Phlebotomy CPT1

Diablo Medical Training Course Catalog

2014 - 2015

Course Catalog

January 1, 2014 - December 31, 2015

Notice for Students

This catalog is the official publication of the programs, policies, and requirements of Diablo Medical Training (DMT). This catalog replaces all earlier versions published for the Phlebotomy CPT1 program. Students enrolling in Diablo Medical Training are subject to these provisions and should read this catalog carefully. Students are responsible for knowing the rules, regulations; and policies of Diablo Medical Training. Prior to enrollment students will be given a copy of this catalog either in writing or electronically. Enrollment at Diablo Medical Training constitutes an agreement to abide by its rules and regulations and failure to read this catalog does not excuse students from such rules and regulations.

Publication Date of Catalog

January 1, 2014 (Revised February 2014)

Licensure and Accreditation

Diablo Medical Training was granted "Temporary Approval" in June 2007 from the Bureau for Private Postsecondary Education. Full approval was received on February 13, 2014. The California Department of Public Health, Field Laboratory Services (CDPH-LFS) has granted Diablo Medical Training programmatic approvals for the Phlebotomy Technician 1 Program. Completion of an approved CDPH-LFS Phlebotomy Technician 1 program is required to be eligible to apply to sit for examination for national certification and licensing as a Phlebotomy Technician. Certification and licensing is required in order to work as a Phlebotomy Technician in the State of California.

DMT is a private institution that is approved to operate from the California State Bureau for Private Postsecondary Education. The approval to operate means Diablo Medical Training is in compliance with California State standards as set forth in the Education Code. The Bureau may be reached at: 2535 Capitol Oaks Drive, Suite 400, PO Box 980818, Sacramento, CA 95798-0818 Toll free: 1-888-370-7589 Fax: 916-263-1897

Programs Offered

Certification for Healthcare Professionals

Phlebotomy Technician 1

Diablo Medical Training

929 Second Street, Suite18, Brentwood, CA 94513

Phone (925) 586-2532, Fax (925) 513-8230

www.diablomedicaltraining.org

DIABLO MEDICAL TRAINING

Table of Contents

Contents

FROM THE DIRECTOR 6
School General Description 7
Business Office and Admissions Hours of Operation 7
Holidays 7
Administrative Personnel 7
Faculty and Staff 7
Phlebotomy Technician CPT 1 Program Instructors 8
Diablo Medical Training Staff 8
Diablo Medical Training Vision, Values, Goals and Mission 9
Vision 9
Values 9
Mission Statement 9
Diablo Medical Training Goals 9
General Admission and Entrance Policies 9
Admission Requirements 9
Steps in Admissions 10
General Admissions Requirements 11
Additional Admissions Requirements 11
Re-admission Procedures 11
Enrollment 12
Enrollment Agreement 12
Granting Credits 12
Transfer Credit/Credit Evaluation 12
Refused Attendance 13
Payment, Cancellation, Withdrawal, and Refund Policies 13
Orientation 13
Methods of Payment 14

Collection Process of Unpaid Tuition 14
Current Schedule of Charges for 2014/2015 15
Cancellation of Classes or Programs 15
Cancellation Period 15
Course Withdrawal 15
Withdrawal Date 16
Withdrawal after the Cancellation Period 16
STRF (Student Tuition Recovery Fund) 16
Calculation of Refund 18
Hypothetical Refund Calculation 18
Payment of Refunds 19
Academic and Attendance Progress Policies 19
Satisfactory Academic Progress and Attendance 19
Grade Point Average (GPA) Requirements 19
Grading and Evaluation Procedures 20
Appeal 20
Application of Grades and Credits 21
General Attendance Policy 21
Disciplinary Probation 21
Change of Course Policy 21
Course Scheduling 22
Retake/Make- Up Policy 22
Graduation Requirements 22
Grade Appeals 22
Grounds for a Grade Appeal 22
The Process 23
Change of Academic Program 23
Grade Reporting 23
Dropout and Leave-of-Absence Policies 24
Repeating Courses 24

Maximum Time (in clock hours) in Which to Complete 24
Maximum Length of Time (in clock hours) for Course Completions 24
Maximum Class Size 24
English Language Proficiency 24
Academic Dishonesty 25
Externship Policies 25
Clinical Externship Guidelines: 25
Student Services Policies 27
Facilities 27
Career and Placement Services 27
Student Services Policies, Procedures and Resources 27
Guidance and Counseling 28
Housing 28
Campus Security 28
Media Lab Regulations 28
Computer Software and E-Mail Policies 28
Diablo Medical Training Medical Library and Resource Center 29
Students with Disabilities 29
Student Records Policies 29
Transcript Requests 29
Payments and Release of Records 30
Student Record Retention 30
Family Educational Rights and Privacy Act of 1974 (FERPA) 30
Student Complaint and Grievance Policies 31
Discrimination or Harassment Complaints 31
Grievance Procedures for Civil Rights Violations 31
Hearing Procedures 31
Appellate Procedures 32
Student Conduct and Discipline 33
Reasons for Probation, Suspension and Dismissal of Students from programs 33
Hearing Rights 34

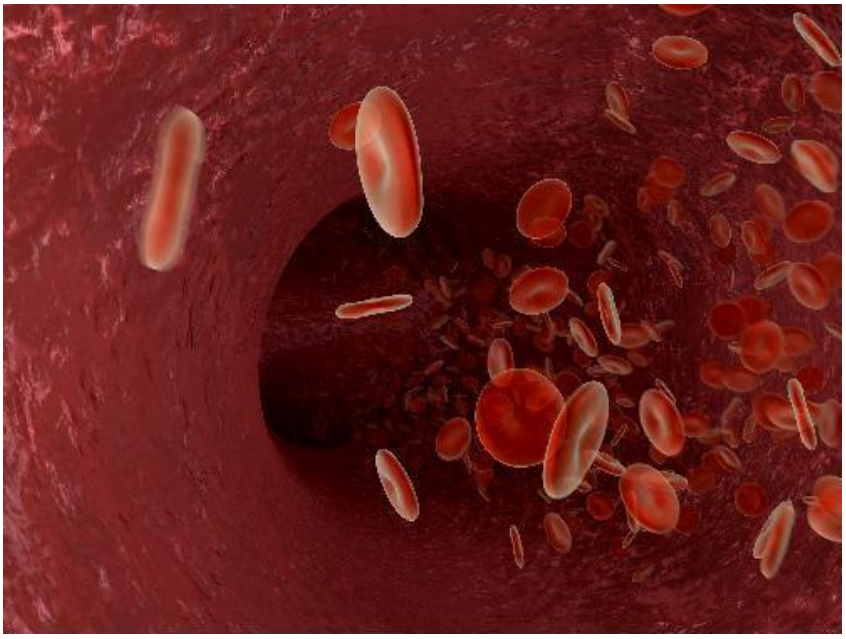
Student Complaint Procedure 34
BPPE Complaint Procedure 35
General School Policies 35
Dress Code 35
Copyright Infringement Policy 36
Visitors 36
Cell Phone Policy 36
Animals on Campus 36
Drug and Alcohol Policy 36
Phlebotomy Technician 1 Program 38
Goals and Purpose: 38
Outcomes and Objectives: 38
Instructional Methods: 39
Course Requirements 40
Evaluation Method 41
2014 Phlebotomy Technician (CPT1) Certificate Program Fees 42
Total Program Fees, Charges and Expenses 42
2014/2015 Phlebotomy Technician (CPT 1) Certificate Program Schedule 42
CPT1, Course Schedule 2014 42
CPT1, Course Schedule 2015 42
About Diablo Medical Training 43

FROM THE DIRECTOR

Thank you for your interest in Diablo Medical Training. Diablo is a private vocational institution offering quality healthcare programs that integrate skill, career-focused education and hands-on practice, empowering students to develop and achieve their person and career potentials. Diablo Medical Training works and teaches by educational disciplines in order to provide our student with the highest quality of health care training, from didactic to practical. The Principals are simple: quality instruction, ethical and moral responsibility, and compassion, in order to successfully serve the members of the community. Through, a variety of academic and instruction provided within this framework, we strive to produce graduates who are competent, ethical, and compassionate professionals with the commitment to lifelong learning.

Mary Lightell-Seaman

Mary Lightell-Seaman, Director/Owner



School General Description

Diablo Medical Training believes in producing an educated, responsible member of society, equipped with the skills and principals needed to be an exceptional, efficient and safe health care provider. Our campus is 1800 square feet (60x30) of class room laboratory and office space located at 929 Second Street, Suite 18, Brentwood, CA, 94513. All classes are held at this location. Diablo Medical Training is a private, postsecondary vocational school devoted exclusively to the training and development of highly qualified phlebotomy professionals. Diablo Medical Services, Inc., dba Diablo Medical Training, is a California S-Corporation. The school is in compliance with all local, state, and federal laws and regulations.

Business Office and Admissions Hours of Operation

Monday-Friday: 9:00am - 5:00pm
Saturday and Sunday: Closed

Holidays

Diablo Medical Training is closed on the following holidays:

- New Year's Eve Day and New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the Day after Thanksgiving
- Christmas Eve and Christmas Day
- Other scheduled class breaks or holidays will be announced

Registration is continuous.

Administrative Personnel

Mary Lightell-Seaman, Campus Director/President (100% shareholder)
mary.lightell@Diablomedicaltraining.org
Richard Seaman, Director of Operations,
richard.seaman@diablomedicaltraining.org

Faculty and Staff

The didactic and clinical education is taught by a team of highly experienced faculty consisting of dedicated instructors, certified phlebotomists and nurses from various specialty areas. They are chosen for their commitment to teaching and clinical expertise. The faculty and staff are committed to provide the best possible educational environment and instruction to assure competency in all areas of the established curriculum.

