15. Student Tuition Recovery Fund ----- (non-refundable) ----- TBD
16. Any Other Institutional Charge of Fee ----- \$-0-

Estimated schedule of total charges for the entire phlebotomy program ----- \$2600

Schedule of total charges for an 8 week period of attendance ----- \$2600

There are no charges paid to any entity that is not specifically required for participation in any of the Center's courses.

The Center participants in limited financial aid. Currently the only financial aid available is the MyCAA program for military spouses.

### Schedule of Charges

Course	Tuition	Registration Fee	STRF	Lab Supplies	Educational Materials	Internship	Total for Period of Attendance
Phlebotomy	\$1321	\$150	\$0	\$100	\$100	\$600	\$2271

Course	CPR	Background Check	Exam	Total for Entire Program
Phlebotomy	\$22	\$67	\$90	\$2600

## **Student Tuition Recovery Fund (STRF)**

The Family Health Services Training Center participates in the Student Tuition Recovery Fund (STRF).

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. 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 either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs
4. There was a material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

If you obtain a loan to pay for an educational program you will be responsible for repaying the full amount of the loan plus interest less the amount of any refund. If you are eligible for a loan guaranteed by the Federal Government on state government and you default on the loan, both of the following may occur (1) the federal government on a loan guarantee agency may take action against you including applying any income tax refund to which you are entitled to reduce the balance owed on the loan (2) you may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

If the student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

**Statement of Financial Conditions (Past and Present)**

The Family Health Services Training Center was established in 1986. During the past 29 years this institution has never operated as a debtor in possession, has never filed a bankruptcy petition or had a bankruptcy petition 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. Sec 1101 et seq.) There is absolutely no pending petition of bankruptcy. This institution has and continued to maintain the financial resources sufficient to remain solvent. 75 percent of financial resources support the phlebotomy program.

## The Phlebotomy Program

### Mission and Objectives

The mission of the phlebotomy training program is to provide students a level of education and training that allows them to pursue a career in healthcare. This mission is in alignment with and gives support to the Family Health Services Training Center's overarching mission. The success of the training as well as the students is measured by the following parameters:

- (1) The number of students who enroll and the percentage of students that graduate
- (2) Student success on national exams
- (3) The percentage of students who find jobs and careers that contribute to healthcare delivery in their community

The following chart depicts major objectives of the training and is followed by a detailed description of the education provided. Measurements of these may be found in the school performance fact sheet located in the back of the catalog.

Students will explore practical phlebotomy with an emphasis on understanding various venipuncture foundations, practices and general phlebotomy procedures that are applied in the work place. All lecture information will cover basic and advanced phlebotomy skills in these areas:

- Basic and advance laboratory terminology and definitions
- Physician requisition forms
- Common laboratory test, tube colors and departments
- General specimen collection and processing procedures
- Common test names and their practical usages
- Vein locations for routine and advance blood draws
- Typical blood drawing procedures (i.e. blood drawing preparations and how to handle problematic draws)
- Special considerations, pre-analytical sources of error in specimen collection
- Appropriate response to patient complications resulting from a phlebotomy procedure
- General patient instructions for specific procedures
- Permissible procedure limits regarding the care and preparation of common blood test
- Universal Precautions and safety procedures
- Basic and advanced infection control
- The prevention of nosocomial infections

Students will explore pertinent anatomy and physiology of body systems with an emphasis on the circulatory system and anticoagulation theory. Students will learn the importance of proper patient identification and its impact on quality assurance in the medical setting. Students will also practice proper waste disposal techniques (i.e. appropriate needle disposal sharps and biohazard waste).

The course covers a broad spectrum of concepts and skills involving not only academic and scientific training, but also the acquisition of clinical and critical thinking skills. Hence, students will simulate role play of both phlebotomist and patient. This will allow each student to gain the practical skills necessary to properly perform their techniques, and at the same time, develop a deeper understanding of the patient experience.

It is important that all health care professionals demonstrate a high standard of professionalism. This is often done through meeting the moral, confidential and ethical standards of the healthcare facility. Thus, students will learn: how to work together to achieve common work related goals, proper patient etiquette, basic concepts of communication, stress management, ethics and legal implications pertaining to phlebotomy.

The name of the educational program is phlebotomy.

The course consists of four (4) modules listed as follows:

1. Phlebotomy 101 – Consists of a total of 25 hours of didactic instruction in Basic Phlebotomy
2. Phlebotomy 102 – Consists of a total of 25 hours of didactic instruction in Advanced Phlebotomy
3. Laboratory – Practical – Consists of 40 classroom hours of applied phlebotomy where students are introduced to various blood-withdrawal devices and begin to develop skills and techniques in the art of phlebotomy
4. Clinical Internship – 40-160 hours

Clinical Experience – The internship consists of 40-160 hours spent in the clinical environment interacting with patients and other members of the healthcare team. During this segment, the student is expected to demonstrate proficiency in the use of various phlebotomy devices while obtaining blood samples from different categories of patients.

At the end of the course the students are required to pass the basic, advance and practical exam with a minimum of 70%.

The maximum total number of clock hours required to complete this course is 250.

The Family Health Services Training Center does not provide job placements.

**NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CRDENTIALS**  
**EARNED AT OUR INSTITUION**

The transferability of credits you earn at Family Health Services Training Center is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the Phlebotomy Training 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 of your coursework at that 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 Family Health Services Training Center to determine if your certificate will transfer.

The Center has no agreements with any other institution that provides for the transfer of credits. Similarly, the Center does not award credit for prior experiential learning.

The standard for student achievement or the method of measuring such achievement is based on the standard letter grading system A-D where the grade C is the minimum for passing (see letter of standard and percentage equivalents in the graphic below).

A	90-100%
B	80-89%
C	70-79%
D	60-69%

The mission of Family Health Services Training Center is to provide excellence in education and training to practicing members of the healthcare profession as well as to provide basic training and certification that serves as a portal of entry for individuals seeking career in the healthcare profession.

Family Health Services Training Center does not accept credit earned at other institutions in phlebotomy. Nor does it accept credit earned through challenge examinations achievement test, admission requirements for ability-to-benefit students.

## **Phlebotomy Course**

**(Didactic – Basic)**

### **Instructional Goals and Objectives**

After completing this course students will be able to:

Define Terms and abbreviations associated with the human body.

Describe and discuss the three major body positions including anatomical, supine and prone.

Give the location of the six body cavities including Cranial, Sinal, Thoracic, Abdominal and Pelvic. Identify the organs contained in each.

Describe basic somatic cell morphology and the relationship of body cells to tissues.

Name and discuss four (4) types of body tissues and discuss the functions of each.

Describe eleven (11) body systems including: Integumentary, Skeletal, Muscular, Nervous, Respiratory, Digestive, Urinary, Reproductive, Endocrine, Lymphatic and Circulatory

Discuss each body systems with respect to function and components

Define the following terms associated with the circulatory system.

Arrhythmia	Pulmonary Circulation
Artery	Sphygmomanometer
Atria	Systemic Circulation
Blood Pressure	Thrombocytes
Cardiac Cycle	Vasoconstriction
Coagulation	Ventricles
Crossmatch	Veins
Diastole	
EKG	
Erythrocyte	
Leukocyte	

Identify the two primary divisions or functions of the circulatory system.

Trace the stream of blood from and to a given point throughout the vascular system.

Discuss the different types of blood vessels including arteries, arterioles, capillaries, veins and venules with respect to structure and function.

Name and locate the veins and arteries of the arm and leg that may be used for arterial and

venipuncture including the cephalic vein, basilic vein, median cubital vein, pulmonary vein the radial artery, the ulnar artery, the brachial artery and the femoral artery.

Describe the various components of blood including plasma, serum red blood cells, white cells platelets and fibrinogen.

Explain the ABO and RH blood group systems including the concepts of universal donors and universal recipients.

Discuss and explain the nature of the three types of blood specimen including serum plasma and whole blood.

Identify and describe the structures of the heart and explain how this organ functions.

Define hemostasis and identify and discuss the stages of primary and secondary hemostasis.

Discuss three (3) hemostatic disorders including DIC, hemophilia and thrombocytopenia and identify six (6) laboratory tests used in diagnosing hemostatic disorders.

Explain the functions of the lymphatic system and identify its major structures.

List and discuss five (5) laboratory tests used in diagnosing disorders of the lymphatic system.

Define infection and discuss the microorganisms responsible for infection including bacteria, viruses, fungi and parasites (Protozoan).

Define key terms associated with infection control and safety including

Basic Life Support (BLS)	Parenteral
Biohazard	Pathogenic
Blood Borne Pathogen (BBP)	Percutaneous
Centers for Disease Control (CDC)	Permeable
Causative Agent	PPF
Engineering controls	Standard precautions
Environmental controls	Susceptible host
Environmental Protection Agency (EPA)	Systemic
Fomites	Vector
Hepatitis B virus (HBV)	Vehicle
Hepatitis C virus	Virulence
Human Immunodeficiency Virus (HIV)	Work practice control
HICPAC	
MSDS	
NIOSH	
NSSPA	
OSHA	

Explain the chain of infection including:

- (1) Source
- (2) Mode of transmission and
- (3) Susceptible host. Give examples of each of the above links in the chain

Discuss eight methods of breaking the chain of infection including: Aseptic technique, hand washing, wearing gloves, isolation procedures, decontamination, immunization, instrument sterilization and vector control.

Demonstrate the proper technique for:

1. Hand washing
2. Putting on and taking off gloves, gowns and masks

Discuss the health care facility's infection control program and its role in preventing infection including employee screening and immunization, evaluation of and treatment for employee exposure and surveillance and monitoring of both patient and employees who may be at risk.

Give examples of the uses of nine standard precautions including hand washing, gloves, gowns, patient care equipment, environmental controls, linen, engineering controls and patient placement.

Define parenteral and discuss four (4) parenteral routes that may be used by biohazards to enter or invade the body including airborne, non intact skin, percutaneous and permucosa.

Discuss universal precautions and Body Substance Isolation (BSI) in relation to standard precautions.

