

PHOENIX COLLEGE

Phlebotomy Program

Student Handbook

2024-2025

INTRODUCTION

In addition to the policies and procedures in the Phoenix College Catalog, Phoenix College Student Handbook and the Maricopa Community Colleges Allied Health Shared Student Policies Manual, all Phoenix College PHLEBOTOMY Program students are required to comply with the policies and procedures in this program handbook.

This handbook describes admission and readmission requirements and standards of conduct for students enrolled in PHLEBOTOMY program. The standards are in addition to those detailed in MCCCDC policies and Administrative regulations. Violation of any standard may serve as grounds for non-admission to a program or other discipline, program suspension or dismissal from MCCCDC. The PHLEBOTOMY program reserve the right to make program changes as needed and to change without previous notice any information requirements and regulations published in this document.

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Phoenix College, as a part of the Maricopa County Community College District, does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, handicap/disability, age, or Vietnam era/disabled veteran status in employment or in the application, admission, participation, access and treatment of persons in instructional programs and activities.

SECTION I
GENERAL POLICIES

NATURE OF THE PROGRAMS

Individuals should give careful consideration to the mental and physical demands of the PHLEBOTOMY Program, and the laboratory profession, prior to submitting an application.

The PHLEBOTOMY Program experience places students under physical and mental stress as they undertake the responsibilities of laboratory practice. In order to meet these demands, it is essential that students be able to perform a number of physical activities that require stamina, good eyesight, manual dexterity, repetitive hand/arm movements, the ability to sit for long periods of time, have adequate hearing, and be of sound mental and emotional health.

The applicant should understand that many procedures performed by a PHLEBOTOMY program student expose him/her to bloodborne pathogens requiring strict adherence to personal health requirements, infection control protocols, and safety standards, which are taught in this program prior to experience in the clinical environment.

An important component of the program is the preparation of the student for the Phlebotomy profession. The nature of the Phlebotomy profession brings healthcare providers in very close proximity with people of diverse backgrounds and requires of the Phlebotomy professional to always be professional, to be emotionally mature and socially adept, to have excellent interpersonal communication skills, to be confident with private information, to pay close attention to detail, and to uphold a strong work ethic. Not only does the Phoenix College PHLEBOTOMY Program have an emphasis on academic and clinical progress and excellence, we also require that our students be professional and personally accountable in this learning environment and in their clinical experiences.

Phoenix College has not determined whether the curriculum for these programs meet the educational requirements for licensure in any other states or territories and we encourage you to investigate the requirements in your state or territory prior to accepting an offer of admission at Phoenix College.

ADMISSION AND PARTICIPATION POLICIES

1. Admission is without discrimination with regard to race, color, religion, national origin, sex, sexual orientation, handicap/disability, age or Vietnam era/disabled veteran status (see Maricopa Community Colleges' Nondiscrimination Policy and Equal Opportunity Statement in the college catalog: <http://www.phoenixcollege.edu/academics/course-catalog>)
2. The Advisory Council and community partners that provide clinical education for students in the Phoenix College Phlebotomy program recommend 10-14 students be admitted into the program each year due to limitations in clinical externship sites.
3. Application to the PHLEBOTOMY Program is a two-part process including:
 - a. General admission to the college
 - b. A separate application to the PHLEBOTOMY Program. Applications must be fully completed and duly signed/attested to be eligible for processing. In addition, documentation of all admission requirements, as outlined below, must be included with the application packet at the time it is submitted.
4. Admission Requirements
 - a. Applicants must be at least 18 years of age prior to clinical externship scheduled dates.
 - b. Applicants must complete all appropriate application materials for Phoenix College students.
5. Additional specified requirements and prerequisites are published in the College Catalog: <http://www.phoenixcollege.edu/academics/course-catalog>
6. Once admitted, the student must follow college registration procedures. No person will be allowed to attend class unless officially enrolled. Students must maintain continued enrollment to attend class and clinicals, and to have access to course materials via Canvas.
7. Current health, safety, and immunization requirements must be met by each student as set forth by the Maricopa Community College District, and as outlined in the MCCD Allied Health Non-Academic Program Policies for Students handbook. All associated costs to maintain standards are the responsibility of the

student.

8. Applicants must demonstrate, through medical documentation, that their immunization status is completely up-to-date as follows:
 - a.

