



**Premier Phlebotomy
Academy Inc.**

**Institution Catalog
2026**

Premier Phlebotomy Academy

824 East Broad Street

Groveland FL 34736

Phone: (352) 900-5282

www.PremierPhlebotomyAcademy.com

Board Members

Jeffrey Hughes

Sandra Boston

Statement of Legal Control

I formally affirm that Sueli Senquiz is the sole owner of Premier Phlebotomy Academy INC., a Phlebotomy school located at 824 East Broad Street, Groveland FL 34736. As the sole owner, Sueli holds complete authority over all operations, management decisions, and financial responsibilities of the institution. This serves as a declaration of ownership and the commitment to providing quality education and services to our students and the community.

PREMIER PHLEBOTOMY VISION STATEMENT

Our vision is to reach as many students as possible to help them better their futures and the futures of their generations.

PREMIER PHLEBOTOMY MISSION STATEMENT

Our mission is to equip caring and competent phlebotomist with the essential knowledge and technical skills needed to deliver excellence to all. We are committed to creating a safe and supportive learning environment that fosters growth and development while instilling a strong sense of ethics and professionalism.

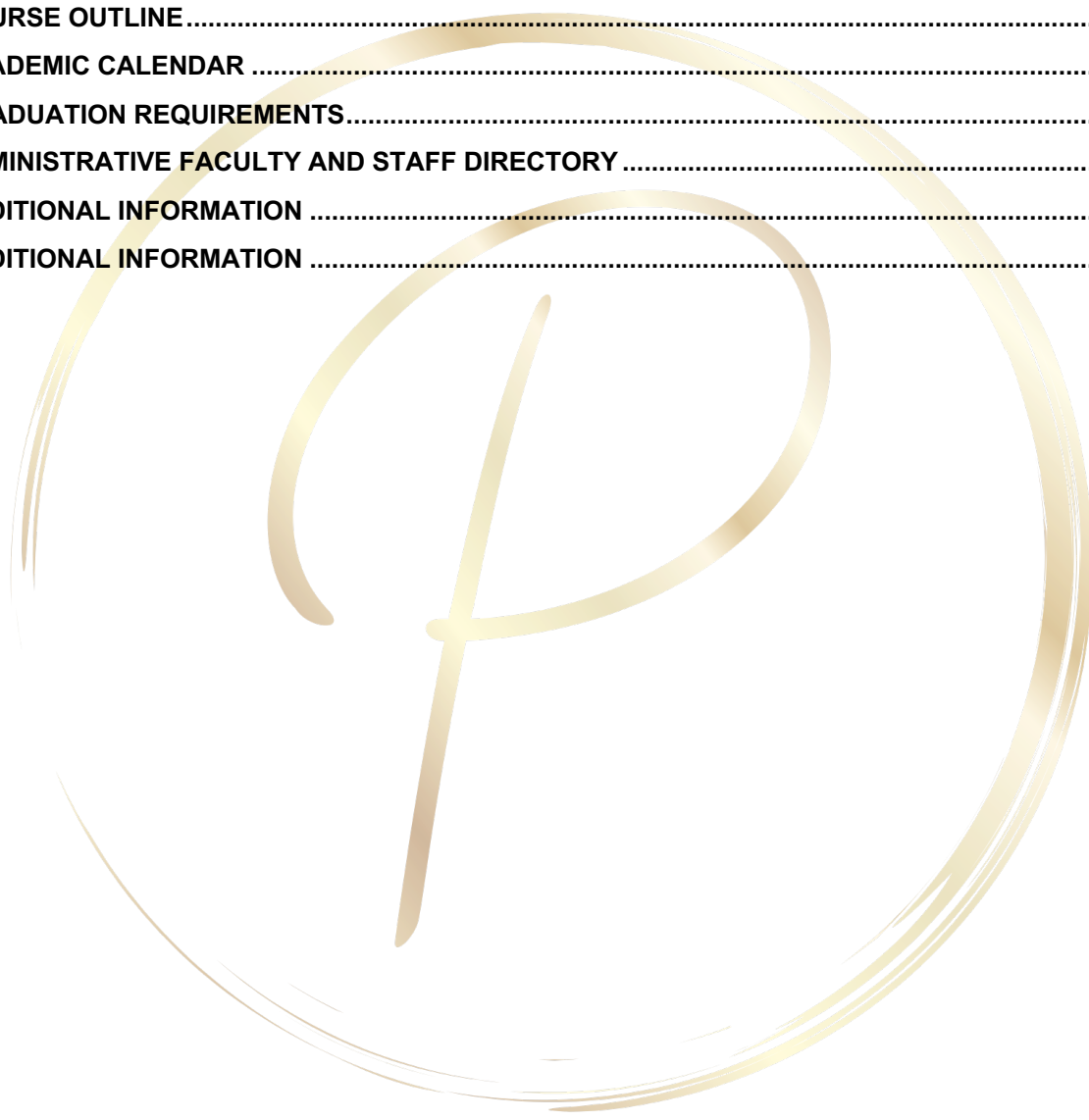
Non-Discrimination Statement

Premier Phlebotomy Academy offers a career and technical program, wherein students may earn industry certification. The school prohibits discrimination in the terms and conditions of employment, and in access to educational programs and activities, and prohibits harassment of any individual or group on the basis of race, color, national origin, religion, sex, age, disability, marital status, sexual orientation or genetic information.

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WELCOME FROM THE PRESIDENT

I would like to welcome you to Premier Phlebotomy Academy. I am so honored that you have chosen our academy to provide you the technical training that offers you the potential for an excellent career in healthcare, but also the opportunity to invest in yourself!

At Premier Phlebotomy Academy we strive to deliver compassionate care with integrity and honesty to our community. We value how the care is delivered to patients just as much, if not more, than the care itself. Here at Premier Phlebotomy Academy, we value compassion, integrity, honesty, collaboration, and diligence.

Our goal is to prepare our graduates to successfully pass their state certification exam, and to meet the demands of the healthcare industry by ensuring that students possess the technical and interpersonal skills necessary to excel in their field. We strive to provide our students with the best education and training possible so that they may contribute to the health and well-being of their communities.

