



LOS ANGELES

CAREER COLLEGE

Phlebotomy Training Program Student Handbook

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Section 1: Admission Requirements & Procedures

Prospective applicants must be personally interviewed by a school representative, tour the campus, and receive a catalog describing the course offerings and school policies. Once it has been determined that the prospective student is interested in the Phlebotomy program, they will receive more information regarding payment options.

As a prospective student you are encouraged to review the school catalog prior to signing an enrollment agreement. You are also encouraged to review the school performance fact sheet, which must be provided to you prior to signing the enrollment agreement.

Admission Procedure

1. Speak with an admissions advisor about the program that interests you.
2. Receive and review the school catalog
3. Receive and review the school performance fact sheet
4. Receive a tour of the campus
5. Review, complete, and sign an enrollment agreement

Admission Requirements (standards):

1. Must possess a high school diploma or GED certificate.
2. Proof of good health: A report which includes a medical history, physical examination signed by a healthcare provider performing the physical examination shall be provided to the institution indicating that the student does not have any health conditions that would create a hazard to him/her and patients or visitors. Due before clinical externship begins.
3. Must be a current resident of California. Proof of residency is required in the state of California.
4. Must be free from conviction by any court (other than minor traffic convictions) or have criminal clearance from the California Department of Justice.
5. Must be able to exert 20-50 lbs. of force occasionally, 10-25 lbs. of force frequently, and/or up to 10 lbs. of force constantly to move objects.
6. Must attend the Los Angeles Career College student orientation.

Section 2: Academic Policies

English Instruction

- Los Angeles Career College does not offer English as a second language instruction. All instruction occurs in English. Los Angeles Career College may conduct an initial interview assessment with the student to measure their English level.

Method of Evaluation

Method of Evaluation	
Attendance	10%
Class Participation	15%
Homework	20%
Quizzes	25%
Final Exam	30%
Total	100%

Grading Scale

Grading Scale			
Letter Grade	Numeric Grade	Description Legend	Quality Points
A	90% - 100%	Excellent	4
B	80% - 89%	Good	3
C	70% - 79%	Satisfactory	2
D	65% - 74%	Unsatisfactory	1
F	0% - 64%	Failure	0
P		Pass (Clinical)	
NP		Not Passed (Clinical)	
S		Satisfactory (Clinical)	
U		Unsatisfactory (Clinical)	
W		Withdrawn	
R		Repeat	
TC		Transfer Credit (not calculated in GPA)	

Calculation of a student's GPA is weighted based upon the number quality points earned. Quality points earned are determined by the number of hours assigned to a particular course multiplied by the quality points awarded for the letter grade earned in this course. The total calculated quality points are then divided by the total number of hours completed to determine the GPA.

For example, a course is defined as being 24 clock hours and the final grade received is a "C". As defined in the above Grade Chart, the "C" grade is worth 2.00 quality points. For a 24-hour course, the total number of quality points awarded would be 24 times 2.00 or 48 total quality points. The total calculated quality points are then divided by the number of clock hours

completed to determine the GPA.

All didactic and laboratory courses with a grade of “A”, “B”, “C”, “D”, and “F” enter the GPA calculation. All courses with a grade of “A”, “B”, “C”, “D”, and “F” are also included in the rate of progress/passed measurement calculation as hours attempted and as hours earned.

A grade of “P” is given for courses designated as pass/fail. A grade of “P” does not enter the GPA calculation. A grade of “P” is included in the Rate of Progress/Passed Measurement calculation as both hours attempted and as hours earned.

A grade of “NP” is given for courses designated as pass/not passed does not enter the GPA calculation. A clinical course with a grade of “NP” is included in the Rate of Progress/Passed Measurement calculation as hours attempted, but not as hours earned.

A grade of “W” is listed on the transcript for any course a student officially withdraws from before the end of the scheduled course. Grades of “W” do not enter the GPA calculation. A grade of “W” is included in the Rate of Progress/Passed Measurement calculation at hours attempted, but not as hours earned.

A grade of “R” is given solely if a student repeats a course. The grade received in the most recent completion of the course will be the grade used in the calculation of the GPA. Upon receiving a punitive grade for the repeated course, the original course grade will be changed to an “R.” A grade of “R” is not entered into the GPA calculation. A grade of “R” is used to calculate the Rate of Progress/Passed Measurement as both hours attempted and hours earned.

