



NORTHWEST FLORIDA
STATE COLLEGE

Phlebotomy Certificate Program

STUDENT HANDBOOK

2025 - 2026

NORTHWEST FLORIDA STATE COLLEGE

Phlebotomy Certificate Program

Student Handbook

2025 - 2026

Revision Statement/Disclaimer

Created 11.12.2024 | Revised 08.06.2025

NWFSC reserves the right to amend, alter, change, delete, or modify any of the provisions of this Handbook at any time and in any manner deemed to best serve the interests of the students and the College. Students will be notified of any changes.

Notice of Equal Access/Equal Opportunity and Nondiscrimination

Northwest Florida State College is dedicated to the concepts of equity and equal opportunity. It is the specific intention of the College not to discriminate on the basis of race, color, ethnicity, genetic information, national origin, religion, gender, gender identity, sexual orientation, marital status, disability, or age in programs or activities, in its employment practices, or in the admission and treatment of students in its programs or activities. If you have questions regarding compliance with the College's nondiscrimination policy or a complaint regarding harassment or discrimination, please contact the College's Equity Coordinator:

Roberta Mackey
Executive Director of Human Resources/Equity Coordinator
100 College Blvd. East, Building: 310, Niceville, FL 32578
Phone: (850) 729-5337 Email: mackeyr@nwfsc.edu

Title IX of the Education Amendments of 1972 (20 U.S.C. §§ 1681, et seq.) and its implementing regulations (34 C.F.R. part 106) prohibit and are designed to eliminate discrimination on the basis of sex in education programs or activities that receive federal financial assistance. The requirement not to discriminate in education programs or activities extends to admission and employment. Discrimination on the basis of sex includes, but is not limited to, sex-based harassment that is sufficiently serious to deny or limit an individual's ability to participate in or benefit from the program at issue. Examples of sex-based harassment include sexual harassment, sexual violence, and gender-based harassment. Northwest Florida State College complies with all aspects of Title IX and other federal and state laws regarding non-discrimination. If you have questions regarding compliance with Title IX or if you have a complaint regarding sexual harassment or sexual violence, please contact the College's Title IX Coordinator:

Tyler Rapposelli
HR Specialist, Title IX Coordinator
100 College Blvd. East, Building 310, Niceville, FL 32578
Phone: (850) 729-5365 Email: holleyj4@nwfsc.edu

To read the College's Title IX procedure, go to the College's Title IX website at www.nwfsc.edu/about/compliance, or if viewing digitally, [click here](#).

TABLE OF CONTENTS

Welcome Letter	4
Introduction	5
About the Profession	5
Certification Information and Requirements.....	5
Program Mission.....	5
Program Level Student Learning Outcomes	5
Program Goals	6
Basic Program Information.....	6
Program Sequence	6
Program Format.....	6
Essential Functions.....	7
Learning Management System.....	9
Clinical Rotation Requirements.....	10
Drug Screen	10
Background Check.....	10
CPR	11
Immunizations and Documentation Tracking.....	11
Clinical Schedule	12
Statement about Clinical Availability.....	12
Complio	12
Service Work Policy.....	12
Attendance and Professional Policies.....	12
Attendance.....	12
Religious Observance by Students.....	13
Tardiness.....	13
Dress Code for Laboratory Classes.....	13
Food and Beverage.....	13
Substance Abuse Policy.....	13
Communication Policy	15
Transportation	15
Academic Standards.....	15
Academic Integrity	15

NORTHWEST FLORIDA STATE COLLEGE

Grading Policy	16
Academic Requirements	16
Withdrawal	16
Dismissal.....	17
Exposure/Accident Policy	17
Social Media and HIPPA	18
Grievance Procedure	18
Teach Out Plan	19

Forms

Appendix A - Phlebotomy Program Essential Functions Acknowledgement	20
Appendix B - Phlebotomy Program Academic Integrity Pledge	21
Appendix C - Phlebotomy Program Handbook Acknowledgement Form.....	22

WELCOME LETTER

To the Incoming Phlebotomy Student,

Thank you for your interest in the phlebotomy certificate program. We are so happy that you have chosen to pursue your education here at Northwest Florida State College. We take pride in the program that we have developed and are eager to assist you in becoming proficient in phlebotomy as you kick start a new step in your career.