Explain the OSHA hazardous communication standard including labeling requirements and material safety data sheets. Explain OSHA'S bloodborne pathogens standard.

Discuss two type of infections including communicable infections and nosocomial infections and identity the organization responsible for the control of each.

Identify microbes associated with nosocomial infections

Discuss the nature of the major bloodborne pathogens including Hepatitis B virus (HBV), Hepatitis C Virus (HCV) and the Human Immune Virus (HIV)

## **Phlebotomy Course**

### **(Didactic – Advanced)**

#### **Instructional Goals and Objectives**

After completing this course students will be able to:

Name and locate prioritize the veins of choice for venipuncture in the adult patient and explain why a physician's order is required before performing venipuncture in veins of lower extremities

Discuss the guidelines recommended by the National Committee on Clinical Laboratory Standards for performing (NCCLS, DOC H4 A4) heel sticks on infants less than 1 year of age including the following: precautions: Do not puncture deeper than 2.0 mm, Do not puncture through previous puncture sites, Do not puncture areas other than the medial or lateral plantar surface of the heel, Do not puncture the posterior curvature of the heel, Do not puncture the arch of the foot explain the rationale for each of the "Do Nots" listed above

Locate and describe the NCCLS recommended site for skin puncture in older children and adults. Give the rationale for each of the following precautions: do not puncture the site or tip of the finger, do not puncture parallel to the grooves of the fingerprint, do not puncture the index finger, do not puncture the little finger.

Discuss concerns about drawing blood from vascular access devices and the qualifications required to perform these procedures, explain the purpose of vascular access devices and identify the site of insertion including a peripherally inserted central catheter (PICC) and a heparin lock.

Discuss the procedure that should be used by authorized personnel when drawing blood from vascular access devices.

Discuss the purpose and use of Cannulas and Fistulas and explain why blood should never be withdrawn from the Fistula

Discuss OSHA'S regulations that require the wearing of personnel protective equipment when processing specimen. Describe and give examples of PPE's

Describe The central processing department and discuss such activities as specimen identification, specimen logging, accessioning and specimen sorting.

Discuss the various reasons for rejecting a specimen at central processing.

Discuss requirements for handling plasma or anticoagulated specimen and give examples of specimen that require immediate centrifugation.

Discuss the various heparin based anticoagulants including ammonium heparin and sodium heparin. List the tests where each use is contraindicated.

Discuss the requirements for handling the clot or serum specimen including minimum time for clotting, the anticoagulant medication that affect clotting time. And clot enhancing chemicals that speed up clotting time when added to the specimen tube.

Discuss concerns associated with removing the rubber stopper including the proper methods for removal to prevent aerosols. The use of Hemoguard, a stopper removal system .

Discuss OSHA'S occupational exposure to bloodborne pathogens guidelines as regards to handling specimen in such a manner as to prevent splashing spraying splattering and the generation of droplets.

Explain why arterial punctures are associated with such high risks of complications

Discuss the analysis of oxygen and carbon dioxide with respect to pressures exerted by these gases ( $pO_2$ ,  $P_{CO_2}$ )

Describe the Allen's test and explain the rationale for this procedure

Discuss the arteries of choice for performing arterial punctures

Compare arterial blood gas analysis to capillary blood gas analysis

## **Phlebotomy Course Laboratory**

**(Applied – Practical)**

### **Instructional Goals and Objectives**

After completing this course students will have a working understanding of the following:

- Basic and Advance Laboratory Terminology and Definitions
- Common Laboratory Test that are associated with each tube color
- General Specimen Processing Procedures
- Common Test Names and their practical usages
- The locations and the proper way to find common veins of choice for routine blood draws
- Typical blood drawing procedures (i.e. Blood Drawing Preparations, Problematic Draws)
- Special Considerations
- General Patient Instructions for various procedures
- Permissible procedure limits regarding the care and preparation of common and specific blood test
- How to properly administer Glucose Tolerance Test (GTT)
- 24-Hour Urines
- Occult Blood Test (screening for colon cancer)
- Ova and Parasite testing (O&P)
- Clean Catch random urine procedures
- Need-to-know Laboratory test in Hematology
- Coagulation
- Urinalysis, Serology and Immunology
- Hepatitis Studies
- Electrophoresis Testing
- Tumor Markers
- Endocrinology
- Chemistry and Lipid Profile Testing
- Drug Level Testing
- RAST Panels

**Equipment to be used during the Phlebotomy Program**



Blood Collection Equipment

The blood draw station located in or near the clinical laboratory is the primary site where most phlebotomy procedures take place.

All equipment and supplies needed to perform phlebotomy procedures are generally stored here so as to be easily accessible.

Patients are seated in phlebotomy chairs equipped with lock-in mechanisms to prevent falling. Arm rests on both sides of the chair are adjustable for optimal positioning of the arm.



Phlebotomy Chair



When it is necessary to obtain blood from a fairly large number of patients as in the case of early morning sweeps, the use of a phlebotomy cart is appropriate. The cart actually serves as a portable phlebotomy station and is similarly stocked. To safeguard against contamination the cart is always left outside the patient's room. The phlebotomy tray may be carried inside.



Phlebotomy Cart

One of the most important duties of the phlebotomist is stocking and restocking the phlebotomy cart and trays with adequate and updated supplies. The chart below includes but may not be limited to supplies needed to perform routine phlebotomy procedures.

Disposable gloves	Wing infusion sets (butterfly)
Tourniquets	Sterile gauze pads
Biohazard waste container	Bandages
Sharps container	Antiseptics
Vacuum tubes	Thermometer
Safety tube holders	Stop watch
Needles	Disposable paper towels
Syringes	Hand sanitizer
Lancets	Bandages



Rubber Strip Tourniquets

Stopper Color	Additive/Additive Function	Laboratory Use
Yellow	SPS (Sodium polyanethosulfonate): Prevents blood from clotting and stabilizes bacterial growth; ACD (Acid Citrate Dextrose): Anticoagulant and RBC preservative	Blood or body fluid cultures; Blood bank studies
Red (glass) Red (Plastic)	<u>Contains no additive</u> Contains no clot activator (collect AFTER light blue)	Serum testing: Chemistry, Blood bank, Immunology
Light Blue	<u>Sodium citrate</u> ; Binds calcium to prevent blood from clotting; 9:1 ratio of blood to anticoagulant is critical	Coagulation testing
SST/(Gold/Red and Gray/Marbled)	Serum separator tube contains gel barrier and a clot activator (thrombin) to enhance clot formation	Serum testing; Chemistry, Immunology
Green/Pink	<u>Heparin</u> (Sodium/Lithium) Inhibits thrombin formation to prevent clotting	Chemistry testing
Light Green (PST)	<u>Lithium Heparin</u> and gel barrier: Prevents clotting and gel separates cells from plasma	STAT Plasma testing
Lavender	<u>EDTA</u> (Ethylenediaminetetraacetate): Binds with calcium	Whole blood Hematology
Pink		Blood Bank
Gray	<u>Potassium Oxalate/Sodium Fluoride</u> : Oxalate binds with calcium to prevent blood from clotting; Sodium fluoride inhibits glycolysis and stabilizes glucose values up to 3 days.	Chemistry testing
Royal or Navy Blue	<u>None/Sodium Heparin</u> : Inhibits thrombin formation to prevent clotting or/(Na <sub>2</sub> ) EDTA: Binds with calcium to prevent blood from clotting	Chemistry trace elements example: zinc and lead
Tan	<u>Sodium Heparin</u> : Inhibits thrombin formation to prevent clotting	Toxicology/special Chemistry: lead
Black	Buffered Sodium Citrate	Whole blood Hematology: ESR (sed rate)
Orange	<u>Thrombin</u> : To enhance clot formation in less than 5 minutes	Stat serum testing: Chemistry
Pearl (PPT)	<u>EDTA/and gel barrier</u> : Binds with calcium to prevent clotting and gel barrier separates cells from plasma	Immunology: Viral loading



Evacuated Tubes

Bloodcollecting equipment for skin punctures  
in adults, children, infants and neonates

Many of the supplies used in adult venipuncture are used in skin puncture. The chart below includes but is not limited to additional items needed for routine skin punctures.

Disposable gloves	Glass slides
Lancets	Diluting fluids
Micropipettes	Microcollection tubes
Disinfectant pads	Capillary tubes
Cotton balls	Capillary tube sealer
Sterile bandages	Marking pen
Sterile gauze pads	Stop watch
Warming packs	

Lancet

Lancets are used to pierce the skin deep enough to puncture the capillary bed located just beneath the dermis or inner layer of the skin but should not puncture so deep as to come in contact with bone or other vital structures.

Lancets are specifically designed for adult finger sticks, children fingersticks, infants and neonates. CLSI standards recommend the maximum depth for skin puncture lancets be 2.0mm.



Lancets



Combination of Butterfly and Syringe Systems



Combination of Butterfly and ETS System



Left of right:  
Syringe Transfer Device  
Engineered Safety Device  
Luer-lock needle and assembly



Hematocrit Tubes

Skin warming and heel warming packets may be used to increase the flow of blood to the puncture site.