Phlebotomy Technician CPT 1 Program Instructors

Ms. Mary Lightell-Seaman
Director/Owner Diablo Medical Training
Instructor - Phlebotomy Program, Eight Years
Bachelor of Science Degree – Management
Phlebotomy Certification, 2003
CPT1 & NCPT – DPH-LFS/MMCI,
BLS Authorized Provider
20+ years of professional phlebotomy experience

Carmen Robinson
Instructor – Phlebotomy Program, Fifteen Years
Bachelor of Science Degree – Health Sciences
Teaching Credential – Designated Subjects: Health Education & Health Occupations (Phlebotomy)
Phlebotomy Certification
Certified Medical Assistant - AAMA
CPT1 & NCPT – DHS/MMCI
EKG Certificate
BLS instructor certificate
CNA/HHA
20+ years of professional phlebotomy experience

Diablo Medical Training Staff

Ms. Aysha M. Romero
Director of Education, Three Years
RN, State of California
7+ years of nursing and management experience

Richard Seaman
Director of Business Operations and Student Affairs, 20 years
President/Senior Principal, TBSC Consulting
PMP, MBA, BFA
20+ years of senior business and personnel management experience

Diablo Medical Training Vision, Values, Goals and Mission

Vision

- To educate, motivate, and inspire students to reach their full life learning potential.

Values

- Compassion
- Accountability
- Lifelong learning
- Diversity
- Innovation
- Integrity
- Quality

Mission Statement

Diablo Medical Training will assist its students in their development of good judgment, clinical and interpersonal skills, and scientific knowledge which will enable them to function competently as a member of any health care team. We will supply our students with the necessary tools and technical training needed to function in a variety of medical settings. We believe that education is the development of the person's character. We believe in producing an educated, responsible member of society equipped with the skills and principals needed to be an exceptional, efficient and safe health care provider.

Diablo Medical Training Goals

- This institution will train its students to use scientific principles to take appropriate actions in many different healthcare situations.
- This institution shall provide the necessary support, resources, and equipment to ensure an exceptional, safe learning environment.
- This institution will stress the importance of continuing education in the health care field.
- This institution will promote the development of professionalism, responsibility, and integrity of its students thereby contributing to the purpose of providing quality health care for the people of this community.

General Admission and Entrance Policies

Admission Requirements

Diablo Medical Training programs are open to all students that have an interest in the medical field. For any individual interested in attending our programs, we ask that they be willing to and prepared to dedicate the time, energy, and effort to the courses offered. Programs to participants regardless of race, creed, color, religion, national origin, sex, age; veteran status, marital status, and sexual orientation as long as the student can meet the academic and technical standards to safely participate in, and benefit from the program. The School complies

with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 with respect to both students and employees with disabilities.

Registration Procedures 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.

There are three ways to complete registration at Diablo Medical Training:

1. Telephone Registration. Students may call the school Monday through Friday, from 9:00 AM - 4:30 PM (except holidays) to register. Please, note that all telephone registrations must be paid by credit card (Visa, MasterCard). Telephone registration is not available on Saturdays. The payment receipt can be mailed to the student upon request; otherwise, it is kept at the school until the first day of class.

2. Facsimile Registration. Students may register via facsimile throughout the day Monday through Friday. Registration forms received during the weekend will not be processed until the following Monday. All facsimile registrations must be paid by credit card (Visa, MasterCard). The payment receipt can be mailed to the student upon request; otherwise, it is kept at the school until the first day of class.

3. Walk-in Registration. Students may appear at the school Monday through Friday, from 9:00 AM - 5:30 PM (except holidays) to register in person. Registration fees may be paid by credit card (Visa, MasterCard), check, or money order. Walk-in registration is not available on weekends.

Diablo Medical Training **DOES NOT** accept Title IV funding (Financial Aid) from the Department of Education nor are we approved to accept GI Bill benefits. DMT does accept VA benefits from Title 38, Chapter 31, which is the Vocational Rehabilitation program and My CAA benefits. Diablo Medical Training is authorized for WIA (Workforce Investment Act) voucher training. You will find us on the ETPL (Eligible Training Provider List) list found at www.ctpl.edd.ca.gov. Please contact your local Employment Development office for more information.

Steps in Admissions

1. Obtain and read the DMT catalog/performance fact sheet and choose a Program or Course.
2. Complete an enrollment agreement and pay registration fee.
3. Finalize funding for Program.
4. Purchase text and required equipment.
5. Attend scheduled pre-course or pre-program mandatory orientation.

In addition to these provisions, there are specific admissions requirements for each of the programs as follows:

General Admissions Requirements

1. Applicants must be 18 years or older.
2. All applicants must present either a State issued Identification card I driver's license or passport.
3. You must have a social security number, therefor; you must be a US Citizen or eligible to work in the United States. (Diablo Medical Training will only support pre-approved foreign student or foreign work eligibility for its training programs. DMT does not sponsor visas.)
4. Proof of High School Graduate/GED or achieved a degree higher than High School Diploma. (Foreign transcripts for diplomas earned outside of the US must be evaluated for US equivalency.) Applicants unable to submit proof of high school graduation or equivalency may submit the results of the Career Programs Assessment (CPAT), an approved US Department of Education Ability to Benefit Test. This test is independently administered. Diablo Medical Training does not administer this test. Additional ATB information may be found at the following link: http://www.bppe.ca.gov/schools/usde_tests.pdf
5. Phlebotomy Technician 1 Program is taught in English only. Applicants must speak, read, and write in English.
6. No felony, and certain misdemeanor (drug and theft), convictions are not allowed. A criminal background check and drug screening will be required. This is required by the clinical training facility and for State licensure depending on the program.
7. Pass/Fail Comprehension Evaluation (PFCE). This is a non-binding comprehension skills exam that has been created by Diablo Medical Training. This evaluation is used to assess the applicant's basic comprehension skills and to ensure that the applicant will benefit from the curriculum taught in the Phlebotomy Program. The recommended minimum passing score on this test is 13. It is a fifteen minute test given on campus at DMT. A passing PFCE score is not required to enroll in the program; however it is discussed in detail with the applicant prior to signing the Enrollment Agreement.
8. Interview by program director at the program faculty

Additional Admissions Requirements

International high school diploma or other international degrees must be evaluated for US equivalency. The candidate will be notified by the evaluating company (AACRAO) by telephone and/or by letter of the status of his/her application. At that time, the student is responsible for presenting the evaluated transcripts to the admissions office. The student will be allowed to complete the enrollment process at that time. All entrance requirements and documentation should be completed and turned in by the class start date. It is the responsibility of the applicant to meet these requirements in a timely manner. All programs are taught in English. Due to that fact, it is important that the student can read, write, understand and speak the English language well.

Re-admission Procedures

Students who are in good standing and have not satisfactorily completed a program may be readmitted to Diablo Medical Training upon application. They are required to follow the policies of the catalog in effect at the time of re-enrollment and pay a re-enrollment fee in addition to the tuition for the program the student is repeating.

Enrollment

Accepted Phlebotomy Program applicants are required to attend Orientation and to begin classes on the date assigned. All other accepted program applicants will conduct orientation on the first day of class.

Enrollment Agreement

Accepted Phlebotomy Program applicants will be required to read and sign an enrollment agreement prior to paying and fees or tuition, prior to the first day of class, and as part of the mandatory orientation. The orientation and enrollment agreement assures that you are fully aware to the programs offered by Diablo Medical Training; awareness of the Phlebotomy Technician 1 Program requirements; and what outcomes you can expect as a Phlebotomy Technician 1 Program graduate. The enrollment agreement is the binding contract between the student and Diablo Medical Training, disclosing such items the conditions for enrollment, program costs, program duration, refund and cancellation policies, and related information stated in this catalog.

Granting Credits

Diablo Medical Training awards credit in clock hours for the programs offered. One quarter credit hour is granted for the successful completion of one of the following: 10 clock hours of instruction in a lecture setting; 20 clock hours of instruction in a laboratory setting; 30 clock hours of instruction in an extern ship setting, or an appropriate combination of all three. One clock hour is equivalent to a minimum of 50 minutes.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT DIABLO MEDICAL TRAINING

Transfer Credit/Credit Evaluation

The transferability of credits you earn at Diablo Medical Training is at the complete discretion of and institution to which you may seek to transfer. Acceptance of the certificate of completion you earn from the Phlebotomy Technician 1 (CPT 1) program is also at the complete discretion of the institution to which you may seek to transfer. If the CPT 1 certificate of completion 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 education goals. This may include contacting an institution to which you may seek transfer after attending Diablo Medical Training to determine if you CPT 1 certificate of completion will transfer.

Diablo Medical Training allows for the transfer of credits earned at another institution if that institution is Nationally or Regionally accredited by an agency recognized by either the U. S. Department of Education or the Council for Higher Education, and if the previous credits earned are comparable to those offered in the institution's program in which the student seeks to enroll. All considered credits must have been earned within the last three years, and be of "C" average or above. Diablo Medical Training will allow no more than 50% of any program to be credited by transferring credits from another institution. Course credits for advanced placement through outside examination may be considered, but are generally not accepted. There is no fee for the evaluation or the granting of transfer of credit.

A written request for credit transfer must be made to the Campus Director at least two weeks prior to the, start of class, in order to allow Diablo Medical Training adequate time for evaluation. Requests made with less than 2 weeks prior notice will not be evaluated. The request must include an official transcript from the student's prior institution, and course descriptions in the form of syllabi or institutional catalogs which include clock and/or credit hours. A decision will be made within one week of receipt of the requisite documents, and the student will be advised by mail or email. Any appeal to the institution's decision must be made in writing and submitted to the Campus Director. The subsequent decision will be final.

Any reduction in tuition resulting from the transfer of credits will be based on the per hour cost of training for the program times the number of clock hours of the institution's comparable program for which the student is being given credit. The student is allowed and encouraged to sit, free of charge, for purposes of review, any portions of the program for which s/he has been given credit, as long as classroom space is available. If an enrollment agreement had been signed by the student prior to a request for credit transfer, and credit is accepted.

A new enrollment agreement must be signed to include any changes to the amount of financial obligation of the student due to the transfer of credit.

Diablo Medical Training makes no guarantee of transferability of credits to another institution, but will assist the student wishing to "transfer out" by providing guidance, and providing official transcripts, syllabi, course outlines, or institutional catalogs as requested, at no charge to the student. At this time the Institution does not have any written articulation agreements with other proprietary, post-secondary or other institutions of higher learning.

