



PHLEBOTOMY
TRAINING SPECIALISTS

Illinois Course Catalog

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Introduction

Phlebotomy Training Specialists (hereinafter referred to as PTS) offers Phlebotomy Training and Certification for students and is staffed with qualified, approved, instructors. Brian Treu is the Chief Executive Officer (hereinafter referred to as CEO) of PTS. Mr. Treu has been drawing blood for 23 years and has completed over 300,000 blood draws during his career. He serves as a subject matter expert for many certification agencies. His career in medicine includes completing 255 clinical research trials in Phases I-IV in all facets of medicine, specializing in Phase I clinical trials. Mr. Treu loves pressure and has an uncanny way of dealing with stressful situations. He has traveled the world performing venipuncture on patients on all 7 continents.

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

Junhyon Park is the Chief Financial Officer (CFO) of Phlebotomy Training Specialists. He brings over 25 years of professional experience, including senior leadership roles at some of the world's most respected companies such as Walmart and Samsung Mobile. He has also served as CFO and Vice President of Finance at both publicly traded and privately held companies, including 1-800 CONTACTS, Nature's Sunshine, Blue Source, American Crafts LLC, etc. He holds a Bachelor of Science in International Business Management from Brigham Young University—Hawaii and an MBA in Finance from Brigham Young University—Provo. Junhyon is also a Chartered Financial Analyst (CFA) charterholder. Before completing his MBA, Junhyon served in the military, including assignments in Korea and Somalia as part of the United Nations Peacekeeping Operations.

School History

Phlebotomy Training Specialists (hereinafter referred to as the school) offers Phlebotomy Training for students and is staffed with qualified instructors. Mr. Treu recognized a need in the phlebotomy industry for hands-on training, so he founded Phlebotomy Training Specialists and created a program to combine a system that consists of both practical and didactic learning. Students can leave the program feeling confident in their ability to enter the workforce as a phlebotomist. Since Phlebotomy Training Specialists inaugural class in 1993, the company has had over 87,000 graduates. Today Phlebotomy Training Specialists is one of the largest stand-alone phlebotomy training schools.

Mission and Objectives

Our mission is to increase the quality of the patient experience in the laboratory setting by delivering & implementing standardized, and consistently updated, training methodologies to students before their entrance into the clinical setting through our network of training facilities, which use the latest training paradigms and state of the art equipment.

Our objective is to turn out high-quality, well-trained, competent phlebotomists who can use their skills to benefit patients and employers.

Our current program meets the stated purpose above through a rigorous academic curriculum and hands-on training. Our program equips students with the knowledge, technical proficiency, and foundation needed to excel. By preparing our students to provide safe, accurate, and compassionate blood collection draws, the program fulfills our mission.

Administration

Brian Treu - CEO & Owner
Alexis Treu - COO
Juhyon Park - CFO
Monica Sanborn – VP of Licensing and Compliance
Miranda Garcia- Student Service Manager
Ericha Dick- Directors of Training

Contact Information

School Address:

Chicago: 935 W. Chestnut Street Suite 455 Chicago, IL 60642

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

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

Naperville: 1601 Bond St. Suite 305, Naperville, IL 60563

Home Office- 2570 W 600 N, Suite 400, Lindon, UT 84042

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

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

Programs Offered

1 Certificate Program: Phlebotomy Technician Training & Certification

Program Length: 48 Hour

Program Cost

<u>Tuition</u>	<u>Registration</u>	<u>Books/Supplies/Equipment</u>	<u>Total Tuition/Fee</u>	<u>National Exam</u>
\$820.00	\$200.00 <small>(NON-REFUNDABLE AFTER 3 BUSINESS DAYS)</small>	\$150.00	\$1170.00	\$125.00 <small>(paid to a third party)</small>

Total for Phlebotomy Training & Exam = \$1295.00

Payment Policy

Tuition and fees for class can be paid by logging into your student account at students.phlebotomyusa.com. We accept all major credit cards. \$200 minimum is required at the time of registration. After the initial registration fee of \$200 has been paid, students can make payments in any increment until full payment is received.

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

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

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

No student, regardless of circumstance, will be permitted to be certified without full payment. PTS does not hold regional, national, or programmatic accreditation from a U.S. Department of Education-approved

Student Loans

Phlebotomy Training Specialists does not qualify for Title IV student loans and does not provide student loans.

Textbooks & Supplies/Equipment

Supplies & Equipment: \$115 Refundable on a pro rata basis in accordance with tuition.

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

Class Schedule

Evening - 6pm to 10pm, Monday-Thursday (12 Classes)

Day - 9am to 1:00pm, Monday-Thursday (12 Classes)

Weekend – 8 am to 4:30 pm Saturdays (6 Classes)

2025 Class Dates and Application Deadlines

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

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

Dec Day	1, 2, 3, 4, 8, 9, 10, 11, 15, 16, 17, 18	Nov 26th
Dec Eve	1, 2, 3, 4, 8, 9, 10, 11, 15, 16, 17, 18	Nov 26th

When an unexpected closure occurs due to extraordinary conditions, including inclement weather, students will be notified as soon as possible by phone call and text message. Classes are not held on the following holidays:

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

Entrance Requirements

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

Students are required to have a high school diploma or high school equivalency as a minimum entry requirement into the program. If this proof of education was issued outside of the United States, students must have their documents evaluated for equivalency by a recognized provider such as naces.org, scholar.com, or wes.org. Some employers may also require proof for employment and it will be the student's responsibility to comply with employer requirements. We also require students to be beyond the age of compulsory high school attendance; at least 18 years old.

Students must demonstrate fluency in English, including the ability to communicate, write, and read fluently, as this is essential for effective communication in the healthcare environment.

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

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

Admission Application and Deadline

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

Postponement of Start Date

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

- a. Reason for postponement request.
- b. A deadline for the new start date.

If the program is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to a full refund of prepaid tuition and fees except for the \$200 non-refundable registration fee. All refunds will be processed within 30 days of the deadline of the new start date, determined in accordance with the school's refund policy and all applicable laws and rules of the Illinois Board of Higher Education.

Employment Advisory Services

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

We do the following for students:

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

This list includes, but is not limited to, Plasma Centers, Blood Banks, Platelet

Donation, Dialysis, Physicians' Offices, Medical Clinics, Laboratories, Hospitals, and Paramedical examinations to name a few. This gives the student a head-start on where to look for employment.