Skin warming packs

## Major Equipments



Spectrometer



Microscope



Centrifuge



Incubator

## Requirements for eligibility for Phlebotomy Certification

LIMITED PHELBOTOMY TECHNICAN	CERTIFIED PHELBOTOMY TECHNICIAN 1 (CPT1) - No experience	CERTIFIED PHELBOTOMY TECHNICIAN 1 (CPT 1) - Less than 1040 hours on - the-job-experience (OTJE) within the past five years	CERTIFIED PHELBOTOMY TECHNICIAN 1 (CPT 1) - Equal to or greater than 1040 hours on-the-job-experience (OTJE) **within the past five years	CERTIFIED PHELBOTOMY TECHNICIAN 2 (CPT 2)
↓	↓	↓	↓	↓
High school graduate or GED or Equivalent	High school graduate or GED or Equivalent	High school graduate or GED or Equivalent	High school graduate or GED or Equivalent	High school graduate or GED or Equivalent; <ul style="list-style-type: none"> <li>• Qualified to be a CPT1</li> <li>AND</li> <li>• Obtained 1040 hours On-the- Job-Experience (OTJE) **within the last 5 years</li> </ul>
Submit documentation and an application to a CA approved Phlebotomy Training Program	Submit documentation and an application to a CA approved Phlebotomy Training Program	Submit documentation and an application to a CA approved Phlebotomy Training Program	Submit documentation and an application to a CA approved Phlebotomy Training Program	Submit documentation and an application to a CA approved Phlebotomy Training Program
Complete the following: 1) 20 hours of basic classes at a CA approved training program 2) 25 successful skin punctures in a clinical setting on real patients through a training program or on the job	Attend a phlebotomy training program and complete the following: 1) 20 hours of basic classes 2) 20 hours of advanced classes 3) 40 hours of practical training in a clinical setting 4) 50 successful venipunctures AND 10 successful skin punctures on real patients	Attend a phlebotomy training program and complete the following: 1) 20 hours of basic classes 2) 20 hours of advanced classes	Attend a phlebotomy training program and complete 20 hours of advanced classes.	Complete the following: 1) 20 hours of advanced classes at a CA approved training program 2) 20 successful arterial punctures under a licensed MD, PA, RN, CLB, CLS or RCP while training on the job
Obtain a certificate of completion from the phlebotomy training program	Obtain a certificate of completion from the phlebotomy training program.	Obtain a certificate of completion from the phlebotomy training program	Obtain a certificate of completion from the phlebotomy training program	Obtain a certificate of completion from the phlebotomy training program
Perform 25 successful skin punctures in a clinical setting on real patients.	Experience is non-applicable.	Perform 50 successful venipunctures AND 10 successful skin punctures on actual patients.	Perform 50 successful venipunctures AND 10 successful skin punctures on actual patients	Perform 50 successful venipunctures AND 10 successful skin punctures AND 20 arterial punctures on actual patients
Obtain a certificate or letter signed by a licensed MD, PA, RN, CLB or CLS stating completion of 25 successful skin punctures while on the job (OTJ).	Experience documentation is non-applicable.	Obtain documentation from employer(s) of 50 venipunctures & 10 skin punctures - signed by laboratory director/s	Obtain documentation from employer(s) of 50 venipunctures & 10 skin punctures - signed by laboratory director/s	Obtain documentation from employer(s) of 50 venipunctures & 10 skin punctures - signed by laboratory director(s) AND documentation of 20 arterial punctures - signed by licensed MD, PA, RN, CLB, CLS, or RCP



*California Requirements for Certification in Phlebotomy*

**(1) For a person to be eligible for certification as a Limited Phlebotomy Technician, he/she shall:**

- (A) Be a high school graduate or have achieved a passing score on the general educational development (GED) test or documentation of equivalent education
- (B) Have completed a minimum of 20 hours basic didactic instruction, from a phlebotomy training program approved California Department of Public Health (DPS)
- (C) Have completed a minimum of 25 skin punctures that fulfill all sampling Requirements, of all clinical laboratory tests or examinations, in a clinical setting on patients, under the supervision of a licensed physician and surgeon, licensed physician assistant, licensed clinical laboratory bioanalyst, registered nurse, or licensed clinical laboratory scientist, who will certify in writing with a signed certificate that this training has been.
- (D) Apply to the department for certification as a Limited Phlebotomy Technician

**(2) For a person with no on-the-job experience In phlebotomy to be eligible for Certification as a Certified Phlebotomy Technician I, he or she shall:**

- (A) Be a high school graduate, or have achieved a passing score on the General Educational Development (GED) test or documentation of equivalent
- (B) Have completed a minimum of 40 hours didactic instruction from a phlebotomy training program approved by the department CA State Dept.
- (C) Have completed a minimum of 40 hours practical instruction from a phlebotomy training program approved by the department which instruction shall include completion of a minimum of 10 skin punctures performed that fulfill all sampling requirements of all clinical laboratory tests or examinations and 50 venipunctures performed that fulfill all sampling requirements of all clinical laboratory tests examinations

(D) Have passed a national examination in phlebotomy administered by a certifying organization approved by the department

(E) Apply to the department for certification as a Certified Phlebotomy Technician I

**(3) For a person who has less than 1040 hours on-the-job experience In phlebotomy to be eligible for certification as a Certified Phlebotomy Technician I, he or she shall:**

(A) Be a high school graduate or have achieved a passing score on the general educational development (GED) test or documentation of equivalent

(B) Have completed a minimum of 40 hours didactic instruction from a phlebotomy training program approved by the department; and

(C) Have a letter signed by a licensed physician and surgeon or licensed clinical laboratory bioanalyst directing the laboratory employing the person which attest to his or her completion of a specified number of hours of on-the-job experience in phlebotomy within the previous five years

(D) and completion of a minimum of 10 skin punctures that fulfill all sampling requirements of all clinical laboratory tests or examinations and 50 venipunctures that fulfill all sampling requirements of all clinical laboratory tests or examinations,

(E) Have passed a national examination in phlebotomy administered by a certifying organization approved by the department and apply to the department for certification as a Certified Phlebotomy Technician I.

**(4) For a person who has 1040 hours or more of on-the-job experience in phlebotomy to be eligible for certification as a Certified Phlebotomy Technician I, he or she shall:**

(A) Be a high school graduate or have achieved a passing score on the general educational development (GED) test or documentation of equivalent education

(B) Have completed a minimum of 20 hours advanced didactic instruction from a phlebotomy training program approved by the department; and

(C) Have a letter signed by a licensed physician and surgeon or licensed clinical laboratory bioanalyst directing the laboratory employing the person attesting his or her completion of a specified number of hours of on-the-job experience in phlebotomy within the previous five years (see form California Statement of Phlebotomy Practical Training)

(D) and completion of a minimum of 10 skin punctures that fulfill all sampling requirements of all clinical laboratory tests or examinations and 50 venipunctures that fulfill all sampling requirements of all clinical laboratory tests or examinations; and

(E) Have passed a written examination in phlebotomy administered by a certifying organization approved by the department. Apply to the department for certification as a Certified Phlebotomy Technician I.

**(5) For a person to be eligible for certification as a Certified Phlebotomy Technician II, he or she shall:**

(A) Be a Certified Phlebotomy Technician I who holds a current, valid certificate from the department or who meets certification requirements as a Certified Phlebotomy Technician I and who has at least 1040 hours on-the-job experience in phlebotomy in the previous 5 years as certified in writing by the director(s) of the laboratory(ies) employing the person; and

(B) Have completed a minimum of 20 arterial punctures that fulfill all sampling requirements of all clinical laboratory tests or examinations and performed under the general overall responsibility of a licensed physician and surgeon, licensed physician assistant, licensed clinical laboratory bioanalyst, registered nurse, respiratory care practitioner or a licensed clinical laboratory scientist, who will certify in writing that this person has completed this practical instruction

(C) Apply to the department for certification as a Certified Phlebotomy Technician II

Performance of phlebotomy by a person certified by the department shall be limited as follows : ( 1) A Limited Phlebotomy Technician shall perform skin punctures only when he or she:

(A) Maintains a current, valid certification with the department as a Limited Phlebotomy Technician

(B) Performs skin punctures under the supervision of a licensed physician and surgeon, licensed physician assistant, licensed clinical laboratory bioanalyst, registered nurse, licensed clinical laboratory scientist or a designee.

A designee shall be appropriately licensed or certified and shall be accountable to the laboratory director for skin punctures and other duties related to blood collection performed by the Phlebotomy Technician. The supervisor shall review the work of the technician at least once a month and be accessible to the location where the technician is working to provide on-site, telephone, or electronic consultation when blood is being collected

(C) Is shown to be competent to perform skin punctures without direct and constant supervision before being allowed to perform skin punctures on patients. Documentation of competency shall be done at least annually

(D) Has completed at least three hours per year, or six hours every two years, of continuing education in phlebotomy related courses from an approved provider of continuing education and has posted at the work location in the laboratory employing the person, a current, valid state certificate as a Limited Phlebotomy Technician. When performing skin punctures away from the posted location, the Limited Phlebotomy Technician shall carry a current, valid identification card issued by the department attesting the person's name, certificate type and effective dates of certification as a Limited Phlebotomy Technician.

**(2) A Certified Phlebotomy Technician I shall perform skin punctures and venipunctures only when he or she:**

(A) Maintains a current, valid certification with the department as a Certified Phlebotomy Technician I

(B) Performs skin punctures and venipunctures under the supervision of a licensed physician and surgeon, licensed physician assistant, licensed clinical laboratory bioanalyst, registered nurse, licensed clinical laboratory scientist or a designee. A designee shall be a person licensed or certified under Chapter 3 and shall be accountable to the laboratory director for skin punctures, venipunctures and other duties related to blood collection performed by the Certified Phlebotomy Technician I.

The supervisor shall review the work of the technician at least once a month and be accessible to the location where the technician is working to provide on-site, telephone, or electronic consultation as needed

(C) Is shown to be competent to perform skin puncture and venipuncture after employment without direct and constant supervision before being allowed to perform skin punctures or venipunctures on patients. Documentation of competency shall be done at least annually

(D) Has completed at least three hours per year, or six hours every two years, of continuing education in phlebotomy related courses from a provider of continuing education approved by the department.

(E) Has posted at the work location of the laboratory employing the person, a current, valid state certificate as a Certified Phlebotomy Technician I. When performing skin punctures or venipunctures away from the posted location, the Certified Phlebotomy Technician I shall carry a current, valid identification card issued by the department attesting the person's name, certificate type and effective dates of certification as a Certified Phlebotomy Technician I.

### **(3) A Certified Phlebotomy Technician II**

Shall perform skin punctures and venipunctures and shall be limited to performing arterial punctures only when a licensed physician and surgeon, licensed physician assistant, licensed clinical laboratory bioanalyst, registered nurse, licensed clinical laboratory scientist or a respiratory care practitioner is present at the location during performance of an arterial puncture, and when he or she:

(A) Maintains a current, valid certification with the department as a Certified Phlebotomy Technician II

(B) Is shown to be competent to perform arterial punctures after employment by direct, personal observation and documentation of his or her expertise in arterial punctures by a licensed physician and surgeon, licensed physician assistant, licensed clinical laboratory bioanalyst, registered nurse, licensed clinical laboratory scientist or a respiratory care practitioner.