Refused Attendance

Students may be refused from enrolling or attending classes for failure to:

- Comply with admission requirements
- Respond to official Diablo Medical Training notices
- Settle financial obligations when due

Students are generally notified in advance if they are not going to be allowed entrance into the classroom.
Diablo Medical Training a Diablo Medical Training except for assistance toward reinstatement can drop the student from all current and future classes if appropriate. A Student that has been removed from classes will not have attendance or receive a grade.

Payment, Cancellation, Withdrawal, and Refund Policies

Orientation

Students are required to attend orientation prior to the beginning of Course or Program. Orientation confirms final payment options to Diablo Medical Training and confirms the disclosure of all classroom conditions and

expectations prior to accepting student payment for enrollment. Orientation describes the course materials to be used for the didactic, practical (laboratory), and externship portions of the program. For practical and externship training, students are reminded that they are entering a medical training program that requires the safe handling of medical instruments and equipment to draw blood and process hazardous waste in a controlled environment. Students are asked to sign a statement of understanding that includes the details of these conditions at the conclusion of orientation, and prior to the payment of fees.

Methods of Payment

Forms of payment accepted by Diablo Medical Training are cash, credit card, personal business check, money order, and ATM/Debit card. Registration fees are non-refundable and are mandatory for applicable students. Diablo Medical Training does not offer student tuition discounts of any sort. Registration or Application Fees can vary per program.

Transcript Fee	$25.00
Fee for each transcript or duplicate certificates is	$25.00
Returned Check Charge	$25.00
Late Payment Fee	$50.00

Student Financial Obligations Due to Diablo Medical Training

Total Program Cost

Phlebotomy Technician 1	$2651.50

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

Certificates of completion will not be issued until all financial obligations are fulfilled.

Diablo Medical Training **DOES NOT** accept Title IV funding (Financial Aid) from the Department of Education nor is Diablo Medical Training approved to accept 01 Bill benefits. DMT does accept VA benefits from Title 38, Chapter 31, which is the Vocational Rehabilitation program.

Diablo Medical Training is authorized for WIA (Workforce Investment Act) voucher training. You will find us on the ETPL (Eligible Training Provider List) list found at www.etpI.cdd.ca.gov. Please contact your local Employment Development office for more information.

Collection Process of Unpaid Tuition

In the event that a student does not pay tuition or fees due to the school, Diablo Medical Training will make every attempt possible to arrange a plan with the student to collect. If the student fails to comply with

the arrangements agreed upon, the unpaid balance will be reported and an outside collection agency will be notified.

Current Schedule of Charges for 2014/2015

All tuition costs and payment arrangements must be arranged prior to registration. Current schedule of charges are listed with program and course descriptions.

Cancellation of Classes or Programs

Diablo Medical Training reserves the right to cancel or postpone a class or a program if student enrollment is insufficient. However, every effort will be made to cancel the class or program well in advance of the beginning date. Refunds will be issued for tuition and registration fees in this instance.

Cancellation Period

1. You have the right to cancel this agreement, including any equipment or other goods and services included in the agreement, and receive a full refund (less a deposit or application fee not to exceed $125) through attendance of the first class session, or the seventh day after enrollment, whichever is later.
2. Cancellations due **to rejection of application and program cancellation** by the school, will receive a full refund including the registration fee. No show/non starts and cancellation by student during the cancellation period, will receive a full refund (less a deposit or application fee not to exceed $125) within 30 days of cancellation date.
3. Your cancellation takes effect when you give written *Notice of Cancellation* to DMT at the address on page1. Any written expression that you wish not to be bound by this agreement will serve as a *Notice of Cancellation* of this agreement. Read the *Notice of Cancellation* form provided to you for an explanation of your cancellation rights and responsibilities. If you have lost your *Notice of Cancellation* form, ask the School for a sample copy.
4. You are due a complete refund within 30 days after the DMT receives a valid *Notice of Cancellation*.
5. After the end of the cancellation period, you have the right to stop School up to the 60% completion of course, and the right to receive a refund for the part of the course not taken.
6. Cancellation shall occur when the student provides a written notice of cancellation to: Diablo Medical Training, 929 Second Street, Suite 18, Brentwood, CA 94513. The written *Notice of Cancellation*, if sent by mail, is effective when deposited in the mail properly addressed with proper postage.

Course Withdrawal

The term "Withdrawal" signifies that a student has withdrawn from a course after completing the first class session. Notifying the instructor of one's intent to withdraw is insufficient and will not constitute a withdrawal. To withdraw, the student must notify the admissions representative or campus director in writing. The effective date of withdrawal is the last date of actual attendance. This is a permanent mark with no grade points assigned. Students withdrawing from one course while retaining their registration with Diablo Medical Training should

refer to the Withdrawal section under Grading System in this catalog. Students who wish to withdraw permanently from Diablo Medical Training must fill out a "Withdrawal Form," which is available upon request at the campus. An exit interview is conducted by the Program Director. The enrollment status of such students will be changed to "Drop." They will be immediately withdrawn from Diablo Medical Training and their future classes will be deleted from their schedules

Withdrawal Date

The withdrawal date used to determine when the student is no longer enrolled at Diablo Medical Training is the date the student began the withdrawal process by completing an official withdrawal form, by submitting that form to the Student Services office and ceasing to attend classes or other School activities. A student who submits a completed official withdrawal form, but continues to attend classes or other School activities will not be considered to have officially withdrawn from School. If a student does not complete the official withdrawal process, the School will determine its withdrawal date based upon federal regulation and institutional records. If a student is absent for 7 consecutive days, excluding holidays, does not communicate directly with the School regarding the nature of those absences, and does not officially withdraw from the program in writing, he or she will be considered withdrawn from the program. The refund will be calculated based on the last day attended (LDA) according to the pro-rate refund policy described above.

Withdrawal after the Cancellation Period

Students have the right to cancel the enrollment agreement and obtain a refund of tuition paid through attendance of the first class session, or the seventh day after enrollment, whichever is later. Students have the right to withdraw from a program of instruction up to the 60% point of the course and receive at least a partial refund. Students are obligated to pay only for education services rendered and any unreturned equipment until the 60 percent point of the program, as measured in clock hours, after which no refund will be possible. Please note that refunds are based on the elapsed time in a program, not just the hours actually attended by a student. If a separate charge for equipment is specified in the agreement, and the student actually obtains the equipment, and the student returns that equipment in good condition, allowing for reasonable wear and tear, within 30 days following the date of the student's withdrawal, the institution shall refund the charge for the equipment paid by the student. If the student fails to return that equipment in good condition, allowing for reasonable wear and tear, within 30 days following the date of the student's withdrawal, DMT may offset against the refund calculated the documented cost to the institution of that equipment refund amount. Equipment cannot be returned in good condition if the equipment cannot be reused because of health and sanitary reasons and this fact is clearly and conspicuously disclosed in the agreement. 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.

STRF (Student Tuition Recovery Fund)

STRF is a state requirement that a student who pays his or her tuition is required to pay a state imposed assessment for the student tuition recovery fund. All students that are residents of California that pay their tuition either by cash, guaranteed student loans, or personal loans must participate in the Student Tuition Recovery Fund (STRF). The Non-Refundable STRF charge for your program will be based on the charge of

$0.50 for $1,000.00 in tuition charges rounded to the nearest $1,000.00. This rule was established by the Legislature to protect any student who attends a private postsecondary institution from losing money if you prepaid tuition and suffered a financial loss as a result of the school closing. You do not qualify by failing to live up to the school's enrollment agreement or refusing to pay a court judgment. The following is a description of the students' Rights and Responsibilities with respect to the 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:

- 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 loans, or personal loans, and
- 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:

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

"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 program 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.

To qualify for STRF reimbursement you must file a STRF application within one year of receiving notice from BPPE that the school is closed. IF you do not receive notice from BPPE, you have four years from the date of closure to file a STRF application. If a judgment is obtained you must file a STRF application within two years of the final judgment.

It is important that you keep copies of the enrollment agreement, receipts or any other information that documents the monies paid to the school.

Any questions regarding the STRF may be directed of www.bppe.ca.gov. **1-888-370-7589, BPPE, 2535 Capitol Oaks Drive, Suite 400, Sacramento California, 95833.**

Calculation of Refund

How Diablo Medical Training calculates refunds: For example, if a student enrolls in the 160 hour CPT1 program, including externship, and withdraws after receiving 40 hours of instruction, and if the student paid a $75.00 registration fee and $2,400 tuition, the school would deduct the $75.00 registration fee from the amount received, divide the remaining $2,400 by the number of hours in the program ($2,400 / 40 = $15.00/hr.) and multiply that hourly amount times the number of hours received by the student (40 hrs. x $15.00 = $600.00) The amount paid, in excess of that amount would be the amount of the refund ($2,400 - $600.00 = $1800.00) is the *Refund Amount*. In addition, the refund would include any amount paid for equipment, which is subsequently returned in good condition. If you attend class and drop before payment is made, you will be responsible for tuition accrued up to the date formal withdrawal notice is given. No refund will be given after 60% of total program clock hours including externship are completed. Note: The maximum **non-refundable** registration fee allowed by the VA is $10.00.

Hypothetical Refund Calculation

Phlebotomy Technician CPT1 Course
160 Hours total hours
Student withdraws after 25 hours of instruction
$2400.00 tuition/160 hours=$15.00 per hour
$15.00 per hour X 25 hours attended = $375.00
$2400.00 Tuition paid - $375.00 = $2025.00
Refund Amount: $2025.00*

*Assumes that full payment is made by the student prior to the beginning of class. If the amount of actual tuition paid is less, the refund amount will be less, or in some cases, none. Example: 50% actual tuition paid, or $1200.00, per an agreed installment plan (half now, half the last week of class), student withdraws after 65 hours of instruction or $975.00, which equals a $225.00 refund amount. No tuition refund is due after 96 clock hours of instruction, including externship.

Payment of Refunds
Refunds are made within 30 days following the date upon which the student's withdrawal has been determined.

Academic and Attendance Progress Policies

If, at any point, the DMT staff determines that it is mathematically impossible for the student to meet the minimum requirements, the student must be dismissed from the School. Notification of academic dismissal is made in writing. The conduct policy section in the catalog describes other circumstances that could lead to student dismissal for non-academic reasons. As a condition of the academic monitoring, students on warning and probation must participate in academic advising as deemed necessary by the institution.

