

**PHOENIX COLLEGE**

**Phlebotomy Program**

**Student Handbook**

**2024-2025**

**PHLEBOTOMY Program Student Handbook**  
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## 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.

\* \* \* \*

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. Two MMR immunizations OR positive titer results with documentation of same included with the application packet.
  - b. Two varicella immunizations OR positive titer results with documentation of same included with the application packet.
  - c. One time Tdap (tetanus, diphtheria AND pertussis) immunization and Td booster if 10 years or more since Tdap vaccination with documentation of same included with the application packet.
  - d. A negative TWO-STEP TB test OR a prior negative two-step TB test followed by an annual TB test OR a negative chest x-ray within the last six months with documentation of same included with the application packet. NOTE: TB status must be kept current throughout the duration of the program.
  - e. A series of three Hepatitis B immunizations OR a positive titer result OR a signed declination form with documentation of same included with the application packet.
  - f. An influenza immunization for the current flu season OR a signed declination form with documentation of same included with the application packet.
  - g. Two doses of COVID-19 immunization OR a signed declination form with documentation of same included with the application packet
  
9. Applicants must provide documentation of current CPR training by providing a copy of their CPR card. CPR training must be “BLS for healthcare provider” and must be by the American Heart Association. This certification includes training for adult/Child/Infant CPR, choking, AED, and one-and two-man rescuer. A fully online CPR course will NOT be accepted. A photocopy of the front and back of the card must be provided with the program application.  
NOTE: CPR card must remain current and must not be allowed to expire throughout the duration of the program.
  
10. A background check including the receipt of a Level I DPS Fingerprint Clearance Card and additional criminal background evaluation by a district-selected vendor will be required before receiving a clinical assignment. Level I DPS Fingerprint Clearance Cards are required as part of the PHLEBOTOMY program application.
  
11. Only students that complete and pass the background checks will receive a clinical assignment. The program director will alert the student to specific deadlines for accomplishing these checks. All related costs are the responsibility of the student.
  
12. Before a clinical assignment is awarded, each student will be required to undergo a urinalysis drug screening at the student’s expense. MCCD Allied Health policy will be followed for this procedure. Students that refuse the drug screening or do not comply with the protocol and otherwise avoid the screening timelines, are subject to removal from the program and will be withdrawn from a clinical assignment. <https://www.maricopa.edu/degrees-certificates/special-programs/healthcare-education>

## 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 clinical experience at a rate necessary to achieve competence within the usual time frame may be required to seek the assistance of a tutor or other resources to elevate their academic or clinical standing. Students who are unwilling to participate in a tutorial or skill enhancement activity will risk dismissal from the PHLEBOTOMY Program.

Students are responsible for their own progress in the program. Students should plan ahead and expect to devote the appropriate amount of time needed to successfully complete course activities, homework, projects, and to study and become proficient in the topics and activities of each course. Any student who is not willing or able to comply with the program requirements should rethink their choice of program.

Students having academic difficulty are encouraged to take advantage of the campus Learning Commons for tutoring and/or courses in note taking, test taking, listening skills, time management, etc. Students are to be accountable for their own learning. Seek the advice of faculty as soon as there is an indication of academic difficulty.

Students are encouraged to use the PC Counseling Center for non-academic problems which may interfere with their personal or professional life, especially if it is affecting educational performance. The PHLEBOTOMY Program Faculty can assist any student in obtaining a referral if needed.

If an instructor or the program director recognizes academic, clinical, or behavioral difficulty with a student, the faculty member may notify the student of the issue through a Letter of Concern. This letter is used as a mode of communication with the student and/or it may be used to request that a student make an appointment with the instructor to discuss an issue or problem, and identify methods of resolution. The letter always requires the signature of the student and a return of that letter to the faculty member. Failure to sign the Letter of Concern and/or meet with the instructor as indicated, within one week of the date given the Letter of Concern may be grounds for dismissal from the Program.

Students may be placed on Academic, Behavioral, or Clinical Probation if they have met course requirements, but still demonstrate marginal competence in their knowledge base, clinical skill level, professionalism, and/or demonstration of academic integrity. The specifications of the Probation will be outlined in an agreement signed by the student and Program Director. Should the student not meet the specifications outlined in the agreement, the student may be dismissed from the program.

Students unable to progress academically, and/or clinically, and/or maintain professionalism standards, in the program as outlined in this Policy manual and course syllabi, may be withdrawn or dismissed from the program.

## **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 the Appendix for the "Student Survival Guide" resource list.)

It is college policy to provide reasonable accommodations to students with disabilities. Students with disabilities who believe they may need accommodations in this program are encouraged to contact the Disability Resources & Services (DRS) office, Hannelly Center (HC) Building, 602-285-7477;  
<https://www.phoenixcollege.edu/current-students/student-support-services/disability-services>



## **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. Meeting with a Financial Aid advisor and is strongly encouraged.

The following website describes MCCD procedures for a course withdrawal:  
<https://district.maricopa.edu/regulations/admin-regs/appendices/students/s-7>

## **COURSE/PROGRAM READMISSION**

A student requesting re-admission should understand that changes in courses and/or prerequisites may occur. Therefore, the date of re-admission may take precedence over an earlier catalog enrollment date.

1. A student who exits the PHLEBOTOMY Program for any reason is not guaranteed re-admission.
2. All re-admissions are subject to space availability and acceptance of application for advanced standing.
3. Students who have withdrawn or have been dismissal due to academic difficulty, or lack of professionalism, will not be assigned high priority for re-admission, and may not be given the opportunity for readmission.
4. A student who withdraws or who is dismissed two times will not be re-admitted to the program.
5. A student who repeats any course, yet fails, withdraws, or is dismissed from it again, may not be allowed to continue in the program.
6. Procedures for re-admission:
  - a. Submit a written request for re-admission to the PHLEBOTOMY Program Director. This may include a summary of work, educational, or other experience obtained since leaving the program, which might further verify readiness to re-enter.
  - b. Submit current transcripts.
  - c. Complete the admission application for the PHLEBOTOMY Program.
7. A student who is dismissed from the program and allowed re-enrollment, will need to follow the college enrollment processes, if readmission applies to the student.