As a phlebotomist and a clinical medical laboratory assistant for over 13+ years, and a Phlebotomy educator for the past 5 years myself, this career field has truly changed my life. Phlebotomy not only allowed me the ability to provide for my family, but also to find a passion for helping others. It has been a beautiful way to give back to the community that gave me an opportunity.

From the many benefits of attending a trade school, the one that sticks out to me the most would be the timing! Attending Premier Phlebotomy Academy will allow you the opportunity to get a career in months and change your life for the better. We have to think generationally, and this is the way to set yourself and your future generations up for success.

We are so eager to get you started and to help build with you. At Premier we truly care about you! So please stop by our offices to help assist, answer all questions, and help you get started.

Looking forward to helping you succeed!

Educationally yours,

Sueli Senquiz

President and Founder

Premier Phlebotomy Academy INC.

DESCRIPTION OF FACILITIES

Welcome to Premier Phlebotomy Academy, our school is designed to provide an optimal learning environment for aspiring phlebotomists. Our 4,717 square foot facilities are thoughtfully arranged to support both theoretical education and hands-on training, ensuring students receive a well-rounded and practical education.

1. Reception Area: Upon entering our school, visitors and students are greeted by a welcoming reception area. The space is designed for both efficiency and comfort, featuring a sleek, streamlined reception desk where administrative staff assist with inquiries, registration, and guidance. Comfortable seating is available for waiting, and informational brochures provide details about the school's programs, schedules, and events. The ambiance is warm and professional, reflecting the quality of education provided.

2. Classroom: Our classroom is equipped with cutting-edge educational technology to facilitate interactive learning. The classroom features ergonomic seating arrangements, a large whiteboard, and multimedia projectors to support dynamic lectures and presentations. The room is designed to accommodate a variety of teaching methods, including traditional instruction, group discussions, and practical demonstrations. Ample natural light and decor create an engaging and conducive learning environment.

3. Lab Practice Area: The lab practice area is the heart of our phlebotomy training, designed to mirror real-world clinical environments. This area includes well-equipped stations where students can practice venipuncture and other phlebotomy techniques using the latest tools and equipment. Each station is equipped with phlebotomy chairs, medical supplies, and high-quality lab instruments. The lab features simulation models and practice dummies, allowing students to gain hands-on experience in a controlled and supervised setting. Strict hygiene and safety protocols are maintained to ensure a clean and safe learning environment.

4. Administrative Offices: Our administrative office is located adjacent to the reception area, providing a quiet and organized space for faculty and administrative staff. The office is equipped with the latest communication and office technology to handle student records, scheduling, and academic support efficiently. The design emphasizes privacy and professionalism, ensuring that administrative functions are carried out smoothly.

5. Snack and Lounge Area: To support student well-being and relaxation, our school includes a dedicated snack and lounge area. This space features comfortable seating, and a relaxed atmosphere where students can unwind between classes. The lounge area is designed to foster a sense of community, providing a space for informal study sessions, social interactions, and relaxation.

6. Media Center: Our media center is a hub of digital learning resources and research. The center is equipped with computers, high-speed internet access, and printing facilities to support student research and assignments. Interactive learning modules and digital resources are available to enhance the educational experience, and a quiet study area provides a focused space for individual work.

ADMISSIONS PROCEDURES

Premier Phlebotomy Academy is a post-secondary education facility. Our admission policy requires that applicant(s) must be at least 18 years of age for Phlebotomy and be capable academically and physically of meeting the demands of the program.

Students enrolling in our course must meet the following requirements:

- Complete a Premier Phlebotomy Academy application
- Be at least 18 years of age
- Have either a High School Diploma or a General Education Development (GED) certificate
- Approved background check (for off campus clinicals)
- Approved Drug Screen (for off campus clinicals)
- Annual Physical Examination and Immunizations (for off campus clinicals)

*Our Phlebotomy program does not require any prerequisites or entrance exams

Please Note: Completion of the application is not guaranteed acceptance into the program. Once completed, a Student Services representative will contact you within 3-5 business days to set up an appointment.

Please Note: The Phlebotomy program require students to complete a drug screening test and federal law enforcement background check prior to engaging in clinical and other learning experiences off campus. Please keep in mind that for healthcare careers employees must have a lack of a criminal record.

STUDENT FINANCIAL ASSISTANCE

At Premier Phlebotomy Academy, scholarship opportunities are available through the USA Facts Grant.

We also offer tuition payment plans through TFC Tuition and offer Klarna payment options as well.



FINANCIAL INFORMATION

Methods of Payment

Premier Phlebotomy Academy makes tuition and fee payment convenient and easy for the public. Tuition may be paid by cash and major credit card. A student is officially registered once tuition is paid and all other requirements are fulfilled.

Past Due Accounts

Students become responsible for tuition, fees, and related expenses upon registration for classes.

Students who have outstanding financial obligations with Premier Phlebotomy Academy at the halfway point of the class will not be able to continue receiving services until the debt is paid in full. At Premier you have the option to pay the tuition completely up front or pay half up front and the remainder at the halfway point of class.

All financial obligations must be fulfilled. Failure to meet obligations may result in the withholding of transcripts and denial of registration and any future readmission. The services of a professional collection's agency may also be invoked. The responsibility of attorney's fees or collection fees fall on the debtor.

TUITION AND EXPENSES

Required Florida Residency For Tuition Purposes

Under Florida law, there is a difference between being a Florida resident and being a Florida resident for tuition purposes.

To be considered a Florida resident you must have lived in the state of Florida for at the least the previous 12 consecutive months; all documentation proving Florida residency must be at least 12 consecutive months old or older as of the first day of class and must be current and valid.

Non-Florida Residents' tuition is \$11.00 per clock hour.

Acceptable Residency Documents

Two of the following documents must be submitted, with dates that evidence the 12 month qualifying period. At least one document must be from the First Tier. One document from the Second Tier may be used in conjunction with one document from the First Tier. Unless indicated, all documents must belong to the person claiming Florida residency.

All documents must be current, not expired or canceled, and be dated, issued, or filed at least 12 months prior to the first day of classes of the term/semester for which Florida residency is sought.