Satisfactory Academic Progress and Attendance
All students must maintain satisfactory academics in both the didactic and skills portion of the program as well as attendance progress in order to remain enrolled at DMT campus. Satisfactory academic progress is determined by computing the student's Cumulative Grade Point Average (CGPA) of 2.0 (70%) for didactic course work and must display competency during laboratory skills training. Students must maintain satisfactory attendance throughout the entire program. Satisfactory attendance is missing less than 10% of program **didactic** hours. Students are not permitted to miss any externship hours unless unforeseen and uncontrollable circumstances arise. This will be evaluated on a case by case basis. Any externship hours missed will have to be made up. Each education program has its own detailed evaluation standards. Grades may be based on homework, assignments, class participation, oral or written tests, and manipulative performance examinations given with each unit off learning. Laboratory skills competency is evaluated by the program instructor, Permanent records of the student's progress are maintained by the DMT and are available upon written request by the student.

Grade Point Average (GPA) Requirements
Diablo Medical Training conducts evaluations of each student's progress on an on-going basis. Grades and attendance are recorded using a proprietary electronic file system. This a student grade record as well as attendance record. Grades and Attendance are recorded and updated on a class-by-class basis. Students are given access to their record upon written request. The student has access to their progress and status within 24 hours. The student must maintain a minimum Cumulative Grade Point Average (CGPA) of 2.00. A student with a GPA below 2.00 will be placed on a Term Action Plan (academic probation) and is required to begin remediation. The program instructors will make every attempt possible to help the student improve his/her grade by offering one on one tutoring to the student, suggesting study groups and techniques, and being available to the student for questions. A Status Update Form will be completed 2 weeks following the Term Action Plan to determine if the student has brought their grade up to at least a 70%. If the student brings their grade up to passing, they will be removed from Term Action status. If the students grade has improved, but has not met the 70% mark, it will be determined then if the student is able to bring the grade up in the remaining time left in the program. If it is determined that the student has enough time to bring his/her grade up, a second Term Action Plan will be initiated. If the student has not brought the grade up to the 70% mark by the end of the 2 weeks following the 2nd Term Action Plan, the student will be dismissed. A maximum of 2 Action Plans

can be initiated per student per program term. The student will be given a pro-rated refund and will be allowed to reregister into the program at a later date. No credit will be given for the portion of the course completed. A student who is in danger of being dismissed for poor attendance will be put on a Term Action Plan for poor attendance. A student who demonstrates poor skills performance in the laboratory portion of the program will be put on a Performance Progress Action Plan. A status update will be done 2 weeks from the date of the initiation of the Action Plan to determine if the student's skills performance/attendance has improved. If a student's attendance rises above the 10% allowed absenteeism for the program the student will be dismissed. If the student's performance in the laboratory does not improve to satisfactory competence the student will either be remediated and continue on Performance Progress Action Plan status for an additional 2 weeks or be dismissed. A maximum of 2 Performance Progress Action Plans can be initiated per student, per cause, per program term. If dismissed, the student will be given a pro-rated refund and will be allowed to re-register into the program at a later date. No credit will be given for the portion of the course completed.

Grading and Evaluation Procedures

Grade reports are issued to students at the completion of each term. Grades are based on the quality of work as shown by written tests, laboratory work, term papers, and projects as indicated on the course or program syllabus. The grading scale is as follows: The following grading policy is in effect: at DMT, a pass is understood to be 70% or more. Courses also may be designated as Pass/Fail by class Instructor. Students must take and complete all required modules. The following grading policy is in effect:

A	**=**	**90%-100 %**	**(Superior)**
B	**=**	**80%-89%**	**(Above average)**
C	**=**	**70% -79%**	**(Average)**
D*	**=**	**50%-69%**	**(Below Average)**
F*	**=**	**less than 50%**	**(Failure)**

Grades D and F are considered fail. The externship grading policy involves only:

P (Pass) F (Fail)

In the event a student receives a failing grade or is dismissed during externship, the student will be given the opportunity to find an alternate site, without the assistance of the school, and finish his/her own externship within a limited time frame. (Rules apply, see externship procedure). A Failing grade in the externship training is caused by poor attendance, unprofessional conduct, unethical behavior, etc. that contradicts school and affiliated facilities policies. A student who during his/her clinical curriculum shows poor attendance, poor participation and poor grades may be dismissed from the site resulting in a fail grade.

Appeal

A student who has been behaviorally put on warning, term action plan, probation or dismissed may appeal the determination if special or mitigating circumstances exist. The student may appeal, in writing by either email correspondence or written letter within 5 days of the event, to the Campus Director. The student should explain what type of circumstances contributed to the problem and what plans the student has to eliminate those potential problems in the future. The decision of the School is final and may not be further appealed. Decisions regarding readmission will be based upon factors such as grades, attendance, student account balance, conduct,

and the student's commitment to complete the program. Dismissed or dropped students who are readmitted will sign a new Enrollment Agreement and will be charged tuition consistent with the existing published rate.

Application of Grades and Credits

The grade policy above describes the impact of each grade on a student's academic progress. For calculating the rate of progress, grades of "F" (failure) and "W" (withdrawn), are counted as hours attempted, but are not counted as hours successfully completed. A"W" will not be awarded after reaching 60% of the term.

Withdrawal after reaching 60% of the term will result in the student receiving an "F".

General Attendance Policy

All students must be officially registered for a class to attend the class or to receive a grade. Diablo Medical Training instructors cannot permit unregistered students to attend a class and cannot issue grades to unregistered students. Tardiness and early departure from classes accrue with the potential for a cumulative effect on absences. Any dispute about attendance must be addressed by the student in writing to the Campus Director. Once grades have been issued and credit awarded, neither the coursework nor the grade can be removed from the student's transcript and tuition will not be refunded. With instructor approval, students may be allowed to make up examinations or class assignments missed due to an **excused** absence or excused tardiness. Work must be completed immediately upon return. Students may not make-up exams or homework missed due to an unexcused absence. Students may not miss more than l0% of the required didactic training hours in each program or course. 100% of the hours required during the clinical externship portion of the program must be completed. Being tardy to class is strongly discouraged. Being tardy is coming to class any time after the designated start time. Tardiness and leaving early have a negative effect on the grades. Being tardy more than 15 minutes is considered an absence and leaving more than 15 minutes early is also considered an absence. 3 times tardy = 1 absence. If a student is in violation of this policy, and exceeds the maximum allowed absences, he/she will be dismissed or remediated and may need to ask for re-admittance. If re- admittance is granted, the student will have to start the program over and will be responsible for paying all published tuition charges and fees associated with the program. If a student does not meet graduation requirements, records of his/her attendance and grading will be maintained through official transcripts.

Disciplinary Probation

Students may also be placed on disciplinary probation for excessive absences and/or tardiness, unacceptable conduct, violation of the uniform policy or drug or alcohol use. These students will be closely monitored by their instructors and can be dismissed for non-compliance.

Change of Course Policy

Any student wishing to transfer from one course to another after beginning the course work must:

- Enroll in the new course of study through the Admissions Department.

Arrange to satisfy financial requirements of the contract regarding the dropped course. The refund policy will determine the financial obligations.

Course Scheduling

Diablo Medical Training does not allow any course substitutions or changes in any program students may drop a course prior to the end of the cancellation period, which ends on the seventh day after enrollment or on the third day of instruction, whichever is later. No grade will be given and no tuition will be charged, but the student must drop the course prior to the end of the cancellation period to avoid incurring a tuition charge or receiving a grade.

Retake/Make- Up Policy

The student may make up exams and assignments missed due to an **excused** absence only. An excused absence is defined as any absence caused by an **unforeseen circumstance**. The student must notify the school either by calling the business office and/or e-mailing the instructor on the day of the absence or prior. If the student makes no attempt to contact the school regarding his/her absence, the absence will be considered unexcused and any missed work, including exams, will not be allowed to be made up. All work must be made up **immediately** upon the students return or credit will not be given. Make-ups must be done prior to or after regularly scheduled program hours. Make-ups will not be allowed during class time. Re-taking exams in which the student received a "D" or "F" is not allowed. If there are extenuating circumstances for the failing grade, a grade appeal may be initiated. (See grade appeals).

Graduation Requirements

A Certificate of Completion will be awarded to those students meeting the graduation requirements. Students eligible for certificates of completion are those who have satisfactorily completed their courses of study with appropriate number of clock-hours with a cumulative grade point average of 2.0, passed the final exam with letter grades of "C" or better, and have fully paid all tuition charges. Students must meet all minimum attendance requirements as stated on page12 of this catalog.

Grade Appeals

It is the responsibility of faculty to articulate and communicate course requirements and standards of performance to students at the beginning of each program and apply all grading criteria uniformly and in a consistent and timely manner. Grades submitted by faculty are presumed to be accurate. A student who has questions about a grade received within a program or course should ordinarily seek to resolve the issue immediately by first consulting with the instructor. If the issue has not been resolved after consultation, and the student believes there are grounds for appealing the grade, the student may invoke the grade appeal procedure outlined below.

Grounds for a Grade Appeal

Students can appeal a grade only when they can document that one or a combination of the following has occurred:

- An error in calculating the grade

- Failure of the instructor to notify students clearly and promptly of the criteria for grade determination
- Assignment of a grade based on reasons other than the announced criteria and standards
- Assignment of a grade based on factors other than student achievement, e.g., prejudice or discrimination
- Inconsistent or inequitably applied standards for evaluation of student academic performance
- If the student believes that the grade received is based upon unlawful discrimination, or sexual harassment, as defined in these policies and procedures, the student should proceed under the procedures in this catalog for *"Complaints Relating to Discrimination and Sexual Harassment."*

The Process

When students believe that they have grounds for appealing a grade issued by an instructor because of an occurrence of one or more of the above mentioned circumstances, the following procedures must be followed:

1. The student must submit a written appeal to the Program Lead Instructor within 5 days of issuance of the grade. If the immediate instructor is the Lead instructor, an alternate Instructor within the program will be assigned the appeal.
2. The student must provide clear documentation that demonstrates the occurrence of one or more of the above- listed grounds for appeal. Documentation may be in the form of email correspondence, proof of graded assignments, etc.
3. The student must also provide evidence of the level of achievement in support of the appeal proving the particular grade that the student believes he/she should have been awarded.
4. If the evidence meets the criteria, the Program Lead Instructor or alternate, forwards the student's written statement to the Campus Director for final review, which the Campus Director must provide within 5 days.

