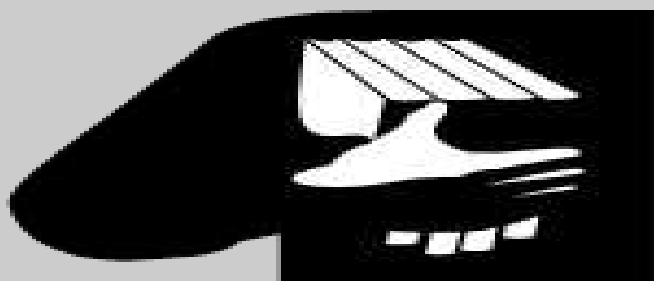




## Family Health Services Training



# Enrollment Agreement

3500 5th Avenue Suite 203, San Diego, CA 92103  
(619) 294-2192  
[www.familyhealth-services.com](http://www.familyhealth-services.com)

*Providing excellence in Training and Continuing Education to California Health Services community since 1986*

## **Enrollment Agreement Phlebotomy Program**

Thank you for your decision to become a student at the Family Health Services Training Center here after referred to as the “Center”. This agreement makes clear your obligation to pay tuition, fees and is legally binding when signed by you and accepted by the Center.

The name of the educational program in which you are enrolled is the Family Health Services Training Center Phlebotomy Training Program. All instruction as well as the terms and condition of the enrollment agreement is provided only in the English language.

The course consists of four (4) modules listed as follows:

1. **Phlebotomy 101**– Consists of a total of 25 hours of didactic instruction in Basic Phlebotomy
2. **Phlebotomy 102**– Consists of a total of 25 hours of didactic instruction in Advanced Phlebotomy
3. **Laboratory Practical**– Consists of 40 classroom hours of applied phlebotomy where students are introduced to various blood-withdrawal devices and begin to develop skills and techniques in the art of phlebotomy
4. **Clinical Internship**– 40-160 hours

**Clinical Experience** – The internship consists of 40-160 hours spent in the clinical environment interacting with patients and other members of the healthcare team. During this segment, the student is expected to demonstrate proficiency in the use of various phlebotomy devices while obtaining blood samples from different categories of patients.

The maximum total number of clock hours required to complete this course is 250.

**Tuition and Fees:** Tuition for each course is specified in the course catalog. The total amount of tuition is due and payable on or before the first day of class unless prior written arrangements have been made. In the case where a tuition check is returned for insufficient funds, the Center reserves the right to exclude the student from the course. In case of multiple returned checks the Center may require the student to make future payments in cash or certified funds. The Center reserves the right to modify tuition at anytime. In addition, the Center reserves the right to withhold certificates, diplomas and similar documents pertaining to training should you fail to pay tuition or break any promise to this agreement.

**Financial Assistance:** You are responsible for the full amount of tuition and fees charged by the Center even though you may be eligible for a loan, Veterans benefits, or other government or company-sponsored financial assistance. You agree that eligibility for financial assistance under these programs is not controlled by the Center, and the Center makes no promise or representation that you will be eligible to receive financial assistance or the amount of financial assistance.

**Veterans:** Many active duty military personnel, veterans, dependents of deceased or disabled veterans and reservists are eligible for Department of Veterans Affairs' educational benefits. If you are a veteran, you promise that you will not enroll in any course at the Center that you have previously taken at another college or university for which you receive benefits from the Veterans Administration. You understand and agree that you will be liable for any overpayment of Veterans benefits if you break this promise. Students wishing to apply for programs administered by the Department of Veterans Affairs can obtain information on how to apply for their benefits by calling or visiting the Veterans' Affairs office.

**Official Enrollment:** You are considered to be officially enrolled in the course when you have completed, signed and dated this document.

**Attendance:** Students are expected to attend all classes of the course. Students with up to 2 excused absences will be issued a makeup schedule for the class missed. Students that accrue three or more absences are excluded from the current course but may be re-instated to subsequent course. Tardiness and early departures from classes accrue and have the potential to cumulative effect on absences.

You will be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates and salaries or wages, prior to signing this agreement. Courses completed at the Center are not transferable to other institutions.

**Governing Law:** The laws of the State of California govern this agreement. By signing this agreement, you specifically represent and warrant that: (a) no guarantees or inducements have been made to you; (b) you have not been promised anything other than what is contained in this agreement or in the catalog; (c) you have carefully read and understand the terms of this agreement; (d) you have read, understand and agree that the Center's cancellation and refund policies have been clearly explained to you and the Center has answered any questions about these policies; and (e) you agree to comply with the Center's policies and regulations in the catalog and any additional policies and regulations that the Center may adopt in the future and publish in the catalog.

All instruction for courses offered by the Family Health Services Training Center are held onsite at 3500 5<sup>th</sup> Avenue, #203, San Diego, CA 92103. The period covered by this enrollment agreement is from 1/1/2016 through 1/1/2017.

