



Lake Technical College

2023 - 2024 Master Plan of Instruction Phlebotomy

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The mission of Lake Technical College is to be an integral component of the economic growth and development in our communities by offering a variety of high quality career-education and training opportunities.

Lake Technical College does not discriminate on the basis of race, religion, color, national origin, gender, genetic information, age, pregnancy, disability, or marital status in its educational programs, services or activities, or in its hiring or employment practices. The district also provides access to its facilities to the Boy Scouts and other patriotic youth groups, as required by the Boy Scouts of America Equal Access Act, or any other youth group listed in Title 36 of the United States Code as a patriotic society.

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LAKE TECHNICAL COLLEGE

Phlebotomy

INTRODUCTION

Welcome to Lake Technical College Health Science Education Department and the Phlebotomy program. Your future holds for you a rewarding and challenging health career!

The Master Plan of Instruction has been prepared to help you in orientation to the school and becoming familiar with the requirements of the Phlebotomy program. We will do everything in our power to make this educational experience both pleasant and profitable. We believe that faculty and students have reciprocal rights and duties in the educational process. We will strive to instruct, motivate, demonstrate, guide, and encourage the student, and facilitate learning; and we believe the student must desire and seek knowledge, display professional behavior, and demonstrate initiative by participating in his/her own learning and demonstrate understanding by giving a high quality of client care.

HEALTH SCIENCE EDUCATION MISSION

The mission of the Health Science Education Department at Lake Technical College is to prepare students to meet the health care needs of a growing and diverse population, while serving as productive members of our local, state, national, and international communities.

PHLEBOTOMY PHILOSOPHY STATEMENT

We believe the phlebotomist holds a responsible position in the health industry. In order to become competent in this role, instruction must contain theory, lab, and clinical experiences.

We believe the curriculum must have a unified and organized pattern. The educational experiences should be meaningful and build from simple to complex and should provide opportunities to apply new learning directly to real life situations.

We believe that continuous evaluation of a student's progress is necessary in measuring the effectiveness of instruction and in achieving the stated objectives of the program.

We believe that individuals who meet the legal requirements of the state and who show an interest and aptitude for phlebotomy, together with potential for career success and satisfaction, should be accepted into this program.

We believe that phlebotomy education is an ongoing process that must continue after completion of the program to keep the practitioner accountable for, and alert to, current trends and practices and to develop leadership potential to enable the practitioner to become an active and guiding force within the field.

ADMISSIONS REQUIREMENTS

The Health Science Education's admission policy requires that applicants must be at least 18 years of age for Phlebotomy and be academically, physically, and emotionally capable of meeting the demands of the program chosen. Applicants make initial application through the Admissions Office.

The Phlebotomy program has the following minimum admission requirements. Students must:

1. Complete a Lake Technical College application.
2. Be at least 18 years of age.
3. Meet the definition of Good Moral Character and be able to perform the Essential Physical and Emotional requirements

ESSENTIAL TASKS

Health related occupations are demanding, both physically and emotionally. Before entering a program in the health field, it is important to review the following tasks which have been established. Their performance is essential for success in the program.

Physical Requirements

- Ability to perform repetitive tasks
- Ability to walk the equivalent of 5 miles per day
- Ability to project audible verbal communications at a distance of 4 feet
- Ability to reach above shoulder level
- Ability to interpret audible sounds of distress
- Ability to demonstrate high degree of manual dexterity
- Ability to work with chemicals and detergents
- Ability to tolerate exposure to dust and/or odors
- Ability to adapt to shift work
- Ability to grip
- Ability to distinguish colors
- Ability to lift a minimum of 25 pounds and a maximum of 100 pounds
- Ability to bend a knee
- Ability to sit or stand for long periods
- Ability to perform CPR

Mental and Emotional Requirements

- Ability to cope with a high level of stress
- Ability to make fast decisions under high pressure
- Ability to cope with the anger/fear/hostility of others in a calm manner
- Ability to manage altercations
- Ability to concentrate
- Ability to cope with confrontation
- Ability to handle multiple priorities in a stressful situation
- Ability to assist with problem resolution
- Ability to work alone
- Ability to demonstrate high degree of patience
- Ability to adapt to shift work
- Ability to work in areas that are close and crowded

MORAL CHARACTER

Healthcare providers meet the standards of moral character. A history of the following offenses will disqualify a person from employment as a phlebotomist.

- Manslaughter
- Kidnapping
- Obscene literature
- Sexual battery
- Lewd and lascivious behavior
- Child abuse/aggravated child abuse
- Abuse/neglect of disabled adult or elderly
- False Imprisonment
- Negligent treatment of children
- Fraudulent sale of controlled substance
- Prohibited acts of a person in familiar or custodial authority on a child
- Incest
- Arson
- Prostitution
- Assault to a minor
- Vehicular homicide
- Lewd and indecent exposure
- Aggravated Assault
- Exploitation of disabled adult or elderly
- Sexual performance by a child
- Killing of unborn child by injury to mother
- Theft, robbery and related crimes if the offense is a felony
- Relating to drug abuse prevention and control, if offense was a felony or if other person involved was a minor

INSURANCE

Personal injury/school accident insurance is required for all Career and Technical Education students. This insurance is provided through Lake Technical College at the rate of \$1.50 a month. The accident insurance fee will be charged to students per payment period.