Change of Academic Program

Students may apply for a change of academic program at any time, provided they are not dismissed or terminated for behavioral reasons from their current program. Application for such a change does not, however, mean automatic acceptance into the new program. Entering a program after the program has started in not permitted. The student will only be able to start a new program on the following cohort start date. Official acceptance into the new program occurs only when the student receives official notification and the student has met all admission requirements specific to that program. Students on probation must submit their request for a change of program to the Admissions Counselor of Diablo Medical Training for approval the third and any subsequent application for a change in program must be accompanied by a letter of intent that must be approved by the Campus Director. This letter should explain the reason for the change along with the plan for completion. The student must arrange to satisfy financial requirements of the enrollment agreement regarding the dropped Program. The refund policy will determine the financial obligations

Grade Reporting

All grades submitted to the students directly. Grades are not given over the telephone. Students may request an **unofficial transcript** from the Director of Phlebotomy. Grades are reported only for students officially registered in a class. Students should direct questions regarding the accuracy of a grade to their instructor. Due to the requirements of each course, instructors are allowed a reasonable time to submit grades.

Dropout and Leave-of-Absence Policies

Diablo Medical Training programs are designed as a series of uninterrupted courses and programs. If it becomes necessary for a student to interrupt training, a student may either take a leave of absence, which must be approved by DMT administration, or make a Permanent Withdrawal. If a leave of absence is approved, the student will be granted a leave of absence for up to a maximum of 180 days or Y2the published program length, whichever is shorter. If the student withdraws, the student will be permanently dropped from the program and a refund will be made in accordance with the DMT refund policy. A request for a leave of absence must be made in writing and signed by the student. The student must include a reason for the request in order that DMT may have reasonable expectation of the student's return, and the student must attest to understanding the procedures and implications for return (or failure to do so) A leave of absence period may not exceed 180 days within any 12-month period or Y2 the published program length, whichever is shorter. Under normal circumstances, a student may not take more than one leave in any 12-month period. However, a student may be granted more than one leave of absence in the event unforeseen circumstances arise, such as medical reasons affecting the student or a member of the student's immediate family, military service requirements, or jury duty, provided that the combined leaves of absence do not exceed 180 days within the 12-month period or Y2the published program length, whichever is shorter. If the student does not return following the leave of absence period, DMT will consider the student as having permanently withdrawn and will apply its refund policy, which will be based on the time elapsed in the student's program, as measured in clock hours, as of the last date of attendance.

Repeating Courses

Students who need to repeat a particular course will be responsible for the tuition for that course.

Maximum Time (in clock hours) in Which to Complete

Students are not allowed to attempt more than 1 and 1/2 times, (150%) of the number of clock hours in their program of study. This ensures that students will complete their program within the maximum time frame.

Maximum Length of Time (in clock hours) for Course Completions

Phlebotomy Technician CPT 1, 130 hours
Phlebotomy for the Professional, 16 hours

Maximum Class Size

The maximum size for each class at Diablo Medical Training will be 12 students. This means that
Each instructor will have no more than 12 students per class section during each program course.

English Language Proficiency

All Diablo Medical Training courses are taught in English. Diablo Medical Training does not provide English as a Second Language instruction. Students are required to speak and comprehend English. Diablo Medical Training assumes English language proficiency with the applicant’s presentation of the high school diploma, GED, or equivalent as a condition for admission. The Pass/Fail Comprehension Evaluation (PFCE) given for program admission is a non-binding reaffirmation of the English proficiency expectations for the school programs before the applicant commits to an Enrollment Agreement with Diablo Medical Training.

Academic Dishonesty

Academic dishonesty includes cheating, plagiarism and any attempt to obtain credit for academic work through fraudulent, deceptive, or dishonest means. Below is a list of some of the forms academic dishonesty may take:

- **Using or attempting to use unauthorized materials, information or study aids in any academic exercise;**
- **Submitting work previously submitted in another course without the consent of the instructor;**
- **Sitting for an examination by surrogate or acting as a surrogate**
- **Representing the words, ideas, or work of another as one's own in any academic exercise**
- **Conducting any act that defrauds the academic process. Plagiarism is the presentation of someone else's ideas or work as one's own. As such, plagiarism constitutes fraud or theft. Plagiarism or academic dishonesty in any form is a grave offense and will not be tolerated. If an instructor determines there is sufficient evidence of academic dishonesty on the part of a student, the instructor may exercise one or more of the following options**
- **Require a timed writing sample to be given on the assigned topic to determine the veracity of the suspicion**
- **Require that the work be rewritten**
- **Issue a lowered or failing grade for the assignment**
- **Issue a lowered or failing grade for the course...If a student's assignment or course grade is lowered on the grounds of academic dishonesty, the instructor must inform the student that academic dishonesty figured into the calculation of the grade. The student may exercise his/her right to appeal the grade by requesting a disciplinary hearing convened by Diablo Medical Training. It is the instructor's responsibility to report any reasonable suspicion of plagiarism to Diablo Medical Training so that such behavior may be monitored and repeat offenders identified. Notification may be made through one's department chair. Upon request for disciplinary action or upon repeated offenses, the campus Director will initiate hearing proceedings that may result in disciplinary action such as probation, suspension, or expulsion.**

Externship Policies

Students may be required to complete a practical training component in the form of externship depending on the academic discipline in which they are enrolled. This training is accomplished off campus. See each individual program section for program specific externship requirements. At the time of completing his or her on-campus academic studies, the student must be maintaining satisfactory academic progress to proceed to his/her or externship course. Agencies and institutions that DMT students attend for externship as well as potential employers require criminal and personal background checks. Students with criminal records that include felonies and certain misdemeanors are not accepted by these agencies for externship or employment placement. All students are required to submit to a drug test.

Clinical Externship Guidelines:

A BACKGROUND CHECK AND DRUG SCREENING WILL BE PERFORMED ON ALL STUDENTS PRIOR TO EXTERNSHIP PLACEMENT. No felony and certain misdemeanor convictions, including but not limited to: theft, grand theft, drug offenses, burglary, breaking and entering, assault and or and/or battery offenses, are not permitted.

Immunization (titers) Requirements (per Facilities request)
Students must provide proof of immunity for the following:

1. Diphtheria/Tetanus (DT) immunization within the last 10 years.
2. MMR titer or second dose.
3. Hepatitis B or signed waiver to refuse.
4. TB skin test and appropriate follow-up (chest x-ray) within the last year.
5. Varicella (chicken pox) immunity.

****ALL REQUIRED DOCUMENTS ARE DUE BY THE HALF WAY POINT OF THE DIDACTIC PORTION OF ALL PROGRAMS. IF REQUIRED DOCUMENTS ARE NOT TURNED IN BY THE DUE DATE, EXTERNSHIP PLACEMENT WILL BE DELAYED. NO ACCEPTIONS. STUDENTS WHO FAIL TO TURN IN REQUIRED DOCUMENTS WILL AUTOMATICALLY BE DROPPED FROM THE PROGRAM 30 DAYS AFTER THE LAST DAY OF DIDACTIC TRAINING.**

CPR Policy per Facilities requests all students are required to submit proof of completion and current CPR certification through American Red Cross/American Heart Association for the Healthcare Provider.

- **DMT will begin the process of providing an externship site to students as soon as the student has passed the** didactic portion of their program and turned in all paperwork/documents.
- **All documents must be turned in by the due date given on the first day of class. If required documents are not turned in by the due date, externship placement WILL be delayed.**
- Students may secure their own externship site, but must furnish DMT with the name of the facility and a contract and evaluation form. Students will have limited time (program specific) from the last day of class to complete the externship.
- **In the event that the student is dismissed from the facility, or does not complete the externship hours, DMT will not be responsible for providing another externship site. Tile student may then find his/her own externship, which cannot be a site currently contracted with DMT, with limited time to complete it and must inform DMT with the name of the facility and name of the supervisor. A clinical evaluation form from DMT must be sent to the facility for the student to get credit for the clinical. The student will no longer be covered under the school student blanket liability insurance. This applies to all programs requiring externship.**
- Students should understand that the externship site should be treated like a regular job and therefore **must** adhere to the rules of the facility, including scheduling hours and transportation. If you are going to be absent from your externship, you are required to call the site **AND DMT** prior to your absence.

You are required to call every day that you miss to report on your status. Not following this policy is grounds for dismissal.

- **Students are not allowed to contact the facility or its employees if dismissed. Violating this policy WILL result in program expulsion.**
- **All externship hours must be completed no later than 6 months following the last day of didactic training. Leave of absence must be requested. Students• who do not complete their externship within this time frame will be dropped from the program and required to retake the didactic training. The student will be responsible for payment of all program fees.**
- ***If for any reason "WITHIN THE CONTROL OF THIS INSTITUTION", the school is unable to place its student in an externship, a full refund of the program tuition and fees, minus the registration fee, will be refunded.**

Student Services Policies

Facilities

DMT occupies 60 x30 square feet of classroom space with ample parking for tenants, students and guests. The general environment of DMT is professional, spacious and orderly. There are one main administrative office, one classroom; one skill laboratory, a computer lab area, and an indoor student break area. Vending machines are available for student use. Students may access the computer lab during posted hours. The computer lab consists of 9 computers, a printer a resource working area. Lecture rooms have a max capacity of 25 students. Two Restrooms are available at the facility.

Career and Placement Services

Diablo Medical Training does not offer formal job placement services for students enrolled in the Phlebotomy Technician 1 Program. Diablo Medical Training does not guarantee employment. Student references may be requested from the school based upon the feedback provided from the school's externship partners. It must be noted that the school's externship partners are under no obligation to do provide anything other than a professional evaluations of student performance in their clinical setting, which become part of the student's record. These evaluations may not prove reference-able for student job placement purposes. Student records are not released without written student authorization.

Student Services Policies, Procedures and Resources

Diablo Medical Training provides a number of services to help students attain their educational goals. These services are designed for the academic, economic, and personal needs of enrolled students. Student services include student advising and scheduling, records evaluation, student finance, and other services. The fore mentioned student services are provided by appointment through the student's Phlebotomy Technician 1 instructor while the student is enrolled, and by appointment through the business office after the student has completed the program.