While this program is only 8 weeks, it is designed to prepare and train you to become proficient future phlebotomists. However, education is a personal choice and each of you are responsible for your own education. We will provide you with everything you need to excel in this program, but you must do your part in completing the assignments and understanding the expectations. Please make sure that you understand the policies and guidelines outlined here and in the NWFSC Student Handbook that is available in the College Catalog. These policies encompass the academic and professional behaviors that are expected to be followed. You will sign a handbook acknowledgement statement verifying that you understand the contents of this handbook and agree to abide by the policies and guidelines within. Therefore, it is your responsibility to understand and adhere to them.

This program is designed to prepare you to take a national certification exam to become a certified phlebotomist. Your completion of the program is not contingent on passing the national certification exam. Graduation does not guarantee passage of the national certification exam or employment as a phlebotomist. However, we strive to help each student progress through the program so that they are prepared to take the exam and work as a phlebotomist. We wish you success and hope that you thrive in the upcoming weeks.

Sincerely,

Phlebotomy Certificate Program Staff and Faculty

INTRODUCTION

About the Profession

Phlebotomy is the practice of drawing blood from patients for medical testing, transfusions, research, or donations. Phlebotomists are trained healthcare professionals who use techniques such as venipuncture (drawing blood from veins) and capillary puncture (collecting blood from smaller vessels like those in the fingers or heels). They play a critical role in diagnosing and monitoring health conditions since accurate blood tests are essential for medical treatment. Phlebotomists typically work in hospitals, clinics, diagnostic laboratories, and blood donation centers.

Certification Information and Requirements

It is important to note that the state of Florida does not require licensure or certification to work as or perform phlebotomy. Many phlebotomists in Florida learn on the job. However, other states may have certification requirements.

There are many options for national certification exams. NWFSC's phlebotomy certificate program prepares students to take the National Healthcareer Association's Certified Phlebotomy Technician (CPT) exam. To qualify to sit for this exam, students must complete an approved training program or have 1 year of work experience and successfully obtain 30 venipunctures and 10 capillary punctures. Students must also be 18 years old and will be required to submit a copy of their high school transcripts or equivalent.

PROGRAM MISSION

The goal of the 8-week phlebotomy certificate program is to equip students with the knowledge, skills, and hands-on experience needed to safely and effectively perform blood collection procedures. By the end of the program, students will be proficient in venipuncture, capillary puncture, patient interaction, specimen handling, and lab safety. The program will also prepare students to successfully pass the NHA certification exam and pursue entry-level phlebotomy positions.

PROGRAM LEVEL STUDENT LEARNING OUTCOMES

1. Students will identify and apply safety, security, and infection control procedures and follow universal precautions while in compliance with federal regulations.
2. Students will understand the various roles in the healthcare system and utilize the knowledge obtained to accomplish duties with a patient-centered focus.
3. Students will utilize professional behavior and ensure their communication and actions are legal and ethical.
4. Students will analyze and resolve potential complications that may arise during challenging and applicable healthcare scenarios.

PROGRAM GOALS

1. Students will achieve at least a 75% pass rate on the NHA CPT exam.
2. An average of 70% of students that start the program will successfully complete the program.
3. At least 70% of respondent graduates either find employment in the field and/or closely related field or continue their education within one year of graduation

BASIC PROGRAM INFORMATION

Program Sequence

The Phlebotomy Certification Program is an 8-week, 165 clock-hour program. The two classes that make up the program are taken concurrently.

Semester	Course ID	Course Name	Clock Hours
General Education/Prerequisite Phase			
Fall/Spring/ Summer	HCP 0001	Basic Healthcare Worker	90
	MEA 0520	Phlebotomy	75
	Total		165

Program Format

The Phlebotomy Certification Program is structure to be hybrid. For the course HCP 0001- Basic Healthcare worker, it is completely online with the exception of one day spent obtaining BLS training. MEA 0520- Phlebotomy is truly hybrid, meaning that all lecture materials are completed online and students come to lab twice per week to complete hands-on lab practice.

There is a clinical rotation component to the course MEA 0520- Phlebotomy. Instead of coming to lab for two weeks, students are assigned a clinical location and will be required to spend two days a week for 2 weeks completing 8-hour shifts on site. Further elaboration of the clinical rotation can be found below.

ESSENTIAL FUNCTIONS

The Phlebotomy Program reserves the right to deny admission or require withdrawal of any student who, in the judgment of the Program faculty, gives evidence of being unable to perform the responsibilities and tasks required of the phlebotomy profession. Essential functions (or technical performance standards) represent the essential non-academic requirements of the Phlebotomy Certificate (CCP) Program that students must master to successfully participate in the program.