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

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

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

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

Attendance Requirements

This program is not graded, it is a pass/fail program. Because of this, lack of attendance can affect your ability to pass. This program is comprised of 12 four-hour modules. To complete the class and receive a certificate of completion, students must attend at least 10 out of 12 modules. If students miss more than 2 modules throughout the class, they will be required to make up the modules they missed in an alternate schedule. If students miss three consecutive modules, they will be deemed too far behind the class and will be automatically removed from the class and required to enroll for another schedule.

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

Time will be quantified at the educational facility electronically, and the student must attend all the time. If a student misses a portion of class after commencement, they can make it up during the day, evening, or weekend schedule.

Make-up Time

Students are strongly advised not to miss class unless necessary. If a student misses a portion of class after the initial 8 hours, the student can make it up at any of the other modules that are teaching the same class during days, evenings, or weekends. Make-up time is available by contacting student services at 701-404-9434 or by emailing info@phlebotomyusa.com. It is the student's responsibility to

schedule and attends any make-up time. If the missed module cannot be made up during the scheduled month, the student can schedule a make-up time during the next month the module is being taught. There is no fee for make-up classes. **Please call Student Services at 701-404-9434 to reschedule.**

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

Rescheduling/Readmittance

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

Scheduled Absence(s)

If any student has extenuating circumstances and requires an absence, please directly notify and speak with your school director for authorization. Once authorized, the student will be allowed to make up the missed time during the next month when the class covers the missed content with no additional fees.

Completion Policy

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

Re-enrollment

Should students fail receive their Certificate of Completion during this time frame, they will be required to re-enroll as a new student. No payments made or classes attended will carry over to this new enrollment. Students may re-enroll and make payments via the student portal or by contacting Student Services at (701) 404-9434.

Extension Policy

Students may request an extension for extenuating circumstances by contacting Student Services at info@phlebotomyusa.com. Extension requests can be made for obtaining their Certificates of Completion. All requests must be sent in writing. Requests for extensions must be submitted prior to the Completion Deadline. Extensions will be granted for emergency situations such as severe medical issues, death of a relative, natural disasters, and cases of assault. All balances must be

paid in full before extensions will be granted. Extensions are not to exceed more than 30 days of the original completion deadline. No more than one extension will be granted per student. This enrollment agreement is valid for Extensions granted by the school. Automatic Extensions will be granted for a) the school rescheduling program dates past the Completion Deadline, and b) the school rescheduling program dates past the expiration of the extension period.

Completion Timelines for Exam

The \$125 exam fee covers one attempt for the national examination. Students are required to redeem their exam code with the NHCO within 30 days of course completion. The NHCO further stipulates that exams must be taken within 90 days of code redemption. PTS offers a one-time 50% off retake code upon request, for students who need to retake the exam.

Graduation Requirements

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

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

Remediation

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

Progress Policy

Phlebotomy Training Specialists and instructors are completely immersed in student

success. Our instructor cadre is face-to-face with students every day they attend class. Our class sizes are kept small to ensure the student gets all the attention from the instructor and classmate interactions they need to become successful in Phlebotomy.

The program is not graded, it is a pass/fail program. As the program progresses the instructors determine through quizzes in each section and the hands-on skills of the students if they are keeping up with the rest of the class.

Grading System

Module 1	Introduction to Phlebotomy	Pass / Fail
Module 2	Blood Collection Preparation & Equipment	Pass / Fail
Module 3	Venipuncture Labs	Pass / Fail
Module 4	Specialized, Pediatric & Capillary Procedures	Pass / Fail
Module 5	Order of Draw & Laboratory Equipment	Pass / Fail
Module 6	Specimen Handling & Processing	Pass / Fail
Module 7	Nonblood Specimens & Advanced Blood Collection	Pass / Fail
Module 8	Lab Skills Development	Pass / Fail
Module 9	Emergency Responses & Personal Wellness	Pass / Fail
Module 10	Lab Skills Development	Pass / Fail
Module 11	Final Review & Exam Prep	Pass / Fail
Module 12	Final Practical Exam	Pass / Fail

Graduation and Certificate of Training Requirements

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

- Passing Scores in Didactic Coursework
- Passing Scores in Lab Coursework
- Passing Scores in Venipuncture Hands-on skills
- Completed Student File / Paperwork
- No outstanding payment obligations

Students complete a final practical evaluation during the last hands-on day of the program. The test will include knowledge of tubes, additives, order of draw, and the ability to complete each step-in order and without correction. Completion of 4 successful draws (2 arm and 2 hand) is mandatory, along with full attendance and full payment of tuition for graduation. In addition, Students must be able to communicate and demonstrate proficiency in the practice of phlebotomy without assistance. This includes the ability to perform blood draws safely and successfully. We do not mail original copies of the Certificate of Training. If the student would like one sent to them, they can have one printed and mailed directly from our Corporate Offices for a fee of \$20.00. Please log on to the student portal to request and pay for the printed and mailed Certificate. If the student notices any mistakes on their Certificate, please email documents@phlebotomyusa.com.

Students who complete the 48-hour program and pass the exam administered by the National Healthcare Certification Organization, will be eligible for employment in all states. Some states, such as California, Louisiana, Nevada, and Washington have additional licensing requirements.

Dress Code

Scrubs are strongly suggested. Closed-toed shoes are mandatory, no sandals or open-toed shoes.

Leave of Absence

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

Student Performance, Remediation, and Academic Dismissal Policy

Student Performance

The Phlebotomy Program is a fast-paced, often stressful, learning environment that demands a high level of dedication and proficiency. Students are expected to meet all program requirements, including classroom attendance, participation, and the ability to demonstrate proficiency in blood draws.

If a student's performance falls below the expected standards, the institution will initiate a conversation with the student to discuss their challenges and provide guidance on improving their performance.

Remediation

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

Dismissal

If, after reasonable efforts to support the student's success, they continue to fail to meet the program's requirements and remediation required, the institution may be required to dismiss the student from the Phlebotomy Program. Dismissal will be a last resort and will only occur after due consideration of the student's circumstances.

Records

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

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

Leave of Absence

Due to the short period of time required to complete the program, Phlebotomy Training Specialists will not grant students a Leave of Absence. In the case of a prolonged illness or accident, death in the family, or other special circumstances that make attendance impossible or impractical, the student will be required to withdraw from the program. The school will process an appropriate refund in accordance with the Refund Policy.

