

COURSE CATALOG
COMPLETE PHLEBOTOMY TRAINING INC.
28125 Bradley Road, Suite #290, Sun City, Ca. 92586
951-672-2446 www.phlebotomytraining.com

Catalog Revision Current for January 01, 2018 to December 31, 2018

This catalog is current as of time of publication. Rules governing student conduct, admissions policies, prerequisites, graduation requirements, fees, course structures, duration of the subjects and courses, time of programs offerings and other aspects of this institution's operations are subject to change. Please check with the School Director or Program Director if you have questions regarding the content of this catalog. We reserve the right to adopt, amend, or repeal rules and policies that apply to students and School operations. CPT, Inc. will update this catalog annually. This catalog is available electronically at www.phlebotomytraining.com, or in person at our office. Changes in the content of this catalog will be posted on bulletin boards, emailed or mailed to the students and shown as a supplement or insert to accompany this catalog. This catalog does not constitute a contract or enrollment agreement. The relationship of the individual student to this institution is governed by applicable state education codes, state regulations, and School policies. Please refer to your enrollment agreement or enrollment contract for the specific terms under which you are to enroll. Changes to this catalog will be initially added by means of an addendum and will appear at the end of the catalog.

Mission Statement:

Complete Phlebotomy Training INC. (CPT) is committed to maintaining an organization which will provide our students the opportunity to obtain quality phlebotomy education provided by professionals, at a fair price, in a welcoming environment. Our students receive a strong foundation of academia as well as specific skills which enable each graduate to excel in their chosen profession.

We encourage innovative thinking at CPT by hiring well-educated, licensed instructors who consistently teach the most current information in the field of laboratory science. Through the use of standardized testing and student feedback each instructor continuously monitors comprehension of course content as well as self-assessment in lecture and presentation.

Clinical experience is a very important aspect of our program; thereby an in-class clinical training section is provided, teaching the phlebotomy skills necessary to perform to the highest standards of patient care. As part of their training, students rotate through our affiliated medical facilities where they apply their clinical skills and gain valuable experience on actual patients. This rotation provides the experience necessary for our graduates to competitively pursue a position in the healthcare industry.

Program Approval:

CPT is a private institution and is approved to operate by the Bureau for Private Post-secondary Education. “Approval to operate” means that an institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations. For more information, call the Bureau for Private Postsecondary Education at (916) 431-6959 or toll free at (888) 370 7589, or visit our website at www.bppe.ca.gov.

Certifications or degrees conferred by Complete Phlebotomy Training are not accredited by the United States Department of Education. Complete Phlebotomy Training is not accredited by an accrediting agency recognized by the U.S. Dept. of Education

Courses Offered

□ PHLEBOTOMY TECHNICIAN (CPT1) provides education for motivated individuals desiring a new career in the laboratory as a phlebotomist. This course is designed to contain all of the requirements for eligibility of certification. The 80+ hour Phlebotomy Technician Course provides a minimum of 40 hours of lecture, which includes the use of Phlebotomy textbook: Phlebotomy Essentials 5th edition, McCall and Tankersley and the following video series by the Center for Phlebotomy Education: 1. Basic Venipuncture, 2. Preventing Pre-analytical Errors, 3. Avoiding Phlebotomy related lawsuits, 4. Skin Punctures and Newborn screens, and 5. Arterial blood gases. The student will become familiar with laboratory equipment including but not limited to BD evacuated tubes, blood culture bottles, winged infusion sets, vacutainer needles and hubs, glucometers, centrifuges and personal protective equipment. Reference materials as well as hand-out guidelines for anatomy, bloodborne pathogens and infection control are included in the students’ didactic folders. Final examinations are given at the end of Basic Phlebotomy and Advanced Phlebotomy to insure that each student has acquired sufficient information and knowledge necessary to take the State Exam. Each test must be passed with a score of 80% or better. Onsite clinical training of no less than 15 hours allows the students to be trained in the proper use of vacutainer, winged infusion sets, tubes (additives, tests and order of draw), correct blood culture procedures, glucometers and all pre-analytical equipment. Clinical externship shall include no less than 40 hours at affiliated sites. Student externships take place at participating affiliates.

Ed. Code§94909 (a)(5).

□ LIMITED PHLEBOTOMY TECHNICIAN (LPT) requires the students to complete 20 hours of Basic phlebotomy which includes the use of Phlebotomy textbook: Phlebotomy Essentials 5th edition, McCall and Tankersley and the following video series by the Center for Phlebotomy Education: 1. Basic Venipuncture, 2. Preventing Pre-analytical Errors, lecture, examples of laboratory equipment, reference materials, and hand-out materials for anatomy, bloodborne pathogens and infection control. There is also a Basic Final exam at the end of the Basic course of study. Each LPT student must achieve an 80% or better on this Final exam to proceed into the clinical setting. Each LPT student must perform 25 successful skin punctures in a clinical setting on real patients. The student must obtain a certificate or letter signed by a licensed MD, PA, RN, CLB, or CLS stating completion of the 25 skin punctures if the skin punctures are not completed with Complete Phlebotomy Training, Inc. There are no State or National examination requirements for the LPT to be certified. Each LPT candidate must apply to the State of California Department of Public Health, Laboratory Field Services Division for his/her LPT certification.

□ ADVANCED Phlebotomy ONLY (CPT1) is for the experienced student with at Least 1040 hours or more of On-the-Job Experience within the last 5 years, plus documentation of at least 50 venipuncture and 10 dermals on actual patients. Documentation must be signed by a Laboratory Director. Requirements per CDPH, “students must complete the Advanced portion (20 hours) of a California certified Phlebotomy program.” This 20 hour program in Advanced Phlebotomy Only includes the use of Phlebotomy textbook: Phlebotomy Essentials 5th edition, McCall and Tankersley and the following video series by the Center for Phlebotomy Education: 3. Avoiding Phlebotomy related lawsuits, 4. Skin Punctures and Newborn screens, and 5. Arterial blood gases. An in depth instruction in infection control, circulatory system, pre analytical errors, and law and ethics, which includes lecture, videos, examples of laboratory equipment, reference materials, and hand-out materials. A Final exam grade at the end of the Advanced portion, of no less than 80% is required to be eligible to sit for the National Exam. Students are encouraged to complete both the Basic and Advanced portions to better prepare themselves for the required National Certifying Examination.