ADVANCEMENT AND RETENTION IN THE PROGRAM

PHLEBOTOMY Program courses are taken in a cohort (students move through the program together with generally the same group of students). The PHLEBOTOMY program starts each August and January.

The PHLEBOTOMY Program courses are sequential and the successful completion of each course is a prerequisite for admission to the next level. To retain a position in the program, students must satisfy the requirements of scholarship, academic integrity, professionalism, health, adherence to attendance policies, professional conduct, and progress in clinical skill as outlined in this document, the MCCD Non-Academic Allied Health Program Policies for Students document, the Phoenix College Student Handbook, College Catalog, course syllabi, and lab instruction manuals.

Students unable to progress through the ~~Phoenix~~ Phoenix

Course Failure

Courses in the PHLEBOTOMY Program build upon one another. Should a student not pass a course at any point with a C or better, that student will not be allowed to continue in the program. Students who need to drop/withdraw from a course for any reason will not be permitted to continue in the program.

Students who fail a class will receive a grade of F. Students who cannot complete a course or who are withdrawn from a course for any reason will receive a grade of either W or Y, depending upon their grade status in the course at the time of withdrawal.

With program director approval ONLY, PHLEBOTOMY program students may repeat a course one time only, within one year of initial acceptance into the program. If, on the second attempt, the student still cannot complete or pass the program course(s) with a grade of C or higher for any reason, the student will not be allowed to return a third time to repeat the course or to continue in the program

Students must earn the minimum required score on the programmatic written and practical final exams.

If a student wishes to be readmitted to the PHLEBOTOMY program, the student will apply through the regular application process, but must also submit a letter to the Program Director requesting readmission to the PHLEBOTOMY Program.

- a. The letter should include how the student plans to improve his/her academic performance if continuing in the program. If the student is re-admitted into the program, the student will be required to re-take any previously completed program courses, in the program sequence.
- b. If, on the second attempt through a program, the student still cannot complete or pass any of the program course(s) for any reason, the student will not be allowed to return a third time to repeat the course or to continue in the program.

A student may be denied the opportunity to re-enroll in a failed PHLEBOTOMY Program course depending on the student's comprehensive performance in complying with all program policies, compliance with professionalism standards, and/or a demonstrated lack of readiness for the academic rigor required to be successful in the program.

STUDENT SUPPORT SERVICES

Phoenix College wants you to be successful in meeting your educational goals. The campus provides a variety of services from reduced cost bus passes to counseling services, food assistance, tutoring and more. Students may self-refer to Advisement, Counseling, Career Services, Disability Resources and Services, the Learning Commons, and a variety of student services offered at Phoenix College, including counseling, academic assistance, academic advisement, and career readiness and planning. (See

CARE/Early Alert Referral

Faculty may refer a student to resources through a "CARE"/Early Alert electronic form submission and/or directly to the PC Counseling Department, PC Advisement, or the Learning Commons as deemed appropriate by the faculty.

The CARE (Early Alert) program provides an opportunity to increase student success through coordination and communication among instructors, students who are having difficulty in class, and college support services. Since the CARE program provides essential notices by email, please check your email account frequently. If you receive a notice from the CARE program, please follow the instructions in the notice as quickly as possible.

COURSE/PROGRAM WITHDRAWAL

Students desiring a withdrawal or "drop" from the PHLEBOTOMY Program are strongly encouraged to speak with the Program Director for academic advice and planning prior to performing an admissions transaction, to ensure minimal impact on one's academic future and to seek alternatives that might be warranted.

There are two kinds of withdrawal – student initiated and instructor initiated. Students seeking withdrawal should consult with a PC Financial Aid advisor to discuss the impact on current and future financial aid awards. Students who do not complete 67% of their attempted courses, or fall below a 2.0 cumulative gpa, may be ineligible for future financial aid. Additionally, students who choose to withdraw, or that are withdrawn, may have to return financial aid funds to the college.

3.

Classroom Participation, including attendance and punctuality, is an expectation and graded element during each class meeting. Recognizing that collaboration and communication are essential learning college principles, each student must accept the responsibility to prepare adequately to participate fully in the classroom, lab and clinical experience. The learning experience is dependent upon, and enriched by, the active participation of all students. Points are awarded for exhibiting appropriate classroom la (pr)p611 0751 0 Td()Tj0.

