PREMIER PHLEBOTOMY
ACADEMY

SCHOOL CATALOG

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CONTENTS

WELCOME FROM THE PRESIDENT 5

GENERAL INFORMATION 6

- LICENSURE 6
- VISION 6
- MISSION AND PURPOSE 6
- OWNERSHIP 6
- GOVERNING BOARD 6
- LANGUAGE 6
- FACILITIES 6
- HOLIDAYS 7
- ACADEMIC CALENDAR 7
- CLASS SCHEDULES 7

ADMISSIONS 8

- ADMISSION REQUIREMENTS AND PROCEDURES 8
- ANTI DISCRIMINATION POLICY 8
- TRANSFER OF CREDITS 8
- CREDIT FOR PRIOR LEARNING OR EXAMINATION 8

TUITION AND FEES 9

FINANCIAL SERVICES 9

- STUDENT FINANCIAL ASSISTANCE 9
- CANCELLATION AND REFUND POLICY 10

ACADEMIC POLICIES & PROCEDURES 10

- GRADING SYSTEM 10
- DEFINITIONS 11
- COURSE NUMBERING SYSTEM 11
- PREFIXES 11
- GRADUATION REQUIREMENTS 11
- ACADEMIC HONESTY 11
- COPYRIGHT POLICY 12

SATISFACTORY ACADEMIC PROGRESS POLICY 12

SAP - EVALUATION PERIODS 12
SAP - QUANTITATIVE CRITERIA 13
SAP - QUALITATIVE CRITERIA 13
SAP – EVALUATION AND ACADEMIC PROBATION 13
SAP - TIME FRAME TO COMPLETE (MTF) POLICY 13
SAP - APPEALS 13
ACADEMIC DISMISSAL 13
MAKE-UP WORK AND EXAMS 13
WARNING 14
APPEAL PROCESS 14
SUSPENSION 14
STUDENT RESPONSIBILITIES 14
CODE OF CONDUCT 14
PROBATION 14
DRESS CODE 15
ALCOHOL AND DRUG-FREE POLICY 15
WEAPONS POLICY 15
NON-SMOKING POLICY 15
HARASSMENT AND ANTI-HAZING POLICY 15
HEALTH AND SAFETY PLAN 15
PERSONAL PROPERTY 15
USING AND CARING FOR EQUIPMENT 16
PHONE CALLS 16
ATTENDANCE 16
TARDINESS 16
STUDENT RIGHTS 16
EQUAL OPPORTUNITY 16
DISCRIMINATION AND HARRASMENT POLICY 16
INFORMATION DISCLOSURE 17
FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA) 17
MAINTENANCE OF STUDENT RECORDS 17
STUDENT RECORD DUPLICATES 17

LEAVE OF ABSENCE 17
GRIEVANCE POLICY 18
STUDENT SERVICES 18
ACADEMIC AND CAREER ADVISING 18
CAREER SERVICES 19
MEDIA SERVICES RESOURCE CENTER 19
FINANCIAL ADVISEMENT 19
TRANSCRIPT REQUESTS 19
PHLEBOTOMY PROGRAM 19
PROGRAM OBJECTIVE 19
PROGRAM DESCRIPTION 19
CREDENTIAL AWARDED 20
DURATION 20
DELIVERY MODALITY 20
CURRICULUM 20
GRADUATION REQUIREMENTS 20
EMPLOYMENT DISCLOSURE 21
PHLEBOTOMY CERTIFICATION 21
COURSE DESCRIPTIONS 21
DISTANCE EDUCATION POLICIES 23
STAFF AND FACULTY 25

WELCOME FROM THE PRESIDENT

I would like to welcome you to Premier Phlebotomy Academy. I am so honored that you have chosen our academy to provide you the technical training that offers you the potential for an excellent career in healthcare, but also the opportunity to invest in yourself!

At Premier Phlebotomy Academy we strive to deliver compassionate care with integrity and honesty to our community. We value how the care is delivered to patients just as much, if not more, than the care itself. Here at Premier Phlebotomy Academy, we value compassion, integrity, honesty, collaboration, and diligence.

Our goal is to prepare our graduates to successfully pass their state certification exam, and to meet the demands of the healthcare industry by ensuring that students possess the technical and interpersonal skills necessary to excel in their field. We strive to provide our students with the best education and training possible so that they may contribute to the health and well-being of their communities.

As a phlebotomist and clinical medical laboratory assistant for over 13+ years, and a Phlebotomy educator for the past 6 years myself, this career field has truly changed my life. Phlebotomy not only allowed me the ability to provide for my family, but also to find a passion for helping others. It has been a beautiful way to give back to the community that gave me an opportunity.

From the many benefits of attending a trade school, the one that sticks out to me the most would be the timing! Attending Premier Phlebotomy Academy will allow you the opportunity to get a career in months and change your life for the better. We have to think generationally, and this is the way to set yourself and your future generations up for success.

We are so eager to get you started and to help build with you. At Premier we truly care about you! So please stop by our offices to help assist, answer all questions, and help you get started.

Looking forward to helping you succeed!

Educationally yours,

Sueli Senquiz
President and Founder
Premier Phlebotomy Academy

GENERAL INFORMATION

LICENSURE

Premier Phlebotomy Academy is licensed by the Commission for Independent Education, Florida Department of Education, License # 13188. Additional information about this institution may be obtained by contacting the commission at 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400. Toll free: (888) 224-6684 https://www.fldoe.org/policy/cie/

VISION

Our vision is to reach as many students as possible to help them better their futures and the futures of their generations.