Documentation of competency shall be done at least annually

(C) Has completed at least three hours per year, or six hours every two years, of continuing education in phlebotomy related courses from a provider of continuing education approved

(D) Has posted at the work location in the laboratory employing the person, a current, valid state certificate as a Certified Phlebotomy Technician II. When performing arterial punctures, skin punctures, or venipunctures away from the posted location, the Certified Phlebotomy Technician II shall carry a current, valid identification card issued by the department attesting the person's name, certificate type and effective dates of certification as a Certified Phlebotomy Technician II.

## CALIFORNIA PHLEBOTOMY TECHNICIAN CERTIFICATION APPLICATION

### APPLICATION REQUIREMENTS

Applications will not be reviewed unless the proper \$100 fee is submitted. This fee is non-refundable.

A valid social security number is mandatory for certification by the State of California. Please contact the U.S. Social Security Administration for further information on how to obtain a social security number.

It is the applicant's responsibility to make sure that the application and all other supporting documents are submitted in a timely manner. You **must** have all correspondence specify: "**Attention: Phlebotomy Program**". This will reduce the likelihood of receipt of the documents by other programs which in turn may cause a delay in the processing of your application. **\*\* i.e. official transcripts, verification of training and experience and certificate of completion of training course, two passport size photos and state approved examination.**

### HOW TO APPLY ONLINE

The application process requires two steps. The first step is to [create an online account](#). The second step is to [file an electronic online application](#). During this process, you will be instructed to establish your username and password. This unique and secure username and password will allow you to access your account at any time, make changes and view your status.

During the second step you actually [apply](#) for the certification online. You must complete all pertinent information in order for your application to be accepted by LFS. **Currently, the application fee associated with the online registration must be paid using a valid Visa or MasterCard credit card.**

**At the end of your application process, you will be instructed to print an attestation page (a page that attests to the accuracy of all the information entered).** You must mail this page to LFS along with all other documents which are required for certification as a phlebotomist. LFS will not review an application if an attestation page has not been received by LFS. Maintain a copy of the attestation page for your records. If you have already completed an application, you may log back into your account and select the option to reprint your attestation page.

[Click here](#) to create an online account.

[Click here](#) to log into your account and check the status of your application, reprint your attestation page, update your certification examination records, continue an incomplete application or create a new application within an existing account.

[Click here](#) to download a copy of the suggested Experience documentation form.

[Click here](#) to email questions regarding the web site.

[Click here](#) to visit the website for the California Code of Regulations for phlebotomy. Navigate to the phlebotomy laws and regulations by clicking on the following links within the California Code of Regulations website:

- Title 17.Public Health
- Division 1. California Department of Public Health
- Chapter 2. Laboratories
- Subchapter 1. Service Laboratories
- Group 2. Clinical Laboratory Regulations
- Article 1.5. Licensure of Clinical Laboratory Personnel
- § 1034 Certification of Phlebotomy Technicians

[Click here](#) to view the California Business and Professional Code.

[Click here](#) to view the requirements regarding Phlebotomy.

THIS WEBSITE IS FOR FIRST TIME APPLICANTS ONLY, <b><u>NOT FOR RENEWALS</u></b> . IF APPLYING FOR RENEWALS, PLEASE CONTACT THE STATE OFFICE - LABORATORY FIELD SERVICES DIRECTLY AT 510-620-3800.
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### **Continuing Education Requirements for Clinical Laboratory Personnel**

To renew all clinical laboratory scientists and director personnel license types, the license holder must obtain 24 hours of continuing education approved by clinical laboratory science continuing education accrediting agencies or from an accredited academic institution during the two years renewal cycle.

Cytotechnologist licensees must obtain 12 contact hours of continuing education approved by clinical laboratory science continuing education accrediting agencies or from an accredited academic institute for each year for a two-year renewal cycle from the date the license was issued.

Certified Phlebotomy Technicians must obtain a total of 6 contact hours of continuing education approved by clinical laboratory science continuing education accrediting agencies or from an accredited academic institute in two years for a two-year renewal cycle from the date of your certificate issued.

## Phlebotomy Course Schedule (On-site)

In San Diego, courses are available at the Family Health Services Training Center. **A new course begins on the 1<sup>st</sup> Friday of each month.** The class in Basic Phlebotomy is presented in three (3) 7 hour sessions on the first Friday, Saturday and Sunday from 8am until 3:30pm.

The Basic class is followed by the Advanced class and is presented in three (3) 7 Hour sessions on the second Friday, Saturday and Sunday from 8am – 3:30pm.

### Basic Class (Monthly)

1<sup>st</sup> Friday, Saturday and Sunday / 8am – 3:30pm

### Advanced Class (Monthly)

2<sup>nd</sup> Friday, Saturday and Sunday / 8am – 3:30pm

In addition to the above basic and advanced classes, applicants with **no experience** are required to complete a minimum 40 hours of laboratory practical training. During this period, students are introduced to the various blood withdrawal techniques and devices. Each student is allowed to perform venipuncture and dermapuncture on mannequins and live subjects under close one-on-one supervision by licensed personnel.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Week #1</b>						Orientation 8am-2pm *1 <sup>st</sup> Friday of the Month	Basic 8am-3:30pm
<b>Week #2</b>	Basic 8am-3:30pm	Practical 8am-12pm		Practical 8am-12pm		Advance 8am-3:30pm	Advance 8am-3:30pm
<b>Week #3</b>	Advance 8am-3:30pm	Practical 8am-12pm		Practical 8am-12pm		Practical 8am-12pm	Practical 8am-12pm
<b>Week #4</b>	Practical 8am-12pm	Practical 8am-12pm		Practical 8am-12pm		Practical 8am-12pm	Practical 8am-12pm
<b>Week #5 Internship</b>	Graduation	Internship* 7am-4pm				→	
<b>Week #6 Internship</b>		Internship* 7am-4pm				→	

*\*Internship rotations begin as early as 2-4 weeks after graduation.*

## The Clinical Internship (Healthcare facility)

Upon successful completion of laboratory practical sessions, each student is assigned a 40 - 80 hour internship at a **FHS affiliated hospital or clinic laboratory**. During this segment, students are expected to demonstrate proficiency in the various techniques of blood withdrawal including the successful performance of at least 50 venipunctures and 10 skin punctures. In addition all students are required to observe at least two (2) arterial punctures.

Completion of classroom, laboratory and the clinical internship constitutes the full course in phlebotomy. Afterwards each graduate is awarded a FHS state approved training certificate.

A copy of the FHS training certificate along with documents outlined on the bottom of pg (3) is submitted to California Department of Health Services (DHS) for licensing.

State required documentation showing proof of experience is provided by FHS to all graduates of the full course.



## Family Health Services Training Center

### Clinical Training in Phlebotomy for CPT I

#### General Guidelines

##### Course Description

This is a mandatory externship of practical instruction where students will have hands-on training in phlebotomy with real patients in clinical setting. During this time period, the student is required to perform and document a minimum of 50 successful venipunctures; 10 successful skin punctures and to observe two arterial blood drawings in the clinical setting. All these procedures shall be documented through a skill check off system.

Practical instruction shall include but not limited to the training of a phlebotomist from test requisition to sharp disposal; specimen transport, processing and storage; observance of universal precautions and safety, infection control and quality assurance; professional behavior, communication skills and ethics. There will also be a two to four hour laboratory rotation where students will to be exposed to procedures involving processing and storage of specimens.

*Note: Students will not be paid for any of the duties performed at the training site during their externship.*

##### Pre-requisites:

- Completion of 40 hours of didactic lectures that covers both the basic and advance courses in phlebotomy
- A high school diploma or equivalent GED is required by completion of the course.
- Students must have BLS certification prior to the off-site clinical training or externship.
- Proof of a negative TB skin test or chest X-ray is required within one year of class start date.
- Proof of immunization or positive titer for measles, rubella, varicella is required.
- All students are required to submit an appropriate background check

*\* Students are to submit photocopies of documentations of their TB skin test, immunization record, health insurance and CPR certificate to the FHS training office. These documents will be held on file at FHS for a period of three years. **Results of background check may be made available to the facility upon request.***

##### Behavior

Students must conform to the policies and standards of the training site management. Students are required to conduct themselves at all times in an appropriate behavior that is acceptable to the policies of the facility. Any gross misconduct and/or noncompliance of facility rules and regulations may result in the immediate removal of the student from the site and the phlebotomy training program.

The clinical training supervisor shall notify the school coordinator (ACCE) of any improper behavior, habitual tardiness or absences, and unacceptable performance of a student so that necessary measures can be initiated with the said student (619-955-1007).

### **I. Patient Care**

Patients are to be treated with respect and provided with the care he/she deserves in conformity with the "Patient's Bill of Rights". Patient confidentiality shall be observed at all times.

### **II. Attendance**

#### **Tardiness:**

Students are expected to report on time. A grace period of fifteen minutes shall be applied.

- excessive tardiness (exceeding 20 minutes) will be considered as unexcused absence
- likewise, 3 counts of tardiness is equivalent to one unexcused absence

#### **Absences:**

Students must complete the required hour's clinical rotation. Any absences may result in his/her release from the program.

- after 3 unexcused absences, the student will be dropped from the program unless there are mitigating circumstances
- an excused absence is defined as an absence for a valid reason that was pre-approved by the off-site training supervisor and the school coordinator; or absence due to illness provided student presents a doctor's note
- Students are to call and inform both the off-site training supervisor and the school office for any foreseen absences or tardiness.
- Make-ups for excused absences are to be arranged with the off-site training supervisor

\*\* Students will be allowed to have a break time of 10-15 minutes at the midpoint of their training hours.