□ CLINICAL PHLEBOTOMY (CPT1) is designed to facilitate those students who Are unable to obtain their clinical experience either from their approved school, workplace, Or from an approved on-line course. To be accepted to the Clinical only portion a student will be required to provide us with a certificate of completion from a currently approved phlebotomy school. Each applicant will be required to pass a written examination to insure sufficient knowledge of the Basic and Advanced portions of our program. Upon passing our examination with an 80% or higher the applicant will be welcome to apply to the clinical only portion of our program. Clinical Phlebotomy shall include, but not be limited to; hands on instruction in the use of the vacutainer system, winged infusion

system, blood cultures, capillary punctures, and pre-analytical errors. This program requires a minimum of 40 hours, 50 venipuncture's, 10 capillary punctures, and the observation of 2 Arterial Blood Gases(ABG's). Student externships take place at participating affiliates.

□ CPR is a minimum of 4 hours. The American Heart association (AHA), Basic Life Support course is taught according to the guidelines set forth by AHA. AHA provides the video that demonstrates, and explains the proper techniques to be used for quality and effective CPR. CPT, Inc. uses all approved books, and equipment for the hands on practice including manikins (adult, child, and baby), bag masks, and AED trainers. After passing the hands-on portion of this course, the students are given a written exam. The students must pass the written exam with an 80% or higher to be eligible for the AHA-BLS Healthcare Provider CPR card.

Facility

All classes will be held at 28125 Bradley Rd. Ste. 290, Sun City, Ca. 92586. Our school is housed within a 20,000 sq. ft. building where we have a large conference/lecture room, stock supply room, available library equipped with reference lab and health-related books and videos. When a student wishes to access the library he/she signs out the book/document/video from any one of the staff members. Reference materials must be returned within one week or the student will be charged a late fee of \$1.00/day. If not returned within two weeks the student will be billed for the value of the material which was checked out. A large well-lit classroom provides ample seating for 50 students to attend lecture. The walls are adorned with framed anatomical and educational pictures as well as informational posters on the dangers of drugs and alcohol. There are four multi-stall restrooms available for the students as well as a large fountain with seats for relaxing. We are conveniently located off the 215 freeway close to all manner of conveniences (food, gas, etc.). It is a welcoming learning environment. The office is open 9-4:00 every day for questions, guidance, or help with class-related problems. Ed. Code §94909 (a) (4)

Affiliated Institutions (Clinical Sites) and Locations

Temecula Valley Hospital
31700 Temecula Pkwy
Temecula, CA 92592

Requirements for Eligibility for Licensure In California

Phlebotomy Technician (CPT1)

- a) 20 hours Basic Phlebotomy Theory (minimum)
- b) 20 hours Advanced Phlebotomy Theory (minimum)
- c) 40 hours Clinical Externship (minimum)
- d) 50 successful veni-punctures on actual patients

- e) 10 Dermals on actual patients
 - f) Visualize 2 Arterial Blood Gases on actual patients
 - g) Pass an approved national exam
- Ed. Code§94909(a) (6)

Condition and Number of Patients - Clinical (Off campus lab)

During the externship, patients to be drawn may include newborns through geriatrics. All patients for venipuncture and blood draws will be at the discretion of the facility. All students will be observed by an on-site supervisor or designated superior. At the conclusion of the course students will have recorded a minimum of 40 clinical hours and 50 blood draws, 10 Dermals and the observation of 2 ABG's.

Phlebotomy Technician Exam

Every student is required to pass a California approved National Phlebotomy examination.

California Department of Public Health (CDPH)

The California Department of Public Health requires:

- a) Completion of an approved Phlebotomy training school
- b) Proof of graduation from High school via transcripts or
- c) General Education Diploma (GED) transcripts
- d) Proof of a passing score on a National Phlebotomy examination
- e) Proof of successful completion of externship to include 40 hours, 50 veni-punctures and 10 dermals as well as visualizing 2 ABG's. Ed. Code§94909 (a) (6).

After completing all the above documentation, the student will create an account on the CDPH-LFS website. <https://accountportal.cdph.ca.gov/Default.aspx>

The student will complete the information requested, and upload their NHA Certificate, Complete Phlebotomy Training Certificate, and the California Phlebotomy Practical Training form. At the completion of the application the student will be asked to sign an Attestation sheet. Each applicant must then mail his/her official, sealed high school or college transcripts or GED to: Attn: Phlebotomy Program

CDPH/LFS
850 Marina Bay Parkway, Bldg. P, 1st Floor
Richmond, Ca. 94804-6403

Limited Phlebotomy Technician (LPT)

- a) 20 hours Basic Theory (minimum)
- b) 25 successful skin punctures (Dermals)
- c) During the externship, patients may include newborns through geriatrics. All patients for skin punctures will be at the discretion of the facility. All students will be observed by an on-site supervisor or designated superior. By the conclusion of the course students will have a record of a minimum of 25 skin punctures.
- d) There are no examination requirements to become LPT Certified

e) Each applicant must then go to the CDPH-LFS website <https://accountportal.cdph.ca.gov/Default.aspx>. The student must fill out an on-line application certified as an LPT.

Basic Life Support for Healthcare Providers

American Heart Association Requirements

4 hours minimum in class theory and hands-on.

Pass a skills test to include but not limited to:

- a. Chest Compressions
- b. Breaths
- c. Bag valve mask
- d. AED

Pass a written test with a score of 80% or higher

A two (2) year card will be issued

Admission Requirements for the Phlebotomy Program (Cpt1):

Applicants must be 18 years of age.

Applicants must have one of the following:

- a) Official (sealed) High School transcripts OR
- b) GED

This institution will admit students from other countries, but does not accept any responsibility for visa, student status, or any associated charges.

This institution has not entered into an articulation or transfer agreement with any other college or university.

Ability to benefit students do not qualify for admission under the guidelines required by California Department of Public Health (CDPH).

Foreign Transcript/ Diploma Evaluations:

All non-U.S. transcripts must be evaluated by "Current Members" of the [National Association of Credential Evaluation Services \(NACES\)](#) or "Endorsed Members" of the [Association of International Credential Evaluators, Inc. \(AICE\)](#). This allows LFS to determine if your education is equivalent to a U.S. college or university education. The evaluation service will send an evaluation of your educational institution and academic courses directly to LFS.

