

# Lotus Healthcare Academy

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## School Catalog

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# **Lotus Healthcare Academy School Catalog**

Institution: Lotus Healthcare Academy

Legal Entity: Lotus Healthcare Academy, LLC

Publication Date: January 2026

Location: Raleigh, North Carolina

## **Governing Body & Administration**

Founder / Director: Tiffany Hayes, RN

Program Administrator: Tiffany Hayes, RN

Governing Body: Lotus Healthcare Academy, LLC

## **Facilities & Equipment Description**

Lotus Healthcare Academy is located at:

**1001 Wade Avenue**

**Raleigh, North Carolina**

The facility is centrally located and accessible to students within the surrounding community.

The learning environment is structured to support both classroom instruction and hands-on laboratory training.

### **Instructional Space**

The school includes designated instructional areas designed to accommodate small cohort sizes and promote individualized learning.

The classroom space is arranged to provide:

- Adequate seating for enrolled students
- Instructional presentation capabilities
  - Structured lecture environment
  - Clear visibility for demonstrations

Class sizes are intentionally limited to maintain quality instruction and hands-on engagement.

### **Laboratory Facilities**

The laboratory area is designed to simulate a professional clinical setting and supports hands-on phlebotomy training.

#### **Laboratory space includes:**

- Phlebotomy chairs and/or designated blood draw stations
  - Venipuncture training arms and practice equipment
    - Proper sharps containers
  - Personal protective equipment (PPE)
    - Specimen collection supplies
    - Infection control materials

All lab activities are conducted in accordance with safety and infection control standards.

### **Equipment & Training Materials**

Instructional equipment utilized in the program includes:

- Venipuncture training arms
  - Tourniquets
- Needles and vacutainer systems (training use)
  - Specimen collection tubes
  - Laboratory consumables
  - CPR training equipment
- Audio-visual instructional tools

All equipment is maintained to support safe and effective training.

### **Safety & Compliance**

The facility maintains:

- Clearly marked exits
- Fire safety equipment
  - First aid supplies
- Clean and organized training areas

Students are instructed in proper safety procedures prior to participation in laboratory activities.

### **Learning Environment**

Lotus Healthcare Academy is committed to providing a structured, professional, and supportive training environment. The facility is designed to promote focus, safety, and confidence as students develop practical healthcare skills.

### **Academic Calendar & Attendance**

- Programs operate on rotating 6 week cohort schedules.
- Students may miss no more than 18.5% of total program hours.
- For the Phlebotomy Program (88 hours), this equals a maximum of 20 hours. All remaining required hours must be completed.
  - Exceeding this limit will result in dismissal.

## Holiday Observance Policy

Lotus Healthcare Academy observes select federal holidays. Classes will not be held during

the following holidays:

- New Years Day
- MLK Jr Day
- Memorial Day
- Independence Day
- President's Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Cohort	Start Date	End Date
Cohort 1	February 2, 2026	March 13, 2026
Cohort 2	March 16, 2026	April 24, 2026
Cohort 3	April 27, 2026	June 5, 2026
Cohort 4	June 8, 2026	July 17, 2026
Cohort 5	July 20, 2026	August 28, 2026
Cohort 6	August 31 <sup>st</sup> , 2026	October 9, 2026
Cohort 7	October 12, 2026	November 20, 2026
Cohort 8	November 23, 2026	December 30, 2026

## **Attendance and Leave Policy**

Lotus Healthcare Academy maintains high attendance standards to ensure students receive the full benefit of classroom instruction, laboratory training, and clinical preparation. Due to the hands-on and accelerated nature of this program, consistent attendance is essential for successful completion.

### **Attendance Requirements**

Students are expected to attend all scheduled class sessions, labs, and required instructional hours.

- Attendance is recorded daily.
- Students are responsible for all material covered during any missed session.

The Phlebotomy Training Program is structured and sequential; excessive absences may negatively impact skill development and academic performance.