EVALUATION POLICIES

1. The grading scale is communicated in the course syllabus for each course.
2. Lecture/theory grades are based upon examinations, assignments, projects, activities and class participation, as outlined in each course syllabus.
3. The grade for each lab/clinical component is based on behavioral objectives, skills and competencies, and guidelines established by the faculty of the PHLEBOTOMY Program and communicated in course syllabi
4. Course Syllabi, Expectations, and criteria for individual assignments and assessments are outlined and described at the initiation of each course and assignment. It is the student's responsibility to alert faculty when unsure about evaluation mechanisms.
5. Make-up exams/quizzes are given at the discretion of the instructor and may be in an alternative format. A verification of illness or absence may be required. Students allowed a make-up exam may need to utilize the PC Testing Center for its administration. It is the student's responsibility to make arrangements for, and schedule, the make-up exam.

Exam Protocol:

During a quiz, examination or other assessment, students will be expected to adhere to protocols that encourage academic integrity and minimize the temptation of academic dishonesty. In general, these are minimal expectations during an exam or other course assessment:

- Place all work on a separate sheet of paper. Do not write on the exam questions. Do not use a calculator or any other electronic device. Do not discuss the exam with anyone. Do not leave the exam room until the instructor says so.

PROFESSIONALISM

The PHLEBOTOMY program is a professional program. Professional behavior is always expected of all students. Students are expected to conduct themselves in a professional manner, both in the classroom and outside the classroom on campus. This includes actions, nonverbal communications, and speech.

Joint evaluation by the program director and the faculty will be performed for each student in the pre-clinical semester(s) leading to a clinical assignment. A level of "acceptable" is the minimum that is determined to be

CIVILITY

Civil behavior is a choice.

Civility not only concerns an adherence to ethical and professional behaviors, but it contributes to mutual respect, effective communication, and team collaboration. As a healthcare provider you will be held to very high standards for professional integrity. As a student, you are obligated and expected to practice and promote personal and communal civility.

Civility can be created by adopting the following practices:

1. Before speaking or acting, consider the impact of your words and actions on others – depersonalize comments. Be aware of your defensiveness.
 - a. Incivility includes rude or discriminatory comments, crude jokes, scape-goating, gossiping, rumors, making belittling statements, insensitive actions/gestures/facial expressions, and language that demonstrates bias.
2. Ensure your actions/behaviors are above reproach in all settings – the clinic, the externship site, the classroom, the hallways of our building, any campus space or event, inside or outside. Academic misconduct includes disruptive or harassing behaviors that interfere with the learning environment of others.
3. Self-monitor the respect you show others in all areas of your communications, including verbal, non-verbal, and via electronic media. Be open-minded to, and accepting of, differences.
4. Be accountable. Take responsibility for your actions – apologize – consider that you could be wrong and practice self-restraint and anger management. Avoid accusations – ask questions instead.
5. Rely on facts rather than assumptions.
6. Avoid self-centeredness. Don't wait for others to engage you and don't keep score.
7. Take the high road. While it may be easier to ignore professional and respectful conduct, the integrity of the profession you have chosen, the building of mutual trust and safety in the learning environment, the creation of a cohesive learning community, and the wellbeing of others, depend on you doing the right thing.

ETIQUETTE IN COMMUNICATION

Etiquette refers to the generally accepted rules of behavior for communicating in both the face-to-face and the online environment, sometimes referred to as "netiquette".

1. Be professional and careful when using sarcasm and humor. Communications, especially online, are very impersonal and others may take your words as criticism.

P.C. STUDENT CONDUCT CODE

The purpose of the Student Conduct Code is to help ensure a healthy, comfortable and educationally productive environment for students, employees and visitors. The College has both the authority and responsibility to maintain a campus community where the educational programs can flourish for all students and where individual rights, personal and collective safety, and College operations are appropriately protected. It is a choice to attend Phoenix College and by doing so, students assume the obligations (including standards for behavior) imposed by the College.

A disruptive student is any student that interrupts the learning atmosphere. Disruptive behavior on the Phoenix College campus or in Canvas will not be tolerated and will be dealt with in accordance with college policy and administrative regulations (AR 2.5.2). Disruptive behavior includes harassment of other students or instructor and inappropriate or unsafe activities with respect to other students, instructors, equipment or supplies. Prohibited conduct also includes inappropriate behavior.

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GROUNDS FOR DISCIPLINARY ACTION

Violations of the student code of conduct will be reported to the appropriate administrator of the college for sanction(s) and possible dismissal from the PHLEBOTOMY Program.