### **III. Unacceptable Laboratory Behavior**

Unacceptable laboratory behavior may include but is not limited to the following:

- eating and/or drinking in inappropriate areas
- repeated tardiness
- use of vulgar or obscene words or actions
- lack of cooperation
- bringing of children to the class or off-site training location
- reading materials other than class materials
- personal electronic equipments like pagers are to be kept in mute mode; pager if possible should be turned off
- any other behavior that may hinder other members of the laboratory from performing their duties

#### **IV. Personal Appearance**

Students are to present a professional appearance and dress in a manner that is consistent with their job responsibilities and appropriate for safety, patient interaction and training site image. Dress code standards, where they exist, must also be observed.

##### **Dress code Policies:**

1. Photo ID which will be provided by Family Health Services and is to be worn at all times within the facility premises
2. Laboratory gowns which will be provided by the hospital are to be worn at all times while in the hospital premises.
3. Clothing should be clean, pressed, businesslike and of appropriate fit, comparable to what is normally acceptable in similar business establishment

*Inappropriate attire* includes but is not limited to jeans, athletic clothing, sweats, shorts, leggings, sandals, collar-less T-shirts, novelty buttons, baseball hats, and similar items of casual attire. *Scrubs are permitted.*

4. Shirts, dresses and culottes (skort) and/ or split skirts should be of appropriate length and modestly cut
5. Appropriate undergarments must be worn
6. Hair should be clean, styled and neatly trimmed or arranged. Head coverings are not appropriate attire unless approved by the manager in consultation with Human resources
7. Sideburns, moustaches and beard should be neatly trimmed
8. Heavy perfumes and fragrances should be avoided, keeping in mind the sensitivity of patients and others
9. Jewelry must not interfere with the performance of the employee's job. Facial piercing are not permitted
10. Fingernails should be clean and well-manicured
  - a. NO to artificial fingernails.
  - b. Natural nails should be kept clean and less than ¼ inch long
  - c. It is recommended that nails be left unpolished. If polish is worn, it must not be chipped, cracked or peeling
  - d. Nail jewelry or appliquéés are not permitted if there is any risk that they will inhibit safety or patient care
11. Shoes worn should be closed toes shoes.
12. Tattoos, when visible, should not display sexual, violent or derogatory images or symbols

At its discretion, the facility may allow interns to dress in a more casual fashion than is normally required. On such occasions, interns are still expected to present a neat appearance and wear appropriate clothing.

Students who do not meet the standards of this policy may be subjected to corrective action and may also be required to leave the premises. Any such leave will be considered as unexcused absences and will be in addition to any other appropriate corrective action.

### **Documentation of Hands-On Training for CPT I**

In accordance with the California Code of Regulations Title 17, section 1035.1(f) (1-7), students are required to perform and document a minimum of 50 successful venipunctures and 10 successful skin punctures.

### **Evaluation of Performance**

Students' performance and competencies shall be evaluated through a skill check off system by their respective supervisors in two categories: first on his/her phlebotomy skills and secondly, on his/her professional qualities and attitude.

The check off system shall evaluate the student's performance as to

- 3 – Excellent
- 2 – Satisfactory
- 1 – Unsatisfactory
- NO – not observed

**Evaluation of Professional Qualities and Attitudes** shall include the assessment of the following parameters:

1. attendance and punctuality
2. dress and appearance
3. communication skills
  - a. introduction and explanation
  - b. demonstrate appropriate approach for patients with regards to age, medical condition, disabilities
4. responsibility and dependability
5. judgment and problem solving skills
6. confidence level
7. attitude
8. interest and initiative
9. team participation
10. adaptability
11. organization skills

**Evaluation of Phlebotomy skills** shall check on the competency of the student in performing venipuncture using the vacutainer system, butterfly needle and syringe; and in performing skin puncture both heel stick and finger stick. Evaluation shall be based on the following parameters:

1. Test requisition; preparation of materials/ equipment
  - a. Verifies test requested
  - b. Prepare necessary materials for the procedure

- c. Inspect tubes for expiration dates and cracks
  2. Communication skills (introduction, explanation of procedure)
  3. Patient Identification (2 or 3 point check)
  4. Selection of site for puncture; patient preparation
    - a. Hand washing
    - b. Locates venipuncture site (palpation of vein)
    - c. Technique in putting on and removing gloves
    - d. Practice of asepsis and antisepsis
    - e. Application of tourniquet
  5. Blood collection
    - a. Actual venipuncture or skin puncture
    - b. Follows the correct order of draw for multiple draws
    - c. Mixing of tubes with additives
  6. Post puncture care
  7. Sharp disposal/ waste disposal
  8. Specimen labeling
  9. Specimen transport, processing and storage
- Comprehension and compliance with the OSHA regulations; observe infection control and safety; universal precautions; quality assurance in the practice of phlebotomy

## Foreign Educational Credential Translation Service

The minimum education requirement for certification as a phlebotomist is high school graduation or GED. Acceptable proof of education is an officially sealed transcript of course work or official document indicating a passing score on the GED exam. If education was obtained outside of the United States, transcripts are required to be evaluated by a state approved educational credential service such as the American Association of Collegiate Registrars and Admissions Officers (AACRAO).



AACRAO International Education Services (IES) provides evaluations of academic credentials from all countries of the world. Our extensive network enables us to accurately research any educational credential and produce in-depth reports.

We currently provide evaluations to over 1,500 institutions and organizations and 1,000s of individuals. Our evaluation staff averages more than 23 years of experience in the field of international education, with each evaluator specializing in specific world regions.

Although organizations like the National Association of Credential Evaluation Services (NACES) exist, credential evaluation services in the United States are independent organizations, operating without any direct governmental authority. We are well known in the industry and widely trusted because we adhere to and set precedents for the “best practices”

**Request Form for Foreign Education Credentials Service**

**Mail to:** American Association of Collegiate Registrars and Admissions Officers (AACRAO)  
Office of International Education Services  
One Dupont Circle, NW, Suite #520  
Washington, D.C. 20036-1135

**Name:** \_\_\_\_\_  
(Last or Family) (First) (Middle) (Maiden/other)

**Your mailing address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Phone number:** \_\_\_\_\_

**FAX Number:** \_\_\_\_\_

**E-mail address:** \_\_\_\_\_

Your email will be the primary means of communication with our office

**Date of Birth:** \_\_\_\_\_ **Place of Birth:** \_\_\_\_\_  
(mm/dd/yy) (City, country)

(Note - you will receive one copy of the completed evaluation. If you want that copy to be mailed to someone other than yourself, please give that address below, and indicate A0" additional copies.)

**Mail additional copies to:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Number of additional copies requested \_\_\_\_\_ Additional copies are available at a \$25 per copy. (If needed, list further additional copies on separate paper.)

**Requesting:**

- Basic statement of comparability - \$85, or
  - Course-by-course evaluation \* - \$190
- \*If the credentials presented are not recommended for university-level recognition (i.e., transfer credit), you will only be charged for a "basic statement of comparability".

**Purpose of Evaluation:**

- Further education
- Employment
- Professional Licensure
- Other \_\_\_\_\_

Educational Chronology:

Please list all institutions attended beginning with secondary institutions

Name of Secondary School(s)	Location (City/Country)	Dates of Attendance	Name of Secondary School leaving certificate, diploma, or examination*	Date completed, or date awarded
Name of Postsecondary Institution(s)	Location (City/Country)	Dates of Attendance	Certificates, degrees & exams completed*	Date completed, or date awarded

\*List credentials using indigenous (original language) terms

**Method of payment:**

This form cannot be used to pay for the evaluation by credit card. If you are paying by credit card, please go fill out the following form <http://ies.aacrao.org/apply/>

Please note that we do not accept personal checks.

Please make the Money order payable to AACRAO, sign it and retain the customer receipt for your files.

**Attachment checklist:**

*Make sure these items are attached to this form when sending to AACRAO*

- Completed request form
- Copies of all official foreign educational records (in original language), with literal translations if documents are not in English.
- Money order

**I certify that all statements made in this application are correct, truthful and complete. I understand that AACRAO may verify the authenticity and accuracy of the documents and information I have provided. I also understand and agree that if AACRAO determines that I have provided false or misleading information, it has the right to contact appropriate individuals, institutions or organizations affected by such false information and to inform them of its discovery.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Notes and Instructions:

1. Copies of all official foreign educational records must be submitted in the original language.
2. Records not in English must be accompanied by a literal English translation. Translations do not have to be certified, but must be literal (word for word) and the translator must sign the translated copy and include contact information.
3. All completed evaluations are mailed First Class (or Foreign Air Mail to overseas addresses). If you need to have completed evaluations returned by courier service, you will need to prepay for such service and include prepaid mailers with your request form. We recommend FedEx service.
4. If you cancel a request before the evaluation is completed you will be charged a \$30cancellation fee.
5. All materials submitted to the Office of International Education Services become the property of AACRAO and cannot be returned.
6. Once your application form has been processed into our system, you will receive an email notification with your ID number. Please use this ID number on all further materials addressed to our office.

**The address below is for mailing only, no walk-ins:**

**American Association of Collegiate Registrars and Admissions Officers (AACRAO)  
Office of International Education Services  
One Dupont Circle, NW, Suite 520  
Washington, D.C. 20036-1135**

Forward e-mail inquiries to: [ies@aacrao.org](mailto:ies@aacrao.org)

Phone inquiries to: (202)296-3359

FAX: (202)822-3940

See AACRAO Website at [www.aacrao.org](http://www.aacrao.org) for further information

**[Retain a copy of this form for your files]**

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# Practical Phlebotomy Syllabus

(Mondays, Wednesday & Friday 8:00am – 12:00pm)  
(Saturday & Sunday 8:00am – 12:00pm)

Compiled by Sean Stitt MLT,CPT1

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**Assistant Director:** Sean Stitt MLT, CPT1

UPDATED: March 21, 2012

**Email:** [sdstitt71@yahoo.com](mailto:sdstitt71@yahoo.com)

**Lead Instructor & Coordinator:** Terry Jordan, CPT1

**Email:** [bluegrass10r@aol.com](mailto:bluegrass10r@aol.com)

**Assistant Instructors:** Cheryl Dullano, CPT1/Maricar Cendana, CPT1

**Course Description:** To explore practical phlebotomy with an emphasis on understanding various venipuncture foundations, practices and general phlebotomy procedures that are applied in the work place.