MISSION AND PURPOSE

Our mission is to equip caring and competent phlebotomists with the essential knowledge and technical skills needed to deliver excellence to all. We are committed to creating a safe and supportive learning environment that fosters growth and development while instilling a strong sense of ethics and professionalism.

OWNERSHIP

The school is owned by Premier Phlebotomy Academy, Inc. an active and registered 501c3 non-profit corporation in the state of Florida. Premier Phlebotomy Academy, Inc. is 100% owned by Sueli Senquiz.

GOVERNING BOARD

Between May-August 2026 the board members of Premier Phlebotomy Academy Inc. have changed. The governing board is constituted by

Ms. Sueli Senquiz, President
Mr. Jeffrey Hughes, Board Member
Ms. Sandra Boston, Board Member
Ms. Alisha Smith, Board Member

LANGUAGE

Programs are offered in English.

FACILITIES

Premier Phlebotomy Academy facilities are 4,717 square feet and include 1 classroom, laboratory practice-skills area, a computer lab, conference room, media center, break room, two restrooms, reception, and an administrative office. The campus is located on the first floor. Our school complies with all provisions of section 504 of the Rehabilitation Act of 1973. No qualified handicapped person will be excluded from enrolling in the school. However, handicapped individuals should be aware that the regulations set by the State of Florida for the program offered at our institution require a high level of manual dexterity and prolonged periods of practical work.

SCHOOL BUSINESS HOURS

Admissions and administrative offices are open Monday to Friday 8 am to 3 pm. Also available by appointment after hours.

HOLIDAYS

The school will remain closed during the following 2026 holidays:

Martin Luther King Day, Monday January 19
President's Day, Monday February 15
Spring Break, Monday March 16, through Friday March 20
Memorial Day, Monday May 25
Independence Day, Saturday July 4
Labor Day, Monday September 7
Thanksgiving Week, Monday November 23 through Friday November 27
Winter Holiday Break, Monday December 21, 2026, through Sunday January 5, 2027

In the event of an emergency closing due to inclement weather or natural disaster the school will close as per the Lake County Public School system. Classes canceled due to weather conditions are made up at the end of the program.

ACADEMIC CALENDAR

Enrollment Deadline	Start Date	Estimated Graduation Date
December 19, 2025	January 5, 2026	February 27, 2026
February 23, 2026	March 2, 2026	May 1, 2026
April 27,2026	May 4, 2026	June 26, 2026
June 22, 2026	June 29,2026	August 21, 2026
August 17,2026	August 24, 2026	October 16, 2026
October 12, 2026	October 19,2026	December 18,2026

CLASS SCHEDULES

Residential – On Campus Classes

Duration: 8 weeks

Monday through Thursday 8 am to 1:15 pm

Hybrid – On Campus Classes

Duration: 8 weeks

Theory: Completed online weekly

Laboratory – Practical Skills: completed on campus Fridays 8 am to 1:30 pm

ADMISSIONS

ADMISSION REQUIREMENTS AND PROCEDURES

Prospective students must comply with the following requirements to enroll:

1. Present a Valid picture ID.
2. Be 18 years old or older.
3. Complete the admissions process, which includes a one-on-one appointment with one of the school admissions representatives. During the one-on-one appointment, the admission's representative will provide advisement services to assist the student in planning and completing the occupational education program for enrollment.

Disclosure: Presence of criminal convictions on record could prevent a student from obtaining employment in the program of instruction.

ANTI DISCRIMINATION POLICY

Premier Phlebotomy Academy is committed to providing all students with a safe and supportive school environment. Members of the school community are expected to treat each other with respect. Teachers and other staff members are expected to teach and to demonstrate by example that all members of the community are entitled to respect. Harassment of a student by another student or by a teacher or other staff member is a violation of school policy. This includes (but is not limited to) harassment based on race, national origin, marital status, sex, sexual orientation, gender identity, religion, financial status or disability where a person is otherwise qualified or could be with reasonable accommodation.

TRANSFER OF CREDITS

Transfer of Credits for Studies in Other Institutions

Premier Phlebotomy Academy does not accept transfer of hours from other institutions. The Phlebotomy program needs to be entirely completed at our institution.

Transferability of Credits Earned at Premier Phlebotomy Academy to Another Institution

Transferability of hours/courses earned at this institution is at the discretion of the accepting institution. It is the student's responsibility to confirm if they will be accepted by another institution of the student's choice.

Articulation Agreements

Premier Phlebotomy Academy has no articulation agreements with any other institution(s).

CREDIT FOR PRIOR LEARNING OR EXAMINATION

Premier Phlebotomy Academy does not grant credits for prior learning or by examination.

TUITION AND FEES

PHLEBOTOMY PROGRAM

Registration Fee	$100.00
Tuition	$481.60
Other Fees	$425.00 (*)
Supplies	$598.40 (**)
Total Program Cost	$1,605.00

(*) Other Fees of $425.00 include:
$50 Accident/Liability Insurance
$60 Graduation Ceremony Fee
$110 Technology Fee
$130 License/Certification Fee: CPT Certification with NHA or AMT (one time examination seating fee)
$75 CPR certification training and First Aid Cards

(**) Supplies of $598.40 Phlebotomy Kit - include:
Students receive a Phlebotomy Kit with the equipment and blood draw supplies for completing the program, including a phlebotomy box, gloves, alcohol prep pads, gauze, bandaids, coflex, tourniquets, blood collection tubes-multiple colors, pediatric tubes, needles, butterfly safety needles, lancets, and hubs/adapters.

