



## **PHLEBOTOMY TECHNICIAN PROGRAM**

2026-2027 Academic Year



Prepared by the Department of Healthcare Programs at Arizona Western College



## PHLEBOTOMY TECHNICIAN PROGRAM

### **DISCLAIMER**

This guide is provided to assist the student while in the Arizona Western College Phlebotomy Technician Program. The Phlebotomy Technician Program administration and faculty reserve the right to make changes without prior notice in all policies, assignments, schedules, courses, grading, curricula, and all other matters contained in this program guide.

### **American Disabilities Act Statement**

Arizona Western College provides accommodations for qualified students with disabilities. To request accommodation, make an appointment for assistance by calling (928) 344-7674. Arizona Western College does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, handicap/disability, or age in the application, admission, participation, access and treatment of persons in instructional programs and activities.

### **Certification**

Students who have successfully completed the Phlebotomy Technician Program will have the opportunity to sit for their national exam to become a Phlebotomy Technician through the National Healthcareer Association (NHA).

### **Scope of Practice**

The scope of practice for the Phlebotomy Technician Program is controlled by the Arizona State Medical Board located at 1740 W. Adams St., Suite 4000, Phoenix, AZ 85007 phone: (480) 551-2700 or (877) 255-2212, website <http://www.azmd.gov>

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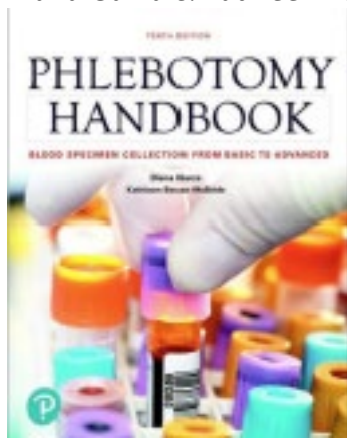
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**Phlebotomy Technician Program Required Items and Information**

*To be announced*

**The Required Textbook for this Program:**

PHLEBOTOMY HANDBOOK Blood Specimen Collection from Basic to Advanced 10th Edition  
 Diana Garza & Kathleen Becan-Mcbride



**The Required Items for this Program:**

Uniforms with matching top and bottom, Caribbean blue in color, with approved Phlebotomy Technician Program patch logo. May be purchased at Mother & Daughters Embroidery located at 2615 E 24<sup>th</sup> St., Ste #3, Yuma AZ 85365. Close-toed shoes, name badge, notebooks, pencils, pens, highlighters, and flash cards.

<ul style="list-style-type: none"> <li>• Hold a Non-IVP Fingerprint Clearance card from Arizona Department of Public Safety</li> <li>• Have a reading score of 219 or higher, or taken and passed ENG 101</li> <li>• Hold a American Heart Association CPR BLS Provider certification</li> <li>• Vaccination Record</li> <li>• TB Test Record</li> <li>• Must pass 10-panel drug screen and provide drug screen record</li> </ul>
<b>Program Prerequisite</b>
Corequisite AHE 119 OR BIO 160 OR AHE 130
<b>Required Major courses (16 Credits)</b>
Please visit our website for updated course classes. <b>These courses are required to apply for your Occupational Certificate through Arizona Western College and is not associated with the NHA.</b> <a href="http://www.azwestern.edu/degrees-and-certificates/phlebotomy-technician">www.azwestern.edu/degrees-and-certificates/phlebotomy-technician</a>

**Phlebotomy Technician Program Length and Schedule Information:**

**\*\* Dual Application of Courses** is the sharing of coursework between the AGEC and major program requirements which allows the student to meet both requirements with a single course. Students must still meet the required number of credits to satisfy the program or

degree. This dual application of courses gives students the opportunity to include additional course work under general electives.

**Program length and schedule:**

Arizona Western College Phlebotomy Technician Program is an 8-week course program approved by the Department of Education.

Students must be available to attend all scheduled classes for classroom lectures and laboratory course work.

The curriculum provides students with the technical, clinical, and interpersonal skills necessary to succeed in the phlebotomy field. Upon successful completion of this course, students earn a Phlebotomy certificate and will have the opportunity to sit for their national exam to become certified as a Phlebotomy Technician through National Healthcareer Association (NHA).