The clinical experience is graded in the following manner:

Final Grade:

P - Pass

NP – Not passed

Competency rating:

S - Satisfactory

U- Unsatisfactory-consistently needs supervision to perform objectives competently or perform objective incompetently. More than two unsatisfactory clinical evaluations in a term may result in an unsatisfactory for the course associated with the clinical and may result in failure of the course.

Section 3: Attendance Policies

Attendance/Tardiness, Make-Up Standards

Students are expected to attend all classes, be on time for classes, remain in class for the entire duration of the class, and be an active participant in their class. Students who arrive for class after the scheduled start time will receive a tardy on their attendance record. Students who leave class before the scheduled dismissal time will be marked as having left early on their attendance record.

Definition of Absent:

- Students that arrive more than 15 minutes after class begins
- Students that leave more than 15 minutes before class ends
- Students that return from break more than 15 minutes after class begins
- Three tardies is equivalent to one absence

Definition of Tardy:

- Students that arrive 1 to 15 minutes after class begins
- Students that leave class 1 to 15 minutes before class ends
- Students that return from break 1 to 15 minutes after class begins

Students who accumulate a total of three or more late arrivals and/or early departures will be placed on probation for the remainder of the course/module and be required to see the program director for the counseling.

It is the student's responsibility to make up the absence time, as well as complete any assignments, exams, or their work missed. Make-up hours must be prearranged with the instructor and must be completed outside of normally scheduled class hours. Only time spent on instructor-approved activities at the school will count as make-up hours.

- Prior to make up time, obtain a make-up slip from the front office, or from the instructor.
- Attend the makeup class or clinical with the assigned Instructor.
- Have the instructor with whom you assigned to sign your make-up slip when you complete the hours.
- Upon returning to your regular class, give the make-up slip to your instructor.
- Nurse Assistant training and Phlebotomy technician program students must confer with their instructor and/or their program director for other acceptable methods of making up time.

Any student who does not attend at least 100% of the scheduled class time will be placed on academic probation for the next course/module. The chief academic officer will determine the

status of the academic progress of the student. Otherwise, one of the following actions may be taken:

- The chief academic officer may determine that the student is maintaining academic progress and may continue class on academic probation status until the end of the next course/module,
- The chief academic officer may determine that the student is not maintaining academic progress and the student will be withdrawn from the course/module; or
- The chief academic officer may determine that the student is not maintaining academic progress in general, and the student will be withdrawn
- The chief academic officer may determine regarding student dismissal for the following reasons: Consecutive absences, failure to maintain 100% cumulative attendance, excessive tardiness or early departures and failure to meet the terms of attendance probation.

Academic Probation

Students may be placed on academic probation during any course (didactic, lab and/or clinical evaluations) if a grade of less than a “C” is achieved.

If a student is placed on academic probation, he/she must meet with the instructor and school director to prepare a probationary plan of action explicitly stating expectations that must be met during the probationary period. The probationary plan identifies the areas of concern and the goals for improvement. The probation plan of action is designed on an individual basis and is not calculated into the overall course grade, nor is it considered “extra credit”. The consequence of failing to meet the level of expectations and failing to ultimately receive a passing grade for the course will result in the offer of a remedial plan of action.

A plan for improvement will be initiated with specific due dates. Academic probationary status is lifted once the student has met the expectations as defined within the probationary plan of action and has completed the course in satisfactory academic standing. A student receives a final passing grade for the course after being placed on probation. This final grade will be reflected in the student’s transcript.

Disciplinary Probation

During study students must always adhere to Los Angeles Career College’s Standards of Conduct. Disciplinary probation status is given consequently when a student disregards the boundaries of acceptable behavior outlined in this catalog. Students who violate any of the stated school or program policies may be placed on disciplinary probation. A written disciplinary probation is an official notice for a specified period during which a student must demonstrate conduct that conforms to Los Angeles Career College’s Standards of Conduct. Assigned discipline may include a combination of sanctions for a particular incident. Misconduct during the probationary period or violation of any conditions of the probation will result in further disciplinary action, normally

in the form of termination. Disciplinary probation status does not prohibit a student from being placed on academic probation.