Health programs with clinical experiences require liability insurance in conjunction with requirements by the healthcare facilities. The liability insurance fee is charged to students at the time of enrollment.

ACCOMMODATIONS

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan to meet individual needs to ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their postsecondary provider.

Students desiring accommodations or updates to their accommodations are encouraged to self-identify as early in the

program as possible. In order to receive disability accommodations, students must self-disclose the disability to the Special Populations Coordinator and provide documentation that clearly shows evidence of a disability and applicable accommodations. The Special Populations Coordinator will schedule a meeting with the student and faculty to discuss the documented disability and applicable accommodations.

Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments, assessments, time demands, schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodation requested and provided is maintained in a confidential file.

Students in need of academic accommodations for a disability may consult with the Special Populations Coordinator to arrange appropriate accommodations. Students are required to give reasonable notice (typically 5 working days) prior to requesting an accommodation.

TUITION

Tuition is charged to adult students at a rate established by the State legislature. Current fee information is available in the Admissions Office. Tuition is waived for eligible high school, career dual enrolled students. Tuition is due prior to the first day of each payment period based on the Lake Technical College payment calendar. Failure to pay fees at the time class begins will result in not being able to attend class and/or clinical.

PERFORMANCE STANDARDS

Phlebotomy involves the provision of direct care of individuals and is characterized by the application of verified knowledge in the skillful performance of Phlebotomy functions. Phlebotomy is a practiced discipline with cognitive, sensory, affective, and psychomotor performance requirements. Based on these requirements, a list of Core Performance Standards has been developed.

- Critical Thinking:** Critical thinking ability sufficient for clinical judgment
- Interpersonal:** Interpersonal abilities sufficient to interact with individuals, families, and groups from a variety of social, emotional, cultural, and intellectual backgrounds
- Communication:** Communication abilities sufficient for interaction with others in verbal and written form
- Mobility:** Physical abilities sufficient to move from room to room, maneuver in small spaces
- Motor Skills:** Gross and fine motor abilities sufficient to provide safe and effective care
- Hearing:** Auditory ability sufficient to monitor and assess health needs
- Visual:** Visual ability sufficient for observation and assessment necessary in care
- Tactile:** Tactile ability sufficient for physical assessment

Students unable to demonstrate the Core Performance Standards must notify the HSE Department Chair by the end of the first class day to inquire about the provision of reasonable accommodations.

ATTENDANCE POLICY

Guidelines for All Students

In an effort to develop professional skills, regular attendance is required of all students. Students are expected to be in their class promptly in the morning, after break, and after lunch. 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 per pay period as excused absences. LTC employs a Student Retention Specialist who works with students and faculty to track attendance, assists in developing strategies to improve attendance, and coordinates make-up time.

Enrollment Period – period of time a student begins his education and training in a CTE program (i.e., August 15th, January 3rd) through the date of withdrawal or completion.

Payment Period – a set block of time in which a student pays for program hours (i.e., 300 hours, 450 hours)

Excused absence – one that is unforeseeable, unavoidable, and/or unusual. Examples of excused absences include but are not limited to personal illness, court appearance, medical appointment, insurmountable conditions such as extreme weather conditions, religious observances, communicable disease outbreaks, and local conditions determined by LTC, and death in the immediate family. Documentation may be required. No more than 10% of program hours per payment period may be excused.

Unexcused absence – Absences that fall outside of the excused category. Students may make up a maximum of 5% of unexcused absences per payment period. Unexcused absences exceeding this amount will remain unexcused and may result in discipline and/or dismissal from the program. Make-up time must be completed within a reasonable amount of time in order remain in pace with the class and to remain in good standing with Lake Tech.

Make-up time – Students are required to successfully complete hours missed via attendance during designated hours outside of the regularly scheduled program hours. Failure to complete make-up time may result in withdrawal from the program. Make-up hours may not exceed 5% of the scheduled hours in the payment period. There is a \$25.00 make-up time fee per payment period.

Students in non-licensure programs must have achieved a minimum of 85% attendance at the end of each payment period. If the student's attendance does not improve but drops below 75%, the student may be withdrawn unless documentation regarding extenuating circumstances is provided to the Student Retention Specialist. School Intervention Team (SIT) meetings will be held as necessary to attempt to alleviate issues resulting in excessive absences and to counsel the student of possible alternatives and consequences. Students may be placed on attendance contracts. Students on attendance contracts are deemed to be on academic probation.