Costs Not Included in the Program Price
The following are paid by the student - not included in the program cost listed above:

- Textbook – Phlebotomy: Worktext and Procedures Manual, authors: Robin S. Warekois, T(ASCP), Richard Robinson NASW, Edition: 6th, Published: 2024 by Elsevier. ISBN-10 0323936105. Estimated Price: $ 94.05
- Uniform - black scrubs.

Additional Fees:
Late payment fee $35
Return-declined payment $35

FINANCIAL SERVICES

STUDENT FINANCIAL ASSISTANCE

All tuition fees, and related costs of the program of enrollment are included in this catalog and are due prior to the scheduled start-date of a student's course(s), unless the student has arranged for monthly payments. The complete fulfillment of payment obligations is a condition for graduation.

At the time of enrollment, students may select from the following payment options:

1. Full payment at time of signing enrollment agreement.

2. Registration fee at the time of signing enrollment agreement with balance paid prior to starting date.
3. Registration fee at time of signing enrollment agreement with balance paid prior to graduation following an agreed payment plan.
4. Major credit cards are also accepted.

CANCELLATION AND REFUND POLICY

Should a student be terminated or cancel for any reason, all refunds will be made according to the following refund schedule:

5. Cancellation must be made in person or by certified mail.
6. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the Student Enrollment Agreement and making initial payment.
7. Cancellation after the 3rd business day, but before the first class, will result in a refund of all monies paid, with the exception of the registration fee and the insurance fee of $150.
8. Cancellation after attendance has begun, through 40% completion of the program, will result in a pro rata refund computed on the number of hours completed to the total program hours.
9. Cancellation after completing more than 40% of the program hours will result in no refund.
10. Termination Date: The Termination date for refund computation purposes is the last date of actual attendance by the student unless earlier written notice is received.
11. Refunds will be made within 30 days of termination or receipt of Cancellation Notice.
12. Cancellation of classes by the institution after attendance has begun will result in 100 percent refund.
13. Should the prospective student not meet the entrance requirements it will result in 100 percent refund.

ACADEMIC POLICIES & PROCEDURES

GRADING SYSTEM

Students must maintain or earn a minimum 80 % or more to complete a program successfully. Grades are determined by theory and practical evaluations. The following grading scale will be used:

	Percentage		Letter Grade	Points
Excellent:	90% -100 %	=	A	4.0
Good:	80% - 89%	=	B	3.0
Unsatisfactory:	0% - 79%	=	F	0.0

Practical skills assessments are measured on a pass or fail basis as follows:
P: Pass – 100% - 4.0 F: Fail – 0% - 0.0

DEFINITIONS

Program Duration
Program and courses duration are measured in clock hours.

Clock Hour Definition
A period of 60 minutes with a minimum of 50 minutes of instruction in the presence of an instructor.

Period of Enrollment
A period of enrollment or payment obligation: the entire program.

Grade Point Average (GPA)
The grade point average (GPA) is a number that represents the average value of the accumulated final grades earned for courses over a specific period of time. A student's grade point average is calculated by adding up all accumulated final grades multiplied by their corresponding course hours and dividing that figure by the number of grades awarded. For repeat courses, only the highest grade achieved will be considered for the GPA calculation. The cumulative grade point average (CGPA) is the grade point average calculation for the full program of enrollment or for a specific term/period, for example for a SAP evaluation period.

COURSE NUMBERING SYSTEM

Course numbers are based on course codes established by the institution and do not relate to state common course numbering systems. The course numbering system consists of an alpha prefix followed by a digit course number. The Alpha Prefix identifies academic disciplines. The numbers identify the course.

PREFIXES

BHW	Basic Healthcare Worker Courses
HIV	HIV/AIDS Courses
PHL	Phlebotomy Courses

GRADUATION REQUIREMENTS

In order to graduate, a student must achieve a minimum cumulative 3.0 GPA, successfully pass each one of the program courses with a minimum 3.0 GPA, and comply with all requirements of the institution's Satisfactory Academic Progress Policy (SAP). Also, a skills grade of a minimum 80% in venipuncture (30 sticks) and dermal punctures (10 sticks) is required. In addition, the student must fulfill all financial obligations as stated in the Enrollment Agreement. The programs offered at our institution require a final examination for graduation, with a minimum of 80% overall in the program.

ACADEMIC HONESTY

Students will only receive credit for their original work. References to external sources must be clearly identified. Students committing plagiarism or cheating will be held accountable with consequences that may vary from having to repeat a test/course to suspension and expulsion.

Plagiarism: The use of someone else's words or works as your own without the required acknowledgment or attribution. Words or ideas that require citation include, but are not limited to, hard copy or electronic publications (whether

copyrighted or not), verbal or visual communication when the content of such communication clearly originates from an identifiable source.
Cheating: The use of unauthorized help during an exam or assignment. Examples are asking someone else to complete the assignment, acquiring test answers, looking over someone else's shoulder during a test to copy their responses, or unauthorized access to test responses while testing.

COPYRIGHT POLICY

Premier Phlebotomy Academy students, faculty, and staff are required to comply with the United States and international copyright laws. Premier Phlebotomy Academy will hold accountable students, faculty, and staff violating copyright laws with consequences that can vary from disciplinary actions, suspension, civil and criminal liabilities. Violations to copyrights include reproduction, copies, distribution, modification, public display, download, store, or transmission by anyone but the copyright owner without written authorization. Using a portion of the original work is still considered a violation of copyright when deemed "substantial and material". Under the Berne Convention, copyright protection for any work created after April 1, 1989, is automatically granted upon creation without the need for a declaration or assertion. This means as soon as the work is written or recorded in a physical medium (including printed, electronically stored, emailed, cloud-sharing, part of an electronic presentation), copyrights are automatically given to the author. For more information, visit the US Copyright Office website at www.copyright.gov. The US Copyright Office FAQ page includes clarifications to the most common questions at www.copyright.gov/help/faq. Copyright Act violation consequences and penalties are listed at http://www.copyright.gov/title17/92chap5.html

SATISFACTORY ACADEMIC PROGRESS POLICY

Satisfactory progress is defined by the average attendance and academic progress maintained by the student.