To obtain an application, instructions, and information, visit them on the web:

- [National Association of Credential Evaluation Services \(NACES\)](#)
- [Association of International Credential Evaluators, Inc. \(AICE\)](#)

If you are an applicant whose education, training, or experience is from a non-U.S. school, college, university, or clinical laboratory, please make sure that your name is printed in English on all your transcripts and supporting documents and that it matches your name on the application.

English Language Assessments

CPT, Inc. has created an English language reading and comprehension test that each student will be asked to take before registering for the Phlebotomy Program. This test is designed specifically for students to measure listening comprehension, language form and meaning, and reading comprehension.

In order to succeed in the program each student must achieve at least an 80% grade which is equivalent to an 8th grade basic mastery of the English Language.

English as Second Language (ESL)

CPT, Inc. does not offer English as a second language instruction. Instruction will not be provided in any language other than English.

Admission Requirements for the LPT Program:

- Applicants must be 18 years of age.
- Applicants must have one of the following:
- Official (sealed) High School transcripts OR
- GED

This institution will admit students from other countries, but does not accept any responsibility for visa, student status, or any associated charges.

Ability to benefit students do not qualify for admission under the guidelines required by California Department of Public Health (CDPH).

Foreign Transcript/ Diploma Evaluations:

All non-U.S. transcripts must be evaluated by "Current Members" of the [National Association of Credential Evaluation Services \(NACES\)](#) or "Endorsed Members" of the [Association of International Credential Evaluators, Inc. \(AICE\)](#). This allows LFS to determine if your education is equivalent to a U.S. college or university education. The evaluation service will send an evaluation of your educational institution and academic courses directly to LFS.

To obtain an application, instructions, and information, visit them on the web:

- [National Association of Credential Evaluation Services \(NACES\)](#)
- [Association of International Credential Evaluators, Inc. \(AICE\)](#)

If you are an applicant whose education, training, or experience is from a non-U.S. school, college, university, or clinical laboratory, please make sure that your name is printed in English on all your transcripts and supporting documents and that it matches your name on the application.

English as Second Language (ESL)

CPT, Inc. does not offer English as a second language instruction. Instruction will not be provided in any language other than English.

Admission to Advanced Only Program

Applicants must be 18 years of age.

Applicants must have one of the following:

- Official (sealed) High School transcripts OR
- GED

This institution will admit students from other countries, but does not accept any responsibility for visa, student status, or any associated charges

Ability to benefit students do not qualify for admission under the guidelines required by California Department of Public Health (CDPH).

Foreign Transcript/ Diploma Evaluations:

All non-U.S. transcripts must be evaluated by "Current Members" of the [National Association of Credential Evaluation Services \(NACES\)](#) or "Endorsed Members" of the [Association of International Credential Evaluators, Inc. \(AICE\)](#). This allows LFS to determine if your education is equivalent to a U.S. college or university education. The evaluation service will send an evaluation of your educational institution and academic courses directly to LFS.

To obtain an application, instructions, and information, visit them on the web:

- [National Association of Credential Evaluation Services \(NACES\)](#)
- [Association of International Credential Evaluators, Inc. \(AICE\)](#)

If you are an applicant whose education, training, or experience is from a non-U.S. school, college, university, or clinical laboratory, please make sure that your name is printed in English on all your transcripts and supporting documents and that it matches your name on the application.

English Language Assessments

During the registration process, you will undergo English-language reading and comprehension assessment test. This test is designed specifically for students for whom English is a foreign language, it measures listening comprehension, language form and meaning, and reading comprehension.

In order to succeed in the program each student must have at least an 8th grade basic mastery of the English language.

English as Second Language (ESL)

CPT, Inc. does not offer English as a second language instruction. Instruction will not be provided in any language other than English.

Admission to Clinical 103

Applicants must be 18 years of age.

Applicants must have one of the following:

- Official (sealed) High School transcripts OR
- GED

Physical Requirements

- a. Stand and/or walk up to 6 1/2 hours throughout an 8-hour shift.
- b. Lift and move a minimum of 25 pounds
- c. Reach forward 18 inches, bend, crouch, or stoop up to 20 times per hour

This institution will admit students from other countries, but does not accept any responsibility for visa, student status, or any associated charges

Ability to benefit students do not qualify for admission under the guidelines required by California Department of Public Health (CDPH).

Foreign Transcript/ Diploma Evaluations:

All non-U.S. transcripts must be evaluated by "Current Members" of the [National Association of Credential Evaluation Services \(NACES\)](#) or "Endorsed Members" of the [Association of International Credential Evaluators, Inc. \(AICE\)](#). This allows LFS to determine if your education is equivalent to a U.S. college or university education. The evaluation service will send an evaluation of your educational institution and academic courses directly to LFS.

To obtain an application, instructions, and information, visit them on the web:

- [National Association of Credential Evaluation Services \(NACES\)](#)
- [Association of International Credential Evaluators, Inc. \(AICE\)](#)

If you are an applicant whose education, training, or experience is from a non-U.S. school, college, university, or clinical laboratory, please make sure that your name is printed in English on all your transcripts and supporting documents and that it matches your name on the application.

English Language Assessments

During the registration process, you will undergo English-language reading and comprehension assessment test. This test is designed specifically for students for whom English is a foreign language, it measures listening comprehension, language form and meaning, and reading comprehension.

In order to succeed in the program each student must have at least an 8th grade basic mastery of the English language.

English as Second Language (ESL)

CPT, Inc. does not offer English as a second language instruction. Instruction will not be provided in any language other than English.

Students must acquire all immunizations as described in the health form given at time of enrollment. The student must meet or exceed all educational prerequisites, pass a nationwide criminal background check and have the ability to pass a drug-screening test. Before starting the clinical component, each student must provide an attestation from his or her family physician certifying the absence of mental and/or contagious disorders which could inhibit their position as

a student at Complete Phlebotomy Training, Inc. additionally; CPT, INC. has a clinical education component that must be completed to meet graduation requirements.