FIRST TIER - At least one document must be from the following list:

- FL Driver's License/ Identification Card (If issue date is less than 12 months old a license history can be used in conjunction with current license.)
- Florida Voter Registration
- Florida Vehicle Registration (Previous vehicle registration(s) may be used in conjunction with current vehicle registration.)
- Declaration of Domicile (Twelve months from the date the document was sworn and subscribed as noted by the Clerk of Circuit Court.)
- Proof of purchase of a permanent home that is occupied as a primary residence (Mortgage, deed, or homestead exemption required.)
- Transcript from a Florida high school for multiple years or a Florida GED and score report (Only if it was earned within the last 12 consecutive months. If transcript or Florida GED belongs to a dependent student, then the claimant must be listed as the student's parent or legal guardian.)

- Proof of permanent full-time employment of at least 30 hours per week in Florida (Employment verification letters) on letterhead stating the date of hire, length of employment, and that claimant has been employed as a permanent full-time employee.)
- Benefit histories from Florida agencies or public assistance programs

SECOND TIER - May be used in conjunction with one document from First Tier above:

- A Florida professional or occupational license
- Florida Incorporation
- Documents evidencing family ties in Florida (Adoption or legal guardianship papers required.)
- Proof of membership in Florida-based charitable or professional organizations (Membership in a church does not constitute membership in a Florida-based charitable organization.)
- Utility bills and proof of 12 consecutive months of payments (Example: cable/satellite TV, electric, gas, water, telephone, no wireless phones)
- Lease agreement and proof of 12 consecutive months of payments (Copies of prior leases may be used to establish 12 consecutive months.)
- Document evidencing legal ties to Florida (Official court documents required.)

PAYMENT INFORMATION

Tuition and Fee Breakdown

External Costs

Bookstore

Phlebotomy: ISBN-10 0323936105 ISBN-13 978-0323936101 Price: 94.05

Internal Costs

Activity Fee	60.00
Facility Use Fee	40.00
Lab Fee	646.44
Markup 15% Fee (Lab)	96.96
Accident/Liability Insurance	50.00
Registration Fee	100.00

Tuition

Tuition Florida Residents	481.60
<i>Tuition Non-Florida Residents</i>	<i>1,815</i>

Post-Graduation

License/ Certification Fee: CPT Certification	130.00
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<u>Subtotal</u>	1,605.00
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Lab Fee includes: Use of equipment, blood draw supplies (gloves, face shield, alcohol prep pads, gauze, bandaids, coflex, tourniquets, tape, blood collection tubes-multiple colors, pediatric tubes, needles, butterfly safety needles, lancets, hubs/adapters) blood draw practice mannequins, CPR and 1st aid cards, Canvas, Sticking Log App

*Prices do not include tax and are subject to change without notice.

Payment Policy and Timelines

Tuition and fees for class should be paid in person to our Admissions and Student Services staff. We accept all major credit cards. \$100.00 is required at the time of registration, along with half of the total tuition; that would be a total of \$802.50 at the time of registration. Students can make payments in any increment until full payment is received afterwards. **Full tuition and fees are due by the halfway point of the term.**

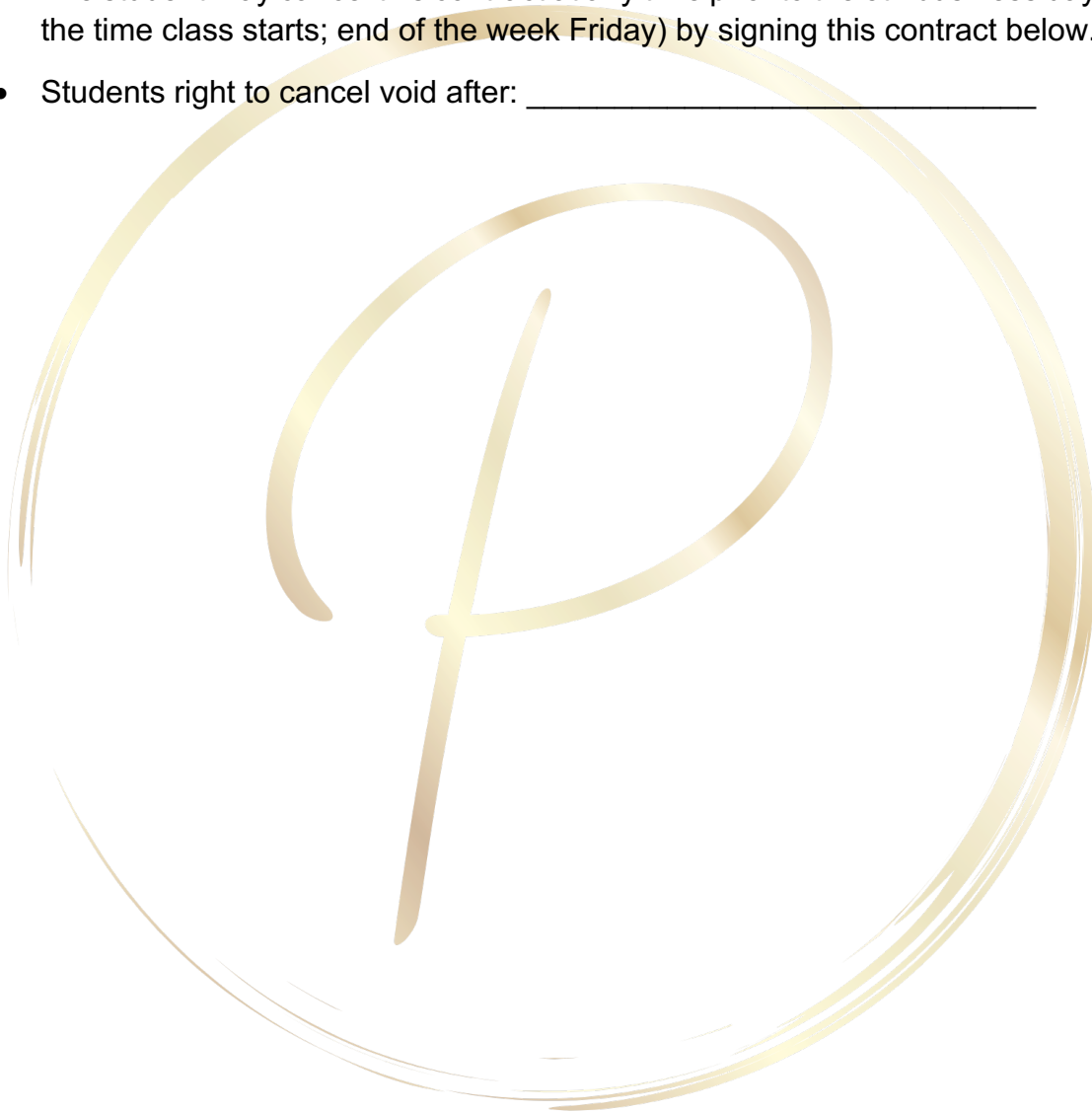


Cancellation and Refund Policy

At Premier Phlebotomy, we recognize that situations may arise requiring a refund. Refunds are issued after the student completes the necessary steps to request one. Students must notify the admissions/student services director in writing within the first 5 business days (by the end of the week on Friday from the class start date) if they wish to cancel or request a refund. Refunds are granted for the following reasons:

