

REGISTRATION/ENROLLMENT AGREEMENT

Program Title: Phlebotomy Training
Training Program Length: 96 hrs

First Name _____ **Last Name** _____

Gender: Male _____ **Female** _____ **Address** _____

City _____ **State** _____ **Zip** _____ **Last 4 SSN** _____

DOB (MM/DD/YYYY) _____ **Cell Phone Number** _____

Today's Date _____ **E-mail** _____

Registered Course Time: Evening _____ Day _____ Weekend _____

Course Start Date: _____ **Anticipated Course End Date:** _____

Registered Course Location: Wauwatosa-Campus _____

Payment Information

Tuition & Fee Breakdown

Tuition	\$1365.00
Application Fee	\$ 100.00 (Non-refundable after 3 day cancellation notice)
Work Book & E-Book	\$ 80.00
Supplies & Equipment	\$ 165.00 (Paid at the time of registration)
Total for Phlebotomy Training	\$1710.00
National Exam Fee* (optional)	\$ 115.00 (If a student chooses to test, this fee will be charged as a separate transaction by the school through the National Testing Agency's Merchant Account)
Total for Phlebotomy Training + Exam Fee	\$1825.00

Payment Policy & Timelines

Tuition for class should be paid by logging onto the student account at students.phlebotomyusa.com. We accept all major credit cards. \$265 minimum should be paid at the time of registration. After the initial application fee of \$100 and Books / Supply Fee of \$165 have been made, students can make payments in any increment until full payment is received. **Full tuition and fees are due by the halfway point of class, unless the student is approved for financing and has signed a retail installment contract (see Financing Option below).**

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

1. If a student wishes to remain in the class they originally registered for and are unable to meet the payment policy as written, they can request a payment extension. They will need to make a written request to info@phlebotomyusa.com. The COO, Alexis Treu will review all payment extensions. If an extension is approved, the student will remain in their scheduled course but will be required to pay in full before challenging the practical or national exam.
2. If a student does not contact the COO, 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 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 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 accreditor. PTS does not participate in federal or state student aid programs.

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

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

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 course trains them to use.

The Phlebotomy Training program will prepare students for a job in the medical field of phlebotomy, the art of drawing blood. However, this course can also be used as an introductory course into all medical fields including, but not limited to, medical assisting, pre-nursing, registered nursing, nurse practitioner, lab technician, hematology, pre-med, etc. Emphasis will be placed on collection techniques, specimen processing, workflow practices, referrals, and utilizing laboratory information systems. This course will prepare individuals to sit for the Phlebotomist certification examination.

In order to successfully complete this course, each student will be required to satisfactorily perform the tasks correlated to the function in which they are training. A watch and critique test will be given at the end of training. If the entire course is completed satisfactorily, a Certified Phlebotomy Technician certificate of training will be awarded to the student at the completion of class.

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

Students that complete the 96-hour certification course are eligible for employment within the state of Wisconsin. Those taking the National Exam will be eligible for employment in all states* assuming they pass the exam. *States such as California, Louisiana, Nevada, and Washington have additional licensing requirements.

We do not grant credit to students for other courses taken in the field of Phlebotomy or Nursing Assistant Training or any other field. This course is a stand-alone course and no reduced tuition, nor will reduced hours of participation be given. 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 course is only applicable to the city and state of the original enrollment; they are not transferable. If a student moves campuses, additional course fees may be required

Enrollment Requirements

We require students who enroll in the program to possess proof of a High School or GED completion. Some employers may also require proof for employment and it will be the student's responsibility to comply with employer requirements. We require students to be beyond the age of compulsory high school attendance.

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, scholaro.com, or wes.org.

Attendance Information

Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course. Because of this, lack of attendance can affect the students ability to pass. This course is comprised of 24 four-hour modules. In order to complete the class and receive a certificate of completion, students must attend at least 21 out of 24 modules. If students miss more than 3 modules throughout the class, they will be required to make up the modules they missed in an alternate schedule. If students miss four *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 23 are required to complete the course, as these modules contain foundational information (1 & 2) and the practical exam (23).

There is a 30-minute grace period at each class after which the student will be considered tardy and that time will have to be made up in 60-minute increments. Time will be quantified at the educational facility electronically, and the student must attend all of the time. If a student misses a portion of class 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.

Employment Advisory Services

Phlebotomy Training Specialists does not provide any formal placement into employment opportunities. Student referrals to prospective employers are not based on direct contact with the employer regarding current job openings. 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 Examination 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.