**Note: licensure program attendance policies may be more rigid due to licensure requirements and supersede this policy.*

Regularly scheduled class hours will be reported for attendance. Coursework completed at home will not count toward hours in a program. Students will be enrolled in additional hours if needed. Current tuition and fees will apply.

Excessive absences - A student who is absent for six (6) consecutive class sessions will be withdrawn from his/her program. A student must petition and be approved in order to return. Students exhibiting a pattern of consecutive absences of less than six days will be subject to dismissal as determined by a School Intervention Team. A School Intervention Team 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 of financial aid, lower professional skills grades and the ability to continue in the program.

Leaving 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.

Notification of Absences

Attendance is very important in the Phlebotomy program. **A student who finds it necessary to be absent due to illness or emergency situations MUST notify the faculty prior to or within one (1) hour of the state of class that day. When a student finds it necessary to leave school early they must notify the faculty.**

Failure of notification will result in:

1. a verbal reprimand at the first no-call, no-show.
2. a written reprimand for the second no-call, no-show.
3. a School Intervention Team (SIT) meeting for the third no-call, no-show.

If a test is not taken at the regularly scheduled time, the student will lose 5 points off his/her grade on that test. Regularly scheduled means the original time and date that a test is scheduled. Any Student who enters the classroom after any of the testing students leave the classroom will be considered as missing the regularly scheduled time and be subject to the 5 point penalty.

Excessive Absences

Excessive absences may result in an unsatisfactory knowledge, skills, and/or professional skills grade and can result in termination from the program.

A student who is absent for six (6) consecutive class and/or clinical sessions will be withdrawn from enrollment in his/her program. A student withdrawn for absenteeism must petition administration to return. A student having medical documentation or documentation of an extenuating circumstance does not need to petition to return. Students exhibiting a pattern of consecutive absences less than six days will be subject to dismissal as determined by a Student Intervention Team. Withdrawn students must re-apply and re-register for the next program, when space is available.

It is the responsibility of each student to be aware of their absences (LTC is a clock hour institution, therefore attendance is tracked minute by minute). Students may monitor their attendance using the student web portal located in the LTC website.

Any student whose absences exceed 10% **may** be eligible and approved to apply for make-up time, a \$25 fee will be applied. LTC employs a Student Retention Specialist who works with students and faculty to track attendance, assists in developing strategies to improve attendance, and coordinates make-up time per the LTC make-up policy.

If make-up time is exhausted or not approved a student may be placed on PROBATION. The purpose of probation is to formally notify and appropriately document an existing condition that is jeopardizing the ability of a student to successfully complete the Phlebotomy program. Excessive absences may jeopardize enrollment in the class.

Students on probation for excessive absences may continue in the program only as long as they are making satisfactory progress in the theory and clinical areas, and the excessive absences are due to extenuating circumstances such as hospitalization, emergency surgery, or extreme personal hardship. Excessive absences will impact the professional skills grade or may result in withdrawal from the program.

Tardiness/Late

As in the workplace, students are expected to be in their class promptly in the morning, after break, and after lunch. Students are expected to notify the faculty before the start of class of any anticipated tardies.

CLASS SCHEDULE

Classes are held three evenings per week, Monday, Tuesday, and Wednesday from 5:00 pm to 9:00 pm.

GRADING PROCEDURE

Lake Technical College is a postsecondary institution designed to provide trained individuals to industry. The grading scale for the Phlebotomy program reflects industry standards as recommended by the advisory committee and approved by the administration of Lake Technical College. 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: Skills, Knowledge, and Professional Skills and 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 a 80% average for each course/system/unit didactically and in each course (OCP) regarding skills and professional skills.

Remediation and Retesting (Pathways to Success)

- Score of 80% or higher-student is not allowed to retest to earn a better score.
- If a student scores 79% or lower, the student is highly encouraged to immediately confer with the Student Success Counselor to analyze the test materials, study tools available and the student's study situation.
- Score 74%-79%-student will have the understanding this is a below criteria grade and the student may request remediation with instructor.
- Score of 72% or lower requires mandatory instructor meeting to discuss deficits, mandatory retake of exam after scheduled meeting with student success counselor.
- A maximum of 2 remediation tests are allowed for each course.
- Finals are not allowed to be repeated.

Remediation and retesting must be completed within approximately one week of the exam Student may not retake after the next exam in the course has been given. Instructor has the ability to review reason for not completing exam within expected time frame with HSE coordinator for any re-evaluation of retesting.

Missed Tests:

- If a test is not taken at the same time or day of the scheduled test, 10 points are deducted. Based on documentation of extenuating circumstances, after review, the department coordinator may waive this penalty.
- Missed tests must be taken within 5 scheduled school days (classroom and clinical). Failure to show to take the missed test will result in a zero grade. Any exceptions must be approved by the Department Coordinator.
- Missed tests are not generally scheduled during class time. It may require time from the student, outside scheduled class time.