### **Leave of Absence**

A leave of absence may be granted for documented emergencies or extenuating circumstances at the discretion of the school administration.

- Requests for leave must be submitted in writing.
- Approval is not automatic and is determined on a case-by-case basis.
- Approved leave may require rescheduling or completion of missed hours in accordance with school policy.

### **Absences**

- Students must notify the instructor as soon as possible if they are unable to attend class.
  - Missed instructional hours may need to be made up to satisfy program completion requirements.
- Excessive absences may result in administrative review and possible dismissal from the program.

### **Tardiness**

- Students are expected to arrive on time and prepared for instruction.
  - Repeated tardiness may be recorded as partial absences.
  - Chronic tardiness may result in disciplinary action.

Professional punctuality is a standard expectation within healthcare settings and is reinforced during training.

### **Make-Up Work**

- Make-up work may be permitted at the discretion of the instructor.
- Students are responsible for arranging make-up assignments or skills practice.
- All required competencies must be successfully completed prior to graduation.

Make-up opportunities are not guaranteed and are dependent upon scheduling availability.

### **Class Cuts**

Failure to attend scheduled class sessions without notification may be considered a class cut.

Repeated class cuts may result in administrative review and potential dismissal.

### **Interruptions for Unsatisfactory Attendance**

Students whose attendance falls below acceptable standards may receive:

- A written warning
- Administrative review
- Dismissal from the program

Because this program prepares students for professional healthcare environments, attendance and accountability are treated seriously.

### **Commitment to Student Success**

While attendance standards are enforced, Lotus Healthcare Academy remains committed to supporting students facing legitimate challenges. Open communication is strongly encouraged.

Students are advised that successful completion of required instructional hours is mandatory for program completion eligibility.

## **Enrollment Policy**

### **Enrollment Dates & Entrance Requirements**

Lotus Healthcare Academy maintains structured enrollment periods and clearly defined

entrance requirements to ensure student readiness and program success.

## **Enrollment Dates**

Enrollment for the Phlebotomy Training Program is offered on a cohort basis.

- Each cohort has a designated start date and end date.
- Enrollment remains open until available seats are filled.
- Class sizes are intentionally limited to maintain instructional quality and hands-on training standards.
- Once maximum enrollment capacity is reached, enrollment for that cohort will close.

Students are encouraged to complete the enrollment process early to secure placement in their desired cohort.

Official start dates, schedules, and cohort availability are published on the school's website and enrollment page.

## **Enrollment Process**

To enroll in the Phlebotomy Training Program, students must:

1. Complete the official enrollment form.
2. Submit required documentation.
3. Submit tuition payment in accordance with available payment options.
4. Receive confirmation of enrollment from the school.

Enrollment is considered complete once payment has been successfully processed and all required documents have been submitted.

## **Entrance Requirements**

To be eligible for enrollment, applicants must meet the following minimum requirements:

- Be at least 18 years of age prior to the start of class.
- Possess a high school diploma, GED, or equivalent (if applicable).
- Provide valid government-issued photo identification.
- Demonstrate the ability to read, write, and comprehend English at a level sufficient for healthcare instruction and safety guidelines.
- Be physically capable of performing phlebotomy-related tasks, including standing for extended periods and performing venipuncture procedures.

No prior healthcare experience is required.

Additional documentation may be required prior to participation in clinical activities.

### **Acceptance**

Lotus Healthcare Academy reserves the right to deny enrollment to applicants who do not meet entrance requirements or who may be unable to meet program expectations.

All admissions decisions are made in accordance with applicable state regulations and institutional policies.

## **Standards of Academic Progress Policy**

Lotus Healthcare Academy requires all students to maintain satisfactory academic progress in order to successfully complete the Phlebotomy Training Program.

Satisfactory progress is measured through academic performance, skills competency, and attendance.

### **Grading System**

Student performance is evaluated using the following components:

- Quizzes
- Exams
- Final comprehensive examination
  - Laboratory skill validations

Grades are calculated as a percentage.