SAP - EVALUATION PERIODS

The institution requires that all enrolled students be evaluated academically and attendance-wise in evaluation periods as follows:

Program	***Program Duration***	***1st SAP Evaluation***	***2nd SAP Evaluation***
Phlebotomy	165 hours	83 hours	165 hours

Students are required to meet the standards of academic progress that are outlined in the sections below to determine that the standards are met. These standards have multiple components (qualitative and quantitative measurements) that include a minimum cumulative grade point average requirement (CGPA); a minimum successful completion rate based on all clock hours attempted; and a maximum time frame requirement.

SAP - QUANTITATIVE CRITERIA

Students must complete at least 80% of the attempted clock hours of the corresponding evaluation period in order to remain compliance with the institution's SAP Policy. Clock hour progression will be based on a cumulative total of attempted hours to earned hours.

SAP - QUALITATIVE CRITERIA

Under the qualitative criteria, to make Satisfactory Academic Progress (SAP), the student must demonstrate a minimum overall cumulative grade point average (CGPA) of 3.0 (80%) at the end of the SAP evaluation period been considered.

SAP – EVALUATION AND ACADEMIC PROBATION

A student who fails to establish or maintain Satisfactory Academic Progress (fails to meet the SAP Quantitative criteria or SAP Qualitative criteria) will be placed on academic probation and maintain this status of academic probation during the following SAP evaluation period. At the end of the period in which the student is on probation, the student's overall GPA and clock hours completion percentage will be recalculated. A student will be removed from academic probation only if the student has regained satisfactory academic progress status (meets SAP Quantitative and Qualitative criteria). A student that fails to earn a satisfactory SAP evaluation after completing the academic probation will be withdrawn from the program of enrollment.

SAP - TIME FRAME TO COMPLETE (MTF) POLICY

The maximum allowable time frame for students to remain active in a program of enrollment is equal to 150% of the total hours of enrollment as specified in the enrollment agreement. This criterion allows students to repeat courses when failed and continue in the program of enrollment as long as the total hours attempted by the student do not go beyond the 150% of the total hours of enrollment as specified in the enrollment agreement. Students still in attendance beyond the total number of hours as specified in the enrollment agreement, are not required to pay a tuition charge for every extra hour attended. Students that do not successfully complete their program when reaching 150% of total hours attempted will be automatically withdraw.

SAP - APPEALS

Any student who has been placed on academic probation but who feels that there were mitigating circumstances that caused him or her to fail the SAP standard, may file a written appeal with supporting documentation to the School's President, who will make the final decision regarding the student's appeal within 5 days. If the student's appeal is granted, the student will be reinstated to satisfactory academic progress status.

ACADEMIC DISMISSAL

Any student who has been academically dismissed will not be considered for readmission to the institution until 6 months have passed. The student will have to reapply for admission, satisfy all admissions criteria in effect at the time and satisfy any outstanding financial obligations to the institution.

MAKE-UP WORK AND EXAMS

In order for a student to make up a class, lab or a clinical missed prior to finishing and taking the final test, the student shall make arrangements with his/her instructor. The same rule will apply for missed exams, and these

will be scheduled at the discretion of the instructor. Make-up exams are a privilege – not a right! Students should be in attendance on examination days.

WARNING

In the event of non-compliance with school rules and regulations, academic attendance or professional image, a student will be issued a written warning from his or her instructor. The instructor will advise the student of the non-compliance issue and proceed to identify a corrective action with the student.

APPEAL PROCESS

All students have the right to appeal to a decision that can harm his/her interests. Appeals must be received in written form within 10 days of dismissal. The School's President will confer with the School's Education Director and arrive to a decision. The student will be notified in writing of the final determination within 10 days.

SUSPENSION

The institution reserves the right to suspend any student for lack of payment, and/or breach of the rules and regulations of the school.

STUDENT RESPONSIBILITIES

CODE OF CONDUCT

Students of Premier Phlebotomy Academy are expected to observe professional and ethical conduct. The institution reserves the right to place on probation or dismiss a student due to unprofessional or disorderly conduct that reflects negatively on Premier Phlebotomy Academy, affects other students, or is a potential safety issue. Students are subject to all federal, state, and local laws as well as the policies set forth in the school catalog. Students are expected to bring daily to school all necessary educational materials and equipment. Students must be punctual in class. In case of absence, the student will be responsible for obtaining the covered material from a classmate or instructor. The institution will make reasonable arrangements for the recovery of hours and work missed. Visits from children, relatives, or friends are not allowed. Premier Phlebotomy Academy provides its students with a safe, respectful, and comfortable learning atmosphere. Conduct such as sexual harassment, discrimination, intimidation, or any physical or verbal threats will not be tolerated. Damaging or destroying school property is a reason for expulsion. Students that have damaged or destroyed school property will be responsible for the financial replacement cost and could be legally prosecuted. Commercial activities such as sales and promotions are not allowed on school premises and are grounds for suspension or expulsion.

PROBATION

The institution reserves the right to place a student on probation due to unprofessional or disorderly conduct that reflects negatively on Premier Phlebotomy Academy, affects other students, or is a potential safety issue.

