



PHLEBOTOMY
TRAINING SPECIALISTS

Nebraska Course Catalog

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701-404-9434

Volume No. 7 January 2026

Authorized to operate and regulated by the Nebraska Department of Education Private
Postsecondary Career School.

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Introduction

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

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

Mike McDermott has over two decades of finance and accounting leadership experience. He has primarily dedicated the past ten years to assisting private equity-backed firms in executing buy and build strategies, particularly within the healthcare and business services sectors. During this time, he has spearheaded the development of finance, treasury, accounting, and revenue cycle functions for multiple startup companies and actively participated in more than 150 acquisitions. Mike is a certified public accountant (CPA) who graduated from the University of Illinois-Chicago with a Bachelor of Arts degree in accounting. He resides in the Chicago suburbs with his wife and two children.

J.P. Fingado is the Chief Executive Officer. He brings over 30 years of senior leadership experience in healthcare IT and technology-driven education, including 15 years in private equity as a Chairman, Operating Partner, CEO, and Advisor. He currently serves as CEO and Board Director of Intelvio, a healthcare education company delivering global training programs for allied health and behavioral health professionals. Previously, J.P. was Senior Operating Partner at The Riverside Company and Chairman of four portfolio companies. He served as President and CEO of HealthcareSource and of API Healthcare, which more than doubled in size before its exit to General Electric. As an Operating Partner at Francisco Partners, he served as interim CEO of Quantros. Earlier, he was a Senior Executive at Cerner Corporation, overseeing business units generating \$400M in annual revenue, and President and COO of Dynamic Healthcare Technologies. J.P. holds a B.A. in Economics from Bates College.

School History

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

Mission and Objectives

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

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

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

Corporate Administration

Brian Treu - Owner
Alexis Treu - COO
J.P. Fingado - CEO
Mike McDermott - CFO
Monica Sanborn - VP of Licensing and Compliance
Alex Rivas - Director of Student Services Operations
Ericha Dick- Director of Training

Campus Faculty

Daisha Fowlkes – Omaha Director/Instructor
John Trovato – Omaha Instructor
Sommer McClain - Omaha Instructor

Governing Boards

Nebraska Department of Education - Private Post-Secondary Career Schools

Contact Information

School Address- 11414 West Center Road, Suite 101, Omaha, NE 68144

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

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

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

Programs Offered

1 Program: Phlebotomy Technician Training

Program Length: 48 Hour

Program Cost

<u>Tuition</u>	<u>Registration</u>	<u>Books/Supplies/ Equipment</u>	<u>Total Tuition/Fee</u>	<u>National Exam</u>
\$500.00	\$150.00 (NON-REFUNDABLE AFTER 3 BUSINESS DAYS)	\$150.00	\$800.00	\$125.00 (paid to a third party)

Total for Phlebotomy Training Program & Exam = \$925.00

Payment Policy

Program tuition should be paid by logging onto the student account at students.phlebotomyusa.com. A minimum of \$150 should be paid at the time of registration. After the initial registration fee of \$150 has been made, students can make payments in any increment until full payment is received through their student portal students.phlebotomyusa.com. **Full tuition and fees are due by the halfway point of the program schedule 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:

- If a student wishes to remain in the program 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 the Director, at info@phlebotomyusa.com. The Director will review all payment extensions. If an extension is approved, the student will remain in their scheduled program but will be required to pay in full before challenging the practical or national exam.
- If a student does not contact the Director the student will be required to reenroll in new program dates where they will attend the remaining modules in that cohort to complete their program. They will be required to be paid by the halfway point of their new cohort. Extensions past this point will not be permitted. Students should call Student Services to reschedule. Please note rescheduling will be based on availability.
- If registration cancellation occurs within seventy-two (72) hours of enrollment, all monies paid will be refunded.
- If registration cancellation occurs after seventy-two (72) hours of enrollment, but before the program begins, or education materials are supplied, a refund will be made of all tuition paid except a registration fee of \$150.00.
- Once books and supplies have been supplied to the student, they become the property of students and any refunds on them shall be at the discretion of the school.
- If the program is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to a full refund of prepaid tuition and fees except for the \$150 non-refundable registration fee. All refunds will be processed within 30 days of the deadline of the new start date, determined in accordance with the school's refund policy.
- A full refund is due to an individual whose admission is denied by the school.