KNOWLEDGE (33 1/3% of the grade)

The Knowledge grade is composed of written exams and assignments. An average grade of 80% or higher is required for successful completion of each course. Failure of either Healthcare Core or Phlebotomy course will result in withdrawal from the program. A minimum overall KNOWLEDGE average of 80% per unit is required to successfully complete the Phlebotomy program.

PROFESSIONAL SKILLS (33 1/3% of the grade)

The Professional Skills grade is based on the attributes listed below. The professional skills grade is based on established criteria and reviewed with each student at the end of each grading period.. A minimum PROFESSIONAL SKILLS grade of 77% per grading course is required to successfully complete the Phlebotomy program.

Professional Skills

Effective professional skills are the cornerstone to successful employment. Students are expected to demonstrate productive professional skills during all phases of enrollment. Instructors will work with students who need assistance in this area to improve the overall possibility for successful employment.

Attendance: Attends class for all scheduled hours assigned, arrives/leaves on time, contribute to class discussion and is actively involved in all activities.

Character: Displays academic integrity (inclusive of not committing plagiarism), trustworthiness, dependability, reliability, self-discipline, and self-responsibility.

Teamwork: Respects the rights of others; is a team worker; is cooperative; ensures confidentiality in all classroom, clinical and other matters; demonstrates professional behavior in interactions with peers, preceptors, and faculty.

Appearance: Displays appropriate dress, grooming, hygiene, and wears full regulation uniform of the day.

Attitude: Displays a willingness to cooperate and accept constructive criticism; sets realistic expectations; approaches assignments with interest and initiative.

Productivity: Follows safety practices; conserves materials and supplies; maintains equipment; stays on task and utilizes time constructively; demonstrates proactive leaning through involvement in activities and contributions to class discussions.

Organization: Manifests skill in prioritizing and management of time and stress; demonstrates flexibility in handling change; completes assignments on time; uses work time appropriately.

Communication: Contacts faculty to report concerns; notifies faculty of tardy/absence one hour before start of class; seeks clarification and understanding through appropriate, pertinent questions. Uses appropriate tone of office. Any conflict -student is encourage to discuss with conflicting party with conflict resolution techniques. Follows chain of command.

Leadership: Displays leadership skills; appropriately handles conflict and concerns; demonstrates problem-solving capability; maintains appropriate relationships with supervisors/faculty and peers; follows the chain of command.

Respect: Deals appropriately with cultural/racial diversity; does not engage in harassment of any kind to include but not limited to verbal, nonverbal, and written; addresses faculty and peers in appropriate tone and with appropriate language to include but not limited to electronic (email, text, etc.) **Students are to follow chain of command per healthcare industry standards when communicating. Chain of command is as follows: Instructor- HSE Coordinator- Dean of student Services-Director of Operations-Executive Director.**

SKILLS (33 1/3% of the grade)

The Skills grade results from performance in the clinical. Clinical skills must be demonstrated and passed during the grading period in which the skill was introduced. A minimum SKILLS grade of 77% per grading course is required to successfully complete the Phlebotomy program.

Skills

Student must successfully complete with a minimum of 77% average in each of the areas of theory, skills and professional skills in each course or be withdrawn from the program.

Program Progress

Students are required to complete the program of training within the hours allotted by the State of Florida for completion. Progress must be at a rate that will allow for completion with the number of hours stated in the Curriculum Framework which may be found on the Florida Department of Education website.

If a student does not show satisfactory academic progress, the student will be referred to the Student Success Counselor, and if necessary, to the HSE Department Chair for further intervention and assistance.

REASONS FOR WITHDRAWAL

The school reserves the right to withdraw a student from the Phlebotomy programs for any of the following reasons:

1. Unsatisfactory performance
2. Disruptive conduct and/or aggressive behavior
3. Academic misconduct (cheating)
4. Unethical conduct (i.e., drug or alcohol abuse, breach of confidentiality)
5. Endangering a patient or jeopardizing their safety
6. Excessive absences
7. Failure to comply with requirements as stated in the Master Plan of Instruction

The final decision for dismissal will be made by school administration in consultation with the Phlebotomy faculty and the department chairperson. Students may appeal a dismissal by following the school appeals and/or grievance policy.

PROGRAM DRESS POLICY

Students who attend Lake Tech shall dress in a manner appropriate for the job in which they are receiving training, including any special protective gear and professional uniforms. All clothing must be clean, neat, modest, in good repair, appropriately sized, and be neither distracting nor offensive. Jewelry and makeup, if worn, must be in accordance with this Master Plan of Instruction.

The Executive Director or designee has the final authority for determining whether or not a student's apparel conforms to the dress code. If it is determined that it does not, students will be required to change into clothing which will conform to this code or leave campus. Students may return to campus when they have changed into appropriate clothing.