The phlebotomy course begins on the first Friday of each month and convenes for 6-8 weeks. Program start dates are the first Friday's of each month and ends 8 weeks later. See student's right to cancel and refund policy on page 4.

## **STUDENT'S RIGHT TO CANCEL**

### Refund Policy

If you are enrolled in the full phlebotomy program and are scheduled to attend classes here at the Center, you have a right to cancel and receive a refund of all charges paid through attendance of the first class or after seven (7) days of enrollment, whichever is later. A written notice of your decision to withdraw must be received by the Center on the first day of class or no later than 7 days from the date of enrollment. The withdrawal notification letter should be addressed to the registrar and mailed to the following address:

Registrar  
Family Health Services Training Center  
3500 5<sup>th</sup> Avenue #203  
San Diego, CA 92103

A refund of all charges paid less a \$150.00 registration fee as well as any non-refundable charges you may have paid to the student tuition recovery fund will be transmitted to you within 45 days of receipt of your written notice to cancel. However, should the above withdrawal notice be received after the beginning of the first class or seven (7) days of enrollment, whichever is later the STRF becomes non-refundable.

Should the course be cancelled by the Center, you will be provided written notice of such cancellation. A full refund of all charges paid through attendance of the date of notification will be transmitted to you within 15 days of the above date of notification. If you received federal student financial funds you are entitled to a refund of moneys not paid from federal student financial aid programs funds.

#### Procedure for Cancellation

Should you decide to cancel or withdraw after 7 days of attendance you may be eligible for a refund but you must provide written notification of your decision to withdraw. The amount of refund is determined by a pro-rated hourly charge based on the number of hours attended less the \$150.00 non-refundable registration fee including any charges paid to the non-refundable student tuition recovery fund.

Cancellation Date: \_\_\_\_\_

## Cost of Training

Phlebotomy Course Itemized List of Charges:

1. Tuition ----- \$1,343
2. Registration Fee ----- *(non-refundable)* ----- \$150
3. Equipment ----- \$ -0-
4. Lab Supplies ----- \$100
5. Educational Materials ----- \$100
6. Uniforms ----- \$-0-
7. Tutoring ----- \$-0-
8. Resident housing ----- N/A ----- \$-0-
9. Oversight & Evaluation (Career Counseling, Evaluation & Prep of Resume) \$150
10. Background Check ----- \$67
11. Internship ----- \$600
12. National Examination ----- \$90
13. Assessment of Fees to Transfer Credit ----- N/A ----- \$-0-
14. Student Tuition Recovery Fund ----- *(non-refundable)* ----- \$-0-
15. Any Other Institutional Charge of Fee ----- \$-0-

Estimated schedule of total charges for the entire phlebotomy program ----- \$2600

Schedule of total charges for an 8 week period of attendance ----- \$2600

There are no charges paid to any entity that is not specifically required for participation in any of the Center's courses.

The Center participants in limited financial aid. Currently the only financial aid available is the MyCAA program for military spouses.

### Schedule of Charges

Course	Tuition	Registration Fee	STRF	Lab Supplies	Educational Materials	Oversight and Evaluation	Internship	Total for Period of Attendance
Phlebotomy	\$1343	\$150	\$0	\$100	\$100	\$150	\$600	\$2443

Course	Background Check	Exam	Total for Entire Program
Phlebotomy	\$67	\$90	\$2600

## **Student Tuition Recovery Fund (STRF)**

The Family Health Services Training Center participates in the Student Tuition Recovery Fund (STRF).

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs
4. There was a material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

If you obtain a loan to pay for an educational program you will be responsible for repaying the full amount of the loan plus interest less the amount of any refund. If you are eligible for a loan guaranteed by the Federal Government on state government and you default on the loan, both of the following may occur (1) the federal government on a loan guarantee agency may take action against you including applying any income tax refund to which you are entitled to reduce the balance owed on the loan (2) you may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

If the student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

#### **Statement of Financial Conditions (Past and Present)**

The Family Health Services Training Center was established in 1986. During the past 29 years this institution has never operated as a debtor in possession, has never filed a bankruptcy petition or had a bankruptcy petition filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec 1101 et seq.) There is absolutely no pending petition of bankruptcy. This institution has and continued to maintain the financial resources sufficient to remain solvent. 75 percent of financial resources support the phlebotomy program.

**NOTICE CONCERNING TRANSFERABILITY OF  
CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at Family Health Services Training Center is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the Phlebotomy Training Program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Family Health Services Training Center to determine if your certificate will transfer.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by call (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

Any questions a student may have regarding this enrollment agreement that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Post Secondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.



Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates and salaries or wages, and the most recent three-year cohort default rate, if applicable, prior to signing this agreement.