### **Grading Scale:**

90–100% = Excellent

80–89% = Satisfactory (Passing)

Below 80% = Unsatisfactory

A minimum cumulative grade of **80%** is required to successfully complete the program.

In addition to written assessments, students must demonstrate competency in all required laboratory and clinical skills.

### **Minimum Standards for Satisfactory Progress**

To remain in good academic standing, students must:

- Maintain a minimum cumulative average of 80%
- Successfully complete all required skill competencies
  - Meet attendance requirements
  - Demonstrate professional conduct

Students failing to meet these standards may be subject to academic review.

### **Unsatisfactory Academic Progress**

A student will be considered making unsatisfactory progress if:

- The cumulative average falls below 80%
- Required skill competencies are not successfully completed
  - Attendance falls below acceptable standards
- Professional conduct standards are not maintained

### **Interruption for Unsatisfactory Grades or Progress**

The institution reserves the right to interrupt enrollment for students who:

- Demonstrate inability to complete required competencies
  - Fail to meet attendance requirements
- Engage in conduct inconsistent with program standards

Interruption or dismissal decisions will be documented and communicated in writing.

### **Reentrance After Dismissal for Unsatisfactory Progress**

Students dismissed for unsatisfactory academic progress may apply for reentrance.

Reentrance is not guaranteed and is subject to:

- Available space in a future cohort
  - Administrative approval
- Demonstrated readiness to successfully complete the program
- Compliance with any additional requirements established by the institution

The institution reserves the right to require repetition of coursework or skills training prior to reentry.

### **Commitment to Student Success**

Lotus Healthcare Academy is committed to supporting student success through structured instruction, hands-on guidance, and ongoing evaluation. Students are encouraged to seek assistance early if academic challenges arise.

Maintaining satisfactory academic progress is essential for program completion and eligibility for certification preparation.

## **Student Conduct Policy**

### **Conditions for Dismissal for Unsatisfactory Conduct**

Lotus Healthcare Academy is committed to maintaining a safe, respectful, and professional learning environment. As a healthcare training institution, students are expected to conduct themselves in a manner consistent with professional healthcare standards.

Enrollment in the Phlebotomy Training Program signifies agreement to abide by the following conduct policies.

### **Professional Behavior Expectations**

Students are expected to:

- Demonstrate respect toward instructors, staff, and fellow students
  - Maintain professional communication at all times
  - Follow all classroom, laboratory, and safety procedures
  - Comply with infection control and PPE requirements
    - Uphold academic integrity
- Represent the institution professionally during any clinical-related activities

Disruptive, disrespectful, or unsafe behavior will not be tolerated.

### **Academic Integrity**

Students must complete all quizzes, examinations, and competency assessments honestly.

The following behaviors constitute academic misconduct:

- Cheating or copying work
- Falsification of records or documentation
  - Plagiarism
- Assisting others in academic dishonesty

Academic misconduct may result in disciplinary action up to and including dismissal.

### **Safety Violations**

Because this program involves hands-on clinical skills and exposure to medical equipment, safety compliance is mandatory.

Failure to follow safety protocols, including improper sharps handling or violation of infection control procedures, may result in immediate disciplinary review.

### **Disruptive Conduct**

Unsatisfactory conduct includes, but is not limited to:

- Repeated disruptive behavior during class
  - Use of inappropriate language
  - Harassment or intimidation of others
  - Refusal to follow instructor directions
    - Damage to school property

Such behavior may result in written warning, probation, or dismissal.

### **Grounds for Dismissal**

A student may be dismissed from the program for:

- Repeated violations of conduct policies
  - Threatening or unsafe behavior
    - Academic dishonesty
  - Failure to comply with safety standards
- Behavior that jeopardizes the learning environment or safety of others

Dismissal decisions will be documented and communicated in writing.

