



Phone – 701-404-9434 Fax – 385-327-2084
www.PhlebotomyUSA.com

REGISTRATION/ENROLLMENT AGREEMENT
Program Title: Phlebotomy Training
Program Length: 40 hours

First Name _____ **Last Name** _____

Address _____ **City** _____

State _____ **Zip** _____ **DOB (MM/DD/YYYY)** _____

Cell Phone Number _____ **Today's Date** _____

E-mail _____

Program Start Date _____ **Registered Program Time: Evening** _____

Day _____ **Weekend** _____

Registered Program Location: Cincinnati Campus _____ Columbus Campus _____
Independence Campus _____ Beachwood Campus _____ Toledo Campus _____
Cincinnati East Campus _____

Payment Information

Tuition & Fee Breakdown

Tuition	\$565.00
Registration Fee	\$100.00
Books/Supplies Equipment	<u>\$135.00</u>
Total for Phlebotomy Training	\$800.00
*National Exam (optional)	\$125.00
Total for Phlebotomy Training + Exam	\$925.00

Sales tax may apply in accordance with local and state guidelines.

*If the student chooses to test, this fee will be charged as a separate transaction by the school through the National Testing Agency's merchant account.

Payment Policy & Timelines

Program tuition should be paid by logging onto the student account at students.phlebotomyusa.com. A minimum of \$100 should be paid at the time of registration. After the initial registration fee of \$100 has

4700 Rockside Road Suite #140 Independence, OH 44131 School #2102
3401 Enterprise Pkwy., Suite #210, Beachwood, OH 44122 School #2284
4675 Cornell Rd., Suite #185, Cincinnati, OH 45241 School #2204
5900 Roche Dr., Suite #115, Columbus, OH 43229 School #2168
3130 Executive Pkwy., Suite # LL-A, Toledo, OH 43606 School #2309
2400 Reading Rd, Suite 126, Cincinnati OH 45202 School #2331

been made, students can make payments in any increment until full payment is received through their student portal. **Full tuition and fees are due by the halfway point of the program schedule.**

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 program they originally registered for and is unable to meet the payment policy as written, they can request a payment extension. They will need to make a written request to info@phlebotomyusa.com. The COO, Alexis Treu, will review all payment extensions. If an extension is approved, the student will remain in their scheduled course.
2. If a student does not contact the COO, the student will be required to re-enroll in new program dates where they will attend the remaining modules in that cohort to complete their program. They will be required to be paid in full before joining their new cohort. Extensions past this point will not be permitted. Students should call Student Services to reschedule. Please note rescheduling will be based on schedule availability.

No student, regardless of circumstance, will be permitted to receive a Certificate of Completion without full payment. PTS does not hold regional, national or programmatic accreditation from a U.S. Department of Education approved accreditor. PTS does not participate in federal or state student aid programs.

Students who sign in this enrollment agreement will be guaranteed the program price of \$925 even in the event that PTS has a tuition cost increase.

Financing Options

Students may apply for financing via the student portal. Students may apply for financing at any point throughout the course, and they may choose to finance up to 50% of their overall balance. Students may select terms in 12, 18, or 24 months at a rate of 18%. Should students withdraw from the course, the published refund policy would apply.

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

Program Information

Phlebotomy Training Specialists is the trade name (also referred to as “doing business as” or d/b/a) used by Intelvio, LLC. Phlebotomy Training Specialists is the school; however, all official student paperwork and documentation will be issued under the legal entity name Intelvio, LLC.

The facility is classroom style with draw stations, lab processing area, and sanitizing stations. All students will be required to use and show proficiency in the utilization of the equipment in which the program trains them to use. This program starts near the first of every month and runs approximately 3-5 weeks in length.

The Phlebotomy Training Specialists program will prepare students for a job in the medical field of phlebotomy, the art of drawing blood. However, this can also be used as an introductory program into all medical fields including, but not limited to, medical assisting, pre-nursing, registered nursing, nurse practitioner, lab technician, hematology, pre-med, etc.

In order to successfully complete this program, each student will be required to satisfactorily perform the tasks correlated to the function in which they are training. One watch and critique test will be given. If the entire program is completed satisfactorily, a Certification of Completion will be awarded to the student at the completion of the program.

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

Students who complete the 40-hour program are eligible for employment within the state of Ohio.