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.

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.

Student Loans

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

Supplies & Equipment

Supplies and Equipment: \$115.00 – Refundable on a pro rata basis in accordance with tuition.

Textbook: \$35.00 – Once textbooks are issued and received by students, these become the property of students and refunds may be made only at the discretion of the school.

Exam Fee: \$125.00 – Refundable if not taken.

Class Schedule

Evening: 6 pm to 10 pm – Monday – Thursday (12 Classes)

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

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

2026 Class Dates and Application Deadlines

Month / Class	Dates of each Class	Application Deadline
Jan Day	12, 13, 14, 15, 20, 21, 22, 26, 27, 28, 29, Feb 2	Jan 9th
Jan Eve	12, 13, 14, 15, 20, 21, 22, 26, 27, 28, 29, Feb 2	Jan 9th

Jan / Feb Weekend	10, 17, 24, 31, Feb 7, 21	Jan 7th
Feb Day	4, 5, 9, 10, 11, 12, 17, 18, 19, 23, 24, 25	Feb 1st
Feb Eve	4, 5, 9, 10, 11, 12, 17, 18, 19, 23, 24, 25	Feb 1st
Mar Day	2, 3, 4, 5, 9, 10, 11, 12, 16, 17, 18, 19	Feb 28th
Mar Eve	2, 3, 4, 5, 9, 10, 11, 12, 16, 17, 18, 19	Feb 28th
Feb / Mar Weekend	Feb 28, March 7, 14, 21, 28, April 11	Feb 25th
April Day	6, 7, 8, 9, 13, 14, 15, 116, 20, 21, 22, 23	April 3rd
Apr Eve	6, 7, 8, 9, 13, 14, 15, 116, 20, 21, 22, 23	April 3rd
Apr / May Weekend	18, 25, May 2, 9, 16, 30	Apr 15th
May Day	4, 5, 6, 7, 11, 12, 13, 14, 18, 19, 20, 21	May 1st
May Eve	4, 5, 6, 7, 11, 12, 13, 14, 18, 19, 20, 21	May 1st
June Day	1, 2, 3, 4, 8, 9, 10, 11, 15, 16, 17, 18	May 29th
June Eve	1, 2, 3, 4, 8, 9, 10, 11, 15, 16, 17, 18	May 29th
June / July Weekend	6, 13, 27, July 11, 18, 25	June 3rd
July Day	6, 7, 8, 9, 13, 14, 15, 16, 20, 21, 22, 23	July 3rd
July Eve	6, 7, 8, 9, 13, 14, 15, 16, 20, 21, 22, 23	July 3rd
Aug Day	3, 4, 5, 6, 10, 11, 12, 13, 17, 18, 19, 20	July 31st
Aug Eve	3, 4, 5, 6, 10, 11, 12, 13, 17, 18, 19, 20	July 31st
Aug / Sep Weekend	1, 8, 15, 22, 29, Sep 12	July 29th
Sept Day	1, 2, 3, 8, 9, 10, 14, 15, 16, 17, 21, 22	Aug 29th
Sept Eve	1, 2, 3, 8, 9, 10, 14, 15, 16, 17, 21, 22	Aug 29th
Sept / Oct Weekend	19, 26, Oct 3, 10, 17, 24	Sept 16th
Oct Day	5, 6, 7, 8, 13, 14, 15, 19, 20, 21, 22, 26	Oct 2nd