I certify that I have received the catalog, School Performance Fact Sheet and information regarding completion rates, placement rates, license examination passage rates and salary or wage information, and the most recent three-year cohort default rate, if applicable, included in the School Performance Fact Sheet and have signed, initialed and dated the information provided in the School Performance Fact Sheet.

\_\_\_\_\_  
Student Initials

TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE----- \$2600  
ESTIMATED TOTAL CHARGES FOR ENTIRE THE EDUCATIONAL PROGRAM----- \$2600  
TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT----- \$2600

\_\_\_\_\_  
Start Date

\_\_\_\_\_  
End Date

**I understand that this is a legally binding contract. My signature below certifies that I have read, understood, and agreed to my rights and responsibilities, and that the institution's cancellation and refund policies have been clearly explained to me.**

\_\_\_\_\_  
Student Name (Print)

\_\_\_\_\_  
School Official Name (Print)

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

\_\_\_\_\_  
School Official Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## School Performance Fact Sheet

The Family Health Services Training Center is required by the California Education Code to make available a copy of the Center's School Performance Fact Sheet to each prospective student. A copy of this document is on file with California Bureau for Private Postsecondary Education.

The charts below illustrate the Center's performance over two years including 2014 through 2015 in phlebotomy training program. The performance categories illustrated include:

1. **Course Completion Rate** which includes the number of students enrolled in the course and the number of students who successfully complete the course.
2. **Placement Rate** which includes the number of students that successfully completed the course and the number of students subsequently employed.
3. **National Exam Passage Rates** which includes the number of students that sit for the national phlebotomy exam and the number of students who passed.
4. **Salary and Wage Information** which includes employment and wage data reported by students employed during 2014 and 2015.

Course completion rates were calculated from student data on file at the Center. The Center is required to keep such data for a minimum time period of 5 years. Should a reader of this document care to review this data, it can be made available upon request with student personnel data deleted.

Phlebotomy as an occupation is closely related to other occupations in the field of clinical laboratory science. Such occupations include Medical Laboratory Technician and Medical Laboratory Assistant. These are positions in the field of Clinical Laboratory medicine to which a student could be placed based on education and training provided in this course.

The US Department of Labor Occupational Handbook 2010-2011 gives the most current data available on job prospects for graduates of phlebotomy programs whose training may qualify for placement in other closely related occupations as discussed above. To review this information the reader is referred to the US Department of Labor's website. Search for "Occupational handbook" and scroll down the alphabetical listing to find Medical Laboratory Technicians or Medical Laboratory Technicians.

**Course Completion Rates  
Phlebotomy Course (8 weeks)**

Calendar year	Number of students who began the program <sup>1</sup>	Students available for graduation <sup>2</sup>	Graduates <sup>3</sup>	Rate <sup>4</sup>
2015	164	164	163	99%
2014	84	84	84	100%

\_\_\_\_\_  
Student Initials

\_\_\_\_\_  
Date

**Course Completion Rates  
Phlebotomy Course (8 weeks)**

Calendar year	Number of students who began the program <sup>1</sup>	Available for graduation <sup>2</sup>	150% graduates <sup>5</sup>	150% completion rate <sup>6</sup>
2015	164	164	1	0%
2014	84	84	0	0%

\_\_\_\_\_  
Student Initials

\_\_\_\_\_  
Date

**Placement Rates  
Phlebotomy Program (8 weeks)**

Calendar year	Number of Students who began the program <sup>1</sup>	Number of graduates <sup>3</sup>	Graduates available for employment	Graduates employed in the field <sup>8</sup>	Placement Rate % employment in field <sup>9</sup>	Graduates employed in the field an average of less than 32 hours per week	Graduates employed in the field at least 32 hours per week
2015	164	163	114	40	35%	14	26
2014	84	84	84	19	23%	6	13

\_\_\_\_\_  
Student Initials

\_\_\_\_\_  
Date

**National Exam Passage Rates  
Phlebotomy Course (8 weeks)**

Calendar year	Number of students taking exam <sup>10</sup>	Number who passed first exam taken <sup>13</sup>	Number of students failed exam	Passage rate <sup>12</sup>
2015	145	125	20	86%
2014	84	67	17	80%

\_\_\_\_\_  
Student Initials

\_\_\_\_\_  
Date

**National Exam Passage Rates  
(Licensure Examinations Not Continuously Administered)  
Phlebotomy Course (8 weeks)**

Number of students taking exam <sup>10</sup>	Exam date <sup>11</sup>	Number who passed exam <sup>13</sup>	Number who failed exam	Passage rate <sup>12</sup>
7	1/7/2015	7	0	100%
10	1/21/2015	8	2	80%
4	2/4/2015	4	0	100%
8	2/18/2015	5	3	63%
7	3/4/2015	5	2	71%
5	3/18/2015	5	0	100%
7	4/8/2015	7	0	100%
5	4/22/2015	5	0	100%
8	5/6/2015	6	2	75%
9	5/20/2015	7	2	78%
8	6/17/2015	7	1	88%
8	7/8/2015	5	3	63%
7	8/5/2015	6	1	86%
11	8/19/2015	10	1	91%
6	9/23/2015	6	0	100%
10	10/14/2015	8	2	80%
10	10/28/2015	10	0	100%
7	11/25/2015	6	1	86%
8	12/16/2015	8	0	100%