*States such as California, Louisiana, Nevada, and Washington have additional licensing requirements.

We do not grant credit to students for other programs taken in the field of Phlebotomy or 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. We make no claim or guarantee that credit earned will transfer to another institution. In addition, the tuition and fees paid toward this enrollment and 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.

Graduation Rates

	2023			2024			2025		
	Enrolled	Graduates	% Rate	Enrolled	Graduates	% Rate	Enrolled	Graduates	% Rate
Beachwood	0	0	0%	65	44	68%	138	85	62%
Cincinnati	252	189	75%	452	338	75%	469	309	67%
Columbus	217	157	72%	420	306	73%	401	267	67%
East Cincinnati	0	0	0%	0	0	0%	18	3	17%
Independence	391	301	77%	401	309	77%	314	218	69%
Toledo	0	0	0%	0	0	0%	195	105	54%

Lab Supplies Policy

Classroom supplies and equipment are for in-class use only. For safety reasons, all items must be used and remain within the classroom at all times, without exception.

Lab Supplies

1. BD Vacutainer Eclipse Safety Shielded Collection Needle
2. BD Winged Infusion Sets – AKA Butterfly Needles
3. BD Vacutainer – Evacuated Specimen Collection Tubes
4. BD Vacutainer Needle Holders – aka “Hubs”
5. PSS Select Alcohol Swabs

6. PSS Select Cotton Balls
7. PSS Select Vinyl / Nitryl Gloves
8. PSS Select Pipettes for transferring serum into aliquot tubes
9. Aliquot Tubes for teaching serum separation
10. PSS Select Frosted Microscope Slides
11. PSS Select 1/2" paper tape
12. PSS Select Infant Heal Warmers
13. PSS Select Latex Free Tourniquets

Enrollment Requirements

Phlebotomy Training Specialists is conducting training sessions as a post-secondary education facility. Therefore, we do not require that students who enroll in the program possess a minimum of a high school diploma, General Education Development (GED) Certificate. Students must be beyond the age of compulsory high school attendance; over 18 years old.

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By registering, students confirm that they have sufficient English language proficiency to read instructions, understand course material, and communicate effectively in order to meet all program requirements.

If at any time a student is unable to communicate adequately, the instructor or a member of the Student Services team will evaluate the student's communication skills against set guidelines. If it is determined that the student is unable to continue due to language limitations, the student will be dismissed from the program, and the published refund policy will apply.

Attendance Policy

This program is offered on a pass/fail basis and is not graded. Because of this, attendance directly impacts a student's ability to successfully complete the program.

The program consists of 10 modules, each lasting four (4) hours.

- For AM and PM schedules, each module represents one four-hour class session.
- For the weekend schedule, each eight (8) hour class session covers two modules.

To complete the program and receive a certificate of completion, students must attend at least 9 out of 10 modules. If students miss more than 1 module throughout the program, they will be required to make up the modules they missed in an alternate schedule. If students miss more than two modules, they will be deemed too far behind, and will be automatically removed from the program and required to enroll for another schedule.

Please note that modules 1, 3, and 10 are required to complete the program, as these modules contain foundational information (1 & 3) and the practical exam (10).

If a student misses a portion of the program after commencement, they can make it up in an alternate schedule, assuming they comply with completion deadlines. Make-up time is available by contacting Student Services at 701-404-9434. There is no additional cost for make-up modules as long as students notify Student Services at least one business day in advance if they are unable to attend. If a student fails to provide one business day notice and misses a scheduled make-up module, a \$25 rescheduling fee will be applied.

Training Deadline

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.

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

Original Program Start Date: _____ to Training Deadline: _____

Re-Enrollment

Should students fail to receive their Certificate of Completion during this time frame, they will be required to re-enroll as a new student. No payments made or modules 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 a Training Deadline extension due to extenuating circumstances by contacting Student Services at support@phlebotomyusa.com. Extension requests will also apply to students who need additional time to complete the remaining items on their Training Checklist.