- Refunds, when due, shall be made within 30 days (1) of the last day of attendance if written notification of withdrawal has been provided to the institution by the student, or (2) from the date the institution terminates the student.
- No refunds will be given on registration fees, bookstore purchases, or insurance.
- No refunds will be given for administratively withdrawn students.
- In the event of a cancellation of a term by Premier Phlebotomy Academy, all tuition and fees will be refunded.
- Fees for all classes in a respective term(s) are due (a) at the time of registration, and/or (b) on the halfway point of the term.
 - (b) \$100.00 registration fee and half of the total tuition; \$802.50
 - (b) Halfway point of the term _____, the other half of tuition is due \$802.50
- If a student formally withdraws on or before the first scheduled day of instruction, 100% of the tuition and fees paid shall be refunded. No refunds will be issued on registration fees, bookstore purchases, or insurance.
- **Proration of Refunds:** Cancellation (withdraws or terminations) after attendance has begun through 40% completion of the program will result in a Pro Rata refund computed on the number of hours completed to the total of hours to complete in the period of enrollment.
- Cancellation (withdraws or terminations) after attendance has begun, after completing 40% of the program will result in NO refund.
- Student kits/phlebotomy equipment are non-refundable once ordered and received by the student.
- Registration fees are non-refundable.
- Fees used to purchase required program insurance are non-refundable.
- Refund requests due to extenuating circumstances (e.g., death of an immediate family member, hospitalization beyond one's control) must follow the appeal process. Vacations and elective surgeries are not considered valid reasons for refunds.

- If a student's tuition was paid by a scholarship, the refund will be returned to the scholarship fund or sponsoring agency.
- When a student is due a refund, the refund will be processed within 30 days. No funds will be held for future use beyond the enrollment.
- Refunds will be paid by check and are paid directly to the student (if applicable).
- The student may cancel this contract at any time prior to the 5th business day (from the time class starts; end of the week Friday) by signing this contract below.
- Students right to cancel void after: _____



LICENSURE AND ACCREDITATION STATUS

We are a FLDOE CIE licensed institution, with a license # 13188.

Premier Phlebotomy is also partnered with both National Healthcare Association (NHA) and American Medical Technologists (AMT) where students have the option to sit for their National Phlebotomy License with the agency of their choice!



STUDENT SERVICES

All records are located in Student Services. The permanent record for each student enrolled lists personal data concerning the student. This information includes attendance, scholastic grades, test scores and a health record. Information in a student's permanent record is confidential.

TRANSCRIPTS

Students needing an official copy of their Premier Phlebotomy Academy transcripts must complete a request form available in Student Service Office.

Transcript requests will normally be processed within 7 – 10 business days of the request being received. The cost of a transcript is \$5.00 and needs to be paid at the time the request is submitted.

Official transcripts will be withheld for failure to pay tuition.

Transferability of Credits

At Premier Phlebotomy Academy we do not grant credit to students for other courses taken in the field of Phlebotomy or any other training or field. This course is a stand-alone course and no reduced tuition, nor reduced hours or participation will be given even if a student attended another phlebotomy school or course. We make no claim or guarantee that credit earned will transfer to another institution. Additionally, the tuition and fees paid toward this enrollment and course is only applicable to this school and this program specifically.

Transferability of credit(s) is at the discretion of the accepting institution. It is the students responsibility to confirm whether or not credits will be accepted by another institution of the student's choice.

Premier Phlebotomy Academy has no articulation agreement with any other institution(s).

DIPLOMA REQUIREMENTS

Completion of a high school diploma or GED is required for our Phlebotomy Program.

If a student's transcript/diploma is from another country, it is the responsibility of the student to have the documents evaluated to show equivalency to a U.S. high school diploma.

Premier Phlebotomy Academy will also accept GED documentation from a recognized GED testing center. A GED is treated as equal to a high school diploma and will qualify students for our Phlebotomy program.

EMPLOYMENT PLACEMENT SERVICES

Faculty members support students in their job placement endeavors. Nonetheless, it is important to note that no guarantees can be made regarding specific job offers or desired work hours. It remains the responsibility of each student to actively seek out and pursue employment opportunities.

STUDENT ACCIDENT AND LIABILITY INSURANCE

Our program requires students to have accident and liability insurance due to the nature of the program. The cost of liability insurance is part of the program cost. This information is available upon request in Student Services.

MEDIA CENTER

Premier Phlebotomy Academy has an on-campus computer lab that students can access during school hours for any assignment, homework, or any other educational need.

ACADEMIC AND ATTENDANCE POLICIES AND PROCEDURES

Attendance Information

Attendance is mandatory for all students. To develop professional skills, consistent attendance is required of all students. Students are expected to be in their class promptly in the morning, and after lunch. It is encouraged and expected that all enrolled students attend regularly to receive maximum benefit from the instructional phlebotomy program, and to develop habits employers will want in a future employee. Students are expected to let the instructor know when they are absent. If it is necessary to be absent due to illness or emergencies, all students are to notify the faculty member as soon as possible prior to the start of class, as is expected in the workplace. Students may be eligible to have up to 10% of the hours in a program as excused absences per week.

If for any reason students have to leave campus during school hours (for safety reasons) students will notify their faculty when leaving campus early. Students may leave campus for lunch provided this is done within the allotted time.

The policies and procedures contained within the School Admission Enrollment Agreement are all to be upheld. Programs that follow the special requirements of certain occupations, example our Health Phlebotomy Occupation, will present specific Policies and Procedures in our respective School Admission Enrollment Agreement Handbook. These “enhanced” policies and procedures are in full effect and are an extension of those presented herein.