**Lab hours:** Laboratory hours are done in conjunction with daily theory delivery and conducted under instructor guidance and supervision.

**Course work:** Assignment's will vary day by day according to topics, to be done on students' own study/homework time and will be given due dates. Failure to complete such assignments will result in either no grade given, lowest grade given or points deduction resulting in a pass or fail overall grade. Such results can affect your final grade given for the program.

**Clinical Externships:** Students are required to provide their own transportation to and from their externship sites. Students must be able to accommodate alternative schedules based on facility placement and their business hours. Clinical externship includes student placement in a facility that performs several types of skills and provides exposure to theory concepts, and an opportunity for hands-on practice. The externship experience will provide an opportunity for students to assist facility staff with daily duties under staff supervision. This externship will mark the point of transition from being a student to becoming a phlebotomy technician. The externship serves as a practicum without pay to help students apply learned classroom skills. Students will have a variety of tasks to perform and to document for verification purposes. Daily attendance and performance evaluations are documented by site facility staff and supervisors. Be aware that each site will not be the same experience as your peers'. Also note that all tasks above are subject to change, add, remove or modification on an ongoing basis according to State regulation and phlebotomy technician certification examination requirements.

**Program Course Delivery:**

The phlebotomy technician course is taught face to face with required contact hours in order to earn your certification. During the program you will have lectures, exams, quizzes, assignments, and clinical lab time. Students must plan their schedule accordingly. Students who are enrolled in this program are expected to attend and participate in each scheduled class. During your externship or clinical hours, you will be expected to “work” during the day and still be able to attend class. Please make childcare arrangements, children’s activities, and any personal appointments prior to minimize the interference with your educational schedule. Students are encouraged to inform their family and friends of their class schedules and the amount of time you will need for study time, homework, and assignments. Having support from a student’s family and friends is a wonderful way for students to be successful in their studies. Please be aware this program will not make exceptions for absences for reasons being of no childcare.

**Skills Learned and Practiced:**

Clinical skills are taught in the classroom, but the students are encouraged to study at home or during their free time. Students may ask Instructor’s at any time for more help in mastering these skills. Please note this is a live stick program.

**Skills Check-off days:**

At the end of the semester, students will have a final skills check-off day. This gives students the opportunity to demonstrate their clinical skills, learned classroom skills and apply their critical thinking skills to the test after participating in their externship sites.

During normal lab skills check-off, Instructors will observe, document, and give positive feedback to each student and will assist each student in mastering these skills. Any student who misses skills check-off days will not proceed to their externship site. Please plan your schedule accordingly.

**Program Policies:**

**Student Responsibilities in the Phlebotomy Technician Program:**

Students are responsible for the content and integrity of the course work submitted. The following rules may guide you in upholding AWC scholastic integrity:

1. A student will perform only to the appropriate phlebotomy technician student scope of practice at any time.
2. A student is responsible for reporting any known violations of this code.

3. A student is responsible for knowing and following all written or verbal instructions given by instructors or other designated college representatives.
4. A student may not remove tests from authorized areas, copy, or record test questions, or tell other students test questions or answers at any time.
5. A student's examinations, reports, take-home tests, and projects must reflect his/her own work unless it is properly cited, or the instructor specifically indicates otherwise.
6. A student will not perform in any way that would jeopardize a client's health or safety.
7. A student will always immediately report an error in client care to a clinical coordinator and appropriate staff members.

**Attendance Policy:**

Arizona Western College Attendance Requirements:

1. Attendance is mandatory.

Students who fail to attend a class session will be in jeopardy of failing the course.

2. The ability to do make-up work missed due to attendance is at the discretion of the instructor and making up work does not count as attendance in the class missed.

It is solely the student's responsibility to maintain contact with the instructor to request the opportunity to make up any work. This means that if any student has a family emergency, medical health issues or childcare issues the student needs to contact the instructor immediately to see what can be made up if any.

3. *Any problem extending beyond two class days will result in the program coordinator dropping the student for non-attendance.*

Please understand this policy does apply to every student. A student who is not in attendance during the first week of the course will be administratively withdrawn from the course.

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.