All extension requests must be submitted in writing prior to the Training Deadline. Extensions may be granted for circumstances that significantly interfere with a student's ability to complete the program on time. Examples include, but are not limited to:

- o Medical or health-related challenges
- o Family emergencies or unexpected caregiving responsibilities
- o Natural disasters or major life disruptions
- o Safety, legal, or housing concerns
- o Other unforeseen events that create a genuine hardship

Documentation may be requested to support the situation described. All account balances must be paid in full before an extension will be approved. Extensions may not exceed 30 days from the original Training Deadline and only one extension may be granted per student. This Enrollment Agreement remains valid for extensions granted by the school. An extension fee of \$150 will apply.

Automatic Extensions will be granted for a) the school rescheduling course dates past the Training Deadline, and b) the school rescheduling course 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.

Exam Information

The National Exam fee is a separate fee of \$125 and is optional. If students choose to test, students will take their phlebotomy exam on a computer in a location they choose. The two-hour exam is monitored by a virtual proctor, 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 to NOT take the National exam but passes all other course material, they will receive a Certificate of Completion from our school. Students have 30 days after completing their training checklist to either opt out of the national exam or redeem their NHCO exam code. After this 30-day period, or once the exam code is redeemed, the exam fee becomes non-refundable. Students can opt out of the exam fee through their student portal.

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

Certificate of Completion Information

Students should log into their account at students.phlebotomyusa.com and check the spelling/format of their name. How the student's name is listed here is EXACTLY how it will appear on their Certificate of Training. Certificates of Completion will be awarded only to students who, upon completion of the program, have successfully met the following requirements:

- Completed Student File / Paperwork
- Passing Scores/participation in Lab Coursework
- Passing Scores in Venipuncture Hands-on skills
- Met attendance requirements

We do not mail original copies of the Certificate of Completion. 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 their 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.

Cancellation and Refund Policy

If the student is not accepted into the training program, all monies paid by the student shall be refunded. Refunds for books, supplies and consumable fees shall be made in accordance with Ohio Administrative Code section 3332-1-10.1. There is one (1) academic term for this program that is 40 clock hours in length. Refunds for tuition and refundable fees shall be made in accordance with following provisions as established by Ohio Administrative Code section 3332-1-10:

An enrollment agreement or school application may be canceled within five calendar days (until midnight Mountain Time) after the date of signing provided the school is notified of the cancellation in writing. If a student withdraws from class after the five-day cancellation period, the school will retain the registration fee. All tuition and fees paid pursuant to the enrollment agreement or application will be refunded. Refunds will be processed within 30 days after the cancellation. This provision shall not apply where a student has already started classes.

Student's Right to Cancel Void After: _____

A student choosing to withdraw from the school is to provide written notice to the school or by sending an email to payments@phlebotomyusa.com.

In the case that a student quits attending class OR requests a refund after the five-calendar day period, we will refund based on the student's last date of attendance. (Amount to be refunded is based on FULL tuition being paid, if full tuition was not paid in full the amount to be refunded will be based on total paid over percentage of amount to be refunded).

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

The calculations above are based on full tuition being paid. If a student is not paid in full, the amount refunded will be proportional to tuition paid and modules attended. The \$125 National Exam Fee is not included in these calculations.

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

Textbook: \$35 - Once textbooks are issued and received by students, this fee is non-refundable.

Replacement Textbook: If a student requires a replacement textbook, a fee of \$45 will be charged, plus an additional \$10 shipping fee.

All withdrawal requests should be submitted through the student portal- students.phlebotomyusa.com. The notice is to indicate the expected last date of attendance.

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

Refunds will automatically be issued to the card back on file unless otherwise specified in the refund request. If a different method is requested, we can send a check which will require a 3% processing fee, and can only be issued to the original card holder.

Postponement of Start Date

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

Student Eligibility, Accommodations, & Performance Policy

Phlebotomy Training Specialists (PTS) believes in providing education to a diverse population. PTS complies with state and federal disability laws and makes reasonable accommodations for applicants and students with disabilities. Post-secondary schools have no obligation to identify students with disabilities. If the student needs an accommodation, it is their responsibility to make their disability known to the school and request any needed accommodation. PTS will make reasonable accommodation for applicants and students unless doing so would result in a fundamental alteration of the program or would result in an undue burden. They must also be able to show the relationship between the disability and need for accommodation. More information can be found in the Course Catalog under Student Eligibility, Accommodations, & Performance Policy.

Conduct and Dismissal Policy

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

1. Language / Interpersonal Conduct

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

2. Conduct

- a. Use of cell phones for non-emergencies while in class, lab, and/or externship.