Guidance and Counseling

When problems at DMT, home, or work interfere with academic performance, the student is encouraged to ask for a private conference with the school's Director of Student Affairs. A student whose problems are beyond the scope of DMT will be referred to outside counseling agencies.

Housing

Diablo Medical Training does not assume responsibility for student housing, does not have dormitory facilities under its control, nor offers housing assistance.

Campus Security

A crime report is available to any student who requests such information. These reports are generated from local police department reports. Diablo Medical Training policies are accorded procedures consistent with fair process typically before disciplinary action is imposed. However, in inappropriate circumstances, students may be suspended prior to a hearing.

When a violation has occurred, an electronic incident report, including the date, time and circumstances of the alleged act, must be submitted to the Campus Director of Diablo Medical Training. This report includes a description of the actions of all parties involved, names of witnesses available and documentary evidence that supports the charge. Students wishing to report a violation should file the report through the responsible administrator of the campus or a full-time faculty member. Upon receipt of the report, the Campus Director of Diablo Medical Training will determine if a Director of Diablo Medical policy may have been violated by the student. If there is insufficient information to make that determination, the Campus Director of Director of Diablo Medical will notify the person making the report. If there is sufficient information, the Director of Diablo Medical Training will contact the student.

Media Lab Regulations

Computer labs are available at DMT for use by students, faculty, and staff. By using any Diablo Medical Media Lab, students agree to comply with the computer and Internet access policy and additionally agree to follow these regulations:

1) Students must sign in to use the facilities. They may be asked to show identification.
2) Students may not install privately owned or acquired software on DMT computers. Software copyrights are strictly enforced. The Computer Software Policy provides complete details.
3) Students may not bring food or drink into the area.
4) Students may use computing resources for DMT-related purposes only.
5) Students should minimize their use of lab printer.

Computer Software and E-Mail Policies

The Copyright Law of the United States (Title 17, United States Code) governs the making of copies of copyrighted software. Copyright infringement could subject the violator to civil damages and criminal penalties, including a fine or imprisonment.

College policy further prohibits any use or copying not authorized by the purchase agreement or license under which the School acquired the software. Unauthorized use or copying may subject employee's faculty,

and students to disciplinary action. Students may not use the e-mail addresses of other students, faculty, or staff for purposes unrelated to the School. Violations may lead to disciplinary action.

Diablo Medical Training Medical Library and Resource Center

Diablo Medical Training has an array of books and resources available to students while on enrolled in the Phlebotomy Technician CPT 1 program to check out for supplemental reading. Students can check out materials through the office receptionist or directly from the instructor. School receptionist office hours are 9:00 AM to 4:00 PM, Monday through Friday, holidays excluded. Materials checked out have a due date of two business days, or the next class, whichever is later. Late fees of $1.00 per day will be assessed for materials checked out and not returned on time. Students are required to have all late fees paid in order to receive the CPT 1 program certificate of completion.

Students with Disabilities

Diablo Medical Training complies with the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Federal Rehabilitation Act of 1973. Accordingly, qualified persons with disabilities may not, on the basis of that disability, be denied admission or subjected to discrimination in admission decisions. Further, no qualified student with a disability, on the basis of that disability, may be excluded from any academic, research, counseling, student finance program, or other post-secondary education program or activity that MDT provides to all students. Students or prospective students, who want to read the complete Diablo Medical Training Policy and Procedures, Services to Students with Disabilities, should request a copy from an advisor. Applications for accommodations for a disability may be sent to the Director of Student Services.

Student Records Policies

Transcripts and other documents received by Diablo Medical Training for the purpose of admission or recording supplemental work become the property of Diablo Medical Training and will not be released or copied without prior permission from the student. California regulatory agencies require that student records be kept for five years. All application materials and documents are collected in person or by mail. Original signatures must accompany forms where signatures are required. Photocopies of application paperwork are not acceptable. All records are stored in a computer database and in fire-proof cabinets and are accessible by DMT staff. In the event that Diablo Medical Training discontinues operation, Diablo Medical Training will mail each student written confirmation of Diablo Medical Training intent to discontinue operations, information regarding the permanent storage of official transcripts, and two official copies of the student's transcript for future use. Students will also be advised on how to gain additional copies through the office: **Diablo Medical Training,** 895 Discovery Bay Blvd., Discovery Bay, CA 94505. (925)586-2532, Fax (925)513-8230

Transcript Requests

Students should directly requests for transcripts to the Director of Phlebotomy. Due to the requirements of the Family Educational Rights and Privacy Act of 1974, as amended, all requests for transcripts must be submitted in writing and include the student signature and either the student's identification number or social security

number. Diablo Medical Training will not release transcripts without appropriate authorization from the student. The Education Office issues transcripts and other official documents only after students have settled all financial obligations to Diablo Medical Training. All records and services are withheld from students who have any outstanding financial obligations to the School. Transcripts contain only coursework completed at Diablo Medical Training. The request takes 5-10 working days to process.

Payments and Release of Records

Diablo Medical Training may withhold a student's transcript or grades if the student is in default on an enrollment agreement. If the student has made partial payment of his or her tuition obligation, Diablo Medical Training will only withhold that portion of the grades that corresponds on a pro rata basis to the amount of tuition or loan obligation the student has not paid. If the course of study consists of only one course, DMT will withhold the grades or the transcript until the tuition or loan obligation is paid in full.

Student Record Retention

Enrollees are advised and cautioned that state law requires this educational institution to maintain school and student records onsite for a five-year period. Transcripts are maintained permanently. Student records are protected from unauthorized access. Requests for release of information by the student or from outside agencies must be made in writing. This ensures that only authorized individuals have access to information requested.

Family Educational Rights and Privacy Act of 1974 (FERPA)

Diablo Medical Training maintains all student records in accordance with the provisions of FERPA as amended. FERPA affords students certain rights with respect to their education records. They are:

- The right to inspect and review the student's education records within forty-five (45) days of the day the school receives a request for access. Students should submit to the head of the academic department, or other appropriate official, written requests that identify the record(s) they wish to inspect.
- The School official will make arrangements for access and notify the student of the time and place where the records maybe inspected. If the records are not maintained by the school official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
- The right to request an amendment of the student's education records that the student believes is inaccurate or misleading. They should write the school official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the school decides not to amend the record as requested by the student, the school will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
- The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception that permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the school in an administrative, supervisory, academic, research, or support. staff position (including law enforcement unit personnel

and health staff); a person or company with whom the school has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks

- School official has a legitimate educational interest if the official acts in any of the following capacities: is performing a task that is specified in his or her position description or contract agreement, related to a student's education or to the discipline of a student: providing a service or benefit relating to the student or the student's family (e.g., counseling, job placement, financial aid, etc.); or maintaining the safety and security of the campus. Upon request, the School may disclose education records without a student's consent to officials of another school in which that student seeks or intends to enroll.

Student Complaint and Grievance Policies

Discrimination or Harassment Complaints

Diablo Medical Training is committed to maintaining a working and learning environment in which students, faculty, and staff can develop intellectually, professionally, personally, and socially. Such an atmosphere must be free of intimidation, fear, coercion, and reprisal. The School prohibits discrimination or harassment on the basis of race, ethnic or national origin, religion, age, sex, color, physical or mental disability, marital or veteran status under any program or activity offered under its control. In keeping with this commitment, the School also maintains a strict policy that prohibits sexual harassment, which includes harassment based on gender, pregnancy, childbirth, or related medical condition and inappropriate conduct of a sexual nature. This policy applies regardless of the gender or sexual orientation of the complainant or the alleged harasser. It is Schools policy that all persons should enjoy freedom from unlawful discrimination of any kind, as well as from sexual harassment, or retaliation for reporting a complaint. This policy applies to prohibit unlawful discrimination or harassment between members of the School community, including between students and other students and between students and employees or third parties, if the School has notice regarding or control over the third party. Individuals who engage in prohibited conduct will be subject to disciplinary action.

Grievance Procedures for Civil Rights Violations

Diablo Medical Training encourages prompt reporting of complaints so that a rapid response can be made and an appropriate action taken. Note that reporting a complaint need not be limited to someone who was the target of the discrimination or harassment. The following person is designated to coordinate Diablo Medical Training responsibilities under the law and to ensure compliance with Diablo Medical Training policies against discrimination: Diablo Medical Training, 925 Second Street, Suite #18, Brentwood, CA 94513.

Hearing Procedures

Hearing committees consist of three members. The Campus Director of Diablo Medical Training appoints two members from the faculty or administrative staff and the student selects one member from the faculty. The campus Director of Diablo Medical Training also designates the chairperson to conduct the

proceedings and report the committee's decision. Members of hearing committees must be unbiased and must not have had direct involvement in the case prior to the hearing, Parties to the hearing are notified in writing of the hearing date, time, location, and procedures at least seven (7) business days before the hearing. Hearing procedures include the following:

- A written or electronic record of the proceedings is maintained. The hearing is closed and members of the committee will take reasonable precautions to ensure that the proceedings remain confidential, unless disclosure is required by law. A designated secretary will be present to record the minutes.
- The proceeding is not governed by formal rules of evidence or by trial-like procedures. The procedures are those used by reasonable persons conducting a serious proceeding. The chairperson rules on all procedural questions.
- The chairperson reads the charges or complaint to the committee.
- Each side presents its case.
- Members of the committee have the right to question any of the parties or witnesses.
- Parties may be advised by legal counsel, but legal counsel may not be present during the healing.
- The chairperson may terminate a party's right to address the committee if the party becomes abusive or persists in presenting irrelevant evidence or information,
- If either party fails to appear, the hearing will continue as if the absent party were present.
- After the hearing, the committee deliberates and enters a decision by simple majority based on a preponderance of the evidence. If the committee decides to impose a penalty, it specifies the disciplinary action to be imposed.
- The campus Director of Diablo Medical Training sends written notification of the committee's decision and of the right to appeal.