Leave of Absence

Students may request a leave of absence (LOA) for medical reasons, financial difficulties, military duty, personal difficulties, and jury duty. Students may also request administrative leave when a course that is needed is not available. A LOA shall be reasonable in duration, usually not to exceed 60 calendar days. One LOA may be granted during a 12-month period.

Students must adhere to the following procedures when requesting a LOA.

- Students in need of a LOA must contact the department directors. LOA requests must be supported by the appropriate documentation.
- Students cannot be granted a LOA to avoid being dismissed because of lack of satisfactory academic progress or failure to fulfill the requirements of attendance.
- The chief academic officer will approve or deny LOA requests.
- If the student is not in attendance on their scheduled return date, the student will be withdrawn.

Termination

The institute reserves the right to suspend or dismiss any student who:

- Uses or is under the influence of alcoholic beverages or illegal drugs on or adjacent to institute property or at clinical externship sites
- Manifests violent behavior
- Fails to maintain satisfactory academic progress
- Fails to meet satisfactory clinical standards
- Fails to meet school's attendance policy or standards
- Fails to meet financial obligations to the institute
- Fails to comply with federal software piracy statutes forbidding the copying of licensed computer programs

Section 4: Grounds for Dismissal

Students in classroom or in clinical setting are expected to perform in a manner that ensures safety. If a student demonstrates unsafe behavior related to the course, or behavior that is unacceptable as defined by the school, the student will be dropped.

Examples of unsafe behavior/practice:

- Not reporting an error to the clinical site supervisor. Failure to perform clinical skills appropriate to their level of training
- A student behavior that presents a threat to safety and well-being. Attempting to administer patient care beyond their level of training.
- Untruthfulness, either in word or writing, concerning patient care.

Dismissal for Drug Use:

- Giving medications to patient
- Failure to inform instructor/director of prescriptions medications used that can alter students' behavior
- Unauthorized drug use

General Grounds:

- Failure to meet course requirements as previously stated
- Cheating or allowing another student to copy an exam answer during a test
- Exhibiting anger in rage or curse words or gestures, or disrespectful behavior
- Violation of any of the rules and regulations or violating the California Codes.

Section 5: Schedule of Charges

Program of Study	Cost Breakdown							
	Registration Fee	STRF Fee	LMS Fee	Cost of equipment, books, and materials	Tuition Fee	Total Charges to LACC	Required Additional Fees for Educational Program*	Estimated Total Charges for the Entire Educational Program
	<i>Non-refundable</i>	<i>Non-Refundable</i>	<i>Non-Refundable</i>	<i>Refundable</i>	<i>Refundable</i>			
Phlebotomy Program	\$75.00	\$5.00	\$112.00	\$425.49	\$1,382.51	\$2,000.00	\$395.00	\$2,395.00
Registration Fee	This a one-time charge for processing the paperwork required for admission into a program and according to California statute shall not exceed \$100. Once paid this fee is non-refundable.							
STRF Fee	STRF stands for Student Tuition Recovery Fund and STRF Fee is an assessment of amount that would be charged to the student per \$1000 of the tuition fee. The fund was created by California statute to relieve or mitigate economic losses suffered by students. Since April 1, 2022, the STRF assessment rate has been two dollars and fifty cents (\$2.50) per one thousand dollars (\$1,000) rounded to the nearest thousand dollars. For institutional charges of one thousand dollars (\$1,000) or less, the assessment is zero dollars (\$0). It is a non-refundable fee. Please refer to the required statement below for further clarification.							
LMS Fee	This is a one-time charge for access to the learning management system the school utilizes for all assignments, quizzes, and exams. Should the student cancel the program, this fee is non-refundable.							
Cost of equipment, books, and materials	This is the cost of your textbook(s), materials, and equipment you may require for completion of the program. These will be itemized on your enrollment agreement.							
Required Additional Fees for Educational Program*	This cost consists of exam fees, live scans, BLS certification, uniform fees and licensing fees that are not paid to Los Angeles Career College but are required to complete the program. The total estimated cost for your program will be listed on your Enrollment Agreement. These costs are subject to change at any time.							
Tuition Fee	This is the cost of tuition for your program.							
Total Charges to LACC	This is the total charges that Los Angeles Career College charges for the entire program. This is the total charges for the period of attendance beginning from your start date to your graduation date.							
Estimated Total Charges for the Entire Educational Program	This is the Total Charges, and the Required Additional Fees combined to result in the Estimated Total Charges that the student could pay upon completion of the program. These costs are subject to change at any time.							

