

ULTIMATE HEALTHCARE SOLUTIONS

SCHOOL POLICY

REGISTRATION AND REFUNDS

The school reserves the right to make changes in its policy and procedures through appropriate school process. Students will be held responsible to be aware of and have an understanding to policies and procedures.

GENERAL REGISTRATION

Registration for any course is accepted at any time prior to start dates leading up to the first day of class. Students are required to submit a registration form and pay the registration fees prior to the start time of the program. Registrations are done in person or online. Late registration is not allowed.

TRANSCRIPTS

An official transcript will be released only on written authorization of the student. Financial obligations to the school must be met before a transcript is released. There is no charge for the processing and mailing transcripts up to 3 copies.

TRANSFER OF CREDIT TO OR FROM OTHER SCHOOLS

Ultimate Health Care Solutions does not accept credit or clock hours from other schools. It is the responsibility of the student to ensure that the receiving school will accept credit or clock hours for courses from Ultimate Health Care Solutions.

GRADUATION REQUIREMENTS

The student is expected to complete all classroom hours with satisfactory grades and complete laboratory hours meeting minimum proficiencies. For the Phlebotomy Program and Externship Track Clinical Medical Assisting, students must also complete all required hours of the clinical externship.

- >Obtain a minimum of a grade of “B” or better in all coursework
- >Satisfactory completion of all classroom and laboratory hours
- >Demonstrate proficiency in venipuncture technique
- >Satisfactory completion of clinical externship hours
- >Satisfactory settlement of all financial obligations

REFUND POLICY

In addition, during the first hour of class the instructor will present an outline of the course, along with the course goals and objectives. If the student does not feel that this course will meet their expectations, then a full refund will be granted if the student presents their refund request on the first business day after the class has met for the first time. Questions? Call our office at 614.394.5009.

This enrollment agreement may be cancelled within five (5) calendar days after the date of signing, provided that the school is notified of the cancellation in writing. If such cancellation is made, the school will promptly refund in full all tuition and fees paid pursuant to the enrollment agreement and the refund shall be made no later than thirty (30) after cancellation. This provision shall not apply if the student has already started academic classes.

- A student who withdraws before the first class but after the 5-day cancellation period shall be obligated for the registration fee
- A student who starts class and withdraws before the academic term is 15% completed (12 hours) will be obligated for 25% of the tuition plus the registration fee
- A student who starts class and withdraws after the academic term is 15% complete but before the academic term is 25% completed (20 clock hours) will be obligated for 50% of the tuition plus the registration fee.
- A student who starts class and withdraws after the academic term is 25% complete but before the academic term is 40%, completed (32 clock hours) will be obligated for 75% of the tuition plus the registration fee.
- A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees

**Classes may be cancelled if class size requirements are not met. Students will be refunded all payments in full if classes are cancelled for the reason.*

OBSERVED HOLIDAYS

Martin Luther King Day
Independence Day

Memorial Day
Thanksgiving Day

Labor Day
Veteran's Day

New Year's Day
Christmas Day

ATTENDANCE POLICY

Withdrawal

Students wishing to officially withdraw from the program must provide a staff or faculty member of the School with notification of their intent to withdraw. Initial notification can be made in person, in writing, by fax, or by telephone. This notification will be recorded and used for notification purposes to the School Director. The student must follow up with written notification of their decision to withdraw from the program.

Probation

A student who is unable to attain a minimal satisfactory grade of "C" will be placed on academic probation. The student will be given extra assistance in an effort to reach the expected level of satisfactory performance and grade. Any student who is on academic probation must obtain a grade that brings their total grade to a "C" or better.

Re-entrance

If a student has been dropped from the program, they may be readmitted at the discretion the school director. The student must pay all tuition and fees. A student seeking re-entrance following academic probation will need to obtain a grade of "C" or better on the next written exam following probation.

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Attendance Policy

Each student must attend all sessions of the class in order to meet the program objectives. All missed classes, additional lab hours, and clinicals must be made up. Students are allowed **one** unexcused absence. A second absence from class is allowed only with proper documentation. All material and clock hours must be made up with the instructor. A third absence will result in dismissal from the program even if previous missed hours are made up. **All days of the clinical externship are required** and rescheduling is not permitted unless proper documentation is provided.

Tardiness Policy

A tardy of one hour or more will be considered an absence. Excessive tardiness may result in dismissal from the course.

Make-up Policy

Students must make up absent classes, tests and material with the instructor. This may put the student behind on their expected date of completion. A student should first visit with the instructor regarding his/her make-up class or test procedure.

Classroom Behavior

Disruptive behavior is prohibited. "Disruptive Behavior" means conduct that materially and substantially interferes with or obstructs the teaching or learning process in the context of a classroom or educational setting. Disruptive Behavior includes conduct that distracts or intimidates others in a manner that interferes with instructional activities, fails to adhere to an instructor's appropriate classroom rules and instructions, or interferes with the normal operations of the school. Students who engage in disruptive behavior may be directed by the instructor to leave the class for the remainder of the class period and will count as an absence. Patterns of disruptive behavior will be reviewed by the director and may result in possible dismissal from the course.

In addition, students will be instructed on the proper way to handle lab equipment. Willful damage to any lab equipment will be the financial responsibility of the student. All lab supplies are restricted to lab use only. Removal of any lab supplies or equipment is strictly prohibited.

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Dress Code

Appropriate clothing will be required in the classroom and lab. It must be neat and clean. No baggy clothes will be allowed as they will interfere with the blood draw and the safety of the patient and phlebotomist. No jewelry that could be deemed inappropriate or unsafe will be allowed. Long hair must be pulled back. Closed-toed shoes are required to enter the laboratory. Light sky blue scrubs are required. Any student not in compliance with the dress code will be turned away for the day.

Inclement weather

If a session is cancelled due to inclement weather, it will be made up at the end of the program. Students will not be notified individually of class cancellations due to weather. Students are encouraged to watch the local TV stations and listen to the local radio stations for Columbus City Schools closings.