Neither the College nor the Phlebotomy Program discriminates on the basis of disability in admission or access to its programs, services, or activities for qualified individuals who meet essential functions requirements. The College will provide reasonable accommodations for documented disabilities of individuals who are otherwise eligible to receive or participate in College programs, services, or activities. For a student who cannot perform essential functions, whether they are a student who needs reasonable accommodations or a student who does not, the Phlebotomy Program reserves the right to deny admission or require withdrawal of any student who, in the judgment of the Program Director, presents evidence of being unable to perform the responsibilities and tasks required of the phlebotomy profession as described by the essential functions in this section.

Requirements include:

A Sound Intellect:

COGNITIVE AND INTELLECTUAL STANDARDS

- **THINK CRITICALLY:** To identify and solve problems; identify cause/effect relationships; to apply reading, lecture and laboratory information to case study preparation; to employ effective teaching, learning and test taking strategies.
- **COMPREHEND:** Relevant information regarding patient diagnoses, indications and contraindications, human pathology and impairments from textbooks, medical records and professional literature.
- **PRIORITIZE:** Events to provide for safety; multiple tasks; integrate information and make decisions about sequence and progression.
- **MAKE CLINICAL DECISIONS:** To respond quickly and appropriately to changes in patient status; act safely and ethically in the lab and clinic.
- **SHORT-TERM AND LONG-TERM MEMORY:** To accurately and quickly remember data from the chart and information relayed in verbal exchanges with the healthcare staff; to access learned knowledge to include but not limited to diagnoses, safety precautions, emergency procedures; to participate successfully in the learning and evaluation of knowledge within the Phlebotomy curriculum.
- **THINK QUICKLY AND CLEARLY:** To execute all duties unimpaired by any condition or substance that alters mental processing, speed or quality of thought processes or judgment.

Manual Dexterity, Motor Skills, Visuals, And Sensory Acuity: PHYSICAL STANDARDS

- **PHYSICAL, MENTAL, AND EMOTIONAL HEALTH:** Possess the physical, mental, and emotional health to maintain alertness and concentration during an 8-hour day under the stressful conditions of time constraints and a distracting environment; move freely and safely around the hospital.
- **HEARING:** Possess normal, or correctable hearing.
- **PHYSICAL:** Possess the ability to: bend, stoop, stand, lift and move objects of at least 20 pounds, grasp with one or both hands, reach shelves, patients lying in bed or seated in a specimen collection chair, perform moderately taxing repetitive tasks, often requiring prolonged sitting or standing over several hours.
- **MANUAL DEXTERITY:** Possess sufficient hand-eye motor coordination to allow delicate manipulations of fine instruments and tools, grasp and release small objects (needles and syringed), utilize a computer keyboard and mouse to operate.
- **VISION:** Characterize the color, clarity, and viscosity of biological specimens and phlebotomy tools. Discriminate color, shading, and fine structural differences of phlebotomy tools, read text and numbers, judge distance and depth accurately.

Effective Communication Skills: COMMUNICATION STANDARDS

- **SPEAK AND EXPRESS:** Clearly and understandably in the English language; information to peers, faculty, patients, their families and other health care providers; to explain conditions and procedures.
- **READ:** Typed, handwritten, chart data and computer-generated documents in the English language; at a level of competency that allows safe and timely execution of essential tasks or assignments.
- **UNDERSTAND/INTERPRET:** Medical terminology and information given; to follow simple and complex instructions (oral or written) regarding patient care and testing; and respond to non-verbal communication/behaviors of self and others.
- **FOLLOW DIRECTIONS:** Accurately and efficiently, seeking clarification where necessary.
- **WRITE:** To produce legible handwritten or computer word processed documents; use correct medical terminology, spelling, grammar and punctuation; organize and express thoughts in written form in the English language; to prepare accurate, thorough, legally defensible patient documentation.
- **INTERPERSONAL SKILLS:** To work collaboratively; interact professionally; to establish rapport with patients, colleagues and classmates; to resolve conflicts; with individuals from a variety of social, emotional, cultural, and intellectual backgrounds; maintain confidentiality in all

interactions.

Professional Skills: BEHAVIORAL/PROFESSIONAL STANDARDS

The ability to work independently, to manage time efficiently, to comprehend, analyze, and synthesize various materials, as well as hold sound psychological health and stability.