**Book (included):** Handbook For Practical Phlebotomy Students, by Sean Stitt MLT, CPT1

**Course Objectives:** This is a beginning level course aimed at providing students with an introduction to the fundamental concepts of applied practical phlebotomy. This course will provide students with a general understanding of:

- 1) Basic and Advance Laboratory Terminology and Definitions
  - 2) Common Laboratory Test that are associated with each tube color
  - 3) General Specimen Processing Procedures
  - 4) Common Test Names and their practical usages
  - 5) The locations and the proper way to find common veins of choice for routine blood draws
  - 6) Typical blood drawing procedures (i.e. Blood Drawing Preparations, Problematic Draws)
  - 7) Special Considerations
  - 8) General Patient Instructions for various procedures
  - 9) Permissible procedure limits regarding the care and preparation of common and specific blood test
  - 10) How to properly administer Glucose Tolerance Test (GTT)
  - 11) 24-Hour Urines
  - 12) Occult Blood Test (screening for colon cancer)
  - 13) Ova and Parasite testing (O&P)
  - 14) Clean Catch random urine procedures
  - 15) Need-to-know Laboratory test in Hematology
  - 16) Coagulation
  - 17) Urinalysis, Serology and Immunology
  - 18) Hepatitis Studies
  - 19) Electrophoresis Testing
  - 20) Tumor Markers
  - 21) Endocrinology
  - 22) Chemistry and Lipid Profile Testing
  - 23) Drug Level Testing
  - 24) RAST Panels
- And much more!

**Week 1 (Monday)**

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**Topic: Understanding the Basics of Practical Phlebotomy & Beginning Venipuncture Procedures**

1. Introductions
  2. Tourniquets
  3. The hub
  4. Universal Precautions
  5. Needle sizes
  6. Vacutainer tubes and anticoagulants
  7. Anchor system
  8. Blood draw (mocks)
  9. Hand out books
- 

**Week 1 (Wednesday)**

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**Topic: Getting started - Blood drawing, Requisition Forms and Phlebotomy Procedures**

10. Blood draw refresher (mocks)
  11. Venipuncture on artificial arms
  12. 1<sup>st</sup> venipuncture
  13. Review book
- 

**Week 2 (Monday)**

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**Topic: Book procedures, Multiple Draws, Requisition Form and Centrifuging**

14. Finish book review
15. Multiple draws
16. Using the requisition form with multiple draws
17. Centrifuging

---

**Week 2 (Wednesday)**

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**Topic: Bagging, Complete Package, and General Blood Drawing Procedures**

18. Complete venipuncture package draw: book procedures, multiple draws, requisition form, labeling, centrifuging, and specimen bagging
  19. General blood drawing procedures
- 

**Week 2 (Friday)**

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**Topic: Complete Package and Specimen Processing**

20. Complete venipuncture package draw
  21. Specimen processing
  22. General blood drawing using specimen processing procedures
- 

**Week 2 (Saturday & Sunday)**

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**Topic: Winged Infusion Device, Straight Needle and Syringe, Finger Sticks, and Hematology**

23. Butterfly (hub and syringe)
  24. Straight needle and syringe
  25. Finger sticks
  26. General blood drawing procedures
  27. Hematology – blood slides
- 

**Week 3 (Monday)**

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**Topic: No Books/Notes – Draw, Fainting, Microbiology and Study Guide**

28. NO BOOKS/NOTES: Complete venipuncture package draw with blank requisition form
29. Fainting

30. Microbiology – Streaking plates for test analysis
  31. General blood drawing procedures
  32. Issue study guide for exam
- 

### **Week 3 (Wednesday)**

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#### **Topic: Practice Exam, Specimen Processing Exam and Q&A Session (Exam Preparation)**

33. Practice exam
  34. Specimen processing exam
  35. Q&A session for exam
- 

### **Week 3 (Friday)**

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#### **Topic: Physical Practical and Written Exam**

36. Practical venipuncture (Physical Exam)
  37. Written Exam
- 

### **Week 3 (Saturday & Sunday)**

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#### **Topic: General Blood Drawing Procedures and Practice National Exam**

38. General blood drawing procedures (Saturday)
  39. Practice national exam (Saturday)
  40. Graduation potluck (Sunday)
- 

**Exams:** The practice exam will consist of 25-30 questions. The physical practical exam is comprehensive and is designed to test the students professionalism, overall ability to follow specific instructions, perform multiple blood draws and solve common problematic situations that a phlebotomist might encounter during the course of a work day. The written exam is also comprehensive and will consist of 100 multiple choice, true/false, short essay and definitions.

**Make-up Exams:** You must prove (e.g., official documentation) that you missed an exam or performed very poorly on an exam (grade D or F) due to a major life issue. Only one make-up

exam will be allowed. If you believe personal issues will interfere with more than one exam, *especially* the Final Exam, please see me as soon as possible. Consideration will be given on a case by case basis, and will be in conjunction with Family Health Services guidelines. Make-up exams may or may not be a scantron type exam (depending on circumstances) and will be held at the instructor's convenience.

**Extra Credit:** extra credit/bonus volunteer points will count toward raising your final written test grade to a plus (+) grade. For example, if you earn a final "B" grade, extra credit will give you a final "B+". No "A+" can be assigned according to University policy.

**Grades:**

Practical Physical Exam	30%
<u>Final Written Exam</u>	<u>70%</u>
	100%

**Grade scale:** A: 100-89.5% B: 89.4-79.5% C: 79.4-69.5% D: 69.4-50.5% F: 50.4% or below. (*A curve may be administered per the instructors discretion.*)

**Attendance:** Attendance is important but is the responsibility of each student. There will be material discussed in class that is not in the text, and which will be included on the exams. The student is responsible to obtain missed material due to absence.

**Official Notebooks:** All students are required to bring an official notebook to class every day. All lecture material should be written down for test preparation purposes. It is **strongly** encouraged that students keep up with class material and instruction. In other words, daily home study is a **must** to stay abreast with course material.

## Patient's Bill of Rights

In 1973 the American Heart Association adopted the Patient's Bill of Rights. Hospitals and other healthcare providers are required to implement this document to insure that patients are treated ethically and professionally.

1. **The patient has the right to considerate and respectful care.**

2. **The patient has the right to obtain from physicians complete current information concerning diagnosis, treatment, and prognosis in terms the patient can be reasonably expected to understand.** When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person in his or her behalf. The patient has the right to know (by name) the physician responsible for coordinating care.

3. **The patient has the right to receive from the physician information necessary to give informed consent prior to the start of any procedure and/or treatment.** Except in emergencies, such information for informed consent should include but not necessarily limited to the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information. The patient has the right to know the name of the person responsible for the procedures and/or treatment.

4. **The patient has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his or her actions.**

5. **The patient has the right to every consideration of privacy concerning his or her own medical care program.** Case discussion, consultation, examination, and treatment are confidential and should be considered discreetly. Those not directly involved in his care must have the permission of the patient to be present.

6. **The patient has the right to expect that all communications and records pertaining to care should be treated as confidential.**

7. **The patient has the right to expect that within its capacity a hospital must make reasonable response to the request of a patient for services.** The hospital must provide evaluation service and/or referral as indicated by the urgency of the case. When medically permissible, a patient may be transferred to another facility only after receiving complete information and explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must have accepted the patient for transfer.

8. **The patient has the right to obtain information as to any relationship of the hospital to other health care and educational institutions to the extent that his care is concerned.** The patient has the right to obtain information as to the existence of any professional relationships among individuals, by names, who are treating him

9. **The patient has the right to be advised if the hospital proposes to engage in or perform human experimentation affecting care or treatment.** The patient has the right to refuse to participate in such projects.

10. **The patient has the right to expect reasonable continuity of care.** He or she has the right to know in advance what appointment times and physicians are available and where. The patient has the right to expect that the hospital will provide a mechanism for the physician or a delegate of the physician to inform patients regarding continuing health care requirements following discharge.

11. **The patient has the right to examine and receive an explanation of the bill regardless of source of payment.**

**12. The patient has the right to know what hospital rules and regulations apply to conduct as a patient.** No catalog of rights can guarantee for the patient the kind of treatment he or she has the right to expect. A hospital has many functions to perform, including the prevention and treatment of disease, the education of both health professionals and patients, and the conduct of clinical research. All these activities must be conducted with an overriding concern for the patient and above all, the recognition of dignity as a human being. Success in achieving this recognition assures success in the defense of the right of the patient.

## **Enrollment Agreement Phlebotomy Program**

Thank you for your decision to become a student at the Family Health Services Training Center here after referred to as the “Center”. This agreement makes clear your obligation to pay tuition, fees and is legally binding when signed by you and accepted by the Center.

The name of the educational program in which you are enrolled is the Family Health Services Training Center Phlebotomy Training Program. All instruction as well as the terms and condition of the enrollment agreement is provided only in the English language.

The course consists of four (4) modules listed as follows:

1. **Phlebotomy 101**– Consists of a total of 25 hours of didactic instruction in Basic Phlebotomy
2. **Phlebotomy 102**– Consists of a total of 25 hours of didactic instruction in Advanced Phlebotomy
3. **Laboratory Practical**– Consists of 40 classroom hours of applied phlebotomy where students are introduced to various blood-withdrawal devices and begin to develop skills and techniques in the art of phlebotomy
4. **Clinical Internship**– 40-160 hours

**Clinical Experience** – The internship consists of 40-160 hours spent in the clinical environment interacting with patients and other members of the healthcare team. During this segment, the student is expected to demonstrate proficiency in the use of various phlebotomy devices while obtaining blood samples from different categories of patients.

The maximum total number of clock hours required to complete this course is 250.