Appellate Procedures

Students who believe they have been wrongfully or excessively penalized may appeal the hearing decision. Such an appeal must be requested in writing within 30 days of notification of the action and must be directed to the Director of the School. In order for the Director to convene an appeals committee, the student must establish that there is sufficient cause for such an appeal. It is the responsibility of the student to submit a clear, coherent, written statement providing the basis for the appeal, including any supporting documentation. For an appeal to be granted, the student must present:

- A reasonable possibility that the unfavorable decision was clearly wrong, given the hearing committee's

Interpretation of the evidence or in the disciplinary action imposed; and new evidence that was not available for presentation at the original hearing and which, if true, creates a reasonable probability of a different decision. In addition, a satisfactory explanation must be provided for the failure to present such evidence at the hearing. At the discretion of Diablo Medical Training, any disciplinary action previously imposed may be suspended pending disposition of the appeal. The Campus Director of Diablo Medical Training will appoint a panel of three individuals from the faculty, administration, or both, and will designate one of them to conduct appeal proceedings. Members of the committee must not have had direct involvement in the case prior to the appellate hearing. A meeting time is arranged within 30 days of receiving of the request for an appeal. All relevant information is then considered by the committee, including the record of the proceedings of the original hearing,

written statements of the case, the testimony of any witnesses for each of the opposing parties, and any new evidence presented. The hearing procedures for the appeal will be identical to the procedures for the original hearing (see Hearing Procedures).The appeal committee's recommendation, including a description of the appeal and the rationale for its recommendation, is sent to the campus Director of Diablo Medical Training. Within 14 days of receiving the recommendation, the Campus Director will send written notification of his/her decision to the student. This decision is final. All documentation for all hearings will be kept on file. Disciplinary expulsions are noted on student transcripts. Probation and suspension are also noted on transcripts but only for the duration of the probation or suspension. Any retaliatory action of any kind by an employee or student of Diablo Medical Training against any other employee or student of Diablo Medical Training as a result of that person's seeking redress under these procedures, cooperating in an investigation, or other participation in these procedures is prohibited and will be regarded as the basis for disciplinary action.

Student Conduct and Discipline

Students are expected to conduct themselves in a responsible manner that reflects ethics, honor and good citizenship. They are also expected to abide by the regulations of Diablo Medical Training. It is the student's responsibility to maintain academic honesty and integrity and to manifest their commitment to the goals of Diablo Medical Training through their conduct and behavior. Any form of academic dishonesty or inappropriate conduct by students or applicants may result in penalties ranging from warning to dismissal, as deemed appropriate by Diablo Medical Training. Students will be informed in writing of the nature of the charges against them, and will be given a fair chance to refute the charges. There will be provisions for appeal of a decision.

Reasons for Probation, Suspension and Dismissal of Students from programs

Students may be disciplined for violation of **ANY** of Diablo Medical Training policies including but not limited to the following:

- Academic dishonesty
- Forgery, altering Diablo Medical Training documents, or knowingly providing false information
- Disruption of the educational or administrative process Diablo Medical Training) by acts or expression
- Physical abuse or threat of abuse to students, Diablo Medical Training employees) or their families
- Verbal abuse or intimidation of students or Diablo Medical Training employees or externship facilities including but not limited to shouting, use of profanity, or other displays of hostility
- Theft of Diablo Medical Training property or the property of a Diablo Medical Training employee, student, or visitor
- Vandalism or unauthorized destruction of Diablo Medical Training property or the property of an employee, student, or visitor
- Sale or knowing possession of illegal drugs or narcotics
- Possession, use, or threats of use of explosives or deadly weapons on Diablo Medical Training property
- Lewd, indecent, or obscene behavior on Diablo Medical Training property or by any means of communication
- Sexual harassment, Sexual assault

- Slander of DMT or any of its employees or affiliates
- Soliciting or assisting another in an act that would subject students to a serious Diablo Medical Training sanction
- Trespassing in an area of Diablo Medical Training where the student is not authorized to be, or failure to leave immediately an area when directed by an employee of Diablo Medical Training
- Using Diablo Medical Training equipment or networks to violate software copyrights
- Violation of Diablo Medical Training visitor policy
- Violation of academic policies such as terms of probationary status (term action plan terms),
- Violation of any other lawful policy including HIPAA or directive of Diablo Medical Training or its employees. Violation of HIPPA is grounds for immediate expulsion and may include jail time and/or monetary penalties up to $30,000 if prosecuted.
- Any action that would grossly violate the purpose of Diablo Medical Training or the rights of those who comprise School
- Behavior harmful to Diablo Medical Trainings image, function or contractual arrangements including but not limited to contacting an externship site or its employees or affiliates after dismissal.
- Failure to follow any safety rules or regulations of any kind, including dress codes.
- Failure to follow other posted rules

Disciplinary action may include probation, suspension, or dismissal from Diablo Medical Training.

Hearing Rights

In disciplinary, administrative, grievance and appeal hearings, parties have the following rights:

- To be present during the hearing
- To be informed of all the evidence received by the committee
- To present witnesses
- To challenge or rebut evidence or testimony presented by the opposing party
- To submit evidence on behalf of their own position.
- To make a summary argument and to respond to the argument of the opposing party
- To bring another person to the hearing as support or as a spokesperson.

Student Complaint Procedure

Diablo Medical Training does not expect its students to experience any serious' problems while attending the School. However, if that circumstance does occur, the student should follow these procedures:

a. A student may lodge a complaint by communicating orally or in writing to any teacher, administrator, admissions personnel, or counselor. The person receiving the complaint must (1) transmit it immediately to the, who is the administrator overseeing student complaints, or if the Director is not available, then to the Director of Education and (2) attempt to resolve complaints related to that person's duties.

b. If a student orally delivers the complaint and the complaint is not resolved either within a reasonable period or before the student complains again about the same matter, the School will

advise the student that a complaint must be submitted in writing and must provide the student with a written summary of the School complaint procedure.

c. If a student complains in writing, the School will, within 10 days of receiving the complaint, provide the student with a written response, including a summary of the School's investigation and disposition of it. If the complaint or relief requested by the student is rejected, the reasons for the rejection will be given.
d. The student's participation in the complaint procedure and the disposition of a student's complaint does not limit or waive any of the student's rights or remedies. Any document signed by the student that purports to limit or waive the student's rights and remedies is void.
e. If the student feels that the School has not satisfactorily resolved the complaint, the student has the option of notifying either or both of the following agencies: (1) the State of California, Department of Consumer Affairs; or (2) the Bureau for Private Postsecondary and Education (BPPE)

BPPE Complaint Procedure

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 at Department of Consumer Affairs, 2535 Capitol Oaks Drive, Suite 400 Sacramento California, 95833, or PO Box 980818, West Sacramento, CA. 95798-0818, www.bppe.ca.gov**, Toll Free Number: 1-(888) 370-7589 Telephone Number: (916) 431-6959 Fax Number: (916) 263-1897**

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling 1 (888) 370-758901'by completing a complaint form, which can be obtained on the bureau's Internet Web site www.bppe.ca.gov**.**

General School Policies

Dress Code

- **ID Badge**: Identification badge is to be worn at all times above the waist, with name visible.
- **Hair**: Should have a clean and neat appearance; hair that is shoulder length or longer will be pulled back. Facial hair must be clean, neat and well groomed.
- **Headwear:** Religious head covers may be worn; baseball-type caps are inappropriate.
- **Jewelry:** Should be appropriate to professional wear and not present a safety hazard when working with patients or equipment. Must be prepared to cover obvious tattoos and remove jewelry from piercings.
- **NO** denim attire, tank tops, halter tops, sweatshirts, low cut necklines, transparent garments, tops exposing bare midriff, back or chest.
- **Absolutely NO** sweatshirts or T-shirts with cartoons, graffiti, advertising or offensive pictures.

- **Skirts/Dresses**: White uniform skirts, dresses or jumpers worn are to be clean, neat and allow for the performance of the job without restrictions. Mini dresses/skirts or long skirts that might interfere with safety are not acceptable.
- **Uniforms/Scrubs**: Uniforms can be any color, so long as they match and look professional. Scrubs are to fit appropriately, no sagging and no extremely form fitting uniforms are to be worn. No sweat pants, jogging pants, overalls, tom or patched pants, tight clothing (bike shorts, leotards, shorts or leggings).
- **Footwear:** Clean, white or predominately white tennis shoes will be worn. Nursing shoes are acceptable, however no open toed shoes are allowed.
- **Grooming**: Fragrances: Do not wear any perfume or cologne it may cause allergic reactions for some. Many people are also sensitive to smell.
- **Fingernails**: Nails must be clean and trimmed not to extend beyond the tips of the fingers. No artificial fingernails are allowed.
- **Tattoos**: All tattoos that are visible must be covered at all times.
- **Hygiene**: The School and its externship affiliations require high standards of personal grooming and hygiene which is **neat, clean, and professional.** Students are required to maintain an environment free of odors. Dirty, tom or stained uniforms are not permitted.

Copyright Infringement Policy

Violating copyright infringement laws, including unauthorized use/distribution of any materials used for academic purposes at Diablo Medical Training will incur civil criminal liabilities and will be prosecuted to the fullest extent of the law.

Visitors

No one may visit the classroom during class hours without the prior approval of the instructor and the School Director. Students may not bring children to the classroom or computer lab or leave them at any other School location while attending class.

Cell Phone Policy

Cell phone use is not permitted during class time. Cell phones are to be turned off while instructors are lecturing. No texting during class is permitted under any circumstance, Family members may contact the school directly in case of emergency, failure to comply with this policy is grounds for termination.

Animals on Campus

Animals, other than trained service animals for persons with disabilities, are not permitted in the School facility. Violations may result in disciplinary action.

Drug and Alcohol Policy

The "Drug-Free Schools and Communities Act Amendments of 1989" (Public Law 101-226) clearly stated the position which universities are expected to take with regard to drug and alcohol abuse. In support of the purpose of this legislation Diablo Medical Training wishes to make known its concern for the health and well-being of all members of the School community-students, staff, and faculty-as well as the health and well-being of the

community as a whole. Diablo Medical Training policy prohibits the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees on its property or as part of any of its activities. Such prohibition specifically includes, without limitation:

- Possession or use of any controlled substance, including heroin, barbiturates, cocaine, LSD, hallucinogens, and marijuana.
- The sale of any controlled substance which is in violation of local, state, or federal statutes.
- Giving alcohol to any person under the age of twenty-one (21) or the use of alcohol on campus, unless at a specifically authorized School activity.
- Any other conduct which involves a drug-related violation of local, state, or federal statutes is included in this prohibition.
- Violations of this policy will result in disciplinary action or referral for prosecution according to local, state, and federal statues, or both. Disciplinary actions for violations by students will be termination from all programs enrolled at Diablo Medical Training.