Some clinical education sites require students to submit to both a criminal background check and drug screening. Students are responsible for all fees associated to drug screening. Students may be required to travel several hours to clinical sites. All applicants must show proof of the following documentation before they begin the clinical portion of our program:

- Immunization/Titer Requirements to include Varicella, Rubella, Rubeola as well as a current negative TB or Chest x-ray.
- Valid CPR Card from the American Heart Association, Healthcare Provider, Basic Life Support course, two (2) year certification.

All documentation must remain valid throughout the duration of the completion date of the program. Documentation of vaccinations/titers must be provided to the admissions office before the start of the clinical portion of the program.

Drug-Screening test may be required before the start of externships. Positive results on drug testing could affect the student's ability to attend the clinical education center, to complete the program's graduation requirements, or to obtain certification after completion of the program. The student will pay the cost of examinations, screenings, and drug tests. Students must comply with the minimum health requirements from each individual clinical education center where performing externships.

All Students Will Agree To A Background Check performed by CPT, INC. Background check results may affect the student's ability to attend the clinical portion of the program, to complete the program's graduation requirements, or to obtain certification after completion of the program.

Clinical Site Travel

Students may be required to travel several hours to clinical sites. All students must be prepared and willing to commit themselves to any travel time required to achieve the educational goals of the program. Their respective Clinical Coordinator and/or Program Director will present rotation requirements to the student. Students may be required to rotate between clinical sites during their clinical education to ensure all students receive equitable high quality clinical education during their training.

Physical Requirements

- a. Stand and/or walk up to 6 1/2 hours throughout an 8-hour shift.
- b. Lift and move a minimum of 25 pounds
- c. Reach forward 18 inches, bend, crouch, or stoop up to 20 times per hour

CPR Admission Requirements

- Applicant must be 18 years of age.
- Applicant must have one of the following:
 - a) Official (sealed) High School transcripts OR
 - b) GED

Graduation Requirements:

To be eligible for graduation from the phlebotomy program, the student must meet all the following criteria:

- All financial obligations must be met.
- The student must complete and pass Basic phlebotomy 101, Advanced phlebotomy 102, Clinical phlebotomy 103 as well as required externship. Each student must pass the final exam given for each class with no less than an 80% as well as successfully meeting competency evaluations performed in clinical phlebotomy.

Financial Aid and Loans

CPT, INC, is not accredited by an accrediting agency recognized by the U. S. Dept. of Education. We are not eligible for financial aid.

CPT, INC. accepts MYCAA students. MYCAA requires the eligible military spouse to apply online directly for MYCAA financial assistance. This assistance pays each section of the tuition directly to the school. MYCAA pays only for the tuition. For more information visit the MYCAA website at <https://aiportal.acc.af.mil/mycaa>.

MYCAA is the only federal or state assistance that is accepted at this time.

MYCAA STUDENT

- A. Student accepts that it is his/her responsibility to apply online with MYCAA after the first session of each section which allows CPT to invoice MYCAA for payment for attendance in class.
- B. Registration will be due at time of enrollment.
- C. Payment in full for the entire course must be received by CPT before a Certification of Completion will be issued.

If tuition is not paid student may be dropped from the roster and will not receive a Certification of Completion.

MYCAA POLICY:

1. Program description

MyCAA helps military spouses pursue licenses, certificates, certifications or Associate's Degrees (excluding Associate's Degrees in General Studies, Liberal Arts, and Interdisciplinary Studies that do not have a concentration) necessary for gainful employment in high demand, high growth Portable Career Fields and Occupations.

2. Eligibility

Spouses of service members on active duty in pay grades E-1 to E-5, W-1 to W-2, and O-1 to O-2 who can start and complete their coursework while their military sponsor is on Title 10 military orders, including spouses married to members of the National Guard and Reserve Components in these same pay grades.

3. What MyCAA funds will cover.

TUITION - Basic (101), Advanced (102), and Clinical (103).

4. What MyCAA funds will not cover.

Student's Responsibility

Registration Fee, Uniform, National Exam and Related Fees, CPR, Malpractice Insurance, Immunizations and TB test and Application to CDPH for Certification.

5. How to establish an account

- Student logs into MYCAA through <https://aiportal.acc.af.mil/mycaa>
- Student User must complete initial registration in the AI Portal, choose a User name during registration, and request a temporary password.
- NOTE: UACs need to look for new User registrations in the AI Portal that require action. They can do that by hovering over "School Admin" and selecting "Manage Users".
- Click on the "New User Request" tab.
- Temporary passwords must be changed on initial login.
- NOTE: The UAC must set the "User Site Admin Role" to "User" or the new User will not be able to login. As soon as the UAC clicks "Add User," an email is automatically sent to the new User with the temporary password.

6. Instructions regarding application process and time frames for the course-by-course payments.

- After completing the registration process the applicant must wait for approval by MYCAA.
- The school invoices MYCAA for each class, after class has begun. Student must apply online for each section in advance of class start date. Student guidelines for installments After student attends first Basic class session he/she applies online for Basic section:
 - a. CPT then invoices MYCAA for payment of Basic section.
 - b. After student attends first day of Advanced class session he/she applies online for Advanced section.
 - c. CPT then invoices MYCAA for payment of Advanced section
 - d. After student attends first day of Clinical class session he/she applies online for Clinical section.

e. CPT then invoices MYCAA for payment of Clinical section

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest less the amount of any refund, and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the money's not paid from federal student financial aid program funds.

Participation in any other Federal or state financial aid programs would require a statement in which all consumer information that is required to be disclosed to the student pursuant to the applicable federal and state financial aid programs would occur. (Ed. Code §94909 (a) (10))

Student's Right to Cancel:

You have the right to cancel your agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session or the seventh calendar day after enrollment, whichever is later. After the end of the cancellation period, you also have the right to stop school at any time; and you have the right to receive a pro rata refund if you have completed 60 percent or less of the scheduled days in the current payment period in your program through the last day of attendance.

Cancellation of this agreement can occur up to attendance of the first class session or the seventh calendar day after enrollment, whichever is later.

A request to cancel or withdraw from the school must be in writing and either hand delivered or mailed to the following address: 28125 Bradley Road STE 290, Sun City, Ca. 92586. The effective date will be the date of delivery.