## ATTENDANCE POLICIES

### Phoenix College Policies:

Attendance is mandatory as part of the PHLEBOTOMY Program course requirements. It is the student's responsibility to consult with the instructor regarding official or unofficial absences. Absences begin to accumulate with the first scheduled class meeting.

1. **Official absences** - are those which occur when students are involved in an official activity of the college, i.e., field trips, tournaments, athletic events, and present the appropriate official absence excuse form. Students who must miss a class for an official reason must obtain an official absence verification card from the appropriate dean and present it to the appropriate instructor(s) prior to the absence. Prior arrangement must be made with each instructor for make-up work. If prior arrangements have been made, the student will not be penalized.
2. **Unofficial absences** - are all other absences. While instructors may permit students to make up work which has been missed because of unofficial absences, they are not obligated to do so. The student is responsible for making up missed work.
3. **Religious holidays** - Students shall have the right to observe major religious holidays without penalty or reprisal by any administrator, faculty member or employee of the Maricopa Community Colleges. Absences for such holidays shall not count against the number of absences allowed by an instructor or department. At least one week prior to the holiday, students shall submit to their instructors a written statement which contains both the date of the holiday and the reason why class attendance is impossible.

### PHLEBOTOMY Program Attendance Policies:

1. Attendance is mandatory as part of all course requirements in the program.

The student is responsible for notifying the faculty of any anticipated absence or tardy prior to the start time of the class or lab. The student must call or email the affected faculty members, or at least, the program director. This notice of absence should be made at least a half-hour before the class start time.

Notification of an absence does not "erase" the absence but allows for communication between the student and the instructor. This allows for an instructor to make adjustments as necessary in the daily lesson plan.

It remains the student's responsibility to be accountable for any course material and assignments missed during an absence or tardy. It is not the responsibility of the instructor to ensure that the student receives it. Students are to be accountable for all course materials presented in class and/or Canvas, including during an absence.

Should the student have an illness resulting in absence from class/classes, written notification of the absence to the faculty for each day absent will be required. Extended periods of absence (i.e. hospitalization, chronic illness) should be discussed with the program director and appropriate faculty in advance when possible, or as soon as the student becomes aware of it. Considerations for course sequence or program curriculum alterations due to long-term absenteeism will be determined by the program director in coordination with the DRS office.

2. Tardiness is unacceptable. Punctuality demonstrates a readiness to learn and is expected to maintain professionalism in the program. Coming late to class impacts learning for the individual and interrupts the learning environment for the class. Notice to the faculty of an unexpected tardy is required as early as possible before class starts. Participation and Professionalism grades will be affected by a tardy.

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 participation.
4. An instructor may withdraw students who have accumulated an excess of unofficial absences.  
  
If the instructor feels there is a class attendance, participation, or punctuality problem, he/she may notify the student through a Letter of Concern.
5. Class, lab and clinical attendance are recorded separately.
6. There may be no provisions allowed for make-up of lab/clinical absences.
7. There may be no retake offered on a quiz, exam, or evaluation missed in the case of a tardy or unexcused absence. Refer to the individual course syllabi for classroom policy.
8. A student that does not maintain "enrolled" status throughout the current semester will be asked to leave the classroom, lab or clinical externship for which they are not enrolled. Additionally, students not in enrolled status will also lose access to the course materials in Canvas (*please note: recovered access is delayed after re-enrollment*). Only students demonstrating "enrolled" status for PHLEBOTOMY Program course(s) may attend those classes.
9. A student withdrawn by an instructor for non-attendance according to campus policy, must consult with the program director regarding reinstatement.  
  
If a student requests reinstatement, the situation (nature of absences, student's overall performance, etc.) will be discussed by course instructor(s) and the Program Director. The student may or may not be reinstated. Allowance of reinstatement is at the discretion of the Program Director and/or Department Chair.
10. Cheating will not be tolerated in any form. Students are expected to produce their own work product unless specifically directed by their instructor to do otherwise. Students may, of course, study together and help one another but the final work product MUST be the student's own.
11. Students will practice clinical/laboratory activities on each one another. This involves touching, states of semi-dress, performing venipunctures on one another, etc. Students MUST be willing and able to participate in all clinical activities. All activities are for educational practice purposes only and are not for diagnostic purposes. Students may be asked to consent to a venipuncture or urine specimen collection for use in laboratory activities in the PHLEBOTOMY Program. If so, the specimen will be deidentified prior to use. Students may opt out of their own specimen being used for educational laboratory purposes.
12. Students will sign a HIPAA privacy agreement at the beginning of the program. Students must agree to abide by this HIPAA agreement throughout the duration of the program, including during the clinical practicum. All information obtained or encountered on fellow students or on actual patients must be held in the strictest confidence. Any violation of this agreement will result in immediate dismissal from the program.

## 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 within the guidelines provided by faculty.  
(<https://www.phoenixcollege.edu/academics/testing>)
6. Students are accountable for their performance in each course and are encouraged to maintain records of graded course materials. As soon as a student may become concerned about their performance in a course or module, it is their responsibility to contact the appropriate faculty to discuss their concern.
7. In final grade determinations there will be no "rounding-up" of scores to the next grade or percentage level.
8. PHLEBOTOMY Program Courses must be successfully completed at a grade of "C", or better, in order to progress in the program.