DRESS CODE

Students are expected to wear black scrubs and closed shoes. Students who have long hair are to tie it up in the back.

ALCOHOL AND DRUG-FREE POLICY

Premier Phlebotomy Academy has a zero-tolerance policy for illegal drugs and alcohol use. No student, instructor, or employee is allowed on the institution premises under the influence of any substance. Individuals under the influence may be subject to immediate dismissal and/or expulsion. Students or school personnel with substance abuse addiction will be referend to community resources.

WEAPONS POLICY

Premier Phlebotomy Academy prohibits the possession, storage, or use of weapons of any kind on the school campus, with the exception of on-duty law enforcement officers. Objects considered weapons include firearms, explosives (including fireworks), metal knuckles, knives, pocketknives, or any other object designed or used with the intent of harming a person or destroying property. Also prohibited on campus is the use of fake guns or handheld items under clothing to simulate a weapon. Any person violating this policy will be immediately reported to authorities and permanently expelled from the institution.

NON-SMOKING POLICY

Smoking is not allowed on premises.

HARASSMENT AND ANTI-HAZING POLICY

Harassment, intimidation, or discrimination because of age, race, color, religion, national origin, or disability, will not be tolerated at Premier Phlebotomy Academy. Behavior that denigrates the integrity of any person at the school (hazing) will not be tolerated. Sexual harassment is a serious offense not tolerated at Premier Phlebotomy Academy. Sexual harassment includes unwelcome sexual advances, gestures, offensive comments, or physical contact of a sexual nature. Students or personnel victims of harassment, discrimination, or intimidation are encouraged to report them immediately to the student services office or the School President. Premier Phlebotomy Academy will investigate such concerns promptly and confidentially. Students or personnel involved may be subject to suspension or termination.

HEALTH AND SAFETY PLAN

Premier Phlebotomy Academy Health and Safety Plan is available on our learning platform. Our plan has been implemented with the goal of keeping our students, guests, and personnel safe at all times. Students are informed about our school Health and Safety Plan at the time of the enrollment orientation. We ask students to stay alert and report any incident or situation that could place students, guests, or personnel in harm's way.

PERSONAL PROPERTY

Students are responsible for identifying and protecting their personal belongings, materials, and equipment. The school will not take any responsibility for lost or misplaced personal property.

USING AND CARING FOR EQUIPMENT

Students are responsible for their materials and equipment. The equipment and implements of the school should be used gracefully in a suitable and professional manner. Any damage caused to equipment or malfunction detected must be immediately communicated to the school personnel.

PHONE CALLS

No personal calls are allowed during class time. Cell phones and all other electronic devices must be turned off and can only be used in the break/lunch area or outside the building during breaks and lunches.

ATTENDANCE

A student with no attendance over a period of 14 consecutive days will be withdrawn from the program of enrollment. Students with a situation that may require to be absent from the school over a period of two weeks are encouraged to apply for a Leave of Absence (LOA). Please refer to the LOA policy included in the catalog under the Student Rights section.

In addition, and as per the Satisfactory Academic Progress Policy (SAP) Quantitative Criteria, students must complete at least 80% of the attempted clock hours of each evaluated period in order to remain in compliance with the institution's SAP Policy. Refer to the Satisfactory Academic Progress Policy published in the school catalog for a full description of the evaluation and probation criteria.

Students are expected to attend scheduled classes, laboratory sessions, and externships as scheduled. Students are solely responsible for all the information, materials, and instructions provided during the missed class. Premier Phlebotomy Academy has no obligation to provide any missed materials such as lectures, testing information, guidelines, or class notes.

TARDINESS

Tardiness is defined as showing up more than fifteen minutes late for the beginning of the class. Having three separate incidents of tardiness will be considered as one unexcused absence.

STUDENT RIGHTS

EQUAL OPPORTUNITY

Premier Phlebotomy Academy does not discriminates based on race, ethnic or national origin, sex, age, disability, religious believes, or social origins and does not exclude any applicants for any of these reasons.

DISCRIMINATION AND HARRASMENT POLICY

Premier Phlebotomy Academy prohibits discrimination or harassment based on race, ethnic or national origin, religion, age, sex, color, physical or mental condition, marital status, or veteran status under any program or activity under its purview. Sexual harassment includes harassment based on gender, pregnancy, childbirth or related medical condition, and inappropriate conduct of a sexual nature.

INFORMATION DISCLOSURE

In order to disclose student's personal information, written authorization is required. All information asked for by the United States Department of Education will be provided, in accordance with all applicable laws and regulations.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

Premier Phlebotomy Academy strictly adheres to the requirements of FERPA regarding students' rights and privacy of information. In accordance with public law 93- 380, Family Educational Rights and Privacy Act, Florida Statute 5.229.782, the school allows students to access their educational records; challenge records they believe are inaccurate, incomplete or misleading; and limit the release of such information. Records will not be released without the written consent of the student. A student will be notified whenever a court subpoenas the records in which case, written consent is not required. The parent (s) of a dependent student has the right to inspect records that are maintained by the school on behalf of the student.

MAINTENANCE OF STUDENT RECORDS

Official academic records are maintained by the Student Services Department. Included are admission applications and associated documentation, the records of grades and credits received in courses at this institution, and other documents directly relating to the student's academic progress and status. Student records are maintained permanently.

STUDENT RECORD DUPLICATES

The student may request a copy of his/her record in person or through a representative authorized by them in written consent, provided that all financial obligations have been met.