2024 Projected Schedule:

AM/PM Classes		Weekend Classes
AM: Monday-Friday 9am-1pm PM: Monday-Friday 6pm-10pm		Saturdays Only 8am-4:30pm w/ lunch break 12-12:30pm
January 8, 9, 10, 11, 12, 16, 17, 18, 19, 22, 23, 24, 25, 26, 29, 30, 31, February 1, 2, 5, 6, 7, 8, 9	July 22, 23, 24, 25, 26, 29, 30, 31, August 1, 2, 5, 6, 7, 8, 9, 12, 13, 14, 15, 16, 19, 20, 21, 22	January 6, 13, 20, 27, Feb. 3, 10, 17, 24, March 2, 9, 16, 23
February 14, 15, 16, 20, 21, 22, 23, 26, 27, 28, 29, Mar 1, 4, 5, 6, 7, 8, 11, 12, 13, 14, 15, 18, 19	August 26, 27, 28, 29, Sept. 3, 4, 5, 6, 9, 10, 11, 12, 13, 16, 17, 18, 19, 20, 23, 24, 25, 26, 27, 30	April 6, 13, 20, 27, May 4, 11, 18, June 1, 8, 15, 22, 29
March 25, 26, 27, 28, 29, April 1, 2, 3, 4, 5, 8, 9, 10, 11, 12, 15, 16, 17, 18, 19, 22, 23, 24, 25	October 3, 4, 7, 8, 9, 10, 11, 15, 16, 17, 18, 21, 22, 23, 24, 25, 28, 29, 30, Nov. 4, 5, 6, 7, 8	July 6, 13, 20, 27, August 3, 10, 17, 24, Sept. 7, 14, 21, 28
May 1, 2, 3, 6, 7, 8, 9, 10, 13, 14, 15, 16, 17, 20, 21, 22, 23, 28, 29, 30, 31, June 3, 4, 5	November 13, 14, 15, 18, 19, 20, 21, 22, 25, 26, Dec 2, 3, 4, 5, 6, 9, 10, 11, 12, 13, 16, 17, 18, 19	October 5, 12, 19, 26, Nov. 2, 9, 16, 23, 30, Dec. 7, 14, 21
June 10, 11, 12, 13, 14, 17, 18, 20, 21, 24, 25, 26, 27, 28, July 1, 2, 3, 8, 9, 10, 11, 12, 15, 16		

Completion Policy

Students will have 120 days to receive their Certificate of Completion from the original course start date (decided at the time of registration). All payments made towards tuition and fees are only applicable to courses held within the dates below.

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

Original Course Start Date: _____ to Completion Deadline: _____

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 a severe medical

issue, 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 course dates past the Completion Deadline, and b) the school rescheduling course dates past the expiration of the extension period.

Completion Timelines for Exam

The \$115 exam fee covers all exam attempts during the above period. After the Completion Deadline, any exam attempt will be charged to the student at \$115. No extensions will be offered for exam attempts.

Exam Information

Phlebotomy Training Specialists proctors the National Healthcare Certification Organization (NHCO) Exam. This examination, when successfully passed, grants a National Certification. This certification must be renewed every two years. Renewal information can be found at healthcarecertifications.com.

The National Exam is a separate fee of \$115. The National exam will be given at our facility on the last day of class.

If the student chooses NOT to challenge the National exam they will still receive a certificate of training from our school, a private postsecondary school registered with the Wisconsin Department of Safety and Professional Services, Educational Approval Program, which will enable them to perform blood draws anywhere in the state of Wisconsin.

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

Certificate of Training Information

Students should log into their account at students.phlebotomyusa.com and check the spelling/format of their name. The name listed here is EXACTLY how it will appear on the student's certification.

Certificate of Training Delivery - An electronic copy of the certificate will be emailed to the student at the end of class.

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

- Completed Student File / Paperwork
- Passing Scores/participation in Lab Coursework
- Passing Scores in Venipuncture Hands-on skills
- Met attendance requirements
- No outstanding payment obligations

We do not mail original copies of the Certificate of Training. If students would like one sent, 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 a printed and mailed Certificate.

If students notice any mistakes on their Certificate please email certificates@phlebotomyusa.com.

Cancellation and Refund Policy

Three-Day Cancellation: Wis. Admin. Code s. SPS 406.03

The student may cancel this transaction, without any penalty or obligation, within three business days from the above date (Saturdays, Sundays, and holidays are not business days). If a student requests a cancellation, the Students Right to Cancel form must be signed and dated.

Students' Right to Cancel void after: _____

If the student cancels, any property traded in, any payments made by them under the contract or sale, and any negotiable instruments executed by them will be returned within 10 business days following receipt by the seller of their cancellation notice, and any security interest arising out of the transaction will be canceled.

Purchase of educational goods and services offered by a school is deemed to take place when written and final acceptance is communicated to the student by the school. If the representative who enrolls them is authorized to grant written acceptance at the time they enroll and does so, the cancellation period ends at the time specified above. If they have not been accepted in writing at the time they enroll, the cancellation period does not end until midnight of the third business day after the day they receive written acceptance by certified mail from the school.

A student who withdraws or is dismissed after the period of time under *Wis. Admin. Code s. SPS 406.03*, three-day cancellation has passed, but before completing 60% of the potential units of instruction in the current enrollment period, shall be entitled to a pro-rata refund, as calculated below, less any amounts owed by the student of the current enrollment period, less the application fee of \$100.