**Tardy Policy:**

Tardiness to class is disruptive to the learning environment. Any student arriving after the start of class will be considered tardy. Students arriving to class late after breaks and/or leaving before the end of class are considered tardy. Students are responsible for obtaining lecture notes, and any materials that reflect the objectives and assignments for any class time missed. Students should be aware that their tardiness will affect their final grade. Tardis are tracked by each instructor and documented into each student's progress file.

**Attendance Policy – Externship:**

1. Definition: Externships are scheduled sessions in a health care agency or other designated locations during which a student functions under the supervision of a phlebotomy preceptor for the purpose of obtaining hands-on experience. This includes assigned simulation experiences.
2. Externship attendance is mandatory.
3. Missed externship day(s), if a student is to be absent from a clinical externship, the student must notify his/her clinical coordinator and or preceptor prior to the start of the clinical assignment.
4. If the clinical instructor cannot be reached, then the program coordinator must be notified.
5. Notification of absence should be made as early as possible, preferably the night before the clinical day, or at least 2 hours prior to clinical assignment begins.
6. Notification of absence must be given by the student unless it is impossible.

**Consequences of Violation of clinical Externship Attendance Policy:**

No extensions will be granted for the externship portion, as instructors do not work after the last day of school. Any absences that are accrued during the externship portion will count against the student's final grade. Students should plan to attend each scheduled clinical day.

**Medical Requirements for Externship:**

## Required Immunizations

It is recommended that students have two current (TB) Tuberculin skin tests when they start their externship. Some medical offices require this. Please see your primary care office or the Health Department for this test. Some sites require a Hepatitis B series before starting at their

site. This is a requirement of their employees as well. Please see your primary care office for this or the local Health Department. Documentation on an immunization record will be required if asked for by the site.

Yuma County Health Department 2200 W 28<sup>th</sup> St. #137, Yuma, AZ 85364 (928) 317-4550

It is important to make sure you are healthy enough to perform your externship. Once a student has been assigned to an externship site there will not be a way to get another site. Externship sites are limited and designed to provide the hands-on training needed to complete the program. The externship sites do not ask you to perform tasks that are not within the scope of practice for a phlebotomist. If you have a special need and require special equipment or accommodation, please contact the program coordinator before sites are assigned. Special needs may or may not be able to be accommodated due to student phlebotomists being solely guests at the sites and do not dictate the site's accommodations.

#### **Medical Restrictions:**

1. Any student who complains of back, knee, or other disability when performing clinical skills must be referred to the program director.
2. The female student is responsible for notifying the program coordinator if they become pregnant.
3. Pregnancy requires a specific release by the attending physician indicating that there are no restrictions to the student's participation in externship.
4. Hearing impaired, physical disability, etc. must be reported to AccessABILITY office on campus for required accommodations.
  - a. If student is hearing impaired, physically disabled, etc. and wishes to request accommodations, it is the student's responsibility to submit their requests through the Arizona Western College AccessABILITY office. The Phlebotomy program staff is not authorized to provide accommodations without the prior approval of through the AccessABILITY office.
  - b. Please email, call or visit their website: ([accessABILITY@azwestern.edu](mailto:accessABILITY@azwestern.edu), [www.azwestern.edu/student-support/accessibility-services/accommodations](http://www.azwestern.edu/student-support/accessibility-services/accommodations)) (928) 344-7674).
5. All information will be kept private and confidential.

#### **Transportation of Clients:**

Students may not provide transportation for clients in any situation.

### **Review of Client Medical Records:**

If for any reason a student must review a patient's medical record, the student must follow the site's medical record policy and guidelines. These guidelines will be disclosed prior to the start of externship as well as day one of externship. Strict rules and guidelines must be always followed due to HIPPA, CLIA and patient's privacy rights.

### **Uniform Policy:**

The uniform policy is standard for the Nursing and Allied Health Department. Uniforms are Caribbean blue color top and bottom; students must have the Arizona Western College. Phlebotomy Student logo badge on their left shoulder. Student name badges and closed-toed shoes must always be worn.

### **Fingernails:**

1. Natural fingernails must be clean, smooth, neatly trimmed, and of appropriate half an inch in length for patient care.
2. No artificial, acrylic, gel nails allowed. Clear or soft color polish only may be worn.

### **Hair:**

1. Hair must be neat, clean and must be worn back from the face and off the neck collar.
2. Facial hair must be neatly trimmed.