Excessive absences

A student who is absent for six (6) consecutive class sessions will be withdrawn from the phlebotomy program. A student must petition and be approved to return. Students exhibiting a pattern of consecutive absences of less than six days will be subject to dismissal as determined by the phlebotomy instructor and admissions director. The above-mentioned personnel will review all petitions for re-enrollment. No additional fees will be charged if the student returns during that current payment period, provided fees have not been refunded. Students with excessive absences will face the possibility of the loss to continue in the program.

ACADEMIC

Grading Scale

At Premier Phlebotomy Academy the grading scale reflects the industry standards and highly correlates with a passing score for the state exam students will be sitting for. The approved postsecondary program grading requirements must be met if the student is to receive a certificate.

Phlebotomy Grading Scale

90 – 100 Excellent

80 – 89 Average

<80 Failing

Grades are based on three (3) criteria: Hands-on Skills, Lab coursework/Content Knowledge, and Professional Skills.

Students must receive a passing grade for each individual area. Each area counts as one-third (1/3) of the final grade for the grading period. A student must maintain an 80% average for each unit and in each separate criterial area (hands on skills and professional skills).

CODE OF CONDUCT

Conduct and Dismissal Policy

The Premier Phlebotomy Academy Code of Conduct shall represent the behavioral expectations and standard of conduct for those students who have chosen to attend. Any student who violates Premier Phlebotomy Academy's Code of Student Conduct may receive disciplinary consequences up to and including withdrawal from the program.

Upon admission to the school, the student has an obligation to adhere to the standards established by Premier Phlebotomy Academy. Refer to the Premier Phlebotomy Academy Discipline Matrix for a full list of infractions and consequences.

Premier Phlebotomy Academy reserves the right to withdraw a student at any time for misconduct.

Students are expected to maintain professional conduct both inside and outside the classroom. The following behaviors are deemed unacceptable in the classroom setting and are subject to our policies. The examples provided are not exhaustive. Phlebotomy training instructors have full discretion, and any violation of these policies or conduct deemed inappropriate or unsatisfactory will result in disciplinary action, which may include dismissal from the program.

Mind your language and interpersonal conduct

No fighting (verbal, physical, electronic) with or assaulting another individual. Placing another person in fear of bodily harm through verbal threats with or without displaying a weapon or subjecting the person to actual physical attack. Hazing and extortion are considered under this heading. Threats and implied threats, verbal or written, even if within an academic assignment or stated in humor, will be taken as an actual threat.

No threatening or intimidating any other individual by any method (verbal, written, electronic, etc.).

No engaging in any form of harassment (sexual, emotional, etc.).

No using vulgar language, explicit terms, or profanities.

Conduct

Cell phones are NOT permitted in the classroom or clinical setting, unless otherwise stated. In the case of an emergency, students are to excuse themselves and answer the call outside of the classroom setting.

Safety

For safety reasons, only drinks in closed and covered containers are allowed on counters. No other food or drinks are allowed, unless specifically expressed by the instructor.

There is no food or drinks allowed in the computer lab or the laboratory area of the classroom, NO Exceptions!

Failing to abide by safety rules and policies is unacceptable.

Any refusal to follow the instructor's directions and insubordination is not tolerated. Failure to adhere to corrections or guidance given by the instructor will not be tolerated.

Any continued disregard for cleanliness and sanitation protocols will not be tolerated.

Physical State

Students are to show up to class with the appropriate attire/uniform. Uniforms are to be neat, clean, and have a professional appearance.

Students should make good use of class and clinical time. They should take responsibility of their own learning.

Students should respect school and clinical faculty and facility.

Students should respect the right of others.

Premier Phlebotomy Academy is a tobacco free institution. The use of tobacco products of any kind, including e-cigarettes, is not permitted at the premises.

No student is to be in the classroom or lab without the faculty or instructor present.

Automatic Dismissal

Any possession of a firearm or any other weapons on campus is an automatic dismissal.

Any illegal activity of any kind.

Using, selling, dispensing, or possessing alcohol, illegal drugs, or narcotics on the premises.

Recreational drugs are also not permitted on premises.

Theft of any kind.

Disciplinary Procedures Matrix

Upon any violation breach of the above expectations, a Phlebotomy instructor will issue a verbal (documented) warning on the first occasion. If the student violates the expectation a second time, the instructor will issue a written (documented) warning. This serves as a corrective disciplinary action plan. If the prohibited behavior continues, the instructor will dismiss the student from the program.

Any student who violates a policy listed under "Automatic Dismissal" will be subject to immediate dismissal without prior warnings (verbal or written).

All dismissal procedures will be managed by the student services/admissions director and two board members, in consultation with the phlebotomy instructor. Students who wish to appeal the instructor's final decision can do so in writing.

Appeal Process for Academic or Disciplinary Actions

1. Initial Communication

- **Notification:** Inform the student of the academic or disciplinary action taken against them in writing, clearly stating the reasons and any relevant policies.
- **Timeline:** The timeline for when the student can submit an appeal to the notification is within 5 business days.

2. Submission of Appeal

- **Written Appeal:** Students must submit a written appeal outlining the reasons for their disagreement with the action. The appeal should include:
 - Student's name and contact information
 - Description of the action being appealed
 - Specific reasons for the appeal
 - Any supporting documentation (ex: grades, communication records)
- **Format:** Guidelines to be followed for the appeal is a typed, one-page written appeal.

3. Review Process

- **Designated Staff:** Assign two staff members (lead instructor to be consulted if needed; but will assign admissions personnel and 1 board member) to review appeals.
- **Timeline for Review:** Set a timeline for the review process
 - Within 10 business days of receiving the appeal.

4. Decision Notification

- **Written Response:** After the review, the designated staff should provide a written response to the student. This response should include:
 - The decision made
 - Reasons for the decision
 - Any next steps the student can take, if applicable

5. Further Appeal (if applicable)

- **Second-Level Appeal:** If the student is not satisfied with the outcome, allow for a secondary appeal to a higher authority (ex: the school's advisory board or an external mediator).
- **Submission Process:** Outline how to submit a second-level appeal, including any additional documentation required and a set timeline (same process as before; within 5 business days of receiving the first decision).

6. Documentation

- **Record Keeping:** Maintain a log of all appeals, decisions, and communications for transparency and to improve future processes.