### **Course Assignments:**

As a general program policy, homework assignments, research papers, class presentations, and other out-of-class assignments are expected to be submitted at the beginning of the class period in which they are due, or as prescribed by Canvas timelines, to earn credit. Assignments that are late may be unaccepted by the faculty and/or receive a "0" as a grade.

In order to avoid a penalty on late assignments in the event of an absence or tardy, faculty may accept assignments by Canvas or email by class time. Refer to course syllabi to understand policies for each course faculty.

It is the student's responsibility to maintain access to Canvas course materials, announcements, Maricopa email communications, and other course technology that will be outlined in the syllabi. Not having or losing internet access on personal communication devices is not an acceptable excuse for not complying with assignment deadlines or student/faculty communications. The program faculty expect students to maintain access to these electronic materials and modes of communication throughout the semester. The Phoenix College Learning Commons is present on campus as an additional resource for students to access electronic communications. (See College website for days and hours of availability.) *[Note: Students that do not maintain enrollment in PHLEBOTOMY Program courses will lose access to Canvas.]*

### **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 nonessential test items in the back of the classroom (backpacks, books, etc.).
- Turn “OFF” all personal electronic devices (and place them in the back of the classroom).
- Remove smart watches.
- Respect others taking the exam. No communication will be tolerated during the exam.
- Be personally prepared to stay in the classroom for the exam duration – breaks may not be given.
- No coats, hats or heavy clothing are allowed to be worn while taking an exam.
- Have exam supplies prepared in advance of exam distribution (Scantron answer sheets, pencils sharpened, eraser accessible, etc.).
- Following the exam, return all test materials to the instructor/proctor giving the exam – exam materials may not leave the classroom or prescribed exam area.
- There may be a varied seating arrangement or an assigned seat to take the exam.
- In the case of an absence or tardy, make-up exams or quizzes may be offered at the discretion of the individual course faculty, but are not required to be available.

### **NON-CLINICAL DRESS CODE**

The public perception of an “PHLEBOTOMY professional” is often equated with their appearance as well as their behavior. The PHLEBOTOMY Program strives to maintain a high standard of excellence. Therefore, a student’s appearance on non-clinical days is as important as one’s professional attire in lab and clinical. Although it is recognized that what an individual wears is a personal matter, in order to maintain a professional image, it is important for all students, faculty and staff to dress in a non-offensive manner when participating in program related activities.

## **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 acceptable. A student may receive periodic professionalism reviews, but by the end of the semester leading up to Clinical Externships, a student may be refused program advancement or a clinical assignment, if not achieving "acceptable" levels of any one, or more, professionalism criterion. Expectations for compliance in professionalism continue throughout the student's duration in the PHLEBOTOMY Program.

While appropriate participation and conversation are encouraged, students may not disrupt class time with personal conversations or inappropriate contributions. Inappropriate language, conversations, comments to fellow students, disruptive behavior, or inappropriate body language in the classroom will not be tolerated as this is not professional behavior. Violations of this policy will be dealt with immediately and may result in the student being removed from the class and, consequently, from the program. Removal of a student from a class for inappropriate behavior may result in that student not being allowed to repeat that class or return to the program.

Cell phone use, for talking, texting, or taking pictures or videos, is prohibited in ALL classes without the express permission of the instructor. Students who violate this policy more than once will be removed from the course and asked to meet with the Dean of Students. The use of cell phones or other devices to record lectures may be done ONLY with the permission of the instructor. Violations of this policy may result in the phone being confiscated until the end of the class, or the student being asked to leave the class altogether. Failure to obtain the instructor's permission to record lectures will result in immediate dismissal from the class and the program. Absolutely no recordings may be made or pictures taken of students participating in laboratory or clinical activities, to protect student privacy.

Students are expected to demonstrate respect for one another, all instructors, and all classroom and/or laboratory assistants at all times.

## **ACADEMIC INTEGRITY**

Academic honesty is fundamental to the activities and principles of an educational institution, especially in preparation for field work in a healthcare setting. All members of the academic community must be confident that each person's work has been responsibly and honorably acquired, developed, and presented. Any effort to gain an advantage not given to all students is dishonest whether or not the effort is successful. The academic community regards academic dishonesty as an extremely serious matter when not maintained, with serious consequences that range from probation to withdrawal from the program or college. When in doubt about plagiarism, paraphrasing, quoting, or collaboration, consult a course instructor or receive assistance in the PC Learning Commons.

Academic Dishonesty includes but is not necessarily limited to the following:

- A. Cheating or knowingly assisting another participant in committing an act of cheating or other academic dishonesty.
- B. Plagiarism, which includes but is not necessarily limited to submitting material as one's own work when such work has been prepared by another person or copied from another person, with or without their permission.
- C. Use of unapproved aids or notes during an assessment or examination.
- D. Sharing your Canvas online log-in with a person who has not registered for the course; or sharing course content and materials with a person who has not registered for the program.
- E. Not maintaining confidence with patient personal protected information; and/or sharing your log-in.
- F. Editing or altering, or otherwise falsifying, digital, radiographic, or written records.

## **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 with what you say or post in class. Express your thoughts clearly and concisely.
2. Be careful when using sarcasm and humor. Communications, especially online, are very impersonal and others may take your words as criticism.
3. Be courteous and respectful of other people. If you use abusive or offensive language, you may potentially be removed from your course according to AR 2.5.2 of the Student Handbook.
4. Use common sense - is this message something that you want to be said or sent to you?



## 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 usage of electronic and mobile devices.

- Students in violation of the Conduct Code may be asked to leave the classroom. If the student refuses to leave, the instructor may notify campus security.
- Students in violation of the Conduct Code may be required to meet with the appropriate Dean, before being allowed to return to the class.