Conduct & Dismissal Policy

If a student is dismissed permanently, the refund policy will be in effect based on the percentage of class attended. The last session of attendance will be the date of

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

1. Language / Interpersonal Conduct

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

2. Conduct

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

3. Safety

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

4. Mental/Physical State

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

5. Student Eligibility, Accommodations, & Performance

- a. Failure to meet the performance requirements
- b. Inability to benefit as reviewed by instructional staff, regional, and national directors

6. Automatic Dismissal

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

Dismissal Procedures:

Upon infraction of one of the above prohibitions, a Phlebotomy Training Specialists staff member will issue a verbal and written warning to the student. This is to be considered a corrective plan of action. If the prohibited action and/or behavior continues, Phlebotomy Training Specialists will dismiss the infracting student(s) from the program. Any student who has violated the prohibitions outlined in section 5, the "Automatic Dismissal" section, will be subject to automatic dismissal with no exception(s).

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

Warnings & Suspension

Students will be given written warnings when it comes to their conduct in class. If they are disruptive, harass, or discriminate against another student or instructor, they will be written up by their instructor.

Three times being written up will result in suspension from the class. If the student chooses to withdraw from the class AFTER their suspension from the class, the student's tuition will be refunded based on the last day attended and will be based on the refund policy contained herein.

When suspended from a class, a student may not re-enter the class in which they were enrolled, until the start of the next month, they can however attend any other class, such as the evening or weekend class if they were in the day class. If they wish to re-enter at the same time of class as they were originally enrolled, they must wait until the start of the next class, the next month.

Re-entry / Readmission

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

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

Student Probation

Phlebotomy Training Specialists do not put students on probation.

Voluntary Withdrawal from Class

When a student voluntarily withdraws from the program, the school will process a refund in accordance with the refund policy outlined in this document. All requests to withdraw must be submitted in writing to payments@phlebotomyusa.com.

Student Rights

Phlebotomy Training Specialists affords its students the following rights:

- Access to instructors and management for any assistance
- Fair and impartial treatment
- Providing Privacy to Student Records

Facilities and Equipment

Our schools are located at:

Chicago- 935 W. Chestnut Street Suite 455 Chicago, IL 60642

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

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

Naperville- 1601 Bond St. Suite 305, Naperville, IL 60563

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

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

Exam and Learning Resource Information

Exam

Upon graduation, students will be eligible to take the CPT exam with the National Healthcare Certification Organization (NHCO). The NHCO can be contacted at [866-856-6082](tel:866-856-6082).

Students who paid for the NHCO exam will receive their exam code at the completion of their course. Students have 30 days to register and create an account with the NHCO. Students who fail to do so within the 30 days will forfeit the \$125 exam fee and be required to pay the NHCO directly. The exam must be completed within 90 days after their account creation. Students will take their exam on a computer in a location they choose; it is not proctored in class. A virtual proctor monitors the two-hour exam, and audio and video of the examination experience are captured.

The student will not be eligible to test with the NHCO if they have not passed the practical skills examination. If the student chooses NOT to take the NHCO exam, they will still receive a certificate of completion from our school.

PTS students are eligible to sit for certification examinations from the relevant phlebotomy training oversight organizations (National Healthcareer Association (NHA), National Centers for Competency Testing (NCCT), and National Healthcare Certification Organization (NHCO)).

Learning Resource

Phlebotomy Training Specialists uses a training system in which they provide students with all of the resources they need to complete class and attain the knowledge to prepare for and pass the certification exam. This is similar if not identical to how most Phlebotomy programs operate.

Our system coupled with our practiced exams and quizzes have proven to be sufficient in their entirety for students to be successful in their Phlebotomy Training. To further add to our student's success, we have compiled a learning resource library that students can refer to that uses information directly from the source. This learning resource library is available to all students, current and graduated to keep up to date as the source material is updated.

The learning resource digital library is available from the student portal and can be accessed at anytime from anywhere. This minimizes the reliance on printed materials. A digital library allows the school to manage the information efficiently. Changes and updates to the library are made in real-time to according to industry and curriculum standards.

Educational Services

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

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

To successfully complete this program, each student will be required to satisfactorily perform the tasks correlated to the function in which they are training. The final written exam is optional but strongly suggested. One watch and critique test will be given. If the entire program is completed satisfactorily, a certificate of completion will be awarded to the student after the program ends.

Previous Credits

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

Transfer of Credits & State to State Transfer

The transferability of credit and credentials earned is at the sole discretion of the receiving school. Acceptance of the certificate students earn in Phlebotomy is also at the complete discretion of the institution to which they may transfer. If the certificate is not accepted at the institution to which students may transfer, they may be required to repeat some or all of their coursework at that institution. For this reason, students should make certain that the program with Phlebotomy Training Specialists will meet their educational goals.

In addition, the tuition and fees paid toward this enrollment and program is only applicable to the city and state of the original enrollment; they are not transferable. If a student moves campuses, additional program fees may be required.

Student Grievance Procedure

Phlebotomy Training Specialists do not have any policy nor act in any manner that discourages or prohibits the filing of inquiries or complaints. Should a student or third-party individual have a complaint with Phlebotomy Training Specialists, they can take the following steps. Students will not be subject to unfair actions as a result of filing a complaint.

1. Students or third party shall first attempt to address the grievance informally with the Program Instructor(s), who can be reached at support@intelvio.com. If the outcome of this attempt is unsuccessful, students may proceed to the formal written grievance procedure. (See #2 below.)
2. Students may formally state their grievance in writing via email to the Manager of Student Services at support@intelvio.com. Please submit the written grievance within 60 days of the occurrence. The Student Service Manager will consult with the COO, Alexis Treu, and with the Program Director.
3. Ms. Treu will assist the Student Service Manager in resolving the student's concerns. She will investigate the grievance within five business days of receiving the complaint by contacting the student via email or phone to set up a meeting. In the meeting, she will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. Written notification via email of the resolution will be sent to the student within ten business days after the student meeting.
4. In the COO's absence, the Student Service Manager will contact the student via email or phone within five business days of receiving the complaint. In the meeting, she will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. Written notification via email

of the resolution will be sent to the student within ten business days after the meeting.

5. Student complaints must be submitted in writing to the Board (Section 85(i)(1) of the Act). Information about the complaint may be submitted online through the IBHE website (www.ibhe.org). Additional information regarding the complaint process can be obtained by contacting the Board at:

Illinois Board of Higher Education
Division of Private Business and Vocational Schools
1 N. Old State Capitol Plaza, Suite 333
Springfield IL 62701
Phone Number: (217) 782-2551
Fax Number: (217) 782-8548

Cancellation Policy

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

Other Cancellations: An applicant requesting cancellation after the 3rd business day after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid (*less the \$200 cancellation fee*). An applicant denied admission by the school is entitled to a refund of all monies paid.