7. Feedback and Improvement

- **Review Process:** Periodically review the appeal process for effectiveness and gather feedback from students to make necessary adjustments.
- **Clear Policies:** Ensure all students receive a handbook or information outlining the appeal process at the beginning of their program.
- **Confidentiality:** Stress the importance of confidentiality throughout the process to protect students' privacy.
- **Support:** Offer students access to personnel who can guide them through the appeal process.

All complaints and disciplinary actions are not handled in a capricious or arbitrary manner but are given careful consideration by appropriate levels of administration. The health and safety of students and staff are Premier Phlebotomy Academy's primary concern.

Complaint Consideration and Addressing Procedures

Complaints submitted by students will be considered and addressed in a fair and impartial manner, reflecting our commitment to maintaining a supportive and respectful educational environment. Our process is designed to ensure that all concerns are taken seriously and handled with the utmost care and confidentiality.

1. Filing a Complaint

- Students are encouraged to express their concerns by submitting a written complaint. This can be done via email or in person. The complaint should include:
 - The student's name and contact information
 - A detailed description of the issue at hand
 - Any relevant supporting documents or evidence that may assist in the review process
- To facilitate timely resolution, complaints should be submitted within 5 days of the incident.

2. Acknowledgment of Receipt

- Upon receiving a complaint, the institution will promptly acknowledge receipt within 3 business days. This acknowledgment will provide the student with information regarding the next steps in the process and outline the anticipated timeline for resolution.

3. Investigation Process

- A thorough investigation will be conducted by designated staff members, lead instructor, student services. This process will involve gathering all relevant information, including interviewing involved parties and reviewing any pertinent documentation.
- The investigation will be completed within a target timeframe of 10 business days to ensure a timely response.

4. Written Response

- Following the investigation, the student will receive a formal written response detailing the findings and any actions that will be taken as a result. This response will also address the concerns raised in the original complaint and outline any recommendations for future actions or improvements.
- The written response will be provided to the student within 5 business days of completing the investigation.

5. Follow-Up and Feedback

- Students will be encouraged to provide feedback on the complaint process itself, which will be invaluable for continuous improvement. This feedback will help the institution enhance its policies and procedures to better serve students in the future.

6. Confidentiality and Privacy

- All complaints will be handled with strict confidentiality to protect the identities of all individuals involved. The institution is committed to ensuring that students feel safe and secure when voicing their concerns.

7. Documentation and Record Keeping

- The institution will maintain comprehensive records of all complaints, investigations, and outcomes. This documentation will serve not only as a reference for future actions but also as a means to identify trends and areas for improvement within the institution.

Commitment to Fairness

We are dedicated to ensuring that all complaints are addressed with fairness and objectivity. Students are encouraged to bring forth their concerns without fear of retaliation, knowing that their voices are valued and respected. The institution is committed to fostering an environment of trust and transparency, where every student feels empowered to seek resolution for their concerns.



DRESS CODE POLICY

At Premier Phlebotomy Academy, students are expected to attire themselves suitably for the profession they are training for, which may include wearing any necessary protective gear and professional uniforms. All attire must be clean, tidy, modest, in good condition, properly fitted, and not cause distraction or offense. Students are responsible for purchasing their own scrubs.

The wearing of jewelry and makeup, if opted for, must align with the guidelines. The Instructor or their representative holds the ultimate authority in determining whether a student's attire adheres to the dress code. In instances where it is deemed non-compliant, students will be asked to change into appropriate clothing conforming to the code or to leave campus. They may return once they have changed into suitable attire.

Phlebotomy Dress Code

1. Program approved scrub top: The uniform top is black.
2. Program approved scrub bottoms: The uniform pant bottoms are black. Jeans are not permitted.
3. It is a requirement that both the scrub top and the uniform pants be always clean and neat. You are representing yourself, your instructor, and your school.
4. Shoes: Closed-toe, closed-heel and hard-soled, made of material that will not absorb fluids. No other footwear is acceptable; no crocs, high heels, platforms, clogs, cowboy boots or high top work boots.
5. A Premier Phlebotomy Academy student picture I.D. must be worn at all times when the student is on campus, or in the clinical setting.
6. Jewelry: Jewelry should be limited to a watch, wedding/engagement ring. Earrings should be fitted to the ear, and not hanging/dangling as to not get caught on anything. Any necklaces are to be tucked inside the scrub tops; but highly recommended not be worn for safety purposes. If the student has a nose ring, it is to be switched out with a clear ring for all clinical settings.
7. Make-up: Will be moderately applied. Make-up should be consistent with the professional nature of Phlebotomists.
8. Hair: Neatly combed, brushed or styled. Out of the eyes and restrained with clips or bands. Hair must be worn above the collar and away from the face at all times during clinicals.
9. Beards and moustaches must be neatly groomed.
10. Body art: Offensive tattoos are not permitted. The instructor will determine if the tattoo is offensive. During clinicals, body art should be covered.
11. Nails: Nails should be no longer than ½ inch from the nailbed to the fingertip.
12. No offensive odors (i.e., body, breath, shampoo, perfume, etc.) are acceptable. Please remember that strong perfume, hair spray, coffee, cologne, or cigarette

smoke may be offensive to patients and co-workers. These odors could trigger an acute respiratory episode in patients with respiratory ailments.

In instances where a student is deemed non-compliant, students will be asked to change into appropriate clothing conforming to the code or to leave campus. They may return once they have changed into suitable attire.

CAMPUS SAFETY AND SECURITY

At Premier Phlebotomy Academy student and staff safety is of the utmost importance. The following must always be followed:

Identification Badges

Students must display their school-issued Identification badges at all times while on campus. Continual failure to wear the badge may lead to disciplinary action.

Badges are to be worn outside of the uniform, be visible, and current.

Replacing a lost ID costs \$5.00. If a student loses their ID badge, they can get a replacement badge in student services.

Law enforcement will be contacted if there is a suspected violation of the law or a serious security violation.

Ensuring maximal safety and security requires the cooperation of all staff, students, and visitors. If you feel that your safety or someone else's is at risk, contact a staff member immediately, and appropriate measures will be taken.

Visitors and Guests

All visitors and guests must report to Student Services with a valid photo ID. Visitors must have a permissible reason to be on campus.