Academic misconduct includes, but is not limited to, cheating and plagiarism. See the Phoenix College Student Handbook for additional details. It is expected that every student will produce his/her original, independent work. Any student cheating on or plagiarizing any assignment will receive an "F" on that assignment and may be reported for disciplinary action. Any assignment assigned a failing grade as a result of academic integrity violation MAY NOT be made up at any time. A second offense will result in failure of the course. All incidents may be reported to the appropriate administrator. For your protection, please avoid even the appearance of academic dishonesty. Other penalties for academic dishonesty might include:

- Lowering of assignment or course grade
- Failure or no credit for plagiarized assignment with no possibility for make up
- Course failure (i.e. an F in the course and written notification or an in-person meeting with the Dean)
- Written notice to student that s/he has violated the academic code
- Additional academic assignments as determined by the instructor
- Academic probation
- Program dismissal
- College suspension
- Permanent college expulsion from any MCCCDC college

No student may communicate on behalf of another, nor on behalf of the cohort. Each individual's autonomy will be respected, therefore no student may self-elect to represent their cohort nor speak on behalf of their cohort. Any collective concerns will be surveyed to ensure equity of representation and the solution best befitting the majority will be updated or maintained. Exceptions will be considered on a case by case basis.



## 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 examinations and assignments
  - d. Failure to meet course competencies (achievement of less than grade of "C" in courses)
  - e. Consistent unsatisfactory clinical evaluations
  - f. Any performance and/or conduct while in externship that is unprofessional
  - g. A single incident or pattern of behavior resulting in risk to the patient
  - h. Inability to progress in clinical skills at a reasonable rate.
  - i. Violation of principles of confidentiality.
  - h. Lack of adequate theoretical knowledge
  - k. Failure to meet program probation specifications.
  - l. Failure to meet attendance requirements.
  - m. Failure to follow the policies of the clinical externship sites.
  - n. Failure to meet District and/or college policies for academic behavior.
  
2. Behavioral Misconduct
  - a. Falsifying, forging or altering college records.
  - b. Violation of the Maricopa County Community College District regulations or policies, including the Student Disciplinary Code.
  - c. Violation of the Substance Abuse Policy of the program and/or MCCD.
  - d. Falsifying, forging or altering patient records or removing patient records from the facility.
  - e. Dishonesty, such as stealing instruments or supplies.
  - f. Failure to comply with standards of professionalism as defined in course syllabi and the PHLEBOTOMY Program Policy Manual.

Depending on the severity of the violation and at the discretion of college officials (faculty and administrators), sanctions for violations of student conduct may include, but are not limited to, warnings, reduction in grade, course failure, suspension and/or dismissal from the Program or College.

## **SUBSTANCE ABUSE POLICY**

This policy refers to the use/misuse of, or being under the influence of, alcoholic beverages, illegal drugs, or drugs which impair judgment, while assigned to any healthcare facility, clinic, institution, or other work location or while attending classes in the campus building. These policies are supported district-wide as described in the MCCD Non-Academic Allied Health Program policies.

1. Each student will be required to undergo, and pass, a randomly-timed urinalysis drug screening, at the student's expense, prior to a clinical assignment being awarded the student per MCCD Allied Health policy.
2. In addition to that process, a student will be asked to submit to a drug screening and/or blood alcohol test, if the faculty or staff where the student is assigned:
  - a. has reasonable cause to suspect that the student is mentally or physically impaired due to alcohol or substance abuse immediately prior to, or during, the performance of his/her clinical duties.
  - b. detects the odor of alcohol on the student's breath. Professional standards coupled with the need to maintain the highest level of public trust dictate that even the slightest indication of alcohol ingestion will not be tolerated.
3. The student will be asked to leave the classroom, laboratory or clinical assignment, pending the results of the test(s).
4. If the results of the test(s) are positive, the Program Director may recommend that the student be dismissed from the program.
5. If the student refuses drug screening, the student will be required to leave the classroom or clinical area and make an appointment with the Program Director. The Program Director may recommend that the student be dismissed from the Program for failure to conform to policy guidelines.

## **Medical Marijuana Policy**

1. Maricopa Community Colleges prohibit the possession and use of marijuana on all campuses and in all off campus student activities, including internships and clinical learning experiences in health programs. This policy is dictated by Arizona Revised Statutes § 15-108 which prohibits any person, including a medical marijuana cardholder, from possessing or using marijuana on the campus of any public university, college, community college or postsecondary education institution. Federal legislation prohibits any institutions of higher education that receive federal funding from allowing the possession and use of marijuana.
2. Maricopa Community Colleges receive federal funds through grants and financial aid. Maricopa Community Colleges continue to enforce current policies regarding controlled substances and any student or employee who violates university policy prohibiting the use of possession of illegal drugs on campus or in student activities including educational internships-will be subject to disciplinary action and criminal prosecution.
3. Urine drug screens are required of students prior to attending courses. Medical marijuana or its metabolite, is not an accepted substance in urine drug screens and will result in a positive urine drug screen. Students with a prescription for medical marijuana would not be considered exempt from urine drug screening.

## **Due Process**

If a student has his/her/their continuation in a class or the academic program called into question based upon a positive drug test, a failed background check, or a code of conduct violation that may prevent the program's ability to place the student at a clinical site, the student will be afforded due process prior to being removed from the class/program.

## 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 [MCCCD Non-Academic AlliedHealth 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 other health limitations, both the programs and the District's health policies must be upheld. Students may not participate in clinical activities while under the influence of narcotics.
5. If illness occurs during clinical practice, the program director, clinic manager/externship coordinator, or faculty member will determine if the student must leave the clinic. The student may be referred to his/her private physician.
6. Pregnant students may want to take special precautions due to the physical requirements and possible exposure to harmful diseases or substances. Accommodations will be made if reasonable and possible. Following delivery, returning to class and clinical assignment will require physician clearance. In Allied Health Programs where students may be routinely exposed to radiation the program must inform the student of all precautions and the student must make a decision of what to do.