Oct Eve	5, 6, 7, 8, 13, 14, 15, 19, 20, 21, 22, 26	Oct 2nd
Nov Day	2, 3, 4, 5, 9, 10, 12, 16, 17, 18, 19, 23	Oct 30th
Nov Eve	2, 3, 4, 5, 9, 10, 12, 16, 17, 18, 19, 23	Oct 30th
Nov / Dec Weekend	7, 14, 21, Dec 5, 12, 19	Nov 4th
Dec Day	Nov 20, Dec 1, 2, 3, 7, 8, 9, 10, 14, 15, 16, 17	Nov 17th
Dec Eve	Nov 20, Dec 1, 2, 3, 7, 8, 9, 10, 14, 15, 16, 17	Nov 17th

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

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

Entrance Requirements

The school does not discriminate based on race, sexual orientation, gender identity, religion, ethnic origin, or disability. Students must be 18 years old or older at the time of enrollment.

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

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

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

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

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

Admission Application and Deadline

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

Postponement of Start Date

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

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

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to a full refund of prepaid tuition and fees except for the \$150 non-refundable registration fee. All refunds will be processed within 30 days of the deadline of the new start date, determined in accordance with the school's refund policy.

Career Advisory Services

Phlebotomy Training Specialists does not provide formal job placement services and does not guarantee or promise employment to individuals who complete the program. While employment placement is not offered, Phlebotomy Training

Specialists remains committed to supporting students as they transition from training into the workforce.

Student Support Includes:

Continued Skills Development

Students who have completed the program and paid in full may return, free of charge, to the original campus they attended to refresh and strengthen their phlebotomy skills. This benefit is designed to promote continued competency and confidence as students prepare for employment opportunities. In addition, Students may access employment-readiness materials through the Student Portal.

Career Coordinator Email Support

A Career Coordinator is available by email to provide general guidance regarding job sources and the interview process. The Career Coordinator can share general information to help students navigate their job search and prepare for employment opportunities in the field.

Attendance Requirements

This program is offered on a pass/fail basis and is not graded. Because of this, attendance directly affects your ability to pass.

The program consists of 12 modules, each four (4) hours in length.

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

To complete the program and receive a certificate of completion, students must attend at least 10 out of 12 modules. If students miss more than 2 modules throughout the program, they will be required to make up the modules they missed in an alternate schedule. If students miss more than three modules, they will be deemed too far behind, and will be automatically removed from the program and required to enroll for another schedule.

Please note that modules 1, 3, and 12 are required to complete the program, as these modules contain foundational information (1 & 3) and the practical exam (12).

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

Make-up Time

Students are strongly encouraged to attend all scheduled modules and should only miss a module when absolutely necessary. If students miss more than 2 modules throughout the program, they will be required to make up the modules they missed in an alternate schedule—AM, PM, or weekend—until it is successfully completed. If the missed modules cannot be made up during the scheduled month, the student can schedule a make-up time during the next month the module is being taught. There is no fee for make-up modules unless a student fails to provide one business day notice and misses a scheduled make-up module, a \$25 rescheduling fee will be applied. Make-up time is available by contacting student services at 701-404-9434 or by emailing info@phlebotomyusa.com. It is the student's responsibility to schedule and attend any make-up time.

However, if a student is absent from three (3) or more modules without prior notice and authorization, enrollment will be dropped. To re-enter, students must attend a makeup module for at least one of the three missed modules before returning.

Sick Policy

The health and safety of our students, instructors, and staff are a top priority. To maintain a safe and productive learning environment, please follow the guidelines below when experiencing illness.

General Guidelines

- Be considerate of others—if you are sick, please stay home.
- Do not attend class if you have a fever or a contagious illness such as flu, COVID-19, strep throat, pink eye, etc.
- If you have mild symptoms (such as a minor cough or cold), you may attend only if you wear a mask for the entire class session.
- If you are feeling unwell and do not wish to wear a mask, you must stay home.
- Students who arrive to class visibly ill and are not wearing a mask will be sent home.

Communication Requirement

If you are unable to attend class due to illness, email Student Services at info@phlebotomyusa.com as soon as possible using the following subject line format:

Subject Line:

[First and Last Name]: Unable to Attend [Date] at [Location]

Make-Up Classes

Students who miss class due to illness may qualify for a make-up session in accordance with the Attendance and Make-Up Policy outlined in the Enrollment Agreement and Course Catalog.