Refund Policy

1. Divide the total tuition charge by the number of hours in the program; the quotient is the hourly charge for the program.
2. The amount owed by the student for the purposes of calculating a refund is derived by multiplying the total hours attended by the hourly charge for instruction calculated in [1], and
3. The refund will be any amount in excess of the figure derived from [2] that was paid by the student to the institution.

Refunds will be addressed within 30 days.

Should the college commence such participation, and a student receives federal financial aid, in the case of a refund, the student is entitled to a refund of moneys not paid from federal student financial aid funds.

Should the college begin to participate in federal financial aid programs and a student receives a loan and subsequently defaults on the loan, both of the following may occur:

- (1) The federal or state government or a loan guarantee agency may take action against the student, including garnishing an income tax refund; and
- (2) The student may not be eligible for any other government financial assistance at Complete Phlebotomy Training, Inc. or another institution or until the loan is repaid.

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the money's not paid from federal student financial aid program funds. Ed Code§94909 (a)(11)

Cancellation of A Program By The School:

CPT, INC. reserves the right to postpone or reschedule any class due to insufficient enrollment or instructor unavailability.

Cancellation notice will be given in writing, phone call or other appropriate method as necessary, stating the reasons for the action.

There may or may not be the adequate opportunity to notify students in advance. We will make every reasonable effort to prevent this from happening.

Student Records:

A secured master file will begin when the student is accepted and will contain the application, transcripts, and other documents required for training purposes. At completion of the program all official information (copy of transcripts, record of clinical performance, and record of program completion) will remain on file and onsite for five years. CPT, INC. will maintain transcripts for all students permanently. Students are encouraged to make and archive copies of all important documentation throughout their training. If a student withdraws before graduation, a summary statement of the student's progress will be placed in the folder. This folder will be treated as described above.

Students may inspect their master file at any time under the direct supervision of the program director or an authorized staff member. Should a student find, upon the review, that there are records that are inaccurate the student may request that errors be corrected. If there is a difference of opinion regarding the existence of errors, the student may ask that a meeting be held with the Administrative staff to resolve the matter.

All student records are confidential and information from them will only be given to authorized persons. Data such as grades, registry and state certification examination scores, health records, and performance evaluations may not be revealed without the student's consent. Only authorized personnel will have access to in-progress student evaluations and files.

Transcripts:

Each student's file will contain their academic progress record and evidence of diplomas issued by this institution. Transcripts will only be released to the student upon receipt of a written and signed request. Subsequent copies are available upon payment of a fee.

Student Services

Students are encouraged to speak to their instructor if they are concerned about their academic

success. Your Instructor is the best resource to advise you in preparing for success in the classroom.

Student Tutoring

Clinical instructors are available for tutoring. You must coordinate an available time with your instructor.

Library

Our library is equipped with reference laboratory, anatomy, health-related, and phlebotomy books and videos. Students may utilize research material, videos and books on-site which are available at the school during office hours.

- A. If a student wishes to sign out the book/document/video, they may do so.
- B. A staff member will document each item the student checks out.
- C. The student shall sign and date the checkout form
- D. All materials must be returned within one week or the student will be charged a late fee of \$1.00/day.
- E. If the material is not returned within 2 weeks, the student will be billed for the value of the material that was checked out.

Certification Testing

We provide on-site testing for the national exam.

Distance Educational Programs

At this time, CPT, INC. does not offer distance educational programs.

Notice Concerning Transferability Of Credits- And Credentials Earned At Our Institution

The transferability of credits you earn at Complete Phlebotomy Training, INC. is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn at Complete Phlebotomy Training, Inc. is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Complete Phlebotomy Training, INC. to determine if your certificate will transfer. (Ed. Code§94909 (a)(8)(A), and (5CCR§71770 (b)

Prior Experiential Learning

Complete Phlebotomy Training does not award credit for Prior experiential learning CCR§ 71770(c)

Complete Phlebotomy Training, INC. is approved by the California Department of Public Health, Laboratory Field Services to offer Phlebotomy Training.

(A) A graduate of the program will be eligible to sit for the applicable national exam in

California and other states.

B) A degree program that is unaccredited or a degree from an unaccredited institution is not recognized for some employment positions, including, but not limited to, positions with the State of California.

C) A student enrolled in an unaccredited institution is not eligible for federal financial aid programs.

D) A program-specific student brochure shall be provided in person or available on-line to the prospective student prior to enrollment.

(E) The school catalog and fact sheet shall be provided as well as student brochures to any person upon request.

Nondiscrimination Policy:

This institution is committed to providing equal opportunities to all applicants to the program and to all applicants for employment. Therefore, no discrimination shall occur in any program or activity of this institution, including activities related to the solicitation of students or employees on the basis of race, color, religion, religious beliefs, national origin, gender, sexual orientation, marital status, pregnancy, age, disability, veteran's status, or any other classification that precludes a person from consideration as an individual. Please direct any inquiries regarding this policy, if any, to the School Director who is assigned the responsibility for assuring that this policy is followed.

Placement Services:

At this time, CPT, INC. does not offer job placement services.

Sexual Harassment:

This institution is committed to providing a work environment that is free of discrimination, intimidation and harassment. In keeping with this commitment, we believe that it is necessary to affirmatively address this subject and express our strong disapproval of sexual harassment. No associate within this institution may engage in verbal abuse of a sexual nature; use sexually degrading or graphic words to describe an individual or an individual's body; or display sexually suggestive objects or pictures at this facility. Staff and students are responsible for conducting themselves in a professional and respectful manner.