For more information on pregnant or parenting student policies, and title IV support, visit: <https://district.maricopa.edu/consumer-information/title-ix/working-pregnant-parenting-students>

7. For additional information on required immunizations and vaccinations, please refer to the Allied Health Program Student Policies Manual and Maricopa Health and Safety Requirements web pages.
8. Any student having a temporary medical condition inhibiting/restricting his/her activities and needing accommodations should work with the DRS office to receive temporary accommodations.
9. When a physician's recommendation is required before a student may resume his/her normal academic and clinic activities, that recommendation must specifically state that the student is physically able to provide direct patient care without risk to self or patient.
10. Any student who becomes unable to participate fully in the program's activities may be withdrawn from the program.

## STUDENT HEALTH

1. Students are strongly encouraged to obtain personal health insurance coverage. A clinical site may require proof of coverage prior to an assignment. Students researching options for coverage, should visit: <http://4studenthealth.ascensionins.com/>, or <https://www.healthcare.gov/young-adults/college-students/>
2. Students are required to sign the “Voluntary Assumption of Risk and Release of Liability” form (MCCCD Form) before attending any clinic sessions or Clinical Externship assignments.
3. Students are covered by Student Accident Insurance while they are participating in any academic or clinical learning experience sponsored by the College. The cost of this policy is covered in the campus activity fee. They are not covered in any activity outside of school requirements.
4. If a student is injured while on campus or on an extended campus assignment, a MCCCD accident insurance form and a verification of other insurance coverage must be completed and submitted promptly by the student. Accident insurance coverage is secondary to the student’s primary coverage. <https://legal.maricopa.edu/student-guide-policies-procedures-and-resources/student-insurance>
5. Students are responsible for their own transportation and vehicle insurance to and from campus, health agencies and other learning experience settings.

### Maricopa Pregnancy Policies

There is no requirement that pregnant students disclose a pregnancy; moreover, pregnant students cannot be required to withdraw from classes or programs of study based solely on their pregnancy or be refused a clinical/experiential placement based solely on their pregnancy. The law protects the student from suffering any academic penalty due to pregnancy, including the parenting of a newborn. Pregnant students may request accommodations under Title IX. Such accommodations may include attendance accommodation for the birth of the child, a quiet and private lactation area, or ability to make up assignments or exams due to the birth of the child. Accommodations will be made if reasonable and possible, accommodations that would require a material change to class pedagogy or organization are not allowed.

Sometimes pregnant students encounter medical complications that may be accommodated by the Disability Resources Services at the student's college. It is highly recommended that students who are pregnant meet with Disability Resources and Services (602) 285-7477, <https://www.phoenixcollege.edu/current-students/student-support-services/disability-services> to file the appropriate medical documentation and complete an accommodations request to ensure necessary accommodations can be made.

Pregnant students may want to take special precautions due to the physical requirements and possible exposure to harmful diseases or substances when participating in the PHLEBOTOMY Program. Accommodations will be made if reasonable and possible. In Allied Health Programs where students may be routinely exposed to radiation or any chemicals that may be harmful to an unborn child, the program must inform the student of all precautions and the student must make a decision of what they wish to do.

## 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.
2. If the problem is not or cannot be resolved, speak with the Program Director or Department Chair.
3. If the problem is still not resolved, a written complaint should be sent to the Department Chair and the Dean of Industry and Public Service, and a meeting with the Dean will be arranged.

### **Student Disciplinary Code and MCCCCD Grievance Processes:**

All Phoenix College students, as part of the student body of the Maricopa Community College District, are encouraged to be familiar with their rights and responsibilities as students of the District. Both student policies and grievance processes are discussed in the Phoenix College Student Handbook and in the MCCCCD Common Policies.

Also review the current PC Student Handbook for the full text of the Student Disciplinary Code. The purpose of this policy is to help ensure a healthy, comfortable and educationally productive environment for students, employees and visitors. Violations of this policy may be reported to the Dean of Students by any student, staff or faculty member.

The above mentioned resources are electronically accessible via the following Phoenix College and MCCCCD websites:

<https://www.phoenixcollege.edu/current-students/student-life-and-leadership/conduct-procedures>

<https://district.maricopa.edu/regulations/admin-regs/section-2>

### **Personal Safety/Professional Appearance**

OSHA and Centers for Disease Control and Prevention impose most requirements for reasons of safety, including Standard Precautions. Proper hygiene and appearance are professional expectations. The care you take in your appearance reflects your attitude toward yourself, your program, and others.

1. Appropriate attire for ALL PHLEBOTOMY Program classes is scrubs and closed-toed clinical-type shoes. Scrubs must allow for student modesty. Tops must cover pants sufficiently so that there is no gap between scrub top and scrub pants when the student bends forward. No low-cut vee-neck tops are permitted. Shoes must be closed-toe. Running or tennis shoes are permitted if they have stiff leather uppers no holes or weave. Socks must rise above the ankles. Scrubs and shoes should be clean and scrubs should be pressed.
  - a. Students may be allowed to dress business casual in lieu of scrubs.
2. Appropriate attire in laboratory activities/classes may also include, for safety and health protection, personal protective equipment (PPE), i.e. mask, gloves, eye protection, lab coat or apron.
3. Other parameters regarding dress and appearance include:
  - a. Clean hair worn off the collar and pulled (or tied) back from the face.
  - b. Neatly-trimmed beards and mustaches.
  - c. Subtle makeup.
  - d. Minimal jewelry (wedding or engagement rings, wristwatch, and small, nondangling earrings no larger than a dime).
  - e. Fingernails must not extend more than ¼ inch beyond the ends of the fingers. No polish, artificial nails, wraps, gels, fills, extenders, nail art, or nail jewels are permitted.