Programs and Courses Offered at Diablo Medical Training

Phlebotomy Technician 1 Program

Goals and Purpose:
Upon successful completion of this program, the student will receive a certificate of completion from Diablo Medical Training. Participants qualify for certification by examination for Phlebotomy Technician CPT 1 offered by the Multi-skilled Medical Certification Institute (MMCI) Certified Phlebotomy Technician Examination. After successful completion of the MMCI examination, students will be eligible to apply to the California Department of Public Health, Laboratory Field Services for California State Certification. California state applicants must be 18 years of age, have no felony convictions on their record and have passed an approved certification exam. This program is designed to help students meet all the criteria set forth by the state of California. Diablo Medical Training will provide, through didactic and clinical instruction, training in venipuncture. There are no pre-requisites for this course.

Outcomes and Objectives:
At the end of the program the student will be able to:

- Explain basic anatomy and physiology of the circulatory system.
- Define "standard precautions" and apply these principles to all procedures.
- Practice the use of medical terminology relating to the circulatory system.
- List methods of client and specimen identification.
- Describe proper bedside manner.
- Prepare the client for venipuncture collection.
- Identify locations on the human body appropriate for venipuncture collection.
- List the different colors used to code blood specimens and what they stand for.
- Perform venipuncture by sterile needle and syringe, butterfly or the vacuum method.
- Demonstrate how to dispense blood into tubes following syringe collection.
- Perform skin punctures to obtain capillary blood specimens.
- Outline post-puncture care of the client.
- Prepare blood specimens for the laboratory.
- List potential pre-analytical sources of specimen error.
- Explain the potential risks and complications of the venipuncture procedure.
- Describe the role of quality assurance in the practice of phlebotomy.
- Discuss the scope of practice of the Certified Phlebotomy Technician.
- Outline the process of application for State certification.
- Complete at least 10 hours of practical training in a classroom setting.
- Perform state specific number of venipuncture and capillary punctures in a clinical setting.

Instructional Methods:

- Multimedia
- Demonstration and Laboratory Practice
- Small and Large Group Discussion
- Handouts
- 1 on 1 Instruction
- Instructor led lectures

Classroom Materials and Equipment

Students accepted into the phlebotomy programs will go through a complete orientation describing the course materials to be used for the didactic, practical (laboratory), and externship portions of the program. For practical and externship training, students are reminded that they are entering a medical training program that requires the safe handling of medical instruments and equipment to draw blood and process hazardous waste in a controlled environment. Students are asked to sign a statement of understanding that includes the details of these conditions at the conclusion of orientation, and prior to the payment of fees. Diablo Medical Training is fully insured.

The materials and equipment that each student will be expected to handle during the Phlebotomy Technician CPT 1 Program are as follows:

- Program textbook
- Paper and writing instruments sufficient for the note taking requirements of each class
- Rubber tourniquet
- Rubber/vinyl gloves
- Butterfly sharps
- Blood specimen syringes
- Vacutainers and test tubes
- Blood specimens
- Human waste specimens
- Hazardous waste disposal containers
- Laboratory coat

Instructional Hours: 130

Topic	**Hours**
1. Infection Control and Safety Precautions	2
2. Anatomy and Physiology	2
3. Medical Terminology	1
4. Identification	1
5. Site Selection and Preparation	2
6. Blood Collection Equipment	4

7. Venipuncture	15
8. Skin Puncture	4
9. Post-Puncture Care	2
10. Error, Risks and Complications	2
11. Problem Solving	1
12. Communications, Stress, Behavior, Law and Ethics	3
13. Quality Assurance	1
14. Laboratory Practice	10
15. Externship	80

Summary: 40 Didactic, 10 Laboratory (Practical), 80 Externship **Total Clock Hours** - 130

Course Requirements

Immunization Requirements

Students must provide proof of the following before clinical:

1. Diphtheria/Tetanus (DT) immunization within the last 10 years
2. MMR titer or second dose
3. Hepatitis B or signed waiver to refuse
4. Tuberculin skin test and appropriate follow-up or alternative chest x-ray within the last year
5. Varicella

***All students must be BLS – for the healthcare provider Certified**

A mandatory background check and drug screening is done on all students prior to the first day of class.

Grading

The numerical range for this course will be:

- 90-100 = A
- 80-90 =B
- 70-80 =C
- 60-70 =D
- Below 60 = F

The final course grade is based on theory grade and a "satisfactory" in student lab.

1. Theory grade is determined by:

Lecture quizzes (110 points)	40%
Skills Lab Competency (75 points)	25%
Affective evaluations (40 points)	10%
Final exam (75 points)	25%
Total (300 points)	100%

2. Laboratory experience: “C" average must be achieved in order to pass the course. Affective evaluations from each laboratory experience will be averaged and counted as 10% of the total grade.
3. Clinical evaluations are graded on a Pass/Fail basis.

Evaluation Method

Lecture: Lecture tests will consist of multiple choice and short answer questions. Lecture tests often cover assigned readings, group activities, lecture notes, workbook materials, and clinical lab notes. Tests are cumulative in that each test will contain questions from material covered in all previous lectures. A final exam will be given at the end of the course.

Student Lab: In the lab setting, the student will demonstrate knowledge of lecture components by simulating procedures in the presence of an instructor. Students may request additional lab practice based on availability of the instructor. Competency check lists will be maintained. The student must satisfactorily complete the student lab component of the course to receive a passing didactic course grade.

Clinical Component will be after classroom instruction, including 10 hours of practical laboratory training, is completed. 80 hours of externship training will be provided and is required by the state of California to be eligible to test for CPT 1 Certification. Externship sites will be arranged by Diablo Medical Training and assignments will be given out usually no later than 7 days after the last day of the course, or from 'the date in which all required paperwork/documents have been received, whichever is later. Externship hours are most likely during the day, with regular business hours.

2014 Phlebotomy Technician (CPT1) Certificate Program Fees

Total Program Fees, Charges and Expenses

Application/Registration Fee	$75.00 (non-refundable)
Tuition	$2400.00 (refundable)
Materials and Supplies	$125.00
Liability Insurance	$50.00 (non-refundable)
STRF fee	$1.50 (non-refundable)
Total Charges for a Period of Attendance	**$2651.50**

Note: The maximum non-refundable registration fee allowed by VA is $10.00

Program out of pocket expenses are approximate (not paid to this institution)

Text Book	$88.00 (book eligible for buy-back)
Uniform - Scrubs	$30.00 (non-refundable)
Drug screen	$35.00 (non-refundable)
State application fee	$100.00 (non-refundable)
BLS	$55.00 (non-refundable)
Total Out of Pocket Expenses	**$308.00**

Estimated Schedule of Total Charges for the Entire Educational Program

$2651.50 + $308.00 = $2959.50

Optional Fee *(Not Paid to Diablo Medical Training)*

MCCI Certification Examination	$90.00 (non-refundable)

2014/2015 Phlebotomy Technician (CPT 1) Certificate Program Schedule

All courses are weekday evenings, Tuesday and Thursday from 5:00 PM – 9:30pm for 6 weeks.

Mandatory orientation with the class instructor is required, set by appointment, prior to the first day of the new course start date. The Course Schedule is subject to change based upon externship availability.

CPT1, Course Schedule 2014	**CPT1, Course Schedule 2015**
Course Start: Tuesday, March 4, 2014	Course Start: Thursday, January 6, 2015
Course Start: Thursday, May 1, 2014	Course Start: Tuesday, March 3, 2015
Course Start: Tuesday, July 8, 2014	Course Start: Thursday, May 5, 2015
Course Start: Tuesday, September 2, 2014	Course Start: Tuesday, July 2, 2015
Course Start: Tuesday, November 4, 2014	Course Start: Tuesday, September 8, 2015
	Course Start: Tuesday, November 3, 2015

About Diablo Medical Training

Diablo Medical Training is a small, private vocational training school. The school was formed in response to the growing need for qualified, entry level healthcare professionals in this community. Diablo Medical Training offers low tuition, flexible schedules, and instructors who are experts in their fields of study. Our class sizes are kept small so that we can concentrate on quality instruction. We work hand in hand with employers in the community to ensure the most up to date curriculum possible. All of our programs are career focused so our graduates are prepared to make a positive impact from the start of their new career in the healthcare industry.

Diablo Medical Training is a non-degree producing, vocational institution in for persons pursuing a career in health services as a certified and licensed Phlebotomy professional. Diablo Medical Training offers an education and training program for the National licensing and certification of its graduates as Certified Phlebotomy Technician 1 (CPT 1). The Diablo Medical Training certification program for CPT 1 is approved by the California Department of Public Health, Laboratory Field Services (CDPH-LFS). Upon program completion, graduates are eligible to apply to the Multi-skilled Medical Certification Institute (MMCI) to take the independently administered Phlebotomy Technician 1 Examination. A passing grade on this examination is Certification for the Phlebotomy Technician to be licensed and work in the State of California, and nationally.

The DMT issues a certificate of completion for its Phlebotomy Technician 1 Program. This certificate is issued under the authority and approval of CDPH-LFS. The certificate is neither a program degree nor part of an accredited degree program. Diablo Medical Training is not an accredited degree producing institution. Since DMT is not an accredited degree producing institution, students will not be eligible for federal financial aid.

Diablo Medical Training is independently funded and with excellent financial stability. As required by regulation, CEC §94909(I), Diablo Medical Training submits the following statement about its financial health: Diablo Medical Training does not have a petition in bankruptcy; is not operating as a debtor in possession; has not filed a petition within the last five years or at any time in its history; or has ever had a bankruptcy petition filed against it within the preceding five years, or at any time in its history, that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec 1101 et seq.).

All information in the content of this catalog is current and correct and is certified as true by Mary Lightell-Seaman.

Mary Lightell-Seaman

Director/Owner