Phlebotomy Dress Code

1. **Program approved scrub top:** The uniform top is gray with monogram and may be purchased from Lake Uniforms.
2. **Black medical uniform scrub pants:** Scrub pants cannot have flare at bottom. Jeans are not permitted.
3. It is a requirement that both the scrub top and the uniform pants be clean and neat at all times. Ironing is recommended. You are representing yourself, your faculty and your school.
4. **Belts (if worn):** Black with simple, unadorned buckle, maintained in relatively new condition.
5. **Black shoes,** Closed-toe, closed-heel and hard-soled, made of material that will not absorb fluids. If ankles are exposed, solid black socks must be worn, covering ankles. High heels, platforms, clogs, cowboy boots or high top work boots are unacceptable.
6. **A Lake Tech student picture I.D.** must be worn at all times when the student is on campus, or in the clinical setting.
7. **Jewelry:** No jewelry other than a watch, a wedding/engagement ring. No other visible body piercing is acceptable. The only acceptable body piercing is one small post earring in each ear. No other visible body piercing is acceptable.

8. **Make-up:** Will be moderately applied. Make-up should be consistent with the professional nature of Phlebotomists.
9. **Hair** will be:
 - A **natural** hair color only.
 - Neatly combed, brushed or styled.
 - Out of the eyes and restrained with clips or bands that blend with hair color or match uniform.
 - Hair must be worn above the collar and away from the face at all times when in uniform.
10. Beards and moustaches must be neatly groomed, and must be a natural hair color.
11. **Body art:** All visible body art (tattoos, Henna, etc.) must be covered at all times when participating in any phlebotomy settings. Note: In the interest of infection prevention tattoos on the hands may be uncovered. Offensive tattoos are not permitted. The instructor and the Healthcare coordinator will determine if the tattoo is offensive.
12. Nail polish, if worn must be clear. Nails should be no longer than end of fingertip. Artificial nails (to include, but not limited to, gel finish, silk tips, shellac) are NOT permitted in the phlebotomy classroom
13. Eyelashes are to be natural in color and, as with nails, artificial eyelashes or extensions are prohibited.
14. **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.**

Students reporting to classroom dressed out of uniform will be permitted to class. A student may clock out and change to their uniform

Once the student is appropriately dressed they may return to clock in for the remainder of the class.

Remember - students at Lake Technical College are preparing for employment in a position where public relations must be a major factor in one's success. Individual desires cannot always take precedence.

FINANCIAL AID

Policies and guidelines for the administration of all financial aid are established according to federal and state law. Applicants complete an information form, Free Application for Federal Student Aid, and furnish documentation needed to verify eligibility. More information on the application process may be obtained in the Financial Aid Office.

The Financial Aid Office will assist students, where possible, with access to financial support offered by federal agencies (U.S. Department of Education – Pell Grants, Department of Veterans' Affairs), other state and local agencies and local organizations (scholarships).

PLAN OF INSTRUCTIONAL PRACTICES

Teaching Methods

Pre- and post-testing, lecture, web-based materials, demonstration and return, discussion, group interaction, required reading and written assignments, oral reports, role playing, question and answer, unit examinations, skill practice, individualized instruction, self-directed learning activity packages, clinical experience, field trips, textbooks, workbooks, projects, reports, simulations, hands-on computer experience, collaborative learning, videotaped instructions, films, audio tapes, transparencies, guest speakers, board examples, and labs are among the teaching methods utilized.

Online Access

Technology is an integral part of our daily lives. From smart phones to electronic tablets, these devices are becoming items that many cannot function without. In addition, the Internet is changing the way education is delivered. Lake Technical College strives to ensure that our students are able to compete in this technology driven world. With this in mind, it is recommended that students have an online presence and access to the internet.

It is also important that students have an email address that they check on a regular basis. A lot of information may come to you through your email, so it is important that you check it regularly. If you do not have an email address, there are numerous services that provide FREE email addresses. Please make sure your faculty have a current, working email address for you. See your faculty for more information.

Social Media

The advent of social media has created a world-wide communication medium for persons of all ages. While extremely popular, these websites have also created their own set of "not-so-popular" problems such as cyber-stalking, identity theft,

cyber-bullying, cyber-cheating (posting of exam, or other course material), and a host of other nebulous challenges that users may face. Another reality associated with social media is its far-reaching consequences for those who share posts that may be seen by others as inappropriate.

Potential employers, current employers, civic, or educational organizations you may be associated with, and many others are looking at social media sites for information that may tell them things about an individual. Students should also be cautioned on how private their social media content really is – despite the settings on an account. All social media sites are potentially vulnerable. A simple search of how to view pages that are set as “private” for a popular social media website yielded numerous responses for ways to view the content. Everything from blogs to online videos offer to explain how to accomplish this task.