- 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 11<sup>th</sup> 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 the faculty member with the Department Secretary.
8. Children are not allowed in the classroom, lab or clinic (except as a patient) while class is in session. Any child attending the campus as a patient must be accompanied by an adult other than the student operator.
9. Only necessary books and supplies should be brought to labs and clinics (no personal items). Large rolling carts or luggage bags are not allowed in the classrooms as they present a hazard in the event of evacuation of the building.
10. For student safety and as a matter of respect to others, be mindful of your use of the sitting areas in the hallways of the HE Building. Keep walkways clear for persons needing to walk in this area. Be mindful that many classrooms are in these areas and excessive noise may interfere with learning.
11. Cell phones, ipods, MP3 players, and other personal communication devices must be turned off while in the classroom, lab, and clinic. Should a special circumstance for use arise, notify an instructor.
12. Students are not allowed to use the copiers in the faculty office area. A copy machine is available on the first floor for student use.
13. All student injuries occurring on the premises must be reported immediately to a faculty member or the supervising laboratory instructor. Injuries at off-campus clinical sites, must also be reported as early as reasonable to the facility supervisor and the program director.
14. Use of class/course e-mail distribution lists shall be limited to discussion of topics or assignments related to course work, and program announcements. E-mail and Canvas discussion boards must always be used with discretion and professionalism. Faculty, staff and campus communications with students will come to Maricopa email addresses only. Check Maricopa email and Canvas announcements regularly.
15. Keep all areas of the building, labs and clinic clean and free of litter. Please discard all of your personal trash and act respectfully of furniture, equipment, and physical spaces.
  - a) Use of the "lunch prep microwaves" (2nd floor HE Bldg) will be allowed to continue only as long as the users maintain a clean and safe use of this shared area.
  - b) Clean up after yourself at each use.

## **SECTION II**

### **GENERAL PROGRAM INFORMATION**



## PHOENIX COLLEGE MISSION AND VALUES

### PC Mission

The Phoenix College Mission is to deliver a quality education that cultivates multicultural understanding and critical thinking skills as we provide the personalized support, care, and learning experiences needed for students to reach their goals.

### PC Core Values

We recognize that what we do is as important as how we do it. Our core values serve to guide our work to advance the mission and fulfill the vision of Phoenix College. We hold ourselves and one another accountable to embody our core values through our actions. What we say, do, decide, and dedicate resources to will reflect our commitment to our six shared values.

**Collaboration:** We do our best work together. We honor our diversity and uniqueness through inclusivity and respectful engagement as we share in decision-making and work together to achieve our goals.

**Community:** We build connection and trust. We behave with integrity, celebrate our diversity, actively listen to, and support one another.

**Equity:** We take responsibility to uncover, deconstruct, and remove barriers to access and success. We commit to intentional development of fair, just processes and support structures, as well as the ongoing self-examination and active listening needed to advance equity within the PC community.

**Integrity:** We do what is right, even in the face of opposition or challenges. We follow through on our commitments, practice transparency, and prioritize our shared goals.

**Leadership:** We lead with courage. We practice ongoing reflection and continuous improvement as we challenge the status quo in pursuit of equitable outcomes and institutional excellence.

**Responsibility:** We take ownership over our collective success. We hold ourselves and one another accountable for taking action in service of our goals.

### General Education Statement

Although you are now part of a learning cohort that will focus your learning of skills, science and theory in occupational and technical preparation for a career in laboratory, the PHLEBOTOMY Program commits to preparing students in achieving in all areas of general education throughout this occupational program.

We join all faculty and staff at Phoenix College in their belief that your college education should not only include learning in this content area, but also the development of important lifelong skills. We call these general education outcomes. The six general education learning outcomes we have identified that should be developed throughout your college career are:

1. Specialized Knowledge
2. Broad and Integrative Knowledge
3. Intellectual Skills
4. Applied and Collaborative Learning
5. Civic and Global Learning
6. Personal Responsibility and Development

Throughout our curriculum, coursework will include development in all of these focus areas.

## 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. Perform moderately taxing continuous physical work using proper body mechanics and ergonomics, often requiring prolonged sitting over several hours.
4. Reach laboratory bench tops and shelves, patients lying in hospital beds or patients seated in specimen collection furniture.
5. Maneuver phlebotomy equipment to collect laboratory specimens.
6. Manual dexterity to manipulate laboratory equipment using proper ergonomics (i.e., pipettes, inoculating loops, test tubes) and adjust instruments to perform laboratory procedures.
7. Manipulate an electronic keyboard to operate laboratory instruments and to calculate, record, evaluate, and transmit laboratory information.
8. Read and comprehend technical and professional materials (i.e., textbooks, magazine and journal articles, handbooks and instruction manuals).
9. Follow oral and written instructions in order to correctly perform laboratory test procedures.
10. Effectively, confidentially, and sensitively converse with health care team members regarding laboratory tests.
11. Communicate with faculty members, student colleagues, staff and other health care professionals orally and in a recorded format (writing, typing, graphics or telecommunications).
12. Be able to manage the use of time and be able to systematize actions in order to complete professional and technical tasks within realistic constraints.
13. Possess the emotional health necessary to effectively use her or his intellect to exercise appropriate judgment. The candidate must be able to provide professional and technical services while experiencing the stresses of task-related uncertainty (i.e., ambiguous test ordering, ambivalent test interruption), emergent demands (i.e., "STAT" test orders), and a distracting environment (i.e., high noise levels, complex visual stimuli).
14. Be flexible, creative and adapt to professional and technical change.
15. Recognize potentially hazardous materials, equipment and situations and proceed safely in order to minimize risk of injury to self and nearby personnel.
16. Be honest, compassionate, ethical and responsible. The student must be forthright about errors or uncertainty. The student must be able to critically evaluate her or his own performance, accept constructive criticism and look for ways to improve (i.e., participate in continuing education activities). The student must be able to evaluate the performance of colleagues and professionals and tactfully offer constructive comments.