### **Disciplinary Process**

Depending on the severity of the conduct, disciplinary action may include:

- Verbal warning
- Written warning
- Probationary status
- Administrative review
- Immediate dismissal

The institution reserves the right to determine appropriate disciplinary action based on the nature and severity of the violation.

## **Commitment to Professional Standards**

Lotus Healthcare Academy prepares students for entry into the healthcare field, where professionalism, integrity, and accountability are essential. Students are expected to uphold these standards throughout their training.

## **Schedule of Fees**

Phlebotomy Training Program (108 Hours)

### **Tuition**

Total Tuition: **\$1,200**

Tuition includes:

- Classroom instruction
- Laboratory instruction
- Clinical preparation
  - CPR certification
- National exam preparation/Exam
- Instructor-led review sessions

### **Registration / Seat Deposit**

Seat Deposit: **\$150**

The seat deposit reserves a student's place in a specific cohort and is applied toward total tuition.

### **Books**

Required textbooks: **Included in tuition**

Students will receive required instructional materials as part of program enrollment.

### **Supplies & Tools**

Supplies and laboratory materials necessary for instructional training are **included in tuition**.

This includes:

- Venipuncture practice supplies
  - Laboratory consumables
  - PPE utilized during training

Students are responsible for personal items such as notebooks and writing materials.

### **Laboratory Fees**

Laboratory fees: **Included in tuition**

All required lab instruction and use of equipment are covered under tuition.

### **Refund of Unearned Tuition Policy**

Lotus Healthcare Academy maintains the following policy regarding the refund of the unused portion of tuition, fees, and other charges in the event a student does not enter the course, withdraws, or is discontinued from the program.

#### **Official Withdrawal Requirement**

All withdrawals must be submitted in writing to the institution. The effective date of withdrawal shall be the date written notice is received by the school.

A student may also be officially withdrawn by the school in accordance with institutional policies.

#### **Refund Prior to First Day of Instruction**

A student shall receive a **one hundred percent (100%) refund** of all tuition, fees, and other charges paid if:

- The student officially withdraws prior to the first day of instruction;
- The student is officially withdrawn by the school prior to the first day of instruction; or
  - The school cancels the program in which the student is enrolled.

This refund includes all tuition and fees collected.

### **Refund After Instruction Begins**

If a student officially withdraws or is officially withdrawn by the school on or before reaching **twenty-five percent (25%) of the total instructional hours** of the program in which the student is enrolled, the student shall receive a refund of **seventy-five percent (75%)** of tuition paid, excluding any disclosed non-refundable fees.

### **No Refund Beyond 25% Completion**

Students who withdraw after completing more than twenty-five percent (25%) of the total instructional hours of the program are not eligible for a tuition refund.

### **Processing of Refunds**

Approved refunds will be issued within thirty (30) days of the date of official withdrawal or cancellation.

Refunds will be issued using the original method of payment when possible.

This policy applies to all students enrolled in programs offered by Lotus Healthcare Academy.

## **Academic Records Request Policy**

Lotus Healthcare Academy maintains accurate academic records for each enrolled student.

Academic records include enrollment documentation, attendance records, grades, competency evaluations, and program completion status.

### **Student Access to Academic Records**

Students have the right to request copies of their academic records.

Requests must be submitted in writing and must include:

- Student's full legal name
  - Date of birth
  - Program attended
  - Dates of attendance
- Type of record requested
- Signature of the student

Requests may be submitted via email to:

[info@lotushealthcareacademy.com](mailto:info@lotushealthcareacademy.com)

### **Processing Time**

Academic record requests will be processed within a reasonable time frame, not to exceed 10 business days from the date the written request is received.

### **Cost of Academic Records**

- The first official transcript issued to a student is provided at no charge.
- Additional copies of official transcripts are subject to a processing fee of \$10 per copy.
- Unofficial academic records may be provided at no charge upon request.

All applicable fees must be paid prior to the release of official records.

## **Release of