1. Academic and Clinical Misconduct
 - a. Any preparation of written material that is fraudulent and/or untruthful
 - b. Plagiarism of papers, including pirating of electronic media from the internet
 - c. Academic dishonesty such as cheating on exams
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HEALTH POLICIES

The following policies are required to be met prior to training in the clinical environment.

1. All PHLEBOTOMY Program students must meet Maricopa Community Colleges District, Phoenix College, and program health requirements prior to clinical experiences. (Refer to the MCCD Non-Academic Allied Health Program Policies for Students)
2. Immunization requirements: All immunization records must be current and completed per MCCCCD Policies prior to clinical assignment. The first injection of the Hepatitis B series must be completed prior to starting the program.
3. All injuries, illnesses, or other health conditions affecting the student's academic performance or ability to perform safe clinical treatment must be reported to the Program Director.
4. In circumstances of student illness, injury, or ~~death~~ 1.6 (n)c/(r)-1.-0.005 Tc f791b0.02 Tw 3.958 0 3 091.3 (t)3.6 (e)6.Tc 0 T

GRIEVANCE PROCESSES and GUIDELINES FOR STUDENT CONDUCT

Your faculty attempt to provide excellent instruction in a manner that is fair to all students. If, however, you feel that you have not been dealt with fairly and/or instruction has been inadequate, procedures exist for handling such complaints. The complete process and timeline is described in Administrative Regulation 2.3.5., described below in more detail, as well as in the Appendix. It is your responsibility to understand and comply with established timelines. Below is a summary:

1. Speak with your instructor first. Perhaps he/she is unaware that a problem exists. He/she may be able to resolve the problem.
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- i. Students in the PHLEBOTOMY program are exempted from this requirement if the student does not have direct patient contact.
- f. Good personal hygiene with no offensive body odor or tobacco smoke odor. Use of deodorant/antiperspirant is required. No colognes, perfumes, or aftershaves are permitted.
- g. All body piercing jewelry (except nondangling earrings) must be completely removed during laboratory/clinical exercises and during the clinical practicum/externship. All visible tattoos must be completely covered during the laboratory/clinical exercises and during the clinical externship/practicum.
- h. Eating and chewing gum are not permitted during clinical/laboratory exercises or in the clinical practicum/externship.
- i. Drinks with screw-on caps only will be allowed in the lecture classroom. No drinks whatsoever are allowed in the laboratory classroom.
- j. Food is not to be consumed during lectures or clinical/laboratory activities.

PARKING, BUILDING AND FACILITY USE POLICIES

1. Students and faculty are required to have a Phoenix College parking permit for vehicles parked in the HE campus lot. Do not park in "Employee" or "Patient" designated spaces. Additional student parking is available in the northeast corner lot of main campus at Flower Street and 11th Avenue.
2. Smoking, and/or the use of tobacco products, including e-cigarettes, is not allowed on the Phoenix College campus property. Students that do smoke or use tobacco products must do so off-campus and in clothing other than clinical attire. Students are encouraged to quit their use of tobacco. See the program director or campus website for quitting resources.
3. Food or drinks are not allowed in the classrooms, laboratories, or clinics. Water is permitted in the classroom if in a container with a non-spill lid. No food or drinks are permitted in clinical areas.
4. Student access badges will be provided to allow entry into the building.
5. Students are to be in compliance with the Department clinical dress code when in the building or when representing Phoenix College on campus or in the community.
6. Do not print from any printers without faculty permission.
7. Do not enter faculty office area without prior permission. Please call faculty prior to going to their offices, or check the availability of a printer.

SECTION II

GENERAL PROGRAM INFORMATION

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Phlebotomy Program

Program Mission Statement

The mission of the Phoenix College Phlebotomy Program is to provide student-centered teaching and learning experiences to ensure graduates possess effective entry level competencies.

Program Goals

1. Provide an educational program that meets or exceeds the standards of the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS) and promotes successful attainment of national certification.
2. Educate and train students who will demonstrate ethical and professional conduct in all professional endeavors
3. Establish a curriculum to meet the needs of the phlebotomy community, serves the needs of a culturally diverse community, and ensures clinical experiences provide access to current trends and technology.
4. Promote professional and personal excellence among students, faculty and staff, and encourage lifelong learning.
5. Provide respectful, innovative, and active learning opportunities facilitated by faculty current in teaching methodologies and innovative instructional technologies.