### **Jewelry:**

1. Only stud earrings may be worn. Limit facial piercings with no dangling jewelry.
2. NO facial dermal, lip or eyebrow piercings are permitted.
3. Necklaces and bracelets may not be worn due to safety hazards.
4. Rings are limited to one band-type ring or wedding set on each hand.

### **Name Badges:**

Students are required to always wear their Arizona Western College Student photo ID badges.

### **Personal Hygiene:**

1. Students should be especially attentive to personal cleanliness.
  - a. i.e. fingernails trimmed, shower daily, neat hair, ironed uniform

2. Avoid the use of perfumes, scented after-shave, scented lotions, etc.

**Shoes:**

1. Shoes with laces: laces must be kept clean.
2. No sandals, open-toed shoes, open-heeled shoes, canvas or fabric shoes or clogs.
3. No "croc" style shoes with holes. Only solid close-toed shoes in good condition.

**Pregnant Student Policy:**

Student Pregnancy Policy: Arizona Western College is committed to protecting its pregnant phlebotomy technician students from health and safety hazards that are known to be present in the clinical health care environment. Phlebotomy Technician students who are pregnant are required to follow the subsequent procedures:

1) Disclosure: As soon as the phlebotomy student learns that they are pregnant, they must report the pregnancy to their course faculty and clinical instructor. The student must complete and submit an updated medical-health form signed by their healthcare provider to the course coordinator. The form should include estimated due date and confirmation that phlebotomy technician clinical work may be performed. Any subsequent change in status must be documented by the healthcare provider and submitted to the course coordinator. Any contraindications must be stated.

2) Infectious Disease Precautions: a) A pregnant phlebotomy technician student should not receive a TB skin test, chest x-ray or any vaccine without consulting their physician. b) A pregnant phlebotomy technician student may not have contact with a known or suspected teratogen. c) Phlebotomy Technician students who may be pregnant are restricted from administering cytotoxic agents or caring for patients who receive these agents.

3) Precautions for Working in Radiation Environments: a) A pregnant phlebotomy technician student must refrain from any patient care environment in which radiation is present.

4) Post-pregnancy Follow-up: a) A phlebotomy technician student must submit a follow-up medical-health exam form providing a statement from the healthcare provider. This statement should confirm that the student may return or continue the clinical work being performed without any contraindications.

5) Clinical Schedules: a) Following submission of disclosure information, the student shall meet with the course coordinator to discuss available options. The student will submit a written plan to complete the clinical course time and assignments within an agreed upon time frame. b) The

course team and any involved clinical faculty will review the plan and provide accommodation based upon space availability and learning needs.

6) Withdrawal a) If the clinical work is contraindicated either during pregnancy or post pregnancy the student must withdraw from the program and may request readmission as detailed in the Readmission Policy found in the phlebotomy technician student guide.

### **The Impaired Student Policy:**

Impairment is defined as the inability to function safely and effectively.

1. Students who have not had adequate rest and are not able to function in a safe, effective manner in the clinical setting will not be permitted to remain in class or externship site.
2. If a student is suspected by the clinical instructor of any condition and/or substance use that could impair or interfere with student or client safety they will be removed immediately from the lecture, lab areas, client care areas, and the director/coordinator will be notified immediately.

### **Suspected Substance Abuse:**

During the clinical experience, if the clinical instructor, using his/her professional discretion, suspects' substance abuse by a student, the instructor shall remove the suspected student immediately from the care of clients.

### **“FOR CAUSE” Drug/Alcohol Screening Policy:**

Screening for Drugs/Alcohol will be done without Advanced Notice

This policy refers to the use/misuse of, or being under the influence of alcohol beverages, illegal drugs, medical marijuana, or any drugs which impair judgment. All students must be free of impairment while on duty in any health care facility, school, institution, or other location as a representative of the Medical Assisting/Allied Health Programs or while attending classes or labs on any Arizona Western College campus.

### **Tobacco Policy:**

Arizona Western College Phlebotomy Technician Program is committed to providing a healthful environment for phlebotomy students and the clients they care for in a clinical setting. A clinical

setting is defined as any community site, place, health care facility in which Arizona Western College phlebotomy student is present to meet the requirements of a clinical rotation. It is important for Arizona Western College students to project examples of healthy lifestyles.