LEAVE OF ABSENCE

A leave of absence (LOA) must be requested in writing on an official Leave of Absence Form obtainable from the student services office prior to the beginning of the proposed requested leave. A leave of absence must be approved by the school's president and may not exceed 180 days.

A LOA may be granted for up to 180 days for reasonable causes like family illness, disability, or emergency. The request must be documented and signed by the student. If a student fails to return from the leave of absence, he or she will be considered withdrawn for academic purposes. The institution may grant a student multiple leaves of absence as long as the total number of days for all leaves does not exceed 180 days within a 12-month period.

A student must request the LOA in writing in advance of the beginning date of the leave of absence, unless unforeseen circumstances prevent advance notice. Exceptions are submitted to the student services office for approval. The anticipated date for return must be indicated on the request as well as the reason for a student's leave request. When calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice is received.

In the event of an emergency, the institution may grant a leave of absence. However, when students are not in regular attendance, they jeopardize the quality of their education. Therefore, a leave of absence is discouraged.

GRIEVANCE POLICY

The administration, faculty and staff of Premier Phlebotomy Academy maintain an open-door policy for students to voice their concerns or complaints. Occasionally, a student or former student will require assistance with a problem at a level outside of Premier Phlebotomy Academy.

Premier Phlebotomy Academy grievance procedure is as follows:

1. The student attempts to handle the grievance with the instructor in a calm and professional manner.

2. If the grievance cannot be settled at this level, the student may ask for the intervention of the Student Services office to attempt to mediate, arbitrate, or rectify the situation. In most cases, complaints can be discharged at this level of intervention.

3. If a satisfactory result cannot be accomplished at this level, a written description of the grievance can be directed to the school President. The School President will evaluate the grievance and gather information. The student will be kept informed by the school President as to the status of the grievance, as well as the resolution of the problem. Students must submit a grievance no later than a week after the incident in consideration. The school President will respond to the grievance in writing within 7 business days.

   When writing your grievance statement please include the following:

   - ✓ Your name, address and contact number.
   - ✓ Facts of your complaint: date and time of the incident, where it took place, the names of the people involved, the names of all witnesses.
   - ✓ Supporting evidence for your complaint.
   - ✓ Describe any steps taken informally to resolve the matter.
   - ✓ Include a reasonable solution for your complaint.
   - ✓ Sign and date your statement

4. In cases where the grievance is not settled at the institutional level, the student may also contact the Department of Education Commission that regulates the institution:

   The Commission for Independent Education, (CIE) Florida Department of Education
   325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400
   Phone: (850) 245-3200, Toll free: (888) 224-6684
   www.fldoe.org/cie

STUDENT SERVICES

Student services are available during regular school business hours.

ACADEMIC AND CAREER ADVISING

Advising is available to all students for career and academic reasons. Students with issues of a personal nature will be referred to local public or private agencies for professional assistance.

CAREER SERVICES

Students will be coached on how to write resumes and prepare for job interviews. Every possible effort will be made by the school to expose students to professionals in the field. Our aim is to make students aware of the many professional opportunities available to them. Although the school cannot guarantee employment or placement, reasonable efforts will be made to assist students in securing suitable employment. This assistance is free and available to any student, regardless of when the student graduated.

MEDIA SERVICES RESOURCE CENTER

The school resource center houses additional learning resources for active students and graduates. Resources include a computer connected to the internet, additional textbooks, reference materials. The media services resource center is open during normal business hours. Our school's online learning resources are available free of charge to enrolled students, graduates, and faculty members at our online Learning Platform.

FINANCIAL ADVISEMENT

The Financial Services Director will assist students to work out any financial problems, discuss financial options or payment plans.

TRANSCRIPT REQUESTS

Upon graduation Premier Phlebotomy Academy provides each student with their diploma and corresponding official transcript at no cost. Premier Phlebotomy Academy reminds students that in order to graduate, a student must have successfully completed their program of instruction and be up to date with their financial obligations with the institution. Students that are up to date with their financial obligations may request a copy of their transcript from the Student Services Department by completing a transcript request form. Transcript requests may be made in person or by mail. There is a charge of $25 for official transcripts. Transcript requests may take between five (5) to ten (10) business days to process.

PHLEBOTOMY PROGRAM

165 CLOCK HOURS – 8 WEEKS

PROGRAM OBJECTIVE

This program prepares students to become employed as phlebotomists.

PROGRAM DESCRIPTION

Our program is designed with real-world employment in mind. With our drawing stations, simulated lab processing area, and differentiating the different laboratory departments we are sure students will be ready to set foot in a real-world facility in no time. The Phlebotomy program will equip students for a job in the healthcare field as Laboratory Assistants/Phlebotomists; but it can also serve as an introductory course into many other medical fields. Some examples include medical assistants, respiratory therapists, licensed practical nursing, registered nursing, laboratory technician and technologist. Our program offers a progression of courses that provide meaningful and meticulous material aligned with challenging content and relevant technical knowledge and skills.

CREDENTIAL AWARDED

Upon successful completion of the program students receive a diploma.

DURATION

The program has a duration of 165 hours. Students complete the program in 8 weeks.