Students in all programs need to be cognizant of the fact that most professions rely on great moral character. It is recommended that when using social media, assume that all posts will be seen/read by everyone with access to the internet.

Clinical

The faculty will evaluate each student's skills/clinical progress throughout the program. The evaluation is a comparison of the student's performance to the written program objectives, which are based on the Department of Education's Performance Standards. Evaluations are reviewed in individual conferences.

Methods of Teaching Safety

A basic outline of safety standards and practices is covered along with continuous implementation of safety principles. Skills are demonstrated by the student in the lab environment and must meet competency standards prior to performance in the clinical setting.

Evaluation

Class performance, skills performance, pre- and post-testing, practical test evaluation (labs), required written and workbook assignments, clinical observation, decision-making, attendance, and professional skills are included in a student's evaluation. Cognitive, psychomotor, and affective performance, required written assignments and performance of objectives during practicum are included in a student's evaluation.

PHLEBOTOMY PROGRAM GENERAL INFORMATION

Program Length and Hours

The Phlebotomy class is a 165-hour program in length.

The Phlebotomy program functions under Lake Technical College. The program is designed to prepare students for employment as Phlebotomists.

Personal Qualities/Health Care

The following qualities are desirable for one studying to become a phlebotomist: Good health, good citizenship, a desire to help people and to have new experiences, a willingness to accept responsibility, alertness to the needs of people, the ability to get along with others, adaptability, honesty, dependability, promptness, and kindness.

The student is responsible for his/her health and any health problems. The school reserves the right to require a physician's statement if there is reason to believe that the student's health may be jeopardized in a clinic situation. Any student too ill to perform class requirements will be sent home.

Job Description

The American Academy of Phlebotomy Technicians' description of a phlebotomist: Phlebotomists collect specimens from patients for clinical analysis and diagnosis. They act as ambassadors of the clinical laboratories. Consequently, they must have excellent customer service skills as they interact with a diverse patient population. Physicians use the results of blood work to assist them in treating and diagnosing patients up to 70% of the time. Therefore, the phlebotomist must collect quality results to ensure physicians are getting optimal results to aid in the treatment of patients.

The Phlebotomist may find employment in labs, clinics, physicians' offices, and private practice.

PROGRAM POLICIES AND PROCEDURES

1. No cell phones are allowed in the **classroom or clinical setting** unless otherwise instructed by the clinical faculty.
2. To protect equipment and furnishings in the classroom and laboratory areas, only drinks, in closed, covered containers, are permitted. No other food or drinks are allowed, unless specific permission is granted by the faculty. However, under no circumstance may food or drinks be in the laboratory or computer testing areas.

3. Gum chewing is not allowed.
4. Students are to maintain a neat, clean and appropriate appearance and wear a proper uniform to class and to clinical areas.
5. No student should be lying on laboratory tables without the permission of the faculty.
6. All equipment should be returned to its proper place after use. Any broken equipment must be reported to the faculty for repairs.
7. All students will respect the rights of others.
8. NO personal calls may be made or accepted during class time except in emergency situations.
9. Lake Tech is a tobacco free institution. The use of tobacco products of any kind, including e-cigarettes, is not permitted at any Lake Tech location.
10. Students should make good use of classroom and clinical time; take responsibility for their own learning.
11. Students should demonstrate good interpersonal skills with peers and the faculty and contribute to the learning atmosphere.
12. Students should demonstrate punctuality.
13. Students should respect school and clinical facility property.
14. NO student is to be in the lab or classroom without the faculty present.
15. Conflicts – at any time that conflict arises, for any reason, during class time or clinical time the student is to avoid a serious confrontation at all costs. Right or wrong, students should avoid being part of a bad scenario that would have an impact on the program. Students should report to the faculty or department chairperson immediately and allow one of these individuals to disarm the situation.

Classroom Rules

Students will:

1. Maintain a neat, clean, appropriate appearance.
 - When in uniform, be dressed according to the dress code.
 - When not in uniform, wear standard business attire for class or other occasions.
 - Refrain from wearing shorts, midriff tops, etc., these are not appropriate at any time.
2. Demonstrate punctuality.
 - Notify a faculty prior to expected time regarding tardiness or absences.
 - Seek permission and follow procedure to leave early when necessary.
 - Return from breaks and meal times at specified time.
3. Respect the rights of others.
 - Be attentive and polite.
 - Do not talk to neighbors preventing others from learning.
 - Help classmates if able and time is appropriate.
 - Respect the property of others.
 - Be patient and considerate of others.
 - Pay attention.
 - Think before speaking to avoid misunderstanding.
 - Do not talk while others are talking.
4. Demonstrate good interpersonal relationships with peers and faculty.
 - Exhibit/attempt to cooperate, have a congenial attitude with others.
 - Show respect for faculty and peers.
 - Accept others for themselves.
5. Contribute to a learning atmosphere.
 - Wait for recognition before speaking.
 - Do not interrupt class.
 - Assist peers, as able, in their learning.
 - Contribute new or pertinent material on topic when appropriate.
6. Make good use of classroom/laboratory time.
 - Do reading or assignments when no lecture or formal class is in progress.
 - Practice skills and techniques..
7. Take responsibility for own learning.
 - Submit assignments on the specified date. In the event of an absence, submit assignment the first day of the return to class.
 - Responsible for coming to class prepared by bringing pen, pencil, paper, and books.
 - Make up work missed during absence in a timely manner without prompting.
 - Complete reading assignments and is able to participate in class discussions.
8. Attempt to do the best possible.
 - Try to achieve full potential.