If you are unable to meet the Essential Functions, please contact the Program Director, or contact the Disability Resource Center to discuss needed accommodations. Reasonable academic adjustments will be provided where it does not fundamentally alter the nature of the course or program.

**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		

## CLINICAL EXTERNSHIP PLACEMENT/EXPERIENCE POLICIES

1. Students are required to show proficiency in each subject area to be eligible for externships. Students are also required to demonstrate professional behaviors to be eligible for clinical practicum placement. Failure in either of these areas will result in the student not being placed for their clinical practicum and, thus, not completing the program. **The Program Director reserves the right to evaluate and determine each student's readiness and appropriateness for placement into a clinical experience, regardless of program course grades.**
2. The PHLEBOTOMY Program Director anticipates having enough clinical sites in which to place students for training. That said, due to staffing, instrumentation, or other issues that arise in our clinical sites, students may not be placed in the semester stated in the curriculum. In this circumstance, students will be ranked/placed according to overall scores in their program courses and assigned to clinical sites. Students who were not placed will be assigned to a clinical site as soon as one becomes available. The program will make every attempt to avoid this kind of situation as it may delay graduation.
3. Student assignment to clinical sites will be determined by a variety of factors such as affiliate needs; previous laboratory experience; and student knowledge (GPA), skills, and attitudes. Program officials will make every attempt to place students where they will be successful and at the proper times in their academic semesters.
4. If there are not enough clinical sites available, students will be placed as soon as one becomes available using the ranking system described above
5. If the student is not placed in the current semester, they will receive an incomplete for their grade and complete the required clinical practicum during the following semester.
6. Students may NOT refuse clinical practicum placement. Any extenuating circumstances should be addressed with the clinical practicum coordinator. Refusal of clinical practicum placement will constitute a failing grade for that clinical practicum experience and subsequent removal from the program.
7. Exact days and times in which students are expected to attend clinical practicum is determined solely by the clinical sites.
8. For PHLEBOTOMY clinical practicum courses students will be attending clinical practicum for 3 weeks, 5 days a week (Monday, Tuesday, Wednesday, Thursday & Friday).
9. Due to the clinical site's staffing, days may not be consistent. The program coordinator will try to provide a schedule as soon as possible to the student before they attend their practicum.
10. Different clinical sites have different starting and ending times. Students should plan to begin anytime between 5:00 am and 1:00 pm and plan to spend 8 hours at the clinical site. Ending times vary as well. Depending on when a student's day begins, students may finish anywhere between 3:00 pm and 9:30 pm. Some PHLEBOTOMY clinical sites may require students to attend externship between 12am-8am.
11. Students need to be aware that some clinical sites may have 2 different campus locations in which students will complete their clinical practicum. Students will be notified of this before being placed.
12. Students who are working need to schedule their work around clinical placement. Once placed with a clinical site, students may not change or modify their schedule with the clinical site to accommodate a work schedule.
13. Students must adhere to the schedule set forth in full in order to successfully obtain entry level ability.
14. Students are responsible for arranging and paying for their transportation to their clinical practicum sites. Students may expect to drive up to 90 miles one way for their clinical externship.

15. Students in need of a parking space at their clinical practicum site will receive information on parking during their orientation to their clinical site and only if the clinical site has parking spaces available for students.
16. Some clinical sites may require students to park at an off-site location and/or may require students to pay parking fees.
17. No student will be placed in a clinical site where a relative or friend is employed. Every effort will be made to not place a student in a site where he or she (or their family) receives medical care.
18. The clinical practicums (externships) are actual courses for which the student registers. In each clinical facility, one or more individuals will be assigned as Preceptor(s). Students shall consider that individual's role and standing the same as that of a classroom or laboratory instructor. The student will work closely with the Preceptor and the Program Director to successfully complete the clinical practicum courses.
19. Once placed in a clinical site for the practicum (externship), students are expected to complete the practicum at that location. The decision to move or remove a student from a clinical site rests with the PHLEBOTOMY Program Director. Students are never moved from one site to another because of difficulty with the site itself. Clinical Partners are familiar with the program and the requirements of the clinical experience and are prepared to provide students with an appropriate educational experience.
20. Students may be removed from an externship "for cause." Any student that is removed from a clinical practicum/externship for cause will not be returned to that site, will not be placed in an alternate site, and will have been unsuccessful in completing both the practicum and the specific PHLEBOTOMY Program.
21. Any action by any student that in any way jeopardizes the future use of the Clinical Facility by the specific PHLEBOTOMY Program is grounds for immediate dismissal of the student from both the Clinical Facility and the specific PHLEBOTOMY Program.
22. Repeat of the clinical practicum course(s) shall be allowed only if approved by the Program Director and only under terms which will be clearly defined in a separate written contract made with the student.
23. All students must participate in their clinical practicum/externship within the published dates of the clinical practicum course. Failure to do so will result in withdrawal from the clinical practicum course and removal from the program.
24. All students must comply with all compliance requirements and deadlines set forth either by the Program Director or the Clinical Site. If a student rotation is canceled due to lack of compliance by specified deadlines, a new clinical rotation will not be requested for the student and the student will be withdrawn from the clinical practicum course and removed from the program.