Disciplinary Probation:

Student disciplinary action is designed to enforce the policies and guidelines of CPT, INC. and its programs. Acceptable conduct and behavior must always be adhered to. Disciplinary action is enforced as a consequence when a student disregards the boundaries of acceptable behavior as outlined in the Course Catalog and/or Program Application Package. Students who violate any of the various program policies and guidelines will be placed on probation. A written disciplinary probation is an official notice for a specified time during which a student must demonstrate conduct that conforms to CPT, INC' s standards of conduct. Assigned discipline may include a

combination of sanctions for a particular incident. When a student is found in violation of CPT, INC. policies or program regulations and guidelines, any of the following types of student disciplinary action may be imposed: (Ed Code §94909 (a)(8)(C))

Dismissal:

Dismissal is the termination of student status for an indefinite period. Readmission to the Institute shall require the specific approval of the Program Director and/or School Director of the campus to which a dismissed student has applied. Readmission after dismissal may be granted only under exceptional circumstances. The institution shall advise each student that a notice of cancellation shall be in writing, and that a withdrawal may be effectuated by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance. (Ed Code §94909 (a)(8)(C))

Student Conduct:

Students shall always conduct themselves in a professional and ethical manner while on school grounds, in class or at externship site. In addition to being expected to following the rules and Regulations established by CPT, INC. All students are expected to follow a Standard of Ethics and act in accordance with the American Hospital Association Patients' Bill of Rights. For future details of student conduct, complete rules and guidelines will be addressed the first day of class. (Ed Code §94909 (a)(8)(C))

Dress Code:

Professional appearance must be maintained at all times. CPT, INC. students are expected to keep themselves clean, neat, and well groomed. Tattoos shall be covered and facial piercings removed while in class or at externship. Failure to comply with this or any of the following policies may be grounds for dismissal.

Attendance:

A strict attendance policy is enforced for classroom and clinical site work. Participants must be able to commit to being present and on time for all classroom and clinical site work.

Students are expected to attend and participate fully in all scheduled program classes, activities, and experiences. Any absences within the state required hours must be made up hour for hour (minimum hours are also mandated by state regulation).

Students will not receive a certificate of completion from CPT, INC. if there are three or more unexcused late arrivals of 10 minutes or more, unexcused absences, or any early departures of one minute or more. There are no make-up assignments by home or book study. Students can only make up missing class days in another session on the same topic.

If a clinical class or lab is missed, in whole or in part, the student must make up missing days. (Ed Code §94909 (a) (8) (D))

Tardiness & Punctuality:

Tardiness to class, lab, or clinical lab is unacceptable. CPT, INC.'S courses are designed to prepare students for professional employment where punctuality is valued by employers and employees. CPT, INC. reserves the right to dismiss any tardy student and treat the incident as an absence. This action may prevent the student from progressing in the program. (Ed Code §94909 (a)(8)(D))

Participation:

CPT, INC. believes that students learn a great deal from one another and from didactic/clinical staff. Passive behavior by a student is discouraged. The instructor reserves the right to adjust grades for any course component on the basis of the student's degree of participation. This action may prevent the student from progressing in the program.

Leave Of Absence / Withdraw / Incomplete:

If personal circumstances create a need for a leave of absence, the student must submit a request for a leave of absence to the School Director or designated official. At the School Director's discretion, a leave may be granted, as warranted by the circumstances. If a student repeatedly resorts to the use of a leave of absence, and if such applications show a pattern of delays, or should the issuance of a leave of absence be such that it would significantly interfere with the planned completion of a program of study, the School Director or designated official, at his/her sole discretion, may dismiss a student from the program. (Ed Code §94909 (a)(8)(E))

There will be a \$50.00 charge incurred due to a leave of absence for re-entry into the program. Upon return from an approved leave of absence, the student is permitted to complete the coursework he or she began before the leave of absence.

I – Incomplete. If the course has not been completed, the instructor may grant an “I”. To receive an incomplete (I), the student must petition, no later than the last week of the term, for an extension to complete the required coursework. The student must satisfactorily pass the course at the time of petition. Incomplete grades that are not completed within two weeks after the end of the term will be converted to an “F”.

W – Withdraw. The student may withdraw from any course before the end of the term. At the end of the term, the instructor will issue a “W”. A student who withdraws or is administratively withdrawn must re-take the full course and is responsible for a new tuition payment for that course of study. (Ed Code §94909 (a)(8)(E))

Standards For Student Achievement

Grading:

Class (Didactic):

- Students must pass each course with a grade of not less than 80%.
- Any student falling below 80% (cumulative grade) during the course will be counseled and offered remediation.
- Students must maintain an 80% cumulative grade to take the final exam or continue.

- Students must obtain an 80% grade on the class final exam to progress to the clinical portion of the program.
- Students must also obtain an 80% grade on the course comprehensive final to qualify for the certification exam.
- One opportunity to retake a course comprehensive final will be offered for students scoring less than 80%.
- Many career preparation courses have a Comprehensive Competency Assessment. There is a Didactic and a Practical Component to this examination. Students must pass both parts with at least 80% to qualify for the Certificate Exam(s).

Lab (On campus):

- Students must have completed all performance check offs by the conclusion of the course.
- Current skills must be checked off before performance in the clinical setting. Any student failing a check off will be counseled and offered remediation.
- One opportunity to re-take a lab comprehensive final will be offered for students performing at an unsatisfactory level.
- Part of the course Competency Assessment includes a Practical examination. Students must pass this assessment before being permitted to perform the related skills with actual patients in the clinical setting (externship).

Clinical (Externship):

- Students must have completed all clinical assignments and scheduled hours by the conclusion of the course.
- Any student failing a clinical day will be counseled and offered remediation. Failing more than two clinical days will result in termination of the student from the program. This student will be given the opportunity to enroll in a subsequent course and repeat the entire process.
- The externship grading policy involves:
 - P (Pass) - "P" Grade is defined as a pass for obtaining credit for the course
 - F (Fail) – "F" Grade is defined as a fail

Failing grades during externship training may be caused by poor attendance, unprofessional conduct, or unethical behavior that contradicts school or affiliated facility policies.

At the conclusion of each course the student will be issued one of these grades:

A = Outstanding performance 90 - 100%

B = Above average performance 80 - 89%

F = Unsatisfactory Below 80%

W = Withdrawal Request filed before the end of program. (See Withdraw Policy)

Certification and Licensing:

Examinations and their content are controlled by outside agencies and CPT, INC. cannot guarantee that graduates will be able to pass the examinations. Applications for taking the examination will be coordinated by CPT, INC. Examinations are not controlled by the school but by outside agencies and are subject to change by the agency without notice to the school.

Therefore, the school cannot guarantee that graduates will be eligible to take certification exams at any specific time, regardless of their eligibility status upon enrollment.