Number of students taking exam <sup>10</sup>	Exam date <sup>11</sup>	Number who passed exam <sup>13</sup>	Number who failed exam	Passage rate <sup>12</sup>
10	7/23/2014	9	1	90%
4	8/6/2014	3	1	75%
8	8/20/2014	6	2	75%
10	8/27/2014	10	0	100%
5	9/6/2014	3	2	60%
3	10/1/2014	2	1	67%
5	10/15/2014	4	1	80%
5	10/29/2014	4	1	80%
7	11/12/2014	6	1	86%
10	11/26/2014	9	1	90%
6	12/3/2014	5	1	83%
11	12/17/2014	6	5	55%

\_\_\_\_\_  
Student Initials

\_\_\_\_\_  
Date

**Salary and Wage Information  
Phlebotomy Program (8 weeks)**

Calendar year	Graduates available for employment <sup>7</sup>	Graduates employed in field <sup>8</sup>	Annual salary and wages reported graduates employed in the field <sup>14</sup>		
			\$25,001 to \$30,000	\$30,001 to \$35,000	Students not reporting salary
2015	114	40	11	26	3
2014	84	19	13	2	4

\_\_\_\_\_  
Student Initials

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This fact sheet is filed with the Bureau for Private Postsecondary Education. Regardless of any information you may have relating to completion rates, placement rates, starting salaries, or license exam passage rates, this fact sheet contains the information as calculated pursuant to state law.

Any questions a student may have regarding this fact sheet that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at: P.O. Box 980818, West Sacramento, CA 95798-0818, [www.bppe.ca.gov](http://www.bppe.ca.gov), P: 888.370.7589 or 916.431.6959, F: 916.263.1897.

**I have read and understand this School Performance Fact Sheet. The School Performance Fact Sheet was reviewed and discussed with a school official prior to signing an enrollment agreement.**

\_\_\_\_\_  
Student Name (Print)

\_\_\_\_\_  
School Official Name (Print)

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

\_\_\_\_\_  
School Official Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Definitions

<sup>1</sup>“Number of Students Who Began Program” means the number of students who began the program who are scheduled to complete the program within the reporting calendar year.

<sup>2</sup>“Students available for graduation” is the number of students who began program minus the number of students who have died, been incarcerated, or been called to active military duty.

<sup>3</sup>“Graduates” is the number of students who completed the program within 100% of the program length.

<sup>4</sup>“Completion Rate” is the number of Graduates divided by the Number of Students Available for Graduation.

<sup>5</sup>“150% Graduates” is the number of students who completed within 101-150% of the program length.

<sup>6</sup>“150% Completion Rate” is the number of students who completed the program in the reported calendar year within 101-150% of the published program length divided by the Number of Students Available for Graduation in the published program length period.

<sup>7</sup>“Graduates available for employment” means the number of graduates minus the number of graduates unavailable for employment. “Graduates unavailable for employment” means the graduates who, after graduation, die, become incarcerated, are called to active military duty, are international students that leave the United States or do not have a visa allowing employment in the United States, or are continuing their education in an accredited or bureau-approved postsecondary institution.

<sup>8</sup>“Graduates employed in the field” means graduates who are gainfully employed in a single position for which the institution represents the program prepares its graduates within six months after a student completes the applicable educational program. For occupations for which the state requires passing an examination, the period of employment must begin within six months of the announcement of the examination results for the first examination available after a student completes an applicable educational program.

<sup>9</sup>“Placement Rate Employed in the Field” is calculated by dividing the number of graduates gainfully employed in the field by the number of graduates available for employment.

<sup>10</sup>Number of Students Taking Exam is the number of students who completed the program within 150% of the published program length and who took the exam in the reported calendar year for the first time.

<sup>11</sup>Exam Date is the date for the first available exam after the students completed the program.

<sup>12</sup>Passage Rate is calculated by dividing the number of students who passed the exam by the number of graduates who took the reported licensing exam.

<sup>13</sup>Number Who Passed First Exam Taken is the number of students who took and passed the licensing exam in the reported calendar year on the first attempt.

<sup>14</sup>Salary is as reported by the student. Not all graduates report salary. A list of the employers of the Graduates Employed in the Field can be obtained from the Job Placement Office at the School.