**Tuition and Fees:** Tuition for each course is specified in the course catalog. The total amount of tuition is due and payable on or before the first day of class unless prior written arrangements have been made. In the case where a tuition check is returned for insufficient funds, the Center reserves the right to exclude the student from the course. In case of multiple returned checks the Center may require the student to make future payments in cash or certified funds. The Center reserves the right to modify tuition at anytime. In addition, the Center reserves the right to withhold certificates, diplomas and similar documents pertaining to training should you fail to pay tuition or break any promise to this agreement.

**Financial Assistance:** You are responsible for the full amount of tuition and fees charged by the Center even though you may be eligible for a loan, Veterans benefits, or other government or company-sponsored financial assistance. You agree that eligibility for financial assistance under these programs is not controlled by the Center, and the Center makes no promise or representation that you will be eligible to receive financial assistance or the amount of financial assistance.

**Veterans:** Many active duty military personnel, veterans, dependents of deceased or disabled veterans and reservists are eligible for Department of Veterans Affairs' educational benefits. If you are a veteran, you promise that you will not enroll in any course at the Center that you have previously taken at another college or university for which you receive benefits from the Veterans Administration. You understand and agree that you will be liable for any overpayment of Veterans benefits if you break this promise. Students wishing to apply for programs administered by the Department of Veterans Affairs can obtain information on how to apply for their benefits by calling or visiting the Veterans' Affairs office.

**Official Enrollment:** You are considered to be officially enrolled in the course when you have completed, signed and dated this document.

**Attendance:** Students are expected to attend all classes of the course. Students with up to 2 excused absences will be issued a makeup schedule for the classed missed. Students that accrue three or more absences are excluded from the current course but may be re-instated to subsequent course. Tardiness and early departures from classes accrue and have the potential to cumulative effect on absences.

You will be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates and salaries or wages, prior to signing this agreement. Courses completed at the Center are not transferable to other institutions.

**Governing Law:** The laws of the State of California govern this agreement. By signing this agreement, you specifically represent and warrant that: (a) no guarantees or inducements have been made to you; (b) you have not been promised anything other than what is contained in this agreement or in the catalog; (c) you have carefully read and understand the terms of this agreement; (d) you have read, understand and agree that the Center's cancellation and refund policies have been clearly explained to you and the Center has answered any questions about these policies; and (e) you agree to comply with the Center's policies and regulations in the catalog and any additional policies and regulations that the Center may adopt in the future and publish in the catalog.

All instruction for courses offered by the Family Health Services Training Center are held onsite at 3500 5<sup>th</sup> Avenue, #203, San Diego, CA 92103. The period covered by this enrollment agreement is from 1/1/2016 through 1/1/2017.

The phlebotomy course begins on the first Friday of each month and convenes for 6-8 weeks. Program start dates are the first Friday's of each month and ends 8 weeks later. See student's right to cancel and refund policy on page 4.

## **STUDENT'S RIGHT TO CANCEL**

### Refund Policy

If you are enrolled in the full phlebotomy program and are scheduled to attend classes here at the Center, you have a right to cancel and receive a refund of all charges paid through attendance of the first class or after seven (7) days of enrollment, whichever is later. A written notice of your decision to withdraw must be received by the Center on the first day of class or no later than 7 days from the date of enrollment. The withdrawal notification letter should be addressed to the registrar and mailed to the following address:

Registrar  
Family Health Services Training Center  
3500 5<sup>th</sup> Avenue #203  
San Diego, CA 92103

A refund of all charges paid less a \$150.00 registration fee as well as any non-refundable charges you may have paid to the student tuition recovery fund will be transmitted to you within 45 days of receipt of your written notice to cancel. However, should the above withdrawal notice be received after the beginning of the first class or seven (7) days of enrollment, whichever is later the STRF becomes non-refundable.

Should the course be cancelled by the Center, you will be provided written notice of such cancellation. A full refund of all charges paid through attendance of the date of notification will be transmitted to you within 15 days of the above date of notification. If you received federal student financial funds you are entitled to a refund of moneys not paid from federal student financial aid programs funds.

#### Procedure for Cancellation

Should you decide to cancel or withdraw after 7 days of attendance you may be eligible for a refund but you must provide written notification of your decision to withdraw. The amount of refund is determined by a pro-rated hourly charge based on the number of hours attended less the \$150.00 non-refundable registration fee including any charges paid to the non-refundable student tuition recovery fund.

Cancellation Date: \_\_\_\_\_

## Cost of Training

Phlebotomy Course Itemized List of Charges:

1. Tuition ----- \$1,343
2. Registration Fee ----- *(non-refundable)* ----- \$150
3. Equipment ----- \$ -0-
4. Lab Supplies ----- \$100
5. Educational Materials ----- \$100
6. Uniforms ----- \$-0-
7. Tutoring ----- \$-0-
8. Resident housing ----- N/A ----- \$-0-
9. Oversight & Evaluation (Career Counseling, Evaluation & Prep of Resume) \$150
10. Background Check ----- \$67
11. Internship ----- \$600
12. National Examination ----- \$90
13. Assessment of Fees to Transfer Credit ----- N/A ----- \$-0-
14. Student Tuition Recovery Fund ----- *(non-refundable)* ----- \$-0-
15. Any Other Institutional Charge of Fee ----- \$-0-

Estimated schedule of total charges for the entire phlebotomy program ----- \$2600

Schedule of total charges for an 8 week period of attendance ----- \$2600

There are no charges paid to any entity that is not specifically required for participation in any of the Center's courses.

The Center participants in limited financial aid. Currently the only financial aid available is the MyCAA program for military spouses.

### Schedule of Charges

Course	Tuition	Registration Fee	STRF	Lab Supplies	Educational Materials	Oversight and Evaluation	Internship	Total for Period of Attendance
Phlebotomy	\$1343	\$150	\$0	\$100	\$100	\$150	\$600	\$2443

Course	Background Check	Exam	Total for Entire Program
Phlebotomy	\$67	\$90	\$2600

## **Student Tuition Recovery Fund (STRF)**

The Family Health Services Training Center participates in the Student Tuition Recovery Fund (STRF).

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs
4. There was a material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. 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 either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

If you obtain a loan to pay for an educational program you will be responsible for repaying the full amount of the loan plus interest less the amount of any refund. If you are eligible for a loan guaranteed by the Federal Government on state government and you default on the loan, both of the following may occur (1) the federal government on a loan guarantee agency may take action against you including applying any income tax refund to which you are entitled to reduce the balance owed on the loan (2) you may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

If the student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

#### **Statement of Financial Conditions (Past and Present)**

The Family Health Services Training Center was established in 1986. During the past 29 years this institution has never operated as a debtor in possession, has never filed a bankruptcy petition or had a bankruptcy petition 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. Sec 1101 et seq.) There is absolutely no pending petition of bankruptcy. This institution has and continued to maintain the financial resources sufficient to remain solvent. 75 percent of financial resources support the phlebotomy program.

**NOTICE CONCERNING TRANSFERABILITY OF  
CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at Family Health Services Training Center is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the Phlebotomy Training 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 of your coursework at that 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 Family Health Services Training Center to determine if your certificate will transfer.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by call (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

Any questions a student may have regarding this enrollment agreement that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Post Secondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates and salaries or wages, and the most recent three-year cohort default rate, if applicable, prior to signing this agreement.

I certify that I have received the catalog, School Performance Fact Sheet and information regarding completion rates, placement rates, license examination passage rates and salary or wage information, and the most recent three-year cohort default rate, if applicable, included in the School Performance Fact Sheet and have signed, initialed and dated the information provided in the School Performance Fact Sheet.

\_\_\_\_\_  
Student Initials

TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE----- \$2600  
ESTIMATED TOTAL CHARGES FOR ENTIRE THE EDUCATIONAL PROGRAM----- \$2600  
TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT----- \$2600

\_\_\_\_\_  
Start Date

\_\_\_\_\_  
End Date

**I understand that this is a legally binding contract. My signature below certifies that I have read, understood, and agreed to my rights and responsibilities, and that the institution's cancellation and refund policies have been clearly explained to me.**

\_\_\_\_\_  
Student Name (Print)

\_\_\_\_\_  
School Official Name (Print)

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
School Official Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## School Performance Fact Sheet

The Family Health Services Training Center is required by the California Education Code to make available a copy of the Center's School Performance Fact Sheet to each prospective student. A copy of this document is on file with California Bureau for Private Postsecondary Education.

The charts below illustrate the Center's performance over two years including 2014 through 2015 in phlebotomy training program. The performance categories illustrated include:

1. **Course Completion Rate** which includes the number of students enrolled in the course and the number of students who successfully complete the course.
2. **Placement Rate** which includes the number of students that successfully completed the course and the number of students subsequently employed.
3. **National Exam Passage Rates** which includes the number of students that sit for the national phlebotomy exam and the number of students who passed.
4. **Salary and Wage Information** which includes employment and wage data reported by students employed during 2014 and 2015.

Course completion rates were calculated from student data on file at the Center. The Center is required to keep such data for a minimum time period of 5 years. Should a reader of this document care to review this data, it can be made available upon request with student personnel data deleted.

Phlebotomy as an occupation is closely related to other occupations in the field of clinical laboratory science. Such occupations include Medical Laboratory Technician and Medical Laboratory Assistant. These are positions in the field of Clinical Laboratory medicine to which a student could be placed based on education and training provided in this course.

The US Department of Labor Occupational Handbook 2010-2011 gives the most current data available on job prospects for graduates of phlebotomy programs whose training may qualify for placement in other closely related occupations as discussed above. To review this information the reader is referred to the US Department of Labor's website. Search for "Occupational handbook" and scroll down the alphabetical listing to find Medical Laboratory Technicians or Medical Laboratory Technicians.

## Phlebotomy Full Course Program – 6 - 8 weeks

### On-Time Completion Rates (Graduation Rates)

Includes data for the two years prior to reporting

Calendar Year	Number of Students Who Began the Program <sup>1</sup>	Students Available for Graduation <sup>2</sup>	Number of On-Time Graduates <sup>3</sup>	On-Time Completion Rate <sup>4</sup>
2014	84	84	84	100%
2015	164	164	163	99%

Student's Initials: \_\_\_\_\_ Date: \_\_\_\_\_

Initial only after your had sufficient time to read and understand information.