- **FLEXIBILITY:** To adjust to a constantly changing and very demanding full-time schedule.
- **COOPERATION:** To work as a member of a team; develop positive and effective relationships with faculty, clinicians, peers and patients.
- **RECOGNIZE LIMITATIONS:** To request assistance when needed; accept correction and constructive suggestions; assume responsibility for personal development; utilize resources effectively.
- **WILLINGNESS:** To wear required professionally required attire; to participate in lab activities that require phlebotomy and other types of sample collection.
- **POSITIVE ATTITUDE:** To demonstrate initiative, enthusiasm and appropriate peer and patient interactions.
- **WORK ETHIC:** To attend class and clinic promptly and regularly; to stay focused and on task in lecture and laboratory instructional time; to submit work products promptly when due; to submit to all classroom and clinical rules/policies; to comply with all legal and ethical standards of practice.
- **STRESS MANAGEMENT:** Coping skills for fast-paced clinical situations; to manage multiple academic deadlines; respond appropriately in a stressful environment; manage personal matters outside of class/workday.
- **PLANNING AHEAD:** To arrange transportation and living accommodations for/during off campus clinical assignments to foster timely reporting to the classroom and clinical center.
- **SELF CARE:** To maintain general good health and hygiene in order not to jeopardize the health and safety of self and individuals with whom one interacts in the academic and clinical settings.

LEARNING MANAGEMENT SYSTEM

The online classroom is available in Canvas. Visit [here](#) for more information on how to get started with NWFSC Online.

All non-lab assignments will be submitted in Canvas and may be run through the Turnitin plagiarism checking software. Lab assignments will be submitted via faculty instructions.

CLINICAL ROTATION REQUIREMENTS

Students are required to meet specific health and security standards prior to rotating through designated clinical sites affiliated with Northwest Florida State College's Phlebotomy Program. Students are financially responsible for all drug tests, background checks, employment verification, vaccination documentation, etc. Students will be required to complete and submit all of the requirements outlined below prior to starting the Phlebotomy Program. Students will upload proof of the required information in Complio, a third-party document tracking program.

Drug Screen

Students are required to submit to a drug screen before beginning the program. Students will receive an email with the instructions on how to complete the drug screen upon applying to the program. Students may be asked by the Program Director, Northwest Florida State College, or the affiliating clinical agency to submit to individual, group, and/or random drug screening at any time. The College reserves the right to determine the agency to conduct the drug screening. Dilute negative results require rescreening. Refusal to comply with requested screening within the timeframe directed (usually 12-24 hours) will result in dismissal from the program.

Background Check

A background check is required by clinical facilities for all Phlebotomy students. The clinical facility sets the standards for acceptance of a student, and results of a background check may result in a clinical facility declining to accept the student. For example, a felony may prevent clinical sites from accepting a student.

For continued progression in the Phlebotomy Program, a student must not have been or be found guilty, regardless of adjudication, of any offense that would disqualify students for employment as a phlebotomist. After acceptance into the program, students are responsible for notifying the Program Director of any arrest, regardless of adjudication. Failure to promptly notify the Program Director shall be independent grounds for dismissal from the program. Students will be checked for the following:

- SSN verification
- Criminal search (7 years or up to 5 criminal searches)
- Violent Sex Offender and Predator Registry Search
- Healthcare Fraud and Abuse
 - HHS/OIG List of Excluded Individuals
 - GSA List of Parties Excluded from Federal Programs
 - U.S. Treasury, Office of Foreign Assets Control (OFAC), List of Specially Designated Nationals (SDN)
- Applicable State Exclusion List
- License or certification

CPR

Students are required to have CPR-BLS certification through the American Red Cross (ARC) or the American Heart Association (AHA) BLS for Healthcare Providers prior to clinical experiences. This certification is embedded in the HCP 0001- Basic Healthcare Worker course. If students already possess their BLS certification through these two certifying bodies, they will not be required to retake the certification, only provide a copy of their active certification. Student certification must be valid through the duration of the Phlebotomy Program.

Immunizations and Documentation Tracking

While Northwest Florida State College holds no stance on immunization statuses, clinical affiliates establish their own standards of what students are required to provide proof of prior to attending a clinical rotation at that site. Failure to meet and maintain immunization requirements could lead to dismissal or ineligibility for certain third-party clinical sites.

The table below outlines the required immunization documents. Variations from the outlined requirements and definitions of each will not be accepted.