Refund after the commencement of classes:

1. Procedure for withdrawal/withdrawal date:
 - a) A student choosing to withdraw from the school after the commencement of classes is to provide written notice to the Director of the school by emailing payments@phlebotomyusa.com. The notice is to indicate the expected last date of attendance and be signed and dated by the student.
 - b) A student will be determined to be withdrawn from the institution if the student has not attended any class for 15 consecutive class days. Refunds will be issued after 30 days based on classes attended per the schedule below or student can reschedule class.
 - c) All refunds will be issued within 30 days of the determination of the

withdrawal date.

2. Tuition charges/refunds:

- a) Before the beginning of classes, the student is entitled to a refund of 100% of the tuition and additional fees paid.
- b) Before the beginning of classes, after the cancellation period, the student is entitled to a refund of 100% of the tuition and any additional fees paid, less the registration fee.
- c) After the commencement of classes, the tuition refund, minus the \$200 cancellation charge, shall be determined as follows:

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

These calculations are based on full tuition being paid. If a student is not paid in full, the amount refunded will be proportional to tuition paid and classes attended. The \$125 National Exam Fee is not included in these calculations, as the exam fee is fully refundable, as long as the National Exam is not attempted. The percentage of the clock hours attempted is determined by dividing the number of clock hours elapsed from the student's start date to the student's last day of attendance, by the number of clock hours in the program.

Supplies and Equipment: \$115 - Refundable on a pro rata basis in accordance with tuition.

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

A student will be determined to be withdrawn from the institution if the student has not attended three consecutive modules. The student will receive a prorated refund based on the classes attended. The refund will be issued after 30 days based on classes attended.

**All requests to withdraw must be submitted in writing to:
payments@phlebotomyusa.com

Student Eligibility, Accommodations, and Performance Policy

Intelvio is committed to providing equal educational opportunities to all students, including those with disabilities, in compliance with the Americans with Disabilities Act (ADA). This policy outlines our commitment to inclusivity while maintaining the necessary standards for students participating in the Phlebotomy Program. Intelvio does not discriminate on the basis of disability and is committed to providing reasonable accommodations to qualified students with disabilities to ensure equal access to educational programs and activities.

Accommodations

Intelvio is committed to providing reasonable accommodations to students with disabilities to facilitate their participation in the Phlebotomy Program. Accommodations will be determined on a case-by-case basis in consultation with the student and the institution's Student Services.

Chaperones

Chaperones or personal assistants are not allowed in the Phlebotomy Program classroom to assist students during the program. All students are expected to participate independently and demonstrate proficiency.

Assessment and Reasonable Modification

Students' abilities to successfully participate in the Phlebotomy Program will be assessed based on their performance in the classroom and if applicable, the clinical settings. This includes their ability to perform blood draws safely and effectively. Intelvio will consider reasonable modifications to accommodate students with disabilities, provided that such modifications do not fundamentally alter the essential requirements of the Phlebotomy Program or compromise patient safety.

2025 PHLEBOTOMY TRAINING SYLLABUS

A. PROGRAM DESCRIPTION:

The Phlebotomy program is designed to train individuals to properly collect and process blood and other clinical specimens for laboratory testing and to interact with health care personnel, clients, and the general public.

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

B. METHOD OF INSTRUCTION:

The student is trained through the modules during class, obtaining that knowledge through books and hands-on training each class period.

The book knowledge obtained is then applied in the hands-on training portion of the class. Theory first, and actual application of the theory follows shortly thereafter.

C. PROGRAM EXPECTATIONS / COMPETENCIES/OBJECTIVES:

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

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

culturally diverse environment.

Program Schedule

Course Titles	Lecture Minutes	Lab Minutes	Total Hours
Module 1 - Introduction to Phlebotomy	210	30	4
Module 2 - Blood Collection Preparation & Equipment	145	95	4
Module 3 - Venipuncture Labs	55	185	4
Module 4 - Specialized, Pediatric & Capillary Procedures	240	0	4
Module 5 - Order of Draw & Laboratory Equipment	30	210	4
Module 6 - Specimen Handling & Processing	170	70	4
Module 7 - Nonblood Specimens & Advanced Blood Collection	240	0	4
Module 8 - Lab Skills Development	30	210	4
Module 9 - Emergency Responses & Personal Wellness	240	0	4
Module 10 - Lab Skills Development	30	210	4
Module 11 - Final Review & Exam Prep	240	0	4
Module 12 - Final Practical Exam	35	205	4
Total Hours	27.75	20.25	48

Program Competencies:

48 HOUR: Program Outline/Competencies

Program: Phlebotomy Training

The program is not graded, it is a pass/fail seminar. As the program progresses, the

instructors determine through Assessments such as quizzes in each section and the hands-on skills of the students to determine if they are keeping up with the rest of the class. Remedial training is provided if it is found that a student is not progressing. Students are allowed to attend the weekend/evening/day classes free of charge for additional training. They can also attend month after month if they feel they need additional training. Students must pass 70% of modules to continue and stay on track for graduation.

Outline	Hours		Competencies	Assessment Grading System
	Lecture	Lab		
Module 1 – Introduction to Phlebotomy	210 Min	30 Min		
Welcome & Attendance	10	-	-	-
Program Overview Venipuncture Logs Student Portal Walkthrough	25	-	-	-
Chapter 1- Welcome to Phlebotomy Introduction to Phlebotomy The Role of the Modern Phlebotomist Legal & Ethical Standards Certification, Licensure & Professional Organizations	45	-	<ul style="list-style-type: none"> A. Identify the primary responsibilities of phlebotomists in various healthcare settings. B. Describe common procedures performed by phlebotomists, including venipuncture and capillary collection. C. Recognize the phlebotomist's contribution to accurate diagnostics and patient outcomes. D. Apply ethical principles in patient care, including respect, confidentiality, and informed consent. E. Comply with legal requirements, including HIPAA and patient rights regulation. F. Understand the certification and licensure requirements for phlebotomy practice in various states. G. Recognize the value of continuing professional development to maintain competence and stay current with industry standards. 	Case Studies 1.1 & 1.2 Chapter 1 Review Chapter 1 Assessment
Break	15	-	-	-