Rescheduling/Readmittance

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

Scheduled Absence(s)

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

Completion Policy

Students will have 90 days to receive their Certificate of Completion from the original 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.

Re-enrollment

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

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

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

Documentation may be requested to support the situation described.

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

Automatic Extensions will be granted for a) the school rescheduling course dates past the [Training or Program Completion Deadline] , and b) the school rescheduling course dates past the expiration of the extension period.

Completion Timelines for Exam

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

Progress Policy

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

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

Grading System

Module 1	Introduction to Phlebotomy	Pass / Fail
Module 2	Blood Collection Preparation & Equipment	Pass / Fail
Module 3	Venipuncture Labs	Pass / Fail

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

Graduation and Certificate of Completion Requirements

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

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

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

Students who complete the 48-hour course and pass the exam administered by the National Healthcare Certification Organization, will be eligible for employment in all

states. Some states, such as California, Louisiana, Nevada, and Washington have additional licensing requirements.

Student Performance, Remediation, and Academic Dismissal Policy

Student Performance

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

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

Remediation

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

Dismissal

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

Records

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

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

Dress Code

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

Leave of Absence

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

Conduct & Dismissal Policy

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.

• Language / Interpersonal Conduct

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

• Conduct

- a. Use of cell phone for non-emergencies while in class, lab, and/or externship.
- b. Continually speaking out of turn or disrupting the flow of class with off-topic discussions.

- c. Arriving late to class or leaving early more than twice without prior notification per the attendance requirements.

- **Safety**

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

- **Mental/Physical State**

- Showing up to class in improper attire, wearing inappropriate shoes, or generally unkempt
- Attending class while under the influence of alcohol, illicit drugs, or any other mind/body-altering substance. (This includes Prescription and/or recreational drugs).

- **Student Eligibility, Accommodations, & Performance**

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

- **Automatic Dismissal**

- a. Talking about, carrying, or making jokes about weapons or firearms is strictly prohibited. They are not allowed in the classroom or on the premises.
- b. Illegal Activity of any kind.
- c. Using, selling, dispensing, or possessing alcohol, illegal drugs, or narcotics on-premises. Recreational drugs are also not permitted on-premises.
- d. Falsifying Documentation or signatures.
- e. Theft of classroom supplies, faculty or student personal items.

Dismissal Procedures:

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

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

Warnings & Suspension

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

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

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

Re-entry / Readmission

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

Student Probation

Phlebotomy Training Specialists do not put students on probation.

Voluntary Withdrawal From Class

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

Student Rights

Phlebotomy Training Specialists affords its students the following rights:

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

Facilities and Equipment

Our school is located at:

Omaha- 11414 West Center Road, Suite 101, Omaha, NE 68144

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

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

Exam and Learning Resource Information

Exam

The National Exam fee is a separate fee of \$125 and is optional. If students choose to test, students will take their phlebotomy exam on a computer in a location they choose. The two-hour exam is monitored by a virtual proctor, and audio and video of the examination experience are captured. The student will not be eligible to test with the NHCO if they have not passed the practical skills examination given in class.

If the student chooses to NOT take the National exam but passes all other course material, they will receive a Certificate of Completion from our school. Students have 30 days after completing their training checklist to either opt out of the national exam or redeem their NHCO exam code. After this 30-day period, or once the exam code is redeemed, the exam fee becomes non-refundable. Students can opt out of the exam fee through their student portal.

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

Learning Resource

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

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

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

Educational Services

The objective of the Phlebotomy Training Program is to prepare students to competently collect blood specimens through venipuncture techniques. This training equips students with the skills and knowledge necessary to pursue employment in the medical and healthcare fields.

The class is 48 hours in length and may be offered during the day, evening, or on weekends. All instruction is conducted in person; there is no distance education component for this course. Students who miss a scheduled make-up class without prior notice will be subject to a make-up class fee. Students who have successfully completed the course may return to future sessions at no cost, provided they return to the same campus where they originally enrolled.