DELIVERY MODALITY

The program is offered on campus and hybrid modalities:

Residential – On Campus Classes
Duration: 8 weeks
Monday through Thursday 8:00 am to 1:15 pm
Hybrid Classes
Duration: 8 weeks
Theory: Completed online weekly
Laboratory – Practical Skills: Completed on campus Fridays 8:00 am to 1:30 pm

CURRICULUM

Course Code	Course Title	Theory Hours	Lab Hours	Total Hours	Delivery Modality
BHW100	Anatomy, Physiology, and Medical Terminology	90	0	90	Theory: online
HIV100	HIV/AIDS, Blood Borne Pathogens and OSHA	4	0	4	Theory: online
PHL110	Introduction to the Phlebotomy	3	0	3	Theory: online
PHL120	Infection Control and Safety	5	1	6	Theory: online Lab: Onsite
PHL130	Specimen Collection	10	41	51	Theory: online Lab: Onsite
PHL140	Nonblood Specimens and Patient Variables	4	0	4	Theory: Online
PHL150	Specimen Handling	5	2	7	Theory: Online Lab: Onsite
Totals		121	44	165	

GRADUATION REQUIREMENTS

In order to graduate, a student must achieve a minimum cumulative 3.0 GPA (80%), successfully pass each one of the program courses with a minimum 3.0 GPA (80%), and comply with all requirements of the institution's Satisfactory Academic Progress Policy (SAP). In addition, the student must fulfill all financial obligations as stated

in the Enrollment Agreement. Students are required to pass the final exam with a minimum 80% to graduate overall in the course.

EMPLOYMENT DISCLOSURE

Students of this program may start employment once graduation is achieved. Faculty members support students in their job placement endeavors. Nonetheless, it is important to note that no guarantees can be made regarding specific job offers or desired work hours. It remains the responsibility of each student to actively seek out and pursue employment opportunities.

PHLEBOTOMY CERTIFICATION

Even when certification is not a mandated requirement for employment, we see that more and more employers are including it as employment requirement. Graduates of our program are prepared to sit for certifications with American Medical Technologists (AMT) and National Healthcareer Association (NHA).

COURSE DESCRIPTIONS

BHW100 – Anatomy and Physiology, and Medical Terminology

This course presents an overview of Medical Terminology and Anatomy and Physiology. Students will be able to define selected roots, suffixes, and prefixes; use selected medical terms or expressions in their proper context and define and correctly use specific medical terms that apply to phlebotomy. Students will also be able to differentiate arteries, veins, and capillaries and describe the component of whole blood. Along with all of the above this course also provides an understanding of the three cellular elements of the blood, including their functions and to be able to explain the function of the circulatory and lymphatic system. Duration: 90 hours (lecture). Pre-requisite: None.

HIV100 – HIV/AIDS, Blood Borne Pathogens and OSHA

This course is offered as part of the program as wells as a continuing education credit/class. In this course students review the theory of HIV/AIDS, prevention and treatment, as well as Blood Borne Pathogens while in an OSHA compliance health care setting. Completion of hours certificate is awarded at the end of the course. Duration: 4 clock hours (lecture). Prerequisites: None.

PHL110 – Introduction to Phlebotomy

This course provides students with the foundational knowledge in phlebotomy and the organization of laboratory healthcare systems. Students will be able to describe the departments and functions of the major areas in a clinical laboratory including: Hematology, Coagulation and Hemostasis, Clinical Chemistry, Specimen Receiving, Microbiology, Urinalysis, Serology Immunology, Blood bank or Immunohematology, Referrals. Duration: 3 clock hours (theory). Pre-requisites: None.

PHL120 – Infection Control and Safety

This course presents an overview of the critical safety protocols and covers topics such as safe needle handling and emergency response techniques. Students will learn to identify potential hazards and implement measures to ensure the safety of both patients and healthcare professionals. In this course students review the theory of HIV/AIDS, prevention and treatment, as well as Blood Borne Pathogens while in an OSHA compliance health care setting. Along with safety, this course covers essential infection control topics such as standard precautions, aseptic techniques, diseases, and the proper cleaning and sterilization of equipment. Students will learn how to recognize and mitigate risks associated with bloodborne pathogens and ensure patient and healthcare workers' safety. Duration: 6 hours (5 theory, 1 lab). Pre-requisite: None.

PHL130 – Specimen Collection

This course provides an in-depth understanding of the various tools and supplies used in blood collection procedures. Topics include the types of needles, collection tubes, and other essential equipment, as well as their proper handling and maintenance, and how to select the appropriate equipment for different venipuncture scenarios and understand the role of each item in ensuring safe and effective blood collection. This course also focuses on the techniques and best practices for safely and effectively performing venipuncture procedures. Students will learn about patient preparation, site selection, and the step-by-step process of blood collection. With hands-on practice and theoretical knowledge, this course is designed to equip aspiring phlebotomists and healthcare professionals with the skills needed to conduct routine venipuncture confidently and competently. The course also includes the techniques and best practices for collecting blood samples from capillary sites, typically using fingerstick or heel stick methods. Students will learn about the appropriate indications for capillary collection, the anatomy of the skin, and the proper techniques for minimizing pain and ensuring sample quality. The course also addresses safety protocols, equipment usage, and potential complications. This training is essential for phlebotomists and healthcare professionals who need to perform blood collection in patients of all ages, particularly infants and those with difficult venous access. The final portion of this course focuses on the specific techniques and protocols required for collecting blood samples that demand special handling or conditions. This includes procedures for collecting specimens for specific tests, such as glucose tolerance tests, blood cultures, and therapeutic drug monitoring. Students will learn about the unique challenges associated with each type of collection. Duration: 51 clock hours (10 theory, 41 lab). Pre-requisites: PHL120.