### **SERVICE WORK POLICY**

Students may not use employment hours toward the clinical practicum. Students will not receive monetary compensation while in the clinical practicum. Students are not required to work at the clinical externship facility outside of clinical practicum hours and should not be used as a staff replacement at the clinical externship facility. After demonstrating proficiency, students may be permitted to perform work only under supervised conditions and all results must be validated by a clinical site employee.

A student who also works as an employee may not count their paid hours as clinical time as the student is performing the duties of an employee, not a student in training.

Student employment in the laboratory must be non-compulsory and must be outside of assigned applied learning experiences/academic hours.

Students must be directly supervised during their applied learning experiences and may not be substituted for laboratory employees/personnel to perform direct patient and/or reportable work

## **Job Placement**

The college has a Careers Services Center which provides personal guidance in career development planning. Services include individual assistance and resources to assist the student in creating an efficient job search and effective personal presentation. In addition to college services which are available, the Lab Related Program Director shares information with students about job openings in local healthcare facilities.

The PHLEBOTOMY program and Phoenix College do NOT place students for employment following completion of the program. Students may request assistance with preparing and/or reviewing resumes. All employment-seeking activities are completely the responsibility of the completing student.

## **Teach-Out Plan for PHLEBOTOMY Program at Phoenix College**

In the event of a disaster or temporary closure, online educational delivery systems may be utilized if necessary. A full teach out plan will be made available within thirty days.

In the event of program closure, the Program Director's responsibilities include:

1. Contact the Dean of Industry and Public Service
2. Work collaboratively with Advisement to identify students who have declared the PHLEBOTOMY Program as their major, but have not yet been admitted to the course program courses and schedule information sessions to redirect those students

In the event of program closure, Phoenix College's responsibilities include:

1. Commit to completion of the above activities within 30 days of notification of program closure
2. Commit to completion of any students who are already enrolled in core program courses
3. Make appropriate adjustments and notification in publications with HLC and DOE
4. Maintain compliance of requirements of accreditation organizations

## **Social Media Policy**

While social media tools are a very popular mode of engagement and communication and facilitate education, collaboration, research, business, and remote work, its usage by students presents unique risks to clients/patients. Because of the risks associated with inappropriate use of social media, misuse must be addressed through professionalism training, usage guidelines, and appropriate corrective and disciplinary action when warranted.

The use of social media requires a conscious recognition of the profoundly public and long-lasting nature of communication via social media which provides a permanent record of postings. Each student is responsible for appropriate behavior using social media as they are with communications in other areas of their professional life.

## **Disclosure for state licensure and certification for PHLEBOTOMY student**

As a part of professional career planning, certification is often a goal upon graduation to obtain credentials that can advance a PHLEBOTOMY career. Some states have separate requirements, exams, or obligations beyond the ASCP-PHLEBOTOMY certification examination that is most often recognized as the primary professional certification in the PHLEBOTOMY field.

**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.

<b>Competency</b>	<b>Unsatisfactory</b>	<b>Needs Improvement</b>	<b>Average</b>	<b>Above Average</b>	<b>Outstanding</b>	<b>Rating</b>
<b>Comprehension</b> 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.	
<b>Safety</b> 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.	
<b>Self-Confidence</b> 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.	
<b>Productivity</b> Efficient utilization of time, ability to work well under time constraints, competent handling of interruptions in workflow.	Too slow. Inefficient. Consistently fails to complete assigned tasks in allotted time.	May work slowly and need constant prodding or may be easily flustered under pressure. May work rapidly but carelessly.	Just able to complete tasks in time allotted.	Completes assigned tasks. May complete tasks in advance of the time allotted. Maintains composure under time constraints.	Efficient. Consistently completes tasks well in advance of time allotted. Uses time constructively.	
<b>Knowledge</b> Ability to associate theory with clinical experience.	Handicapped often because of lack of knowledge and understanding	Is not quite up to par with respect to the knowledge and information required.	Has adequate knowledge to do satisfactory work.	Has more information, both empirical and theoretical, than most students.	Abundance of knowledge; correlates observations with other clinical lab medicine.	
<b>Punctuality and Attendance</b> Faithfulness in coming to class and work.	Chronically late, poor excuse for tardiness. Absences are excessive.	Chronically late and/or frequently absent without appropriate excuses.	Late or absent in personal emergencies only with appropriate excuses.	Rarely late or absent except in an emergency and voluntarily makes up work	Never late or absent unless absolutely necessary. Never abuses break time.	



Competency	Unsatisfactory	Needs Improvement	Average	Above Average	Outstanding	Rating
<b>Organization</b> 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.	
<b>Communication</b> 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.	Communication requires improvement in giving and receiving information, listening, and/or responding appropriately. Has to be given instructions multiple times.	Acceptable ability to give and receive information. Only needs to be given instructions once.	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.	
<b>Attempts to Improve</b> Shows a change in behavior toward correction of problems.	Content to drift; generally unresponsive in effort to develop, unwilling to accept criticism	Tries to improve when asked to do so.	Shows interest in trying to correct deficiencies.	Quite often makes a special effort to improve skills or knowledge.	Constantly tries, at work and away, to learn new things that will aid in work and career development	
<b>Quality of Work</b> General accuracy and carefulness of work.	Does not meet established standards. Rarely accurate.	Often inaccurate. Makes repeated mistakes.	Work is generally acceptable	Nearly always turns out a very good job.	Work is performed almost to perfection.	
<b>Patient Identification</b> Accuracy and carefulness of patient and specimen identification	Has had two or more patient or specimen identification errors.	Needs reminding to accurately and carefully identify the patient and specimen. Has had one patient or specimen identification error.	Needs reminding to accurately and carefully identify the patient and specimen.	Patient and specimen identification is performed accurately and carefully with only an occasional reminder.	Patient and specimen identification is performed accurately and carefully every time.	