Visitors must stay in the designated area and be accompanied by a staff member at all times. Visitors are to leave campus once their business is completed.

Visitors will be issued a badge that must be worn at all times while on campus. Unauthorized individuals may be considered trespassing and will be escorted off the premises.

STUDENT RIGHTS AND RESPONSIBILITIES

Premier Phlebotomy Academy students have the right to equal educational opportunities which includes the right:

- To be informed of the rules of the Premier Phlebotomy Code of Conduct
- To a safe and orderly environment in which to learn
- To be treated with dignity and respect
- To reasonable and fair treatment
- To be protected by laws prohibiting the release of personally identifiable information, other than directory information, to any unauthorized party without student consent

At Premier Phlebotomy Academy we are dedicated to creating a safe, positive, productive, and nurturing educational environment for all students. Aggressive behavior, bullying, harassment, and similar acts towards students by peers, staff, or third parties are strictly prohibited, unacceptable, and will not be tolerated.

ACCIDENT REPORT/NOTICE TO STUDENTS

Every accident in the school building, on the school grounds, or during a school function must be reported immediately to the person in charge and to the office.

CAREER DIPLOMA PROGRAM

Phlebotomy

Program Description: Our program is designed with real-world employment in mind. With our draw stations, simulated lab processing area, and differentiating the different laboratory departments we are sure students will be ready to set foot in a real-world facility in no time.

The Phlebotomy program will equip students for a job in the healthcare field as Laboratory Assistants/Phlebotomists; but it can also serve as an introductory course into many other medical fields. Some examples include medical assistants, respiratory therapists, licensed practical nursing, registered nursing, laboratory technician and technologist, and so many others! Our program offers a progression of courses that provides meaningful and meticulous material aligned with challenging content and relevant technical knowledge and skills.

The purpose of our program is to prepare students for employment as phlebotomist. The following is the curricula and course list (CANVAS and Phlebotomy textbook are used):

Course Outline	Completion Time Frame
Introduction to Phlebotomy and Healthcare Structure	Completed within the first week
Safety	Completed within the first week
Infection Control	Completed within the second week
Venipuncture Equipment	Completed within the second week
Routine Venipuncture Collection	Completed within the third week
Capillary and Dermal Puncture Collection	Completed within the third week
Venipuncture Complications	Completed within the fourth week
Special Collections and Procedures	Completed within the fourth week
Special Nonblood Collection Procedures	Completed within the fifth week
Specimen Handling, Transport, and Processing	Completed within the fifth week

Admission: Apply by completing a Premier Phlebotomy Academy application. Fill out all necessary forms and provide all necessary requirements.

Please keep in mind that completion of the application is not guaranteed acceptance into the program. Once completed, a Student Services representative will contact you within 3-5 business days to set up an appointment.

Length of Program: 165 hours, 8-week course (Face to Face and Online option available)

Program Structure: This program consists of 2 back-to-back rigorous courses

PPA-100	Basic Healthcare Worker	90 clock hours
PPA-200	Phlebotomy	75 clock hours

Certification and Licensure: Basic Life Support, Basic CPR, National Certification for Certified Phlebotomist Technician through NHA or AMT.

* Upon successful completion of the program students can sit for their NHA or AMT state test.

Requirements: Complete a Premier Phlebotomy Academy application.

- Be at least 18 years of age
- Have either a High School Diploma or a General Education Development (GED) certificate
- Proof of Florida Residency for In-State Tuition
- Approved background check (for off site clinicals)
- Approved Drug Screen (for off site clinicals)
- Annual Physical Examination and Immunizations (for off site clinicals)

Prerequisites: There are no prerequisites for this program or any entrance exams

Start Date: January 2026- December 2026

Location: 824 East Broad Street Groveland FL 34736

COURSE NUMBERING DESCRIPTION

Course Numbering Description PPA-100 Basic Healthcare Worker This course description includes PPA-101 – PPA-106	Total of 90 Clock Hours
PPA-101: Introduction of Phlebotomy and Healthcare Structure	10 clock hours
PPA-102: Safety	20 clock hours
PPA-103: Infection Control	20 clock hours
PPA-104: Venipuncture Equipment	10 clock hours
PPA-105: Special Collections and Procedures	15 clock hours
PPA-106: Specimen Handling, Transport, Processing	15 clock hours

Course Numbering Description PPA-200 Phlebotomy This course description includes PPA 201 – PPA-204	Total of 75 Clock Hours
PPA-201: Routine Venipuncture Collection	30 clock hours
PPA-202: Capillary and Dermal Puncture Collection	15 clock hours
PPA-203: Venipuncture Complications	15 clock hours
PPA-204: Special Nonblood Collection Procedures	15 clock hours

COURSE OUTLINE

Unit 1 | PPA-101: Introduction to Phlebotomy and Healthcare Structure

- Completed within the first week: 10 hours
- This unit provides foundational knowledge in phlebotomy and the organization of laboratory healthcare systems.

Unit 2 | PPA-102: Safety

- Completed within the first week: 20 hours
- This unit provides critical safety protocols and covers topics such as safe needle handling, and emergency response techniques. Students will learn to identify potential hazards and implement measures to ensure the safety of both patients and healthcare professionals.

Unit 3 | PPA-103: Infection Control

- Completed within the second week: 20 hours
- This unit covers essential topics such as standard precautions, aseptic techniques, and the proper cleaning and sterilization of equipment. Students will learn how to recognize and mitigate risks associated with bloodborne pathogens and ensure patient and healthcare workers safety.

Unit 4 | PPA-104: Venipuncture Equipment

- Completed within the second week: 10 hours
- This unit provides an in-depth understanding of the various tools and supplies used in blood collection procedures. Topics include the types of needles, collection tubes, and other essential equipment, as well as their proper handling and maintenance, and how to select the appropriate equipment for different venipuncture scenarios and understand the role of each item in ensuring safe and effective blood collection.

Unit 5 | PPA-201: Routine Venipuncture Collection

- Completed within the third week: 30 hours
- This unit focuses on the techniques and best practices for safely and effectively performing venipuncture procedures. Students will learn about patient preparation, site selection, and the step-by-step process of blood collection. With hands-on practice and theoretical knowledge, this course is designed to equip aspiring phlebotomists and healthcare professionals with the skills needed to conduct routine venipuncture confidently and competently.