<p>Chapter 2- Systems of the Body</p> <p>The Circulatory System Blood Components Veins Used for Drawing Blood Understanding the Blood Other Body Systems The Venipuncture Process At A Glance</p>	45	-	<ul style="list-style-type: none"> A. Describe the structure and function of the circulatory system, including the heart, arteries, veins, and capillaries. B. Explain the role of the circulatory system in transporting oxygen, nutrients, and waste products throughout the body. C. Identify how the circulatory system interacts with phlebotomy procedures, particularly in venous blood collection. D. Identify the four main components of blood: red blood cells, white blood cells, platelets, and plasma. E. Explain the function of each blood component and its relevance to diagnostic testing. F. Identify other body systems that impact phlebotomy, such as the lymphatic, immune, and endocrine systems. G. Describe how systemic conditions (e.g., dehydration, edema) may affect blood collection procedures. H. Recognize medical terminology associated with relevant body systems. 	<p>Case Studies 2.1 & 2.2 Chapter 2 Review Chapter 2 Assessment</p>
<p>Chapter 3- The Venipuncture Process</p> <p>Healthcare Safety Quality Assurance & Quality Control Exposure Control Plan Surface & Equipment Cleaning Bloodborne Pathogens Personal Protective Equipment (PPE) Biohazard Waste Disposal</p>	60	-	<ul style="list-style-type: none"> A. Identify common healthcare safety hazards related to phlebotomy and laboratory procedures. B. Apply standard safety precautions to protect both patients and healthcare workers. C. Demonstrate safe handling of medical equipment to minimize risks of injury or contamination. D. Explain the importance of quality assurance (QA) and quality control (QC) in laboratory and phlebotomy practices. E. Follow procedures for exposure prevention. F. Perform proper cleaning and disinfection of surfaces and equipment to prevent cross-contamination. G. Identify common bloodborne pathogens, including HIV, Hepatitis B, and Hepatitis C. 	<p>Case Studies 3.1 & 3.2 Chapter 3 Review Chapter 3 Assessment</p>

			<ul style="list-style-type: none"> H. Explain modes of transmission and strategies for prevention. I. Comply with infection control guidelines to minimize the risk of occupational exposure. J. Identify biohazard waste types, including sharps. K. Use proper containers for disposal of biohazardous materials, in compliance with regulatory standards. 	
Tourniquet Demonstration	-	30	-	Student Practice: Tourniquet Tying
Clean up & Dismiss	10	-	-	-
Module 2 - Blood Collection Preparation & Equipment	145 Min	95 Min		
Welcome & Attendance	5	-	-	-
Chapter 4- Venipuncture Process Preparing for Venipuncture Blood Draw Methods Quick List of Phlebotomy Supplies Venipuncture Process	75	-	<ul style="list-style-type: none"> A. Learn patient identification and verification. B. Understand communication with patient for potential complications, such as allergies, history of fainting, or bleeding disorders. C. Recognize the appropriate equipment and supplies based on patient factors and the type of test ordered. D. Identify and explain various blood collection methods, including venipuncture, fingerstick (capillary), and butterfly collection. E. Recognize and properly use essential phlebotomy supplies, including needles, tubes, and tourniquets. F. Identify the correct sequence of steps for performing a venipuncture, from site selection to post-procedure care. 	Case Studies 4.1 & 4.2 Chapter 4 Review Chapter 4 Assessment
Break	15	-	-	-
Tourniquet Tying and Vein Palpation	-	40	<ul style="list-style-type: none"> A. Demonstrate proper tourniquet placement and tying technique. 	Student Practice: Tourniquet Tying

			<ul style="list-style-type: none"> B. Understand the release of the tourniquet at the appropriate times during the venipuncture process to ensure specimen quality and patient safety. C. Identify suitable veins for venipuncture through palpation, focusing on vein size, direction, and depth. D. Use proper palpation techniques, including the use of fingertips and gentle pressure, to locate and assess vein condition. E. Differentiate between veins, arteries, and tendons by feel and anatomical location. F. Select the most appropriate vein based on palpation findings, prioritizing vein stability, size, and accessibility. 	Vein Palpation
Vein Viewer	-	25	<ul style="list-style-type: none"> A. Understand the function and use of the equipment 	Student Practice: Vein Viewer
Phlebotomy Supplies Overview	-	30	<ul style="list-style-type: none"> A. Identify standard phlebotomy supplies and their specific purposes (e.g., needles, tubes, etc). B. Select the correct supplies based on the type of blood draw, patient needs, and laboratory requirements. C. Demonstrate understanding of needle gauges and lengths, and when to use different options (e.g., straight needle, butterfly needle). D. Understand the color-coded tube system, including additives, order of draw, and test compatibility 	Presentation
Instructor Led Study & Chapter 1-3 Review	40	-	<ul style="list-style-type: none"> A. Gain a greater understanding of course material. 	Discussion
Clean up & Dismiss	10	-	-	-
Module 3 - Venipuncture Labs	55 Min	185 Min		
Welcome & Attendance	5	-	-	-
Instructor Presentation: Straight Needle Venipuncture Butterfly Needle	-	30	<ul style="list-style-type: none"> A. Demonstrate correct preparation and use of the straight needle system. 	Instructor Demonstration

Venipuncture			B. Demonstrate correct preparation and use of the straight needle system.	
Instructor Presentation: Proper Needle Handling	-	20	A. Understand the correct handling of needles before, during, and after venipuncture, ensuring patient and provider safety.	Instructor Demonstration
Instructor Presentation: Counter Pressure	-	15	A. Demonstrate correct application of counter pressure using gentle, controlled traction below the puncture site.	Instructor Demonstration
Student First Blood Draws	-	60	A. Select appropriate vein sites for straight needle venipuncture, ensuring patient comfort and safety. B. Perform venipuncture using a straight needle with proper insertion angle, depth, and tube exchange technique. C. Minimize patient discomfort and prevent complications such as hematoma, nerve damage, or vein collapse. D. Remove the needle safely and apply post-procedure care, including proper disposal of the sharp.	Student Practice: First Venipuncture
Break	15	-	-	-
Blood Draws Continued	-	60	A. Select appropriate vein sites for straight needle venipuncture, ensuring patient comfort and safety. B. Perform venipuncture using a straight needle with proper insertion angle, depth, and tube exchange technique. C. Follow the needle safely and apply post-procedure care, including proper disposal of the sharp. D. Perform butterfly needle venipuncture with proper technique, including needle stabilization and patient positioning. E. Manage blood flow using a butterfly needle, ensuring collection efficiency and preventing tube backflow or clotting. F. Dispose of butterfly devices correctly, following sharps safety protocols.	Student Practice: Straight Needle Venipuncture Butterfly Needle Venipuncture