1. Pro-rata refund shall be determined as the number of units remaining after the last unit completed by the student, divided by the total number of units in the enrollment period, rounded downward to the nearest ten percent. Pro-rata refund is the resulting percent applied to the total tuition and other required costs paid by the student for the current enrollment period.
2. All efforts will be made to refund the prepaid amounts for books, supplies, and other charges, unless the student has consumed or used those items and they can no longer be used or sold to new students or returned by the school to the supplier.
3. Refunds shall be paid within 40 days after the effective date of termination.
4. After the student's first period of enrollment, if a student withdraws or is dismissed in a subsequent enrollment period, the school may retain an administrative fee of 15% of the total cost of a resident program, or \$400, whichever is less.

Pro rata refunds are calculated as follows:

Attended up to 8 hours (2 AM/PM Class or 1 Weekend Class)	70% full tuition/fees amount less registration fee
Attended up to 16 hours (4 AM/PM Classes or 2 Weekend Class)	60% full tuition/fees amount less registration fee
Attended up to 24 hours (6 AM/PM Classes or 3 Weekend Classes)	50% full tuition/fees amount less registration fee
Attended up to 32 hours (8 AM/PM Classes or 4 Weekend Classes)	40% full tuition/fees amount less registration fee

Attended up to 40 hours (10 AM/PM Classes or 5 Weekend Classes)	30% full tuition/fees amount less registration fee
Attended up to 48 hours (12 AM/PM Classes or 6 Weekend Classes)	20% full tuition/fees amount less registration fee
Attended up to 56 hours (14 AM/PM Classes or 7 Weekend Classes)	10% full tuition/fees amount less registration fee
Attended 60 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 classes attended. The \$115 National Exam Fee is not included in these calculations, as the exam fee is fully refundable as long as the National Exam is not attempted.

Supplies and Equipment: \$165 - Refundable on a pro-rata basis in accordance with tuition.

Student Workbook: \$45 – Once the workbook is issued and received by students, these become the property of students and become non-refundable.

Student E-Book \$35 – Once the e-book is issued and received by students, these become the property of students and become non-refundable.

No refund is required for any student who withdraws or is dismissed after completing 60% of the potential units of instruction in the current enrollment period unless a student withdraws due to mitigating circumstances, which are those that directly prohibit the pursuit of a program and which are beyond the student's control.

Refunds will only be issued back to the original card used in the transaction. If the card is no longer active, we can send a check which will require a 3% processing fee, and can only be issued to the original card holder.

**All requests to withdraw can be communicated by the student by contacting the institution verbally over the phone at 701-404-9434 or by email at payments@phlebotomyusa.com.

Postponement of starting date

If the course 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 need 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 and 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 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/or recreational drug).

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. Using, selling, dispensing, or possessing alcohol, illegal drugs, or narcotics on premises. Recreational drugs are also not permitted on premises.
- d. Theft
- e. drugs are also not permitted on premises.
- f. Theft

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 to Phlebotomy Training Specialists' final decision can do so in writing.

Student Complaints

Attempting to resolve any issue with the School first is strongly encouraged. Complaints can be made in writing by email to the Director of Student Services at info@phlebotomyusa.com. The student may also file a written complaint with the State of Wisconsin Department of Safety and Professional Services, the Educational Approval Program (EAP) using the Student Complaint Form found here- <https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx>.

STUDENT ACKNOWLEDGMENTS

Student Initial _____ I understand that I must show up to class 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 session with the instruction to be prepared for the next session. Students, who are under the influence of alcohol, illicit drugs, prescription drugs, or any other mind or body-altering substances cannot participate in class.

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

Student Initial _____ I understand that full tuition and fees are due by the halfway point of my class. 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 understand that if I fail to complete my initial registered course, reassignment into a new class will not be allowed until my entire Tuition balance is paid in full. Students must call Student Services to re-enroll in a new class. Please note that rescheduling will be based on availability.

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 before completion, I am financially responsible for the prorated tuition and fees for the classes which I did attend.

Student Initial _____ I acknowledge that the Student Workbook I am given in class is mine to keep. I understand that if my workbook is lost or damaged, I will be required to purchase another copy at my expense per the course catalog.

Student Initial _____ I understand that Phlebotomy Training Specialists does not offer job placement or guarantee employment upon completion. However, resume assistance is available, as well as an in-class discussion on how to obtain and where to look for employment.

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

Student Initial _____ I understand that attendance is mandatory to successfully pass this course. Make-up class time will be available by contacting student services only. I understand that I will not be able to schedule or attend make-up classes once my registered class has concluded until my tuition is

paid in full as explained under the General Information section of this Registration/Enrollment Agreement.

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 a medical accommodation.

Student Initial _____ I understand that I cannot miss the first eight hours of class. I understand that if I miss any of the first eight hours of class I will be removed from the class and I will be required to select another available class schedule.

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.

This enrollment agreement serves as a contract or legal agreement. By signing this enrollment agreement, the student acknowledges their acceptance of all of the aforementioned policies and procedures.

This enrollment agreement serves as a contract or legal agreement upon acceptance of the student by the school unless the student cancels the enrollment agreement within 3-business days of acceptance by the school day cancellation period. By signing this enrollment agreement, the student acknowledges their acceptance of all of the aforementioned policies and procedures.

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. 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 of Training to the student. 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