Section 6: Refund Policy

Prior to the start of classes

If the applicant is not accepted by the college, all monies paid, including tuition and registration fee will be refunded. If the applicant is accepted by the College and does not start classes, all monies paid, including tuition and registration fee will be refunded.

STUDENTS RIGHT TO CANCEL

During the Cancellation Period (First-Class Session, or the Seventh Calendar Day After You Start Your First Class, whichever is later)

You have the right to cancel your program of instruction without any penalty or obligations.

If the applicant is accepted by the College, starts classes, and cancels their enrollment within the allowable cancellation period (the student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the **first-class session, or the seventh day after enrollment, whichever is later**) all monies paid will be refunded, except for the registration fee and LMS Fee (which are non-refundable after attendance at the first-class session).

If a student cancels their Enrollment Agreement by notifying the school within three days of enrollment, a full refund of all tuition and fees paid will be made.

Or

If a student cancels their Enrollment Agreement through attendance at the first-class session or the seventh calendar day after signing the agreement, whichever is later, LACC will refund the student any money they paid, except for the registration fee and LMS fee, not to exceed the specified amount, within 45 days after the notice of cancellation.

WITHDRAWAL POLICY

Official (Voluntary) Withdrawal: To be considered an official withdrawal, the student must notify the College of his/her intent to withdraw. Notification may be provided via written notice to the Campus Director or Administrator by mail, hand-delivery, or email (Admin@LACareerCollege.com).

You may withdraw from the school at any time after the cancellation period by submitting a request in writing to the Administrator or School Director and receive a proportional refund of the program's tuition and unused equipment/materials, as applicable, if you have completed 60 percent or less of your current period of attendance, calculated based on the start date through your last day of attendance (LDA) in the period.

$$\frac{\text{Total Days Attended}}{\text{completed Total Days in Period of Attendance}} = \text{Percent}$$

Nurse Assistant Program Example:

45 hours attended / 160 clock hours in program = 28%

If the student has completed less than 60% of the period of attendance, the refundable amount will be less the registration fee, STRF fee, LMS fee, and any other fee listed as non-refundable in the Enrollment Agreement, as well as any equipment/materials used or not returned in good condition, as applicable. Any balance due to LACC will be subtracted from the refundable amount prior to a refund being issued to the student.

If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned, and the student will receive no refund.

Refunds due will be paid within 45 days of the withdrawal date for applicable students. This is considered the date of determination. A student is considered withdrawn from a program when any of the following occurs:

- The student provides written notice to LACC of their withdrawal.
- LACC terminates the student's enrollment for:
 - failure to maintain satisfactory progress.
 - failure to abide by the code of conduct.
 - exceeding the 14-day consecutive policy.
 - failure to return from a leave of absence.

Tuition paid via a loan or third-party funding will be refunded to the lender, third party, or the agency that provided the loan or funding.

After the Cancellation Period

The student has the right to withdraw at any time. If the applicant is accepted by the College, starts classes, and elects not to continue after midnight of the seventh calendar day after the student has started their first class, the student will be considered a voluntary Withdrawal. The student will be charged a prorated amount of tuition and fees, up to 100% of the program length, according to the method below.

Institutional Refund Policy Example

1. Determine the total amount of tuition and fees charged to the student; deduct the one-time charges such as the registration fee, not to exceed one hundred fifty dollars (\$150) and the cost of used equipment, books, and supplies fees from the total tuition charges. (Note the unused books, educational supplies and equipment are not included in this offset and will be separately evaluated on a case-by-case basis.)

Nurse Assistant Program Example:

\$1,890 Estimated Total Charges for the Entire Educational Program - \$75 Registration Fee - \$5 STRF Fee - \$112 LMS Fee - \$302.99 used Equipment/Materials Fee - \$290 Required Additional Fees for Educational Program = \$1,105.01 charges subject to proration.