1. Smoking is defined as carrying or using any lighted tobacco product including cigars, cigarettes, and pipes. E-cigarettes are not allowed either.
2. Students may not smoke, use stimulated tobacco products, or use any smokeless tobacco during the hours of assigned clinical times and while in Arizona Western College Phlebotomy Technician Program.
3. Students must utilize ONLY designated smoking areas while on clinical site campuses.
4. Arizona Western College is a tobacco free campus.

### **Fingerprint Clearance Card Policy:**

Required for Acceptance to Arizona Western College Phlebotomy Technician Program and Externship portion of the program.

1. All students enrolled in the Arizona Western College Phlebotomy Technician program are required to have a Fingerprint Clearance Card to take part in clinical experiences. A copy of the fingerprint clearance card must be submitted with your application prior to being accepted into the program and remain current throughout your enrolled program.
2. Fingerprint clearance is required to work and care for children, the elderly, and any vulnerable adult (Arizona State Statute and JACHO requirements). If there is any positive criminal history, a fingerprint clearance card may be denied. There is an additional fee for the application and fingerprinting. It may take up to 10 weeks (about 2 and a half months) to process the fingerprint clearance cards. Please plan accordingly.
3. For instructions on how to apply please visit our website: [www.azwestern.edu/degrees-and-certificates/phlebotomy-technician](http://www.azwestern.edu/degrees-and-certificates/phlebotomy-technician)

### **Course Failure Policy**

With program director approval ONLY, Phlebotomy program students may repeat the course one time ONLY within one year of initial acceptance into the program. If any student fails to meet the course requirements and wishes to be considered for re-admission, that student may be required to sit out a minimum of one semester before reapplying to the program. The following requirements must be met:

1. Submit application for re-admission to coordinator or director via email.

2. Include statement of plan on improving deficiencies that led to them failing.
3. Meet with coordinator and discuss plan for improvement.

If student is granted re-admission, and student fails to meet course requirements again, student will be suspended from re-applying for a minimum of one year and must go through the process above to obtain approval prior to re-applying. If, on the second attempt, the student cannot complete or pass the course with a grade “C” or higher for any reason, the student will not be allowed to return a third time.

Students MUST earn a minimum required score on the programmatic written and practical final exams of 75% or higher, a minimum of 4 hours of externship or risk failing the course and this forfeiting your NHA exam.

### **Admission Forms and Contracts:**

Application to the phlebotomy program is a two-part process, including:

1. General admission to the college
2. A separate application to the PHLEBOTOMY PROGRAM. Application must be fully complete and duly signed/attested to be eligible for processing. In addition, documents of all admission requirements outlined in this handbook must be included with the application at the time of submission.

All candidates who are accepted to the Arizona Western College Phlebotomy Technician Program are required to sign contractual forms.

### **Disclosure Statements:**

1. Student Contract which deals with the responsibilities of a phlebotomy student.
2. Statement of Understanding, which relates to the physical risks inherent in phlebotomy.
3. Student Policies Acknowledgement in which the student acknowledges understanding of policies and agrees to comply with such policies.
4. HIPAA/Confidentiality Statements.
5. The Code of Academic and Clinical Integrity that deals with the Honor Code of the Phlebotomy Technician Program.

*Please note: These disclosure documents are kept in the student’s official file and are a part of the student permanent record.*

## Student Contract

2026-2027

Students in the Arizona Western College Phlebotomy Technician Program participate in clinical experiences at Onvida Health or Sonora Quest Laboratories in the course of their education. In exchange for providing experience, there are certain expectations of the students. This contract is intended to detail certain expectations.

1. The student consents to have name, immunization and communicable disease status, and reasonable information concerning verification of physical fitness released to the agencies upon demand.
2. The student must meet the requirements for a specific physical, with no limitations, prior to entering the Phlebotomy Technician Program. Failure to provide this physical may result in failure to successfully complete the program. Changes in physical status, including pregnancy, need to be reported to the Program coordinator/director promptly. The program director has final decision for continuing in the program.
3. All written materials containing patient and/or agency information, including those intended for publication or use outside of the school setting must be prepared in such a way as to protect the patient and/or agency information from identification or other sensitive issues. No photocopies of any patient records or information is allowed.
4. All students hereby agree to abide by the rules and regulations both of the Arizona Western College and the agency where clinical externship is occurring.
5. In the course of learning phlebotomy skills students may practice non-invasive skills on each other. No invasive skills may be practiced by any student on any other student without the clinical instructor present and under supervision.
6. In the course of learning phlebotomy skills students will practice invasive skills (live sticks) on each other. Invasive skills will be practiced by any student on any other student with the clinical instructor present and under supervision.