- Make an effort to answer questions when called upon. There will be no unison responses to questions. The faculty will recognize students after asking a question.
 - Use time wisely.
 - See the teacher privately to clarify any unclear material.
9. Respect school and clinical facility property.
- Always leaves classroom, laboratory, and conference area neater than found.
 - Do not eat or drink except in designated areas.
 - Do not deface property of others.
 - Be proud of your school and remember to be an ambassador to the public.

Professionalism and Confidentiality

Phlebotomists practice under a code of ethics which safeguards the patient's right to privacy by judiciously protecting information of a confidential nature. As part of the assigned clinical experience, students will be privy to information about patients, their families, physicians and employees which is to be held in strictest of confidence and to be discussed ONLY in accordance with professional responsibilities.

Violation of the "confidential communication" will be grounds for probation or recommendation for dismissal in accordance with program policy as recommended by a SIT meeting.

Methods of Address

A student will address each other, faculty, office staff and clients with respect and consideration. Clients should be addressed in a friendly manner but never in terms of familiarity or endearment.

CERTIFICATE REQUIREMENTS

In order to receive a Certificate of Completion for the Phlebotomy program, the student must successfully complete with a minimum of 80% average in each of the areas of theory, skills and professional skills and:

- Demonstrate knowledge related to all Intended Outcomes identified in the Department of Education Curriculum Framework
- Demonstrate proficiency in the laboratory/clinical area
- Attend a minimum of 132.0 hours

The certificate of completion will be presented at the end of the program. Program completers are invited to participate in the school-wide graduation ceremony.

Students who are able to successfully complete a minimum of thirty (30) venipunctures and ten (10) capillary sticks on live individuals may be eligible to sit for the Certified Phlebotomy Technician Certification exam. For more information on this examination please see the NHA (National Health Career Association) Phlebotomy certification website.

Job Placement

The faculty assists students with job placement. However, no one can be promised the job or hours desired. It is up to the individual student to actively pursue employment opportunities.

Follow Up

Lake Technical College is proud of its graduates and celebrates the next step graduates take whether it is employment, military or further education. Prior to completing, students may visit the Career Success Center for assistance with employability skills such as resume writing. In addition, faculty may provide students with employment leads. However, it is up to the individual student to actively pursue employment opportunities. We like to hear how our graduates are doing and want to celebrate your successes so be sure to communicate with your faculty any employment, military, or further education you enter. Students are required to participate in an Exit Interview prior to their last day in their program.

GENERAL SCHOOL INFORMATION

Campus Safety

Lake Technical College makes every effort to provide a safe environment for all students, visitors, faculty and staff. Basic safety standards, which will include fire drills, weather drills, equipment usage, and traffic regulations, will be covered in the program orientation. These basic safety standards will be reinforced throughout the program enrollment. See the current school catalog for additional campus safety information.

Food and Drink in Program Areas

To protect equipment and furnishings in the classroom and laboratory areas, only drinks, in closed, covered containers, are permitted. No other food or drinks are allowed, unless specific permission is granted by the faculty. However, under no

circumstance may food or drinks be in the laboratory/ computer or computer testing areas.

Leaving Campus During School Hours

For safety reasons, students will notify their faculty when leaving campus early.

Parking Regulations

Students may park only in the south parking lot in spaces not designated as staff or customer service parking. For safety, loitering in or around vehicles once the vehicle is parked is not allowed, and a 5 mph speed limit is enforced. In consideration of the neighbors and classes in session, loud music in vehicles on campus is prohibited.

Smoking

Lake Tech is a tobacco free institution. The use of tobacco products of any kind, including e-cigarettes, is not permitted at any Lake Tech location. This includes the parking lots.

**Florida Department of Education
Curriculum Framework**

Program Title: Phlebotomy
Program Type: Career Preparatory
Career Cluster: Health Science

Career Certificate Program	
Program Number	H170302
CIP Number	0351100901
Grade Level	30, 31
Standard Length	165 hours
Teacher Certification	Refer to the Program Structure section.
CTSO	HOSA
SOC Codes (all applicable)	Assignment pending.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml
Basic Skills Level	N/A

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Health Science career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of Health Science career cluster.