Requirement	Comments
Varicella	Immunity verified by proof of varicella immunization or titer. History of chicken pox is not acceptable.
MMR (Measles, Mumps, and Rubella)	Proof of two doses or current titer; (It is usually less expensive to have the MMR repeated than to pay for a Rubella screen or titer).
Hepatitis B	This vaccine is a series of three doses, with the second and third doses given 1 and 6 months respectively after the first dose. A declination form is available to students in Complio.
Tdap	One dose of Tdap is required even if you had DTaP as a child. Another vaccine, called Td, protects against tetanus and diphtheria, but not pertussis. A Td booster is required every 10 years. Tdap may be given as one of these boosters if you have never gotten Tdap before.
Covid-19	Currently many clinical sites are requiring students to be fully vaccinated against Covid-19. The definition of "fully vaccinated" means obtaining the two-dose vaccination from Pfizer or Moderna, or the one-dose vaccination from Johnson and Johnson. A declination form is available for students in Complio, but please be aware that the clinical site may refuse students dependent upon their vaccination status and the College has no authority over those decisions. The College does not require students to receive the Covid-19 vaccinations to be a student, but the College has no authority over third-party facilities who set their immunization requirements without College oversight.
Tuberculosis Screen (PPD or QuantiFERON-TB Gold blood test)	The PPD skin test or the QuantiFERON-TB Gold blood test must be performed within 12 month of the start of student clinical rotations. A positive result requires a chest x-ray and report of physician's recommendations. If you have received the BCG vaccine, you must perform the blood test and cannot receive the PPD skin test.

Clinical Schedule

At the end of the program, students will spend four, 8-hour shifts spread out over 2 weeks at an assigned clinical site. The dates and clinical assignment will be determined by the Program Director. The Program Director holds no sway over the decisions of clinical sites. The clinical sites may choose to accept or decline a student without any control of the College.

Statement about Clinical Availability

Resources at the clinical facilities may limit spaces for clinical experience. In the event that more students qualify for the clinical rotation than space allows, students will be placed on a clinical rotation waiting list according to GPA and number of absences in phlebotomy classes. Those students on the list must wait for a clinical sites. If there are any questions regarding this policy, please contact the Program Director.

Complio

Complio is a website that provides tracking services to students. All of the documentation outlined above must be uploaded into Complio. Complio also provides a place to order the background check and urine drug screen, customized to the Phlebotomy program requirements. Together, the background check, drug screen, and document tracking cost is \$120 and is the financial responsibility of the student.

Service Work Policy

During their scheduled clinical rotation hours, **students are not to be used as part of the clinical facility's work force and may not be paid.** Students may not be used to substitute regular employees as part of their clinical internship experience. Service work by students in a clinical setting outside of academic hours is not a requirement. If the student works for the institution outside of academic hours, it will not be counted towards the student's clinical internship hours. Hours worked outside of the practicum experience should not interfere with the student's progression in the Phlebotomy Program. Examples of service work include but are not limited to: working as a phlebotomist, laboratory assistant, or continuing to work evening shifts or weekends at a clinical affiliate during the student's progression through the Phlebotomy Program.

ATTENDANCE AND PROFESSIONAL POLICIES

Attendance

This program involves hands-on lab work; students will neither benefit from these activities nor learn the hands-on skills required to perform phlebotomy if frequently absent. Therefore, if a student misses **two or more lab days** in this 8-week program, the student may either receive an incomplete "I" or fail the courses based upon the Program Director's discretion.

To qualify to sit for NHA's CPT exam, students must successfully obtain 30 venipunctures and 10 capillary punctures. Due to this requirement, **missing any of the four clinical rotation days is not permitted**. Failure to fully attend clinical rotations may lead to dismissal from the program.

Religious Observance by Students

The College shall accommodate recognized religious observances of students under existing state directives. For students whose religious observances interact with the following activities, the Program will take all reasonable steps to make provisions for the student to complete the activity: admission and registration, attendance in class, class activities, examinations, and official ceremonies, and class work assignments. Students wishing to participate in any recognized religious holiday observances are notified the instructor, in advance, of their absence. Students will be excused for such absences without penalty. Students are responsible for any material covered during their excused absence. A reasonable amount of time will be allowed to complete make up assignments. Students who believe they have been denied an education benefit because of their religious belief or practice may seek redress as outlined in the Student Grievance Procedures.

Tardiness

Chronic tardiness will not be tolerated. Tardiness without prior approval will result in deductions from the student's weekly lab grade and can result in students being barred from laboratory on days they are late.