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Student Name (please print)

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Date

---

Student Signature

*Please note: This statement will become part of your permanent record.*

### Statement of Understanding

**2026-2027**

1. I understand that there are health risks involved in the pursuit of any of the health career programs at Arizona Western College and may be come in contact with clients who have contagious or communicable diseases.
2. I understand that I am responsible for all costs associated with exposer to communicable disease or injury I may suffer while a student at Arizona Western College.
3. I understand that it is advisable for me to have health insurance at all times during the program.
4. Understanding the health risks involved, I choose to pursue the training and education necessary to fulfill the requirements of the Phlebotomy Technician Program.

\_\_\_\_\_  
Student Name (please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Arizona Western College Phlebotomy Technician Program  
Coordinator Signature

\_\_\_\_\_  
Date

*Please note: This statement will be a part of your permanent record.*

## Student Policies Acknowledgement

**2026-2027**

1. This certifies that I have been provided the Phlebotomy Technician Program Manual.
2. I understand the attendance and grading scale.
3. I understand that, by not passing my final exam, I forfeit my seat to take the NHA exam.
4. I agree to comply with said policies as stated in the Phlebotomy Technician Program Manual.

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Student Name (please print)

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Date

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Student Signature

*Please note: This statement will become a part of your permanent record.*

## Confidentiality Agreement

2026-2027

1. I understand that Arizona Western College contracts with health care agencies that practice a policy of strict confidentiality in disclosing information regarding its patients/providers/staff. Performing my duties as a student, I may be privy to confidential information. I may have access to such confidential information through patient records, personnel records, hospital computer systems, or other information sources in the facility.
2. I understand that I am required to comply with the Protected Health Information (PHI) standards amended by the Health Insurance Portability and Accountability Act (HIPAA) at <https://www.hhs.gov/hipaa/for-professionals/privacy/guidance/standards-privacy-individually-identifiable-health-information/>
3. I also understand that I may be privy to confidential information in regard to fellow students, faculty, and staff of Arizona Western College and prospective employers; all such information will be kept confidential.
4. I recognize and acknowledge the above stated policy on confidentiality, and I am signifying my commitment to that end (to include the period of time after my student status terminates) by affixing my signature to this document.

\_\_\_\_\_  
Student Name (please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student Signature

*Please note: This statement will become a part of your permanent record.*

**Code of Academic and Clinical Integrity**

**2026-2027**

I \_\_\_\_\_ (print name) am committed to following the Arizona Western College Phlebotomy Technician Program Code of Academic and Clinical Integrity with honesty, integrity, respect, responsibility, and ethics. I have and will refrain from any form of academic or clinical dishonesty or deception.

\_\_\_\_\_  
Student Name (please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student Signature

*Please note: This statement will become a part of your permanent record.*

### Professional Expectations:

**Academic Integrity** is the commitment to and demonstration of honest and moral behavior in an academic setting. It relates to providing credit to other people when using their ideas. Violations of academic integrity, as well as any student who knowingly or intentionally helps another student perform any acts of cheating and/or plagiarism, is subject to formal disciplinary actions.

**Standards of Professional Conduct** are an integral part of the Arizona Western College Phlebotomy Technician Program, and all students are expected to adhere to those standards while enrolled in the program. Arizona Western College Phlebotomy Technician Program has developed standards of professional conduct for all students enrolled in the Phlebotomy Technician program. Students are expected to maintain these standards and are evaluated on their professional conduct each semester. These standards include, but are not all-inclusive:

1. **Accountability:** is answerable for one's action; answers to self, the client/patient, the profession and institution.
2. **Agency's Policies and Procedures:** reads, understands and adheres to the agency policies and procedures at all times.
3. **College Code of Conduct:** can be found in the College Catalog. The student is responsible for accessing this information.
4. **Confidentiality:** respects the privacy of clients/patients; respects privileged information.
5. **Honesty:** practices fairness and straightforwardness of conduct; displays moral excellence and truthfulness.
6. **Dependability:** is trustworthy and reliable.
7. **Ethical:** adheres to the AWC Code of Ethics for Phlebotomy Technician and Code of Academic Integrity.
8. **Legal:** operates within the standards of care related to the student role and phlebotomy technician scope of practice.
9. **Professional Appearance:** adheres to establish dress code in all school activities and externship sites.
10. **Professional Boundaries:** maintains the professional relationships that allow for a safe, therapeutic professional relationship between the student and the client/patient.
11. **Punctuality and Promptness:** is on time for all classes and clinical experiences; completes all assignments on time.
12. **Respect:** treats self and others with regard to consideration and courtesy.
13. **Responsibility:** executes duties associated with the Phlebotomists particular role and standards, adheres to the agency's policies and procedures.
14. **Safety:** prevents or minimizes risks for physical, psychological, or emotional jeopardy, injury or damage.

**Social Media Networks and Electronic Devices:**

It is important to ensure patient information is not made publicly available. A breach in professional behavior regarding information shared about students, faculty, staff, administrators, clinical agencies, clients/patient information, and Arizona Western College will result in immediate disciplinary action and possible withdrawal from the Phlebotomy Technician program. Students must not use electronic devices and social media networks while completing their externship hours, while in lecture classes, laboratory classes, inside of clinical agencies, nor while in the presence of clients/patients.

**Study Time:**

The general guidelines are to allow at least two hours of study for each hour of class that you have per week and one hour of study time for each hour of laboratory or clinical per week. Students are expected to be prepared for their experience in order to give safe patient care. Learning experiences include: classroom, lab, clinical, online communication, and assignments, computer interactive learning and simulations.

**Grading:**

You will be graded on the following educational areas during each semester.

- Exams and Quizzes
- Homework assignments
- Written assignments
- Skills Lab Demonstration
- Clinical Externship Evaluation

**Please note non-traditional grading scale:**

Grading Scale	
A	95-100
B	85-94
C	75-84
D	74 or Below

**Point Distribution:**

Point Distribution	
Final Exams	40%
Quizzes	20%
Attendance	20%
Midterm	20%

*Please note: Chapter Tests/Exams may not be made up without prior authorization by the instructor, any missed tests and or exams will result in a failing grade and may affect your overall grade, please plan accordingly.*

**Phlebotomy Technician Program Mission Statement:**

The mission of the Arizona Western College Phlebotomy Program is to provide a balanced education of cognitive, psychomotor, and effective learning courses to ensure well educated citizens are employable in the healthcare field within the community. The program structure is designed to prepare students for entry level employment, national certification, life-long learning, and a successful career.

**Phlebotomy Technician Program Outcomes:**

Graduates of the Phlebotomy Technician Program will:

1. Be prepared to take the National Healthcareer Association (NHA) National Certification Exam.
2. Perform as an entry level Phlebotomy Technician
3. Function capably in the areas of competence for Phlebotomy Technicians.
4. Apply fundamental principles and concepts from biopsychosocial sciences in clinical practice.
5. Perform Phlebotomy administrative and clinical procedures competently and safely within their scope of practice.
6. Display a professional manner and image, communicating effectively with clients and members of the health care team.
7. Perform within legal and ethical boundaries in the scope of practice for Phlebotomy Technicians.
8. Recognize and respond effectively to verbal, nonverbal, and written communications.

**Program Goals and Objectives:**

- To adhere to professional standards incorporating legal and ethical responsibilities of a medical assistant.
- To encourage professionalism, integrity, and high standards in students.
- To provide students with open access and a supportive environment that encourages student success in the classroom, laboratory, and on the externship site.
- To prepare competent entry-level phlebotomy technician in the cognitive, psychomotor and affective learning domains.
- To provide quality education and training that develops the potential of each student to become a well skilled member of the phlebotomy workforce.
- Preparing students to organize, prioritize, and to delegate care by communicating effectively with members of the medical team.
- Develop communication skills, both verbal and non-verbal, to be used in the work environment and daily interactions with the community in which will be served.
- Apply knowledge of specific disease conditions in the prevention, treatment, and wellbeing of the patients.

*Please note: All or any information is subject to change without notice as the program progresses.*