The purpose of this program is to prepare students for employment as phlebotomists.

The content includes but is not limited to communication, leadership, human relations, and employability skills; performance of safe and efficient work practices in obtaining adequate and correct blood specimens by capillary or venipuncture on adults, children and neonates; maintaining the integrity of the specimen in relation to the test to be performed; preparing blood smears; labeling specimens accurately and completely; collecting timed specimens; promoting the comfort and well-being of the patient while performing blood collecting duties; observing safety policies and procedures; medical terminology; emergency procedures including CPR (Heartsaver); delivering a variety of clinical specimens to the clinical laboratory; sorting and recording specimens received in the laboratory; centrifuging specimens and preparing aliquots of samples according to the designated protocol; distributing samples to appropriate laboratory sections; and preparing collection trays for specimen procurement.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 2 occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3) (b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length	SOC Code
A	HSC0003	Basic Healthcare Worker	PHLEB 7G LAB TECH @7 7G MED ASST 7G LPN 7G	90 hours	
B	MEA0520	Phlebotomist	PARAMEDIC @7 7G REG NURSE 7 G RESP THER @7 7G PRAC NURSE @7 %7%G (Must be a Registered Nurse)	75 hours	

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.
2. Apply appropriate academic and technical skills.
3. Attend to personal health and financial well-being.
4. Communicate clearly, effectively and with reason.
5. Consider the environmental, social and economic impacts of decisions.
6. Demonstrate creativity and innovation.
7. Employ valid and reliable research strategies.
8. Utilize critical thinking to make sense of problems and persevere in solving them.
9. Model integrity, ethical leadership and effective management.
10. Plan education and career path aligned to personal goals.
11. Use technology to enhance productivity.
12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

- 01.0 Demonstrate knowledge of the healthcare delivery system and health occupations.
- 02.0 Demonstrate the ability to communicate and use interpersonal skills effectively.
- 03.0 Demonstrate legal and ethical responsibilities.
- 04.0 Demonstrate an understanding of and apply wellness and disease concepts.
- 05.0 Recognize and practice safety and security procedures.
- 06.0 Recognize and respond to emergency situations.
- 07.0 Recognize and practice infection control procedures.
- 08.0 Demonstrate an understanding of information technology applications in healthcare.
- 09.0 Demonstrate employability skills.
- 10.0 Demonstrate knowledge of blood borne diseases, including HIV/AIDS.

- 11.0 Apply basic math and science skills.
- 12.0 Demonstrate accepted professional, communication and interpersonal skills.
- 13.0 Discuss phlebotomy in relation to the health care setting.
- 14.0 Identify the anatomic structure and function of body systems in relation to services performed by phlebotomist.
- 15.0 Recognize and identify collection reagents supplies, equipment and interfering chemical substances.
- 16.0 Demonstrate skills and knowledge necessary to perform phlebotomy.
- 17.0 Practice infection control following standard precautions.
- 18.0 Practice accepted procedures of transporting, accessioning and processing specimens.
- 19.0 Practice quality assurance and safety.

**LAKE TECHNICAL COLLEGE
Health Science Education
Phlebotomy**

SUBSTANCE ABUSE STATEMENT

I understand and agree that any student in possession of, using, or under the influence of alcoholic beverages, any illegal substances or drugs, or any prescription drugs that are not prescribed for that individual on the school grounds or at any assigned clinical facility, will be subject to immediate dismissal from the program or any other disciplinary action that is deemed appropriate by administration. I also understand that any student convicted of, pleading no contest, or entering into any form of pre-trial program for the use, possession, manufacture, distribution or being under the influence of any of the above listed items or substances, regardless of where the alleged offense occurs, will be subject to immediate dismissal from the program.

As outlined in the *Policies and Procedures* manual, law enforcement agencies will be notified of any illegal activity.

Student Signature: _____ Date: _____

STATEMENT OF RECEIPT AND UNDERSTANDING OF POLICIES

I have received a copy of the Phlebotomy Master Plan of Instruction.

I have read, asked for clarification if needed, understand, and agree to comply with all policies contained therein.

I understand that failure to comply with these policies may result in the termination of my program.

Print Name: _____ Date: _____

Signature: _____

STUDENT CONFIDENTIALITY STATEMENT

I, _____ (PRINT), understand that as a student of Lake Technical College Health Sciences Program, I will have access to private, confidential information regarding the patients at the clinical sites at which I will be practicing and/ or job shadowing. I also understand that according to the law (HIPPA) this information is to be held in strict confidence and not discussed with anyone who does not have a legal right to know. This includes, but is not limited to, friends or relatives of mine, former employees of the practice and friends or relatives of the patient.

Information pertaining to a patient's health status can only be released upon the written authorization of the patient or patient's legal representative. Failure to comply is a violation of Federal Law and grounds for immediate dismissal from the program of study.

Signature: _____ Date: _____