Instructor Led Review of the Venipuncture Process	25	-	A. Assess the correct supplies based on the specific venipuncture procedure, patient factors, and safety procedures.	Discussion
Clean up & Dismiss	10	-	-	-
Module 4 - Specialized, Pediatric & Capillary Procedures	240 Min	0 Min		
Welcome & Attendance	5	-	-	-
Chapter 5- Making Difficult Draws Less Difficult Difficult Draws Draws Requiring a Specialized Approach Problems During a Procedure Unsuccessful Draws	45	-	A. Demonstrate techniques for locating veins in difficult cases, including repositioning the patient, warming the area, or using smaller gauge needles. B. Recognize when alternative blood collection methods are needed, such as using a butterfly needle for small or fragile veins. C. Understand special circumstances, including hand draws, pediatric draws, or geriatric patient considerations. D. Identify and respond appropriately to common complications, such as hematoma formation, vein collapse, or patient syncope. E. Adjust technique mid-procedure when necessary, maintaining composure and patient safety. F. Recognize when to discontinue an attempt, following institutional guidelines.	Case Studies 5.1 & 5.2 Chapter 5 Review Chapter 5 Assessment
Chapter 6- Pediatric Draws and Capillary Blood Collection Pediatric Blood Draws Capillary Collection Heel Sticks & Fingersticks Hemostasis Capillary Collection Procedural Steps Capillary Collection Steps	45	-	A. Demonstrate age-appropriate communication techniques to reduce fear and anxiety in pediatric patients. B. Select appropriate venipuncture sites and equipment for pediatric patients, considering size, vein condition, and developmental factors. C. Identify when capillary collection is appropriate, such as for small-volume testing or when venipuncture is not feasible. D. Understand how to select the correct site for capillary puncture, differentiating between heel sticks	Case Studies 6.1 & 6.2 Chapter 6 Review Chapter 6 Assessment

			<p>(infants) and fingersticks (older children/adults).</p> <p>E. Ensure specimen integrity during capillary collection, avoiding hemolysis and contamination.</p> <p>F. Use warming techniques when appropriate to increase blood flow and improve collection success.</p> <p>G. Achieve hemostasis following capillary and venous draws, applying appropriate pressure to stop bleeding.</p> <p>H. Demonstrate all steps of the capillary collection process, from site preparation to specimen labeling.</p> <p>I. Collect specimens in the correct order to prevent cross-contamination and ensure accurate test results.</p>	
Break	15	-	-	-
Chapter 7- Tubes, Order of Draw, and Blood Tests The Foundations of Accurate Blood Collection Standard Order of Draw Supplementary Tubes	75	-	<p>A. Understand the relationship between proper tube selection and accurate laboratory results.</p> <p>B. Describe how incorrect collection methods can lead to specimen rejection, cross-contamination, or inaccurate test results.</p> <p>C. Explain the purpose of additives in collection tubes and how they interact with blood samples.</p> <p>D. Memorize and correctly apply the standard order of draw to prevent cross-contamination of additives.</p> <p>E. Select appropriate tubes for specific laboratory tests, ensuring accuracy in specimen processing.</p> <p>F. Demonstrate the correct sequence during multiple tube collections, using both syringe and vacutainer methods.</p> <p>G. Identify and describe supplementary tubes used in specialized testing, including trace element tubes, blood culture bottles, and special coagulation tubes.</p>	Case Studies 7.1 & 7.2 Chapter 7 Review Chapter 7 Assessment

Instructor Presentation: Order of Draw	45	-	A. Assess the correct sequence in which blood collection tubes are filled during a venipuncture.	Review
Clean up & Dismiss	10	-	-	-
Module 5 - Order of Draw & Laboratory Equipment	30 Min	210 Min		
Welcome & Attendance	5	-	-	-
Lab-Blood Draws	-	100	A. Select appropriate vein sites for straight needle venipuncture, ensuring patient comfort and safety. B. Perform venipuncture using a straight needle with proper insertion angle, depth, and tube exchange technique. C. Follow the needle safely and apply post-procedure care, including proper disposal of the sharp. D. Perform butterfly needle venipuncture with proper technique, including needle stabilization and patient positioning. E. Manage blood flow using a butterfly needle, ensuring collection efficiency and preventing tube backflow or clotting. F. Dispose of butterfly devices correctly, following sharps safety protocols.	Student Practice: Straight Needle Venipuncture Blood Draw Samples
Break	15	-	-	-
Instruction Presentation: Capillary Collection	-	60	-	Student Practice: Complete 10 Capillary Sticks Microhematocrit Collection
Lab-Blood Draws	-	50	A. Select appropriate vein sites for straight needle venipuncture, ensuring patient comfort and safety. B. Perform venipuncture using a straight needle with proper insertion angle, depth, and tube exchange technique. C. Follow the needle safely and apply post-procedure care, including proper disposal of the sharp.	Student Practice: Butterfly Needle Venipuncture Straight Needle Venipuncture

			<p>D. Perform butterfly needle venipuncture with proper technique, including needle stabilization and patient positioning.</p> <p>E. Manage blood flow using a butterfly needle, ensuring collection efficiency and preventing tube backflow or clotting.</p> <p>F. Dispose of butterfly devices correctly, following sharps safety protocols.</p>	
Clean up & Dismiss	10	-	-	-
Module 6 - Specimen Handling & Processing	170 Min	70 Min		
Welcome & Attendance	5	-	-	-
Chapter 8- Laboratory Equipment Equipment in the Laboratory Equipment Maintenance and Troubleshooting Blood Smears	35	-	<p>A. Identify common laboratory equipment used in specimen processing (e.g., centrifuges, microscopes, incubators, analyzers).</p> <p>B. Describe the purpose of each piece of equipment in the context of diagnostic testing.</p> <p>C. Operate basic laboratory equipment safely and according to manufacturer guidelines.</p> <p>D. Prepare peripheral blood smears correctly, ensuring appropriate technique for smear thickness and slide quality.</p>	Case Studies 8.1 & 8.2 Chapter 8 Review Chapter 8 Assessment
Chapter 9- Specimen Processing and Pre-Analytical Errors Determining Specimen Processing Requirements Timing Requirements for Specimens Pre-Analytical Requirements for Specimens Pre-Analytical Errors	45	-	<p>A. Identify specific handling and processing requirements for various specimen types (e.g., centrifugation, temperature control, protection from light).</p> <p>B. Recognize time-sensitive specimens (e.g., STAT, fasting, timed draws) and prioritize processing accordingly.</p> <p>C. Document and track collection and processing times accurately, maintaining chain of custody when required.</p> <p>D. Prepare specimens for analysis following pre-analytical guidelines, such as proper tube inversion, aliquoting, and storage.</p>	Case Studies 9.1 & 9.2 Chapter 9 Review Chapter 9 Assessment