Completion of this course does not automatically enable a graduate to work as a Phlebotomist in the state of California. Successful completion of this course will enable students to sit for the national exam and after passing it they may apply for their California Phlebotomist Technician (CPT1) certification. To work as a Phlebotomist in California, you must complete a State approved phlebotomy-training program, pass a State approved phlebotomy certification exam, apply for certification, and pay a processing fee to the State. Fee for testing and licensure is the students' responsibility.

School Director

Wanda Tardy, RN, BSN. Wanda has worked for 22 years in the nursing profession. She taught Phlebotomy for Mount San Jacinto College for four years starting in 1998. In 2003 Ms. Tardy wrote and produced a curriculum for approval with the California Department of Health Services, LFS and started giving phlebotomy classes. For the past 14 years Ms. Tardy has been the Director/Instructor for Complete Phlebotomy Training, INC.

Faculty

LINDA HARLOE, CLS. Linda is a valued didactic instructor. She has had more than 25 years of experience teaching students to have the knowledge and confidence to work in the medical field. With her first 20 years as a Clinical Lab Scientist as well as the last 10 years as a Lab Director, Linda is well-versed in Lab science. Her teaching techniques and high standards equal a high pass rate on the national exam. She is committed to explaining every detail until the students understand the importance of phlebotomy.

ROSE BARTON, CPT1, Clinical Supervisor. CPR Instructor. Rose is a graduate of Complete Phlebotomy Training, Inc. and with 13 years of experience she is committed to making sure each student has the opportunity to excel in their new profession. Rose has stayed current in her profession by using research and teaching to keep her skills strong. Rose has also been certified to teach CPR-BLS. She has been teaching this course for 7 years, and an American Heart Association representative monitors our classes frequently. She must participate every 2 years in a re-evaluation of teaching methods, and knowledge of the most current techniques. being an adult learner in a new field. She is committed to following the rules and regulations set forth by the state.

ELIDA OSORNIO, RECEPTIONIST. ELI is very organized, and professional, when answering the phones and performing office duties. She can guide a prospective student through the registration process with knowledge and details. She provides each student with a description of the classes that we offer, the certification process, the national exam process, and financial responsibilities. Eli is always willing to help students with their questions, and with their application process.

DIANE HAMAND, CLINICAL COORDINATOR. Diane is here to greet all new students on the first day of class, making them feel welcome, and answers any questions that the new students may have. Diane also proctors the nation exam, to make sure all students are present and seated. Her most challenging job is to work with each student's schedule to arrange their clinical rotations. She is very detailed orientated, and coordinates each student with the instructor's availability.

BRIAN REX, CLINICAL INSTRUCTOR. Brian is a graduate of Complete Phlebotomy Training, Inc. He has a way of putting the students at ease, while teaching the techniques needed to successfully achieve the confidence and knowledge to become an excellent phlebotomist. He also impresses on them the need to follow the CLIA guidelines to obtain an accurate specimen.

MAIRAM BUCHANAN, CLINICAL INSTRUCTOR. Mairam is a graduate of Complete Phlebotomy Training, Inc. She is very organized and precise which enables the students to develop a routine for success. She is able to keep the students calm, while helping them to understand the importance of technique, and compassion for the patient.

STEPHANIE STEIN, CPR INSTRUCTOR. Stephanie has taught AHA/BLS for many years. She has a way of making the class a fun class, while teaching the algorithms for adults, children, and infants. She stresses the importance of CPR in a emergency situation.

2018 SCHEDULE

SESSION 1 Mid-Week Class – 6 Weeks

Tuesday & Thursday 8:30am - 3:30pm

101 BASIC

January 4, 9, 11, 16

102 ADVANCED

January 18, 23, 25, 30

103 CLINICAL

February 1, 6, 8, 13

8:30am-12:30pm

NATIONAL EXAM

Thursday - February 15

Review - 10am - 12pm / Exam 1 pm-3:30pm

SESSION 2 Weekend Class - 6 Weeks

Saturday 8:30am - 3:30pm

Sunday 9:30am - 4:30pm

101 BASIC

February 24,25, March 3,4

102 ADVANCED

March 10, 11, 17,18

103 CLINICAL

March 24, 25, April 7,8

Saturday 8:30am - 12:30pm

Sunday 9:30am - 1:30pm

NATIONAL EXAM

Saturday- April 14

Review - 10am - 12pm / Exam 1 pm-3:30pm

SESSION 3 Mid-Week Class - 6 Weeks

Tuesday & Thursday 8:30am - 3:30pm

101 BASIC

April 17,19,24,26

102 ADVANCED

May 1,3,8,10

103 CLINICAL

May 15,17,22,24

8:30am-12:30 pm

NATIONAL EXAM

Friday –May 25

Review - 10am - 12pm / Exam 1 pm-3:30pm

SESSION 4 Weekend Class - 6 Weeks

Saturday 8:30am - 3:30 pm

Sunday 9:30am - 4:30pm

101 BASIC

June 2,3,9,10

102 ADVANCED

June 16,17,23,24

103 CLINICAL

June 30, July 1,7,8

Saturday 8:30am -12:30pm

Sunday 9:30am - 1:30pm

NATIONAL EXAM

Saturday-July 14

Review - 10am - 12pm / Exam 1 pm-3:30pm

SESSION 5 Mid-Week Class - 6 Weeks

Tuesday & Thursday 8:30am - 3:30pm

101 BASIC

July 17,19,24,26

102 ADVANCED

July 31, August 2,7,9

103 CLINICAL

August 14,16,21,23

8:30am-12:30pm

NATIONAL EXAM

Friday – August 24

Review - 10am - 12pm / Exam 1 pm-3:30pm

SESSION 6 Weekend Class - 6 Weeks

Saturday 8:30am - 3:30pm

Sunday 9:30am - 4:30pm

101 BASIC

September 8,9,15,16

102 ADVANCED

September 22,23,29,30

103 CLINICAL

October 6,7,13,14

Saturday 8:30am - 12:30pm

Sunday 9:30am - 1:30pm

NATIONAL EXAM

Saturday-October 20

Review - 10am - 12pm / Exam 1 pm-3:30pm

SESSION 7 Mid-Week Class - 6 Weeks

Tuesday & Thursday 8:30am - 3:30pm

101 BASIC

October 25,30, November 1,6

102 ADVANCED

November 8,13,15,20

103 CLINICAL

November 27,29 December 4,6

8:30am-12:30 pm

NATIONAL EXAM

Friday- December 7

Review - 10am - 12pm / Exam 1 pm – 3:30pm

All Classes to Be Held At:

28125 Bradley Rd. Menifee, Ca. 92586

Phlebotomy Technician

Individuals who successfully complete the program will receive a certificate of completion from CPT, INC. allowing students to sit for the phlebotomy National certification examination. Upon passing the phlebotomy examination, graduates are eligible to apply to the state of California for their LPT or CPT 1 certification. State application and testing fees will apply.