Unit 6 | PPA-202: Capillary and Dermal Puncture Collection

- Completed within the third week: 15 hours
- This unit focuses on the techniques and best practices for collecting blood samples from capillary sites, typically using fingerstick or heel stick methods. Students will learn about the appropriate indications for capillary collection, the anatomy of the skin, and the proper techniques for minimizing pain and ensuring sample quality. The course also addresses safety protocols, equipment usage, and potential complications. This training is essential for phlebotomists and healthcare professionals who need to perform blood collection in patients of all ages, particularly infants and those with difficult venous access.

Unit 7 | PPA-203: Venipuncture Complications

- Completed within the fourth week: 15 hours
- This course provides an overview of potential issues that can arise during blood collection procedures. Students will learn to identify and manage complications such as hematomas, phlebitis, nerve injury, and fainting. The course emphasizes preventive measures, effective communication with patients, and appropriate responses to adverse events. By understanding these complications, students will be better equipped to ensure patient safety and enhance their proficiency in venipuncture practices.

Unit 8 | PPA-105: Special Collections and Procedures

- Completed within the fourth week: 15 hours
- This unit focuses on the specific techniques and protocols required for collecting blood samples that demand special handling or conditions. This includes procedures for collecting specimens for specific tests, such as glucose tolerance tests, blood cultures, and therapeutic drug monitoring. Students will learn about the unique challenges associated with each type of collection.

Unit 9 | PPA-204: Special Nonblood Collection Procedures

- Completed within the fifth week: 15 hours
- This unit focuses on various methods for collecting biological specimens other than blood, such as urine, saliva, sputum, and tissue samples. Students will learn the appropriate techniques for each type of collection, including patient preparation, equipment needed, and handling protocols to ensure specimen integrity. The unit also covers specific guidelines for transporting and processing these samples for accurate diagnostic testing.

Unit 10 | PPA-106: Specimen Handling, Transport, and Processing

- Completed within the fifth week: 15 hours
- This unit covers the essential protocols for managing biological specimens from collection to analysis. Students will learn best practices for handling various types of specimens, including blood, urine, and tissues, with a focus on maintaining their integrity and preventing contamination. The unit addresses proper storage conditions, labeling, and transportation methods to ensure samples arrive at the laboratory in optimal condition.



ACADEMIC CALENDAR

At Premier Phlebotomy Academy, 8-week courses start on the first Monday of every other month, with adjustments made according to demand. Online support and module access will be available from the beginning of each course. Coaching and tutoring services will be offered during our business hours and depend on service availability.

Class Schedule

Classes are held every Monday, Tuesday, and Wednesday from 08:00-13:00 for students choosing the in-person option.

For students choosing the online hybrid option, students will work independently online from Monday-Thursdays and come on to the campus for hands on clinicals on Fridays from 08:00-13:00.

**During the summer months, the hands on clinicals for the online hybrid option will be held on Fridays.*

Our business hours are Monday to Thursday from 8 am to 3 pm, with Fridays reserved for administrative tasks from 8 am to 3 pm. Please note that business hours may vary due to legal holidays and summer hours, but distance learning modules will remain accessible to students at all times.

Registration deadlines are set for one week prior to the start of each new 8-week course.

2026

JANUARY

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DECEMBER

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GRADUATION REQUIREMENTS

Satisfactory completion and diplomas of training will **ONLY** be awarded to students at the last class who have accomplished the following:

- Completed Student file/paperwork
- Passing score of 80% on Lab Coursework
- Passing scores of 80% on Venipuncture hands on skills test
- Passing score of 80% on Professional skills
- Met attendance requirements
- Have NO outstanding payment obligations



ADMINISTRATIVE FACULTY AND STAFF DIRECTORY

Administrative and Supervisory Staff	
Premier Phlebotomy Academy	
Name	Education
<p>Sueli Senquiz</p> <p>Owner/President Administrator/instructor</p>	<p>Osceola Technical College, Kissimmee</p> <p>Registered Phlebotomy Technician, AMT</p> <p>Clinical Medical Laboratory Assistant, AMT</p>
<p>Sarah Mangual</p> <p>Admissions, Student Services</p>	<p>Florida Gulf Coast University</p> <p>B.S. Biotechnology</p>
<p>Jeffrey Hughes</p> <p>Board Member</p>	

ADDITIONAL INFORMATION

Premier Phlebotomy Academy INC. offers courses through distance education/online learning. Students should be aware that to be successful in the online course option they should:

Stay Organized: Keep track of deadlines, assignments, and course materials using a planner or digital tools.

Establish a Routine: Set aside dedicated time each week for studying and completing assignments to maintain a consistent schedule.

Engage Actively: Participate in discussions, ask questions, and interact with peers and instructors to enhance understanding and retention.

Utilize Resources: Take advantage of available resources, such as course materials, videos, forums, and the online library resource(s).

Communicate: Reach out to instructors for clarification on concepts or assignments and connect with classmates for collaboration.

Manage Time Effectively: Break tasks into manageable parts and prioritize assignments to avoid last-minute cramming.

Stay Focused: Minimize distractions in your study environment to improve concentration and productivity.

Students MUST have reliable internet and a computer/laptop to be able to successfully complete the online course option.

Premier Phlebotomy Academy INC. does have a media center students are welcomed to use if needed. Students are also encouraged to access any public libraries in the Lake County area, as long as students have their free library card.

ADDITIONAL INFORMATION

Additional information regarding this #13188 licensed institution may be obtained by contacting

the Commission for Independent Education:

Department of Education

325 West Gaines Street, Suite 1414

Tallahassee, Florida 32399-0400

(888) 224-6684

Every prospective student must have access to an electronic copy of the institution's catalog before enrollment or before any tuition, fees, or other charges are collected. Institutions licensed in Florida that wish to offer nontraditional programs or courses must comply with the requirements of rules 6E-1.0032 and 6E-2.004, F.A.C., and must also include this information in their catalog, whether printed or electronic. This catalog will be available to students as an online resource and will be provided during the admission process. Premier Phlebotomy Academy will ensure that each student has access to an electronic copy of the catalog in accordance with Florida Rule 6E-1.0032(6), F.A.C. The electronic copy of the Student Catalog will be accessible on the school's website, www.premierphlebotomyacademy.com , under the student resources tab, and in their student CANVAS account.