Previous Credits

Phlebotomy Training Specialists does not grant credit to students for other courses taken in the field of Phlebotomy, 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.

Transfer of Credits & State to State Transfer

The transferability of credit and credentials earned is at the sole discretion of the receiving school. Acceptance of the certificate students earn in Phlebotomy is also at the complete discretion of the institution to which they may transfer. If the certificate is not accepted at the institution to which students may transfer, they may be

required to repeat some or all of their coursework at that institution. For this reason, students should make certain that the program with Phlebotomy Training Specialists will meet their educational goals.

In addition, the tuition and fees paid toward this enrollment and 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.

Student Complaint/Grievance Procedure

Should a student have a complaint with the School, then the following steps shall be taken by the student:

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

<https://www.education.ne.gov/ppcs/contact-us/>

Cancellation and Refund Policy

An applicant denied admission by the school is entitled to a refund of all monies paid.

Three-Day Cancellation: If registration cancellation occurs within seventy-two (72) hours of enrollment (until Midnight Mountain Time) all monies paid will be refunded. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund.

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

Other Cancellations: If registration cancellation occurs after seventy-two (72) hours of enrollment, but before the program begins, or education materials are supplied, a refund will be made of all tuition paid except a registration fee of \$150.00. Once books and supplies have been supplied to the student, they become the property of students and any refunds on them shall be at the discretion of the school.

If the program is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to a full refund of prepaid tuition and fees except for the \$150 non-refundable registration fee. All refunds will be processed within 30 days of the deadline of the new start date, determined in accordance with the school's refund policy.

Refund after the commencement of the program:

Procedure for withdrawal/withdrawal date:

1. A student choosing to withdraw from the school after the commencement of the program is to provide written notice to withdraw through the student portal- students.phlebotomyusa.com. The notice is to indicate the expected last date of attendance.
2. The notice is to indicate the expected last date of attendance and be signed and dated by the student.
3. Refunds will be issued after 30 days based on modules attended per the schedule. All refunds will be issued within 30 days of the determination of the withdrawal date.
4. A full refund is due students whose contracted educational services are denied by the school as a result of economic or academic fraud as defined in the Title 92, Nebraska Administrative code, Chapter 41 044.14E

Tuition charges/refunds:

1. Before the beginning of the program, and within the three-day cancellation period, the student is entitled to a refund of 100% of the tuition and any additional

fees paid.

2. After the commencement of the program, the tuition refund, minus \$150 registration fee, shall be determined as follows:

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

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

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

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

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

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

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

Refunds will automatically be issued to the card back on file unless otherwise

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

Student Eligibility, Accommodations, and Performance Policy

Intelvio is committed to providing equal educational opportunities to all students, including those with disabilities, in compliance with the Americans with Disabilities Act (ADA). This policy outlines our commitment to inclusivity while maintaining the necessary standards for students participating in the Phlebotomy Program.

Intelvio does not discriminate on the basis of disability and is committed to providing reasonable accommodations to qualified students with disabilities to ensure equal access to educational programs and activities.

Accommodations

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

Chaperones

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

Assessment and Reasonable Modification

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

2026 PHLEBOTOMY TRAINING SYLLABUS

A. PROGRAM DESCRIPTION:

The Phlebotomy program is designed to train individuals to properly collect and process blood and other clinical specimens for laboratory testing and to interact with healthcare personnel, clients, and the general public. The presentation includes equipment and additives, basic anatomy, and safe and effective venipuncture techniques. Emphasis will be placed on collection techniques,

specimen processing, workflow practices, referrals, and utilizing laboratory information systems.

Our average faculty-to-student ratio is 1:16. Our maximum class capacity is 20, so during those times, the ratio is 1:20.

B. METHOD OF INSTRUCTION:

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

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

C. PROGRAM EXPECTATIONS / COMPETENCIES / OBJECTIVES:

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

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

Program Schedule

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

Procedures List:

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

Textbook

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

Holder in Due Course Statement

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

Accreditation Status

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

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