PHL140 – Nonblood Specimens and Patient Variables

This course provides an overview of potential issues that can arise during blood collection procedures. Students will learn to identify and manage complications such as hematomas, phlebitis, nerve injury, and fainting. The course emphasizes preventive measures, effective communication with patients, and appropriate responses to adverse events. By understanding these complications, students will be better equipped to ensure patient safety and enhance their proficiency in venipuncture practices. This course also focuses on various methods for collecting biological specimens other than blood, such as urine, saliva, sputum, and tissue samples. Students will learn the appropriate techniques for each type of collection, including patient preparation, equipment needed, and handling protocols to ensure specimen integrity. The unit also covers specific guidelines for transporting and processing these samples for accurate diagnostic testing. Duration: 4 clock hours (theory). Pre-requisites: PHL120.

PHL150 – Specimen Handling

This course covers the essential protocols for managing biological specimens from collection to analysis. Students will learn best practices for handling various types of specimens, including blood, urine, and tissues, with a focus on maintaining their integrity and preventing contamination. The unit addresses proper storage conditions, labeling, and transportation methods to ensure samples arrive at the laboratory in optimal condition. Duration: 7 clock hours (5 theory, 2 lab). Pre-requisites: PHL120.

DISTANCE EDUCATION POLICIES

Premier Phlebotomy Academy offers the phlebotomy program in on-campus and hybrid modality, where students complete the theory portion of the program online and attend all laboratory activities onsite. Next are included the policies that apply for students enrolled in the hybrid modality.

DISTANCE EDUCATION MODALITY

Students enrolled in the hybrid modality complete their studies as follows:
Theory – completed online (asynchronous) weekly.
Laboratory – completed onsite (residential) weekly.

DISTANCE EDUCATION ORIENTATION

Students wishing to take courses via distance education are required to complete an orientation where they learn online study skills, familiarize themselves with our distance-learning platform, and answer any questions they may have. All distance education students are expected to be computer-literate and familiar with the internet prior to orientation. Our school uses our online-learning platform as the platform for the delivery of the institution's online programs. The platform also provides learners with tutorials that guide them on the different ways they can interact online. Users will be shown a wide variety of activities they could complete once the course starts.

STUDENT PORTAL ACCESS

Students are provided with access to the learning platform through a unique login and password. Courses assigned to each student will be available through this portal. Each course will list its syllabus, resources, activities to be completed on a weekly basis, instructor office hours, and information on how to access technical support and student services.

ASYNCHRONOUS ONLINE LEARNING

The online learning is provided on an asynchronous modality, which means students have the flexibility to complete the online assignments in a self-paced manner as long as they are submitted by the weekly submission deadline. With this modality, students complete their work and connect with instructors and peers on their own schedule. Asynchronous learning gives an opportunity to working students to study while attending to their employment responsibilities.

COMPLETING WORK ON THE LEARNING PLATFORM

Students are assigned a set of courses to be completed in order to graduate from their program of enrollment. Each course will open on the course start date, and close by the scheduled course end date. Assignments to be completed for each course will be posted on a weekly basis and will need to be completed on schedule for review

and interactive feedback by the instructor as required in the course syllabus. Instructors evaluate student activities based on the rubrics provided in the course syllabus. The successful completion of the weekly activities is required for the course academic completion as well as for the computation of attendance.

ATTENDANCE AND PARTICIPATION POLICY

In addition to the weekly attendance on campus, online attendance is recorded based on student participation in the required online assignments on a weekly basis. Students that do not submit course work as established in the course syllabus for a period of 14 days will the automatically withdrawn.

STUDENT RECORDS AND TRANSCRIPTS REQUEST

The Student Services Office manages student records from the point of the first enrollment through graduation. Students may request their records directly with the registrar with an email from the student portal or contacting the department within regular office hours of 8am through 3pm, Monday through Friday, in person, via phone or email.

TECHNICAL SUPPORT

Students with technical issues should contact Technical Support via the online portal which is available 24x7. email for assistance if any login problems occur. Students wishing to update any of their contact information should submit an email with the request to admissions@premierphlebotomyacademy.com and include their student's full name (first and last name) and Student ID.

TECHNICAL REQUIREMENTS

We recommend students to connect to the learning platform with a computer no more than five years old. Minimum requirements are a reliable internet connection, microphone, speakers, camera, web browser, and PDF reader.

STUDENT SERVICES

Student Services by Administrative Staff

We are committed to offer our students effective administrative, advising, and instructional support. Student Services are available Monday through Friday from 8am to 3pm in person, via email, or phone.

Academic Advising

Instructors are assigned the responsibility of the academic advising to the students enrolled in their class.

Academic Support

Academic support is provided to students as follows:

- ✓ Online Platform Chats and Messages: Chatting with faculty and peers provides synchronous interaction. In addition, here students can ask individual questions to faculty and/or tutors regarding some academic or non-academic issues that could be affecting their performance.
- ✓ Tutoring or advising sessions on campus, via phone, or video conference.

Career Services

Our school does not guarantee employment to any student upon graduation. We provide all graduates with

assistance regarding placement opportunities, resume preparation, job search assistance, and advice concerning job search and job interview techniques.

ONLINE LEARNING RESOURCES

Our school's online learning resources are available free of charge to enrolled students, graduates, and faculty members at the Online Learning Platform.

RESPONSE TIME TO STUDENTS' QUESTIONS AND COMMENTS

Technical Support Response Time: Available 24x7 through the Online student portal.
Instructor Response Time: Next business day.
Student Services Response Time: Next business day.

STAFF AND FACULTY

President and Financial Director – Sueli Senquiz
Director of Education – Sueli Senquiz
Career Services - Sueli Senquiz
Student Services– Sarah Mangual, Sueli Senquiz
Admissions – Sarah Mangual, Sueli Senquiz
Faculty – Sueli Senquiz

Sueli Senquiz
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