			<ul style="list-style-type: none"> E. Recognize common pre-analytical errors, such as wrong tube use, mislabeled specimens, improper storage, or delayed processing. F. Respond to pre-analytical errors by initiating corrective actions, including error reporting, specimen recollection, or escalation to laboratory management. G. Implement quality control measures to prevent recurring pre-analytical errors in the collection and processing workflow. 	
Break	15	-	-	-
Chapter 10- Infection Control and the Clinical Laboratory Infection The Chain of Infection Breaking the Chain of Infection The Role of Federal Agencies in Infection Control Laboratory Departments	60	-	<ul style="list-style-type: none"> A. Define infection and understand the risk of pathogen transmission in clinical and laboratory settings. B. Recognize the signs and symptoms of infection and understand basic infection control terminology. C. Describe the components of the chain of infection, including the infectious agent, reservoir, portal of exit, mode of transmission, portal of entry, and susceptible host. D. Identify points in the process where healthcare workers are at risk and must take preventative measures. E. Apply standard precautions and transmission-based precautions to prevent the spread of infection. F. Demonstrate correct hand hygiene and PPE use to reduce infection risk. G. Follow safe specimen handling protocols, including biohazard labeling and proper disposal of contaminated materials. H. Understand the regulatory role of federal agencies such as OSHA, in setting infection control guidelines. I. Comply with OSHA's Bloodborne Pathogens Standard and other relevant federal regulations. J. Describe how infection control protocols vary across laboratory 	Case Studies 10.1 & 10.2 Chapter 10 Review Chapter 10 Assessment

			departments, particularly in high-risk areas like microbiology.	
Lab – Blood Draws	-	70	-	Student Practice: Blood Smears Practice Centrifugation Processing Sample Transfer
Clean up & Dismiss	10	-	-	-
Module 7 - Nonblood Specimens & Advanced Blood Collection	240 Min	0 Min		
Welcome & Attendance	5	-	-	-
Chapter 11- Non-Blood Specimens Handling Non-Blood Specimens Testing Non-Blood Specimens Collecting Specimens Receiving Specimens	45	-	<ul style="list-style-type: none"> A. Identify different types of non-blood specimens, such as urine, sputum, stool, saliva, and swabs. B. Apply correct procedures for labeling, storing, and transporting non-blood specimens to maintain integrity. C. Follow infection control and safety guidelines when handling potentially infectious non-blood specimens. D. Understand basic testing procedures and purposes for non-blood specimens (e.g., urinalysis, cultures, rapid diagnostic tests). E. Understand proper techniques for collecting non-blood specimens, including instructing patients on self-collection when applicable. F. Be able to verify specimen labeling and documentation upon receipt, ensuring accurate patient identification. 	Case Studies 11.1 & 11.2 Chapter 11 Review Chapter 11 Assessment
Chapter 12- Advance Blood Collection Procedures Advanced Blood Collection Procedures Specialized Tests and Procedures Specialized Regenerative Treatments Arterial Blood Gas (ABG) Test	45	-	<ul style="list-style-type: none"> A. Demonstrate advanced venipuncture techniques, including draws from challenging sites and use of specialized equipment. B. Recognize patient conditions that require modified techniques for successful and safe collection. C. Ensure proper specimen handling for specialized testing, maintaining 	Case Studies 12.1 & 12.2 Chapter 12 Review Chapter 12 Assessment

Platelet-Rich Plasma (PRP) Treatment Platelet-Rich Fibrin (PRF)			<ul style="list-style-type: none"> integrity throughout collection and transport. D. Identify when specialized blood tests are required, such as timed tests, therapeutic drug monitoring, or blood cultures. E. Understand the role of regenerative medicine procedures and the phlebotomist's responsibilities in specimen collection. F. Understand the purpose of arterial blood gas testing, including indications and clinical significance. G. Explain the purpose of PRP therapy and the role of specimen collection in the process. H. Understand the application of PRF in regenerative treatments and clinical procedures. 	
Break	15	-	-	-
ABG Videos	30	-	<ul style="list-style-type: none"> A. Understand the purpose of arterial blood gas testing, including indications and clinical significance. 	Videos
Practice Exam – Safety & Compliance and Patient Prep Instructor Led Review of Test Answers	90	-	<ul style="list-style-type: none"> A. Demonstrate knowledge and understanding of workplace safety, infection control, and compliance with OSHA regulations and standards B. Demonstrate knowledge of patient identification, communication, consent, and patient rights. 	Exam Instructor Led Review
Clean up & Dismiss	10	-	-	-
Module 8 - Lab Skills Development	30 Min	210 Min		
Welcome & Attendance	5	-	-	-
Lab Practice	-	105	<ul style="list-style-type: none"> A. Collect blood for PRP preparation, ensuring correct tube selection, proper technique, and appropriate processing. B. Maintain strict sterility and handling standards to prevent contamination. 	Student Practice: Straight Needle Venipuncture Butterfly Needle Venipuncture Draw for PRP/PRF for spin down and practice

Break	15	-	-	-
Continued Lab Practice	-	105	<ul style="list-style-type: none"> A. Demonstrates proper technique in preparing peripheral blood smears using appropriate tools and slide angles. B. Ensures smear quality with even distribution, proper feathered edge, and absence of artifacts. C. Selects appropriate centrifuge settings (time, speed, rotor type) based on sample type and processing requirements. D. Safely balances centrifuge loads and secures tubes to prevent accidents or damage. E. Transfers specimens between containers or instruments using aseptic technique to maintain sample integrity. F. Demonstrates proficiency in using pipettes, transfer devices, and other tools. 	<p>Student Practice:</p> <p>Straight Needle Venipuncture</p> <p>Butterfly Needle Venipuncture</p> <p>Centrifugation, processing and sample transfer</p>
Clean up & Dismiss	10	-	-	-
Module 9 - Emergency Responses & Personal Wellness	240 Min	0 Min		
Welcome & Attendance	5	-	-	-
Chapter 13- Emergency Response and Personal Wellness Emergency Response in Healthcare Settings Fire Safety First Aid Response Personal Wellness	45	-	<ul style="list-style-type: none"> A. Recognize medical emergencies and initiate the appropriate response according to institutional protocols. B. Understand fire safety principles, including fire prevention, hazard identification, and evacuation routes. C. Follow institutional fire safety policies, including knowing exits, alarms, and designated meeting points. D. Demonstrate control of bleeding, application of bandages, and management of minor injuries within training limits. E. Respond appropriately to fainting (syncope), including assisting the patient to a safe position. 	<p>Case Studies 13.1 & 13.2</p> <p>Chapter 13 Review</p> <p>Chapter 13 Assessment</p>