### Students Completing Within 150% of the Published Program Length

Calendar Year	Number of Students Who Began the Program <sup>1</sup>	Students Available for Graduation <sup>2</sup>	150% Graduates <sup>5</sup>	150% Completion Rate <sup>6</sup>
2014	84	84	0	0%
2015	164	164	1	0%

Student's Initials: \_\_\_\_\_ Date: \_\_\_\_\_

Initial only after your had sufficient time to read and understand information.

### Job Placement Rates (includes data for the two calendar years prior to reporting)

Calendar Year	Number of Students Who Began the Program <sup>1</sup>	Number of Graduates	Graduates Available for Employment <sup>7</sup>	Graduates Employed in the Field <sup>9</sup>	Placement Rate % Employment in Field <sup>10</sup>
2014	0	0	0	0	0
2015	0	0	0	0	0

Because of the change in the Bureau's reporting regulations, which became effective on July 14, 2016, this institution was not required to collect the data for its prior graduates.

**Gainfully Employed Categories (includes data for the two calendar years prior to reporting)**

**Part-Time vs. Full-Time Employment**

Calendar Year	Graduates Employed in the Field 20-29 Hours Per Week	Graduates Employed in the Field at Least 30 Hours Per Week	Total Graduates Employed in the Field
2014	0	0	0
2015	0	0	0

Because of the change in the Bureau's reporting regulations, which became effective on July 14, 2016, this institution was not required to collect the data for its prior graduates.

**Single Position vs. Concurrent Aggregated Position**

Calendar Year	Graduates Employed in the Field in a Single Position	Graduates Employed in the Field in Concurrent Aggregated Positions	Total Graduates Employed in the Field
2014	0	0	0
2015	0	0	0

Because of the change in the Bureau's reporting regulations, which became effective on July 14, 2016, this institution was not required to collect the data for its prior graduates.

**Self-Employed / Freelance Positions**

Calendar Year	Graduates Employed who are Self-Employed or Working Freelance	Total Graduates Employed in the Field
2014	0	0
2015	0	0

Because of the change in the Bureau's reporting regulations, which became effective on July 14, 2016, this institution was not required to collect the data for its prior graduates.

**Institutional Employment**

Calendar Year	Graduates Employed in the Field who are Employed by the Institution, an Employer Owned by the Institution, or an Employer who Shares Ownership with the Institution	Total Graduates Employed in the Field
2014	0	0
2015	0	0

Because of the change in the Bureau's reporting regulations, which became effective on July 14, 2016, this institution was not required to collect the data for its prior graduates.

Student's Initials: \_\_\_\_\_ Date: \_\_\_\_\_

Initial only after your had sufficient time to read and understand information.

**License Examination Passage Rates (includes data for the two calendar years prior to reporting)**

Calendar Year	Number of Graduates in Calendar Year	Number of Graduates Taking Exam <sup>11</sup>	Number Who Passed First Available Exam <sup>14</sup>	Number Who Failed First Available Exam	Passage Rate <sup>13</sup>
2014	84	67	50	17	80%
2015	145	125	105	20	86%

Licensure examination passage data is not available from the state agency administering the examination. We are unable to collect data from 37 graduates.

Student's Initials: \_\_\_\_\_ Date: \_\_\_\_\_

Initial only after you had sufficient time to read and understand information.

First Available Exam Date <sup>12</sup>	Date Exam Results Announced	Number of Graduates in Calendar Year	Number of Graduates Taking Exam <sup>11</sup>	Number Who Passed Exam <sup>14</sup>	Number Who Failed Exam	Passage Rate <sup>13</sup>
7/23/2014	8/6/2014	84	10	9	1	90%
8/6/2014	8/20/2014	84	22	19	3	86%
8/20/2014	9/3/2014					
8/27/2014	9/10/2014					
9/6/2014	9/20/2014	84	5	3	2	60%
10/1/2014	10/15/2014	84	13	10	3	77%
10/15/2014	10/29/2014					
10/29/2014	11/12/2014					
11/12/2014	11/26/2014	84	17	15	2	88%
11/26/2014	12/10/2014					
12/17/2015	12/31/2014	84	17	11	6	65%

First Available Exam Date <sup>12</sup>	Date Exam Results Announced	Number of Graduates in Calendar Year	Number of Graduates Taking Exam <sup>11</sup>	Number Who Passed Exam <sup>14</sup>	Number Who Failed Exam	Passage Rate <sup>13</sup>
1/7/2015	1/21/2015	145	17	15	2	88%
1/21/2015	2/4/2015					
2/4/2015	2/18/2015	145	12	9	3	75%
2/18/2015	3/14/2015					
3/4/2015	3/18/2015	145	12	10	2	83%
3/18/2015	4/1/2015					
4/8/2015	4/22/2015	145	12	12	0	100%

4/22/2015	5/6/2015					
5/6/2015	5/20/2015	145	17	13	4	76%
5/20/2015	6/3/2015					
6/17/2015	7/1/2015	145	8	7	1	88%
7/8/2015	7/22/2015	145	8	5	3	63%
8/5/2015	8/19/2015	145	18	16	2	89%
8/19/2015	9/2/2015					
9/23/2015	10/7/2015	145	6	6	0	100%
10/14/2015	10/28/2015	145	20	18	2	90%
10/28/2015	11/11/2015					
11/25/2015	12/9/2015	145	7	6	1	86%
12/16/2015	12/30/2015	145	8	8	0	100%

Student's Initials: \_\_\_\_\_ Date: \_\_\_\_\_  
Initial only after your had sufficient time to read and understand information.

**Salary and Wage Information (includes data for the two calendar years prior to reporting)**

Annual salary wages reported for graduates employed in the field.

Calendar Year	Graduates Available for Employment <sup>7</sup>	Graduates Employed in Field <sup>9</sup>	Salary <sup>15</sup>				
			\$25,001 – \$25,000	\$35,001 – \$40,000	\$40,001 – \$45,000	\$45,001 – \$50,000	No Salary Information Reported <sup>16</sup>
2014	0	0	0	0	0	0	0
2015	0	0	0	0	0	0	0

Because of the change in the Bureau's reporting regulations, which became effective on July 14, 2016, this institution was not required to collect the data for its prior graduates.

Student's Initials: \_\_\_\_\_ Date: \_\_\_\_\_  
Initial only after your had sufficient time to read and understand information.

**Cost of Educational Program**

Total charges for the program for students on-time in 2015: \$2,600.00. Additional charges may be incurred if the program is not completed on-time.

Student's Initials: \_\_\_\_\_ Date: \_\_\_\_\_

Initial only after your had sufficient time to read and understand information.

**Federal Student Loan Debt**

Students at FAMILY HEALTH SERVICES are not eligible for federal student loans. This institution does not meet the U.S. Department of Education criteria that would allow its students to participate in federal aid programs.

Student's Initials: \_\_\_\_\_ Date: \_\_\_\_\_

Initial only after your had sufficient time to read and understand information.

This fact sheet is filed with the Bureau for Private Postsecondary Education. Regardless of any information you may have relating to completion rates, placement rates, starting salaries, or license exam passage rates, this fact sheet contains the information as calculated pursuant to state law.

Any questions a student may have regarding this fact sheet that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at: P.O. Box 980818, West Sacramento, CA 95798-0818, [www.bppe.ca.gov](http://www.bppe.ca.gov), P: (888) 370-7589 or (916) 431-6959, F: (916) 263-1897.

**I have read and understand this School Performance Fact Sheet. The School Performance Fact Sheet was reviewed and discussed with a school official prior to signing an enrollment agreement.**

\_\_\_\_\_  
Student Name (Print)

\_\_\_\_\_  
School Official Name (Print)

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
School Official Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## Definitions

<sup>1</sup>“Number of Students Who Began Program” the number of students who began a program who were scheduled to complete the program within 100% of the published program length within the reporting calendar year and excludes all students who cancelled period.

<sup>2</sup>“Students Available for Graduation” is the number of students who began program minus the number of students who have died, been incarcerated, or been called to active military duty.

<sup>3</sup>“Number of On-Time Graduates” is the number of students who completed the program within 100% of the published program length within the reporting calendar year.

<sup>4</sup>“Completion Rate” is the number of Graduates divided by the Number of Students Available for Graduation.

<sup>5</sup>“150% Graduates” is the number of students who completed the program within 150% of the program length (includes on-time graduates).

<sup>6</sup>“150% Completion Rate” is the number of students who completed the program in the reported calendar year within 150% of the published program length, including on-time graduates, divided by the number of students available for graduation.

<sup>7</sup>“Graduates Available for Employment” means the number of graduates minus the number of graduates unavailable for employment.

<sup>8</sup>“Graduates Unavailable for Employment” means the graduate who, after graduation, die, become incarcerated, are called to active military duty, are international students that leave the United States or do not have a visa allowing employment in the United States, or are continuing their education in an accredited or bureau-approved postsecondary institution.

<sup>9</sup>“Graduates Employed in the Field” means graduates who beginning within six months after a student completes the applicable educational program are gainfully employed, whose employment has been reported, and for whom the institution has documented verification of employment. For occupations for which the state requires passing an examination, the six months period begins after the announcement of the examination results for the first examination available after a student completes an applicable education program.

<sup>10</sup>“Placement Rate Employed in the Field” is calculated by dividing the number of graduates gainfully employed in the field by the number of graduates available for employment.

<sup>11</sup>“Number of Graduates Taking Exam” is the number of graduates who took the first available exam in the reported calendar year.

<sup>12</sup>“First Available Exam Date” is date for the first available exam after a student completed program.

<sup>13</sup>“Passage Rate” is calculated by dividing the number of graduates who passed the exam by the number of graduates who took the reported licensing exam.

<sup>14</sup>“Number Who Passed First Available Exam” is the number of graduates who took and passed the first available licensing exam after completing the program.

<sup>15</sup>“Salary” is as reported by graduate or graduate’s employer.

<sup>16</sup>“No Salary Information Reported” is the number of graduates for whom, after making reasonable attempts, the school was not able to obtain salary information.