Program Competencies

1. Application of safety and government standards and compliance to the phlebotomy setting. (PLB109, PLB111, PLB122)
2. Demonstrate critical thinking, professional and ethical conduct in phlebotomy practices. (PLB109, PLB111, PLB122)
3. Communicate sufficiently to serve the public, patients and members of the healthcare team. (HCC145AA, PLB109, PLB111, PLB122)
4. Implement quality assurance and quality control principles to requisitioning, specimen transport, and specimen processing. (PLB109, PLB111, PLB122)
5. Perform specimen collection utilizing proper procedures, equipment and techniques. (PLB109, PLB111, PLB122)
6. Application of methodologies and techniques including problem solving and troubleshooting for phlebotomy. (PLB109, PLB111, PLB122)

Phlebotomy Essential Functions

A student must be able to perform the following essential requirements to complete the activities necessary to participate in the Phlebotomy program:

1. Read and comprehend (English) text, numbers and graphs displayed in print and on a video monitor.
2. Move freely and safely about a laboratory.
- 3.

**Phoenix College Certificate of Completion in Phlebotomy
Certificate Code 5279 –CCL**

Special Requirements: Please meet with a Healthcare Advisor in the Hannelly Center to begin the application process. 602-285-7110

Program Prerequisites
High School Diploma/GED Date Completed:

Program Courses 7 Credits	Credit	Grade	Notes
PLB109 Phlebotomy: Basic Skills	2		
PLB111 Specimen Processing and Advanced Techniques in Phlebotomy Procedures	2		
PLB122 Practicum: Phlebotomy and Specimen Processing	3		
Total Credits required for CCL	7		

Phoenix College
PERSONAL/PROFESSIONAL PERFORMANCE COMPETENCIES
Phlebotomy Program

Evaluation is conducted by the Phlebotomy Program Director or Faculty. Students with any score below "Average" will not pass the course AND will not be permitted to participate in the program externships UNLESS improvement is demonstrated.

Competency	Unsatisfactory	Needs Improvement	Average	Above Average	Outstanding	Rating
Comprehension Able to learn and retain information in a reasonable length of time.	Responds rather slowly and with poor understanding. Doesn't retain information.	Has somewhat more difficulty than most in learning and retaining information.	Learns as quickly as other students. Retention is adequate.	Not likely to miss concepts and most details; learns new things easily. Retention is good.	Grasps the meaning of empirical observations and utilizes theoretical concepts.	
Safety Adheres to safety guidelines, follows established protocols, appropriate disposal of contaminated material, careful attention to routine lab safety	Does not follow established safety practices in the lab and during phlebotomy.	Often requires a reminder to follow safety practices. Is sometimes careless regarding needle disposal.	May only require an occasional reminder to follow safety practices.	Usually follow safety guidelines.	Conscientiously follows safety rules and exhibits concern for overall lab safety.	
Self-Confidence Appears sure of own ability	Overconfident, unaware of own limitations; blames others for errors.	Indecisive, can't proceed without reassurance.	Some indecision. Moderate amount of reassurance needed.	Occasionally indecisive. Needs minimal amount of reassurance.	Approaches assignment with assurance most of the time. Checks with others when appropriate.	

Productivity

Too slow.

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Competency	Unsatisfactory	Needs Improvement	Average	Above Average	Outstanding	Rating
Organization Independent tasks are completed in a reasonable time.	No prioritization. Performs single tasks with difficulty. Work area/tools in disarray.	Poor planner, leading to extra steps or improper sequencing. Handles 1 task at a time. Work in disarray.	Sequences steps as directed. Can handle more than 1 task. Maintains work area.	Works systematically. Can handle more than 1 task at a time. Maintains work area.	Anticipates future work. Performs multiple procedures simultaneously. Maintain work area.	
Communication Ability to give and receive accurate information.	Difficulty as a consequence of language barriers, lack of self-confidence, organization or composure, etc. Any communication problem that results in compromised patient care. Content to drift; generally unresponsive in effort to develop, unwilling to accept criticism	Communication requires improvement in giving and receiving information, listening, and/or responding appropriately. Has to be given instructions multiple times. Tries to improve when asked to do so.	Acceptable ability to give and receive information. Only needs to be given instructions once. Shows interest in	Outstanding ability to give and receive information. Only needs to be given instructions once.	Superior ability to give and receive information. Communicates clearly and precisely. Only needs to be given instructions once.	

Attempts to Improve