			<p>F. Recognize the importance of personal wellness for healthcare professionals, including physical, emotional, and mental health.</p> <p>G. Identify signs of stress, fatigue, and burnout, and know strategies for self-care and resilience.</p>	
Chapter 14- Administrative Duties Clerical Responsibilities & Medical Coding The Laboratory Information System Professional Communication	35	-	<p>A. Understand brief overview of Medical Coding and Administrative duties.</p> <p>B. Maintain accuracy when inputting patient and specimen information.</p> <p>C. Communicate effectively with healthcare providers, laboratory personnel, and patients, using professional language and tone.</p> <p>D. Respond promptly and accurately to inquiries regarding laboratory results, procedures, or administrative processes.</p> <p>E. Document all communications appropriately, following institutional policies for record keeping.</p>	Case Studies 14.1 & 14.2 Chapter 14 Review Chapter 14 Assessment
Instructor Led Review of Worksheet Answers	60	-	A. Demonstrate Knowledge Mastery	Student Practice: Situation/Action Matching Worksheet Word Matching Worksheet Open Q & A
Break	15	-	-	-
Routine Blood Collections Instructor Led Review of Test Answers	70	-	<p>A. Demonstrate knowledge routine venipuncture practices.</p> <p>B. Understand specific protocols for special collections.</p> <p>C. Demonstrate operations with centrifuge and explain specimen transport</p>	Exam
Clean up & Dismiss	10	-	-	-
Module 10 - Lab Skills Development	30 Min	210 Min		
Welcome & Attendance	5	-	-	-

Final Practical Exam	-	100	<ul style="list-style-type: none"> A. Demonstrate proper site selection for venipuncture on both arms and both hands, considering vein condition and accessibility. B. Perform two successful arm venipunctures unassisted, following correct technique and aseptic protocols. C. Perform two successful hand venipunctures unassisted, using the appropriate equipment (e.g., butterfly needle) and techniques for small veins. D. Control the procedure without assistance, managing equipment, specimen collection, and patient interaction independently. 	Draws may be performed on friends and family
Break	15	-	-	-
Continued Final Practical Exam	-	105	<ul style="list-style-type: none"> A. Demonstrate proper site selection for venipuncture on both arms and both hands, considering vein condition and accessibility. B. Perform two successful arm venipunctures unassisted, following correct technique and aseptic protocols. C. Perform two successful hand venipunctures unassisted, using the appropriate equipment (e.g., butterfly needle) and techniques for small veins. D. Control the procedure without assistance, managing equipment, specimen collection, and patient interaction independently. 	Draws may be performed on friends and family
Clean up & Dismiss	10	-	-	-
Module 11 - Final Review & Exam Prep	240 Min	0 Min		
Welcome & Attendance	10	-	-	-
Special Collections & Processing Instructor led review over test answers	90	-	<ul style="list-style-type: none"> A. Understand specific protocols for special collections. B. Demonstrate operations with centrifuge and explain specimen transport. 	Practice Test

Glossary Terms Review	30		A. Demonstrates comprehension of essential medical and laboratory terminology relevant to phlebotomy and clinical practice.	Discussion
Break	15	-		
Exam Prep Review	90	-	A. Demonstrate Knowledge Mastery	Discussion
Clean up & Dismiss	10	-	-	-
Module 12 - Final Practical Exam	35 Min	205 Min		
Welcome & Attendance Explanation of Final Practical Exam	10	-	-	-
Final Practical Exam	-	100	A. Demonstrate proper site selection for venipuncture on both arms and both hands, considering vein condition and accessibility. B. Perform two successful arm venipunctures unassisted, following correct technique and aseptic protocols. C. Perform two successful hand venipunctures unassisted, using the appropriate equipment (e.g., butterfly needle) and techniques for small veins. D. Control the procedure without assistance, managing equipment, specimen collection, and patient interaction independently.	Draws may be performed on friends and family 2 arms, 2 hand draws, completely unassisted
Break	15	-	-	-
	-	105	A. Demonstrate proper site selection for venipuncture on both arms and both hands, considering vein condition and accessibility. B. Perform two successful arm venipunctures unassisted, following correct technique and aseptic protocols. C. Perform two successful hand venipunctures unassisted, using the appropriate equipment (e.g., butterfly	Draws may be performed on friends and family 2 arms, 2 hand draws, completely unassisted

			needle) and techniques for small veins. D. Control the procedure without assistance, managing equipment, specimen collection, and patient interaction independently.	
Clean up & Dismiss	10	-	-	-

Procedures List:

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

Textbook

Phlebotomy Textbook
The Foundations of Modern Phlebotomy
Number: First Edition (2025)
ISBN: 979-8-218-72401-6

Approval

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

Holder in Due Course Statement

Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds, hereof Recovery hereunder by the debtor shall not exceed amounts paid by the debtor. (FTC Rule effective 5-14-76).

Accreditation Status

Intelvio, LLC d/b/a Phlebotomy Training Specialists does not hold regional, national or programmatic accreditation from a U.S. Department of Education approved accreditor. The school does not participate in federal or state student aid programs.

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

Consumer Information:

Institutional Disclosures Reporting Table
July 1, 2023 through June 30, 2024 (past fiscal year)
Per Section 1095.200 of 23 Ill. Adm. Code 1095;

Institution Name: Phlebotomy Training Specialists

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

Disclosure Reporting Category	Program Name	Phlebotomy Training			
	CIP*	51.1009			
SOC*	31-9097				
A) For each program of study, report:					
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.		15			
2) The number of additional students who were admitted in the program or course of instruction during the next 12 months and classified in one of the following categories:					
a) New starts		1190			
b) Re-enrollments		158			
c) Transfers into the program from other programs at the school		0			
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).		1363			
4) The number of students enrolled in the program or course of instruction during the 12-month reporting period who:					
a) Transferred out of the program or course and into another program or course at the school		0			
b) Completed or graduated from a program or course of instruction		1033			
c) Withdrawn from the school		281			
d) Are still enrolled		0			
e) Placed in their field of study		22			
f) Placed in a related field		214			
g) Placed out of the field		51			
h) Not available for placement due to personal reasons		346			
i) Not employed		31			
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.		932			
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.		664			
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		236			
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		\$34,000.00			

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

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

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

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

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