Job Title

Limited Phlebotomy Technician I (LPT) – Mandatory class for healthcare workers to check blood sugars for a nurse. Example, CAN

Certified Phlebotomy Technician I (CPT I) – Phlebotomist, Phlebotomy Technician
CPR- There is no job title for CPR, but it is mandatory for healthcare workers

Phlebotomist Duties

Depending on the level of training, phlebotomists draw blood through venipuncture, skin puncture. Duties may also include fixing blood specimens on slides as well as using computers to input data.

Tuition Fees for Phlebotomy Program

Schedule of Total Charges

Registration \$250.00

Basic 101: \$550.00

Advanced 102: \$550.00

Clinical 103: \$675.00

Students must pay registration, book, and a portion of the basic tuition totaling \$625.00 to ensure a seat in this program. The remainder of the balance can be paid in full up front, or paid in payments per class.

Students may not continue on into the next course until the balance from the previous class is paid in full.

Tuition Cost: \$ 1775.00 (Basic, Advanced, and Clinical Coursework) CCR§71800 (a)(1)

Non-Refundable Registration Fee: \$ 250.00

Total registration and tuition cost \$2025.00

Additional Expenses Not Covered by Tuition or Registration Fee

- STRF FEES \$. 00
- Book \$75.00
- Clinical Supplies \$50.00
- National exam sitting fee \$25.00
- Malpractice insurance: \$ 15.00
- CPR American Heart Association: \$ 60.00
- Total Charges for the current period of attendance \$2250.00
 - National Exam: \$115.00
 - Health requirements: Cost dependent upon individual's health Provider (Approximately \$35.00)
 - State Certification. \$100.00 (5 CCR §71800 (f) CCR§ 71800 (a-e), (1-12)

Estimated cost for Entire Program including National Exam and State Certification \$2500.00

Total due upon enrollment \$625.00

Tuition Fees for LPT Program

- STRF FEES \$.00
- Registration \$250.00
- Book \$75.00
- Basic instruction \$550.00
- Externship fee \$25.00

Total Charges for the current period of attendance and the estimated schedule of total charges for the entire LPT program is equal to \$900.00

Tuition Fees for ADVANCED ONLY Program

- STRF FEES \$.00
- Registration fee \$250.00
- Assessment testing fee \$75.00
- Book \$75.00
- Advanced instruction \$550.00
- National exam fee \$115.00
- Sitting fee \$25.00

Total Charges for the current period of attendance and the estimated schedule of total charges for the entire Advanced program is equal to \$1090.00

Tuition Fees for CLINICAL Program

- STRF FEES \$.00
- Registration fee \$250.00
- Assessment testing fee \$75.00
- Clinical instruction \$675.00
- Clinical Supplies \$50.00
- Malpractice Insurance \$15.00

Total Charges for the current period of attendance and the estimated schedule of total charges for the entire Clinical program is equal to \$1065.00

Tuition Fees for CPR Program

- STRF FEES \$.00
- CPR (BLS) instruction \$60.00
- Estimated cost for the CPR program \$60.00

Housing Information

CPT, INC. does not offer dormitory facilities and does not take responsibility for finding, or assisting the student to find housing.

CPT, INC. will advise the students, that our location is convenient, and there are many locations

to stay in nearby motels and hotels for the overnight stay that they will need to attend our weekend program. Overnight rates in nearby motels and hotels vary from \$50.00 to \$100.00 per night.

Student Tuition Recovery Fund

"You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student go, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, gr program or other payer, and you have no separate agreement to repay the third party."

(b) In addition to the statement described under subdivision (a) of this section, a qualifying institution shall include the following statement on its current schedule of student charges:

"The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act."

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Note: Authority cited: Sections 94803, 94877 and Ed code §94923,94924,94925.

(Ed Code§94909 (a) (14), (5 CCR§76215 (a)) and (5CCR§76215 (b))

Problems or Grievances

Students at CPT, Inc. have the right to attend this program, and understand the policies against harassment, privacy, and discrimination will be enforced.

If a student encounters a problem or has grievances with the school, please call the office at 951-672-2446. Eli will make the student an appointment to come into the office and discuss the grievance and will be encouraged to document their concern/s. Each grievance will be reviewed by the Director. You will be contacted by the manager of the department to which the grievance pertains. If you do not feel that your concern was addressed completely then another appointment will be arranged for you to discuss your concern with the Director. If you call after hours, please leave a message and one of the staff will promptly return your call the next business day. Anyone who has a problem or complaint is encouraged to first contact the person or persons involved. If the issue remains unresolved after the above steps are taken, the student may refer to the Bureau for Private Postsecondary Education, Physical Address: 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, www.bppe.ca.gov Toll Free Telephone Number: (888) 370-7589, Fax Number: (916) 263-1897.

(Ed. Code §94909 (a) (3) (A))

Unanswered questions?

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education, Physical Address: 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, www.bppe.ca.gov Toll Free Telephone Number: (888) 370-7589, Fax Number: (916) 263-1897.

(Ed. Code §94909 (a) (3) (A))

Complaints:

A student or any member of the public may file a complaint about this institution with Bureau for Private Postsecondary Education by calling Toll Free Telephone Number (888)370-7589 or by completing a complaint form, which can be obtained on the Bureau's website,

www.bppe.ca.gov.

Bankruptcy statement

CPT, INC has never filed for bankruptcy petition, is not operating as a debtor in possession and has not filed a petition within the preceding five years and has not had a petition of bankruptcy

filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.) (Ed Code§94909 (a)(12)

Prior to Signing:

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement. The Catalog, Enrollment agreement, school performance fact sheet and brochures will be available on the school website at www.phlebotomytraining.com.

For More Information: Phone: 951-672-2446 Online: www.phlebotomytraining.com