2. Divide this figure by the number of hours in the program.

Nurse Assistant Program Example:

\$1105.01 charges subject to proration / 160 clock hours in program = \$6.91 per clock hour

3. The amount owed by the student for purposes of calculating a refund is derived by multiplying the total hours measured from the first day of instruction as set forth in the enrollment agreement through the last date of attendance (LDA) regardless of absences by the hours charged for instructions.

Nurse Assistant Program Example:

\$6.91 per hour x 45 clock hours scheduled through the LDA = \$310.95 prorated tuition

4. The prorated tuition is added to the registration fee and the cost of the used equipment, books and supplies issued by the College to determine the total amount of charges the student is obligated to pay.

Nurse Assistant Program Example:

\$310.95 prorated tuition + \$75 Registration Fee + \$5 STRF Fee + \$112 LMS Fee - \$302.99 used Equipment/Materials Fee + \$290 Required Additional Fees for Educational Program = \$1,095.94 amount the college is allowed to retain

5. The amount the student has paid for the program is subtracted from the amount the College is allowed to retain to determine if the student has a balance due or a refund is due.

Nurse Assistant Program Example:

\$1,095.94 amount the College is allowed to retain - \$1,890 amount paid = \$794.06 refund due to student

Unofficial (Administrative/Termination Dismissal) Withdrawal: A student will be unofficially withdrawn by the College for the following reasons:

1. Failure to attend classes for a period of 14 scheduled calendar days.
2. Failure to return from a Leave of Absence (LOA).
3. Violation of the student Code of Conduct, pursuant to college disciplinary procedures.
4. Violation of the satisfactory academic progress policy; and
5. Serious violation of any College policy, pursuant to college disciplinary procedures.

Disclosures:

1. All charges for the tuition fee paid by the student will be refunded, except for the registration fee and LMS if the student chooses to withdraw from the school through attendance at the first-class session or seventh day after enrollment, whichever is later.
2. If the student has received federal student financial aid funds, the student is entitled to a refund of money not paid from federal student financial aid program funds.
3. Students that withdraw or are terminated on or after the first day of instruction will not be refunded for the registration fee, LMS fee, and the student tuition recovery fund fee.
4. If, after the first day, a student withdraws or is terminated, refunds on the tuition fee only will be made according to the BPPE policy.
5. If the school closes, cancels, or discontinues a course and/or program enrolled students will be notified via email. The school will refund to each currently enrolled student the full amount paid by the student for tuition and fees.
6. Students are requested to notify the Director or designated school official if they are withdrawing from the school.
7. All refunds due will be paid within 45 days of the students' last date of attendance.
8. In the case of an official leave of absence, if the student fails to return to training by the end of the leave of absence, a refund to the student shall be based on the date of withdrawal or termination and paid 45 days of the scheduled last day of the leave of absence.

Section 7: Licensure Requirements

Licensure Disclosure

Los Angeles Career College's Phlebotomy Training program meets professional licensure education requirements for the State of California.

Upon completion of the program students will receive a certificate of completion and become eligible for certification in the State of California as a Certified Phlebotomist Technician level 1 through California Department of Health Services, Laboratory Field Services.

To obtain certification from the California Department of Health Services, Laboratory Field Services graduates of the Phlebotomy Technician program must take the Certified Phlebotomy Technician-1 Examination through the National Healthcareer Association (NHA).

Students must meet one of two pathways for NHA certification eligibility as outlined in the [NHA Candidate Handbook](#) :

- Pathway 1a: Within the past five (5) years, successfully complete a training program (didactic, lab, and clinicals) in the health field covered by the NHA certification exam offered by an accredited or state-recognized institution or provider
- Pathway 1d: (Pre-Externship Route) Successfully complete the didactic (coursework) portion of the program as verified by the institution and prior to the completion of any required externship (Candidates will have 180-days from the exam date to complete the externship)

LACC has not made any determinations related to licensing or certification requirements for other states, and that if a student or graduate is relocating outside of California, it is their responsibility to determine the requirements for licensure/employment in that state.