Dress Code for Laboratory Classes

The activities completed in the phlebotomy labs include blood and bodily fluids. Due to this biohazardous risks involved, a dress code is in place to ensure student safety.

Students must attend lab in long pants and full length shirts, no crop tops. Shoes must be closed toe and have backs. Scrubs are encouraged, but not required. Hair must be pulled back from the face. Failure adhere to the dress code may result in the inability to attend lab for the day.

During the clinical rotation externship, students will adhere to the clinical affiliate's dress code.

Food and Beverage

No food or beverages may be consumed in the lab due to the biohazardous risk to students.

Substance Abuse Policy

Substance Use and/or Abuse

NWFSC Drug-Free Work Place [Policy #HR 4.00](#) states that Northwest Florida State College is alcohol and drug free in accordance with Public Law 100-690, The Anti-Drug Abuse Act of 1988. The unlawful manufacture, distribution, dispensation, possession, or use of alcohol or a controlled substance is prohibited in and on NWFSC owned and controlled property except for events specifically approved to include alcohol. Students in violation will be subject to disciplinary action as stated in the Student Code of Conduct published in the Student Handbook/College Catalog and may be subject to criminal prosecution.

Tobacco Use

Per NWFSC Smoking and Tobacco [Policy #HR 21.00](#) states:

Smoking and the use of all tobacco products (including E-cigarettes, vaping and smokeless tobacco) shall be prohibited from use at all Northwest Florida State College facilities, properties, and vehicles, owned or leased, regardless of location.

This policy shall apply to all students, faculty, staff and other persons on College property, regardless of the purpose for their visit. Further, no tobacco-related advertising or sponsorship shall be permitted on NWFSC property, at NWFSC-sponsored events, or in publications produced by NWFSC, apart from advertising in a newspaper or magazine that is not produced by NWFSC and which is sold, brought, or distributed on NWFSC property.

Program Policy

Due to the impact on psychomotor performance, students are expected to be drug free to be admitted to the Phlebotomy Program and throughout the duration of the program.

- Students may be asked by the Program Director, an authorized Northwest Florida State College employee, or an affiliating clinical agency to which you are seeking to be assigned to submit to individual, group, and/or random drug screening at any time. The College reserves the right to determine the agency to conduct the drug screening.
- Students will be asked to submit to drug screening as a component of the admission or readmission procedure, and as required for clinical rotations at various health care facilities or community agencies. Dilute negative results require rescreening.
- Students are responsible for drug screening costs for individual screening required for initial admission, dilute negative results, random screenings, or for readmission.
- Refusal to comply with requested screening within the time frame directed (usually 12-24 hours) will result in dismissal from the Program.

For all affiliating agencies which require students to be subject to the agency's drug testing policies, including but not limited to reasonable suspicion that the student may be impaired or are using or have used illegal drugs and/or alcohol, the student may be tested in accordance with the affiliating agency's policies. Prior to being admitted to the program, the student will sign consent to allow the affiliating agency to release any drug testing results to the College. If tested by an affiliating agency, the student will provide the Program Director with a copy of any test results. Failure to promptly do so shall be grounds for the student's dismissal from the program. A positive drug or alcohol test result shall be grounds for the student's dismissal from the program.

COMMUNICATION POLICY

Communication is vital for the success of not only the clinical practicum, but also for future careers. The student's point of contact for the College is the Health Science Certificate Program Director. Email is the official means of communication for the College. Emails will be answered within 48 hours during the week. The instructor may respond to emails on the weekend but expect if an email is sent after 4:30 PM on Thursday, you may not receive a response until Monday morning. If the student needs to contact the clinical site, they must call the lab directly.

TRANSPORTATION

The clinical rotation requires a more substantial in-person time commitment. Students will be required to commute to clinical sites (which can include travel to several counties in the regional area) and therefore must have dependable transportation. Clinical rotations require a 2 day/week time commitment. Hours may vary between semesters and clinical sites, but students should plan to be in a clinical rotations during normal business hours.

ACADEMIC STANDARDS

Academic Integrity

Phlebotomy Certificate Program students must follow the College's Academic Integrity Policy, which is found [here](#).

The Phlebotomy Program follows the standards set forth by the College. Please use the link above to review the following: Academic Offenses, Non-Academic Offenses, Disciplinary Procedures, Disciplinary Sanctions, and Due Process. Information for filing a grievance is listed below.

Statement on scholastic dishonesty: A student attending NWFSC assumes responsibility for conduct compatible with the mission of the College as an educational institution. Students have the responsibility to submit coursework that is the result of their own thought, research, or self-expression. Students must follow all instructions given by faculty or designated College representatives when taking examinations, placement assessments, tests, quizzes, and evaluations. Actions constituting scholastic dishonesty include, but are not limited to, plagiarism, cheating, fabrication, collusion, and falsifying documents.

Penalties for scholastic dishonesty will depend upon the nature of the violation and may range from lowering a grade on one assignment, to an "F" in the course, dismissal or expulsion from the program, and up to and including dismissal or expulsion from the College. See the College Student Handbook for detailed information.

Each student must sign the Academic Integrity Pledge located in Appendix B.

Grading Policy

The general grading policy is outlined in the current Northwest Florida State College Catalog catalog.nwfsc.edu/content.php?catoid=19&navoid=4470. All general education courses, or courses not designated as technical in nature, will be graded on the scale consistent with the College.

Grading Scale for Northwest Florida State College	
Letter Grade	Percentage
A	90-100
B	80-89
C	70-79
D	60-69
F	Below 60
I	Incomplete

Academic Requirements

Students must achieve a 70 or "C" or higher in both classes to be eligible for completion of the Phlebotomy Certificate Program.* If a student fails one or both courses, that student will be expected to reapply to the program. Reapplying to the Phlebotomy Certificate Program does not guarantee admittance.

***Graduation is not contingent based upon the passing of any type of external certificate exam.**

Withdrawal

Withdrawing from the program is a voluntary action taken by the student. Students are encouraged to consult with the Program Director when considering withdrawing from the program. If a student withdraws, there may not be a possibility of readmission. In order to be considered for readmission, students must withdraw in writing to the Program Director and include a reason for the withdrawal. The student must also complete withdrawal paperwork through Student Services.

Dismissal

Students may be dismissed from the Phlebotomy Certificate Program for the following reasons without limitation on any other reason stated in the College Catalog, this handbook, or College or Program policy or procedure:

- Inability to progress
 - If a student does not receive a “C” or higher in either of the two classes
- Academic dishonesty violated Northwest Florida State College Academic and/or the Phlebotomy Program academic integrity policy
- Attendance policy noncompliance
- Occurrence of a critical incident, such as a serious breach of ethics, safety violation or endangering the health or welfare of a patient, or any other behavior that jeopardizes the reputation of the Phlebotomy Program and/or the College

EXPOSURE/ACCIDENT POLICY

The Northwest Florida State College Phlebotomy Program students must comply with OSHA standards for hazardous materials control, infection control and exposure to harmful substances, including, but not limited to, blood or other body fluids. **Students are responsible for their own healthcare.** Should they contract a communicable disease or be exposed to the same via body fluids or other means, they must report such exposure or condition to Phlebotomy Program Director, clinical instructor, or preceptor immediately. Should immediate assessment and treatment be deemed necessary (including emergency care), students must comply with all agency and College policies regarding the occurrence, which includes payment for any treatment or other required exposure procedures. Further, students must complete all documents regarding the occurrence via agency/site incident as well as appropriate College incident reporting.

[Click here for NWFSC Incident/Injury report form](#)

NWFSC carries Student Accident Coverage, which works with a student’s primary insurance carrier or independently if they do not have insurance. This student accident program provides coverage for College students injured while participating in covered College classes, labs and/or training. Once the course or program of study ends, coverage ends. Please note that the policy only provides coverage for an injury to the student. An injury must be as a direct result of the accident which occurred during the covered activity and not from sickness or disease.

Reporting:

1. Students should report to their instructor any complaint of injury as a direct result of an accident which occurred during a lab. Instructors will file Incident/Injury Report using the Maxient Reporting system (see the link provided above). The link to the form can be found above or in RaiderNet under the FORMS tab.
2. Students **MUST** check their College email or contact the College Risk Management Coordinator directly within 30 calendar days of the incident/injury to file an insurance claim. Students have 20

calendar days from the date of the injury/accident to file an insurance claim with the College by directly contacting the Risk Management Coordinator.

3. Failure to comply with this deadline may result in denial of claim.
4. Students should never give bills or invoices to instructors, the Program Director, or staff assistant. All documentation must be submitted directly to the College Risk Management Coordinator.

If a student seeks medical attention, they must provide a written medical clearance to the Program Director prior to returning to the clinical experience.

SOCIAL MEDIA AND HIPAA

The use of social networking by students and healthcare professionals should be done with careful consideration. In order to avoid any potential biases, students are STRONGLY discouraged from initiating or accepting friend requests from anyone associated with the clinical experience or Phlebotomy program faculty while enrolled in the Phlebotomy Program. This includes but is not limited to clinical instructors, professional staff, patients, and/or family members of patients or staff. This allows students to be evaluated solely on clinical performance and not on personal information from social networking sites.

As both a professional, ethical, and legal requirement, students are expected to maintain patient confidentiality. Due to the public nature of social networking sites, privacy and professionalism may potentially be compromised. **All students are bound by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). * Students may not post anything that compromises patient or peer confidentiality.** This includes, but is not limited to, names, references to the clinical site or clinical staff, classmates, instructors, pictures of any part of the patient's body, and any information that may identify the patient or peer. No photographs should be taken or posted of any of the patients, staff, or facility. Students should refrain from posting any comments about their clinical experience, site, clinical instructor, patients, instructors, classmates, or any other staff member on their personal social networking profile, via text messaging, Twitter feed or any other electronic networking medium. Failure to comply with the policy stated above may result in immediate dismissal from the program.

*For a review of HIPAA rules and policies, students can access their MediaLab "HIPAA Privacy and Security Rules" training module or go to www.hhs.gov/hipaa/index.html

GRIEVANCE PROCEDURES

Students who believe they have suffered an injustice through the action of another student or instructor, may seek assistance using the procedures cited in the Student Handbook section of the [College Catalog](#).

Student grievances fall into two categories: academic and all other. While the grievance process is similar for both, different College offices are responsible for each category. Northwest Florida State College prohibits any form of retaliation against any student filing a grievance, academic or non-academic.

TEACH OUT PLAN

First, in the event of program closure, the circumstances will be communicated to all students immediately.

Actively Enrolled Phlebotomy Students:

- Students will be allowed to complete the Phlebotomy courses.
- Students in clinical rotations will be allowed to complete their clinical hours.

In the event of a natural disaster, in which the NWFSC Phlebotomy program would have to close for an indeterminate amount of time, the college will inform the students of a plan for continuation as soon as the information is available. Students impacted at clinical sites will be moved to alternative sites based on availability. Classes will resume as soon as possible.

APPENDIX A

Phlebotomy Program Essential Functions Acknowledgement

I, _____, acknowledge that I have read the outlined Essential Functions required to succeed in Northwest Florida State College's Phlebotomy Program. By signing this document, I acknowledge that I possess the functions that are summarized below and expanded upon in the Phlebotomy Student Handbook. By signing this form, I affirm that I meet the above requirements and can fulfill the responsibilities inherent to the role of a phlebotomy student and future professional.

1. A sound intellect.
2. Manual dexterity, motor skills, visual and sensory acuity.
3. Effective communication skills
4. Professional skills such as the ability to work independently, to manage time efficiently, to comprehend, analyze, and synthesize various materials, as well as hold sound psychological health and stability.

Signature

Date

APPENDIX B

Phlebotomy Program Academic Integrity Pledge

Each student must sign the following academic integrity pledge before beginning the Phlebotomy Program.

I pledge to follow all rules for exams and assignments as specified by the student handbook, course instructor, and course syllabus and the follow the Phlebotomy Program honor code, which includes, but is not limited to the following:

- I will not cheat on exams, quizzes, projects, or any other assignments.
- I will not plagiarize. My work will be my own.
- I will not share test questions or answers.
- I will follow the policies, principles, rules, and guidelines of the college with respect to academic integrity.
- I will not post program materials anywhere on the internet. I understand that program materials, including assignments, quizzes, exams, PowerPoints, and study guides are the property of the NWFSC Phlebotomy Program and that posting these materials, with or without answers, constitutes cheating.

I understand that any academic integrity violation may result in immediate dismissal from the Phlebotomy Program and/ or the college.

Name (Print)

Date

Signature

APPENDIX C

Phlebotomy Program Handbook Acknowledgement Form

I, _____, acknowledge that I have read the Northwest Florida State College Phlebotomy Student handbook front-to- back. I agree to the terms that were outlined in the handbook. I understand the consequences that will follow if I stray from the agreed terms of the handbook. If I have any questions or concerns regarding procedures, I will refer to the handbook for policies before reaching out to the Phlebotomy Program Director.

Signature

Date