- 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 per the attendance requirements.
3. **Safety**
- a. Failing to abide by lab 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. (This includes prescription and recreational drugs).
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 who've helped develop and update the program's curriculum.
6. **Automatic Dismissal**
- a. Talking about, carrying, or making jokes about weapons or firearms is strictly prohibited. They are not allowed in the classroom or on the premises.
 - b. Illegal Activity of any kind.
 - c. Using, selling, dispensing, or possessing alcohol, illegal drugs, or narcotics on-premises. Recreational drugs are also not permitted on-premises.
 - d. Falsifying Documentation or signatures.
 - e. Theft of classroom supplies, faculty or student personal items.

Disciplinary Procedures

Upon infraction of one of the above expectations, a Phlebotomy Training Specialists staff member will issue a verbal and/or written warning to the student. This is to be considered a corrective plan of action. If the impermissible behavior continues, Phlebotomy Training Specialists will dismiss students from the program. Students who have violated policies outlined in the "Automatic Dismissal" section will be subject to automatic dismissal.

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

Complaint Procedures

Attempting to resolve any issue with the School first is strongly encouraged. Student Complaints may be registered with the Board of Career Colleges and Schools in writing at 30 East Broad St. Suite 2481, Columbus, Ohio 43215, or by phone: 877-275-4219 or email: bpsr@scr.state.oh.us | Website: <https://scr.ohio.gov>

STUDENT ACKNOWLEDGMENTS

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

Student Initial _____ I will not bring any firearms or other weapons, nor will I discuss carrying such things, engage in illegal activity including theft or selling/dispensing illegal or recreational drugs. Doing so would immediately dismiss me from the program, and I would forfeit any kind of tuition refund, partial or otherwise.

Student Initial _____ I agree to maintain professional conduct, ensure safety for myself and others, and wear appropriate attire, to complete all required tasks.

Student Initial _____ I understand the Conduct and Dismissal Policy as it is outlined in this agreement. I acknowledge that I will be subject to the disciplinary procedures if I am in violation of these policies.

Student Initial _____ I understand that full tuition and fees are due by the halfway point of the program. I acknowledge that if my full tuition and fees are not paid by this time, I will need to follow the Payment Policy found in this agreement.

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

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

Student Initial _____ I understand that Phlebotomy Training Specialists does not offer job placement or guarantee employment upon completion.

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

Student Initial _____ I understand that I meet the criteria of speaking English proficiently, and if I don't meet the requirement of proficiency as observed by my instructor according to set guidelines, I could be dismissed from the program.

Student Initial _____ I understand the PTS Refund Policy and am aware that all requests to withdraw from the program must be done through the student portal as explained under the Withdrawal Policy of this Registration/Enrollment Agreement.

Student Initial _____ I understand that cancelling the contract within five days after the contract or enrollment agreement is considered effective, that I, the student, am entitled to a full refund of all tuition and fees minus the \$100 registration fee.

Student Initial _____ By enrolling in Phlebotomy Training Specialists, I acknowledge and agree that the school may contact me via phone call, text message, and/or email during my enrollment and after my enrollment has ended, using the contact information I have provided.

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

Student Initial _____ I understand that I cannot miss the first and third modules. I understand that if I miss any of this time, I will be removed from the program and I will be required to select another available schedule.

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

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

Student Initial _____ I understand that I must watch and complete the 5-minute Student Disclosure course video. PTS will provide the video access link and the invitation code through an email.

I have read and understand this Registration/Enrollment Agreement and agree with the terms set forth therein. By signing below, the student agrees to pay Phlebotomy Training Specialists ("school") the total stated tuition & fees. The school agrees to provide occupational training in accordance with the provisions of the school's current Catalog January 2026 ("Catalog"). Payment of all monies due shall be a condition of continuing enrollment. Upon satisfactory completion of all academic and skill requirements and when all financial obligations to the school have been met the school will award the Phlebotomy Technician Certificate to the student. When signed by both parties this document is a legally binding instrument. The student and school understand that this Enrollment Agreement, WHICH INCLUDES THE REFUND POLICY may not be amended except in writing and signed by both parties.

A copy of a current school catalog and fully executed copy of this enrollment agreement will be sent via email.

Student Signature

Date

Authorized Representative

Date