To ensure student success in the Phlebotomy Skills program, the following information is provided to students to inform them of program and employer expectations. It is also to inform students of pre-course requirements.

INFORMATION SESSIONS
These FREE Information Sessions are for those who would like to learn more about GRCC’s Healthcare programs or who have questions about the programs prior to enrollment. These information sessions are scheduled monthly at the Leslie E. Tassell M-TEC building, located at 622 Godfrey SW, Grand Rapids, MI 49503. Registration is not required, but is recommended. Go to www.grcclearn.com and click on “Healthcare” to register or call (616) 234-3400.

ORIENTATION
After enrolling in the course, please register for an Orientation session. Details of the program, as well as tips to help students be successful, will be discussed. Register for an Orientation session at www.grcclearn.com and click on “Healthcare.” You may still register for the program after the last Orientation session; however, you will need to call 616-234-3400 to schedule a time to meet with a staff member to complete the orientation process.

PAYMENT
We accept the following forms of payment: Visa, MasterCard, Discover, American Express, and personal check. Financial Aid is not accepted. Choose to either pay the entire fee at registration, or make two installment payments. The installment payments are due: 1) at the time of registration, 2) two weeks after the class begins. A Certificate of Completion will not be issued without payment in full. Invoices for the second payment are not mailed, so please mark this on your calendar.

ATTENDANCE AND GRADES
Students are allowed only two excused absences in the course and will be expected to make up any quizzes, tests, or exams during the next class period. Some classes have mandatory attendance requirements and you will be informed of those classes. Students with more than two absences will not receive a passing grade. Students are required to earn an average grade of 80% or higher on quizzes, tests, and exams in order to pass the course. Students who do not pass will not receive a Certificate of Successful Completion.
APPEARANCE AND BEHAVIORAL STANDARDS
Employer standards will be followed in the classroom. No low cut shirts or shirts with writing on them, no visible midriff or underwear, no tattered pants, no shorts, no skirts above the knee, no open-toe shoes, no visible tattoos, and no piercings (with the exception of one small piercing in the ear lobe) will be allowed in class. Socks and closed-toe shoes are required. Hair must be tied back if shoulder length or longer. Non-conventional hair styles and colors are discouraged. Artificial nails and chipped nail polish are prohibited. If nail polish is worn, it should be clear. Cell phones and pagers must be non-intrusive to the classroom experience and per instructor policy.

Each violation will count as one point against the student. Students are expected to be ready to begin at the designated class start time and be awake, alert, and ready to learn. Each late arrival or late assignment submission will count as one point against the student. Incomplete or late assignments, failure to notify the instructor of an absence, disrespectful attitudes, and inappropriate use of equipment or technology will also count as one point against the student. Students who accumulate three points will be excused from the course and will not receive a Certificate of Completion.

NOTE: Students who are excused from this course due to low grades, a violation of the attendance policy, or a violation of GRCC’s Code of Conduct or other policies, will not receive a refund for any remaining portion of the course.

ALLERGIES
For students who may have allergies, please note that a history of chemical/latex or other sensitivities and/or allergies, which occur in the work or clinical environment, is a potentially life-threatening situation and may limit or prohibit your ability to complete the clinical requirements of the program.

PRE-COURSE REQUIREMENTS
After enrollment in the course, the following items must be completed prior to the first day of class.

☐ WorkKeys® NCRC (National Career Readiness Certificate) This assessment must be completed two weeks before the start date of the class. Students must enroll and pay for the test at www.grccworkkeys.com. The National Career Readiness Certificate bundle is $60. Once payment has been made for the NCRC bundle, please call 616-234-3400 to schedule a testing time.

NOTE: The Benchmark scores for Phlebotomy Skills for Healthcare are levels of 3 for Applied Math and 4 for both Locating Information and Reading for Information. Work Keys® NCRC scores below the benchmark levels do not mean that students are not allowed in the Phlebotomy Skills program, but lower scores may negatively affect a positive outcome to the class and subsequent employment. To improve scores, students may take the Practice with Keytrain course. To enroll, sign up at www.grccworkkeys.com. The cost is $25.00.
☐ **Raider Card** (GRCC Student ID) – Students must obtain a Raider Card identifying them as a GRCC student. To obtain your Raider Card, bring a valid picture ID to:

GRCC Student Life Department  
Student Community Center, Room 25  
122 Lyon St. NE  
Grand Rapids, MI 49503  

OR  
Leslie E. Tassell M-TEC  
622 Godfrey SW  
Grand Rapids, MI 49503  

Go to grcc.edu/raidercard for more Raider Card information.

☐ **Code of Conduct** – GRCC has a Student Code of Conduct policy. See grcc.edu/codeofconduct. Signing this document indicates that the student has reviewed and agreed to abide by GRCC’s Code of Conduct.

☐ **Student Grievance** – GRCC has a Student Grievance Policy. You may review it at www.grcc.edu/grievance. You will be given additional information about this Process for the Workforce Training Department of Grand Rapids Community College at Orientation.

☐ **Disability Support Services** – GRCC has a Disability Support Services department. If you need disability support services for this class, please go to www.grcc.edu/disability.

Signing this document indicates that you have reviewed and agree to abide by GRCC’s Code of Conduct, Student Grievance Process, and instructions for Disability Support Services, if applicable. Bring this signature sheet the first day of class.

*My signature here indicates that I have reviewed this agreement and understand the information provided.*

______________________________  
Student name: (printed)

______________________________  
Student Signature

______________________________  
Date