Section 8: Class Schedule

Total Clock Hours: 80

Weekday: 2 weeks

Weekend: 10 weeks

Evening: 3.5 weeks

Program Delivery: Residential

Type of Instruction: Lecture, Lab, and Externship

Leads to the Standard Occupational Classification: 31-9097 Phlebotomists

Program Goals and Objectives

This program is designed for those who plan to work as a phlebotomist in a clinical laboratory, public health department, clinic, or hospital. The course combines 40 hours of classroom instruction, including theory and lab, with 40 hours off-site clinical externship to provide students with a comprehensive learning experience. Lectures include, but are not limited to, the anatomy and medical terminology pertaining to the circulatory system, specimen collection, risk factors, complications, and quality assurance in specimen collection. Practical instruction provides hands-on training in venipuncture technique with procedures verified through a skills check-off system. The 40-hour clinical externship includes the completion of venipunctures and skin punctures. In California, it is required to be state certified to work as a phlebotomist. Upon completion of the program, students will receive a certificate of completion and become eligible to take an examination for certification in the State of California as a Certified Phlebotomist Technician level 1.

Upon completion of this program, the student will be able to:

- ✓ Describe the history of phlebotomy, the role of the phlebotomist, state requirements, and legal/ethical issues.
- ✓ Demonstrate the skills necessary to provide continued high-quality service.
- ✓ Identify anatomy and physiology with a focus on the circulatory system.
- ✓ Apply safety in the workplace including infection-control practices, biological hazards and wastes, electrical safety, fire safety, radiation safety, chemical safety, first aid, and self-protection.
- ✓ Perform the necessary clerical & administrative functions associated with phlebotomy.
- ✓ Use blood collection equipment.
- ✓ Collect a quality blood specimen for laboratory diagnostic purposes.

Course Outline

Course Number	Course Title	Lecture	Lab	Clinical	Total Hours
PT 101	Phlebotomy Theory & Lab	20	20	0	40
PT 103	Phlebotomy Clinical	0	0	40	40
	Program Totals	20	20	40	80

Course Descriptions

PT 101 Phlebotomy Theory & Lab

The Phlebotomy Theory & Lab course includes 40 hours of didactic and lab instruction covering foundational skills and knowledge such as: basic infection control, universal precautions and safety; and anatomy and physiology of body systems with emphasis on the circulatory system, medical terminology; and proper identification of patient and specimens as well as the importance of accuracy in overall patient care; and proper selection and preparation of skin puncture site, including selection of antiseptic; and blood collection equipment, types of tubes and additives, proper order of draw when additives are required, special precautions; and post-puncture care; and appropriate disposal of sharps, needles and waste. The curriculum consists of lecture and testing for knowledge of subjects including: advanced infectious disease control and biohazards; and anti-coagulation theory; and knowledge of pre-analytical sources of error in specimen collection, transport, processing and storage; and anatomical site selection and patient preparation; and risk factors and appropriate responses to complications which may arise from phlebotomy; and recognition of, and corrective actions to take, with problems in test requisitions, specimen transport and processing; and applications of basic concepts of communication, interpersonal relations, stress management, professional behavior, ethics and legal implications of phlebotomy; and quality assurance in phlebotomy necessary to provide accurate and reliable laboratory test results; and legal issues related to blood collection.

Pre-requisite: None

PT 103 Phlebotomy Clinical

The Phlebotomy Clinical course is in a clinical setting. Students will receive a grade of pass/fail for the course. During the clinical externship, students will complete a minimum of 50 venipunctures, 10 capillary sticks, and 2 arterial blood draw observations. Students select blood collection equipment appropriate to test requisition and prepare patients of varying ages, including pediatric and geriatric, and of varying health and obesity status while monitoring infection control. Students will also practice post-puncture care, processing of blood containers after collection, centrifugation and the proper disposal of needles, sharps, and medical waste.

Pre-requisite: PT 101

Graduation Requirements

To receive a Certificate of Completion and graduate from the program, students must:

- Complete all lectures and lab hours with a minimum attendance rate of 80%.
- Complete 100% of clinical externship hours and all required punctures.
- Earn a minimum grade of 70%.
- Have met, or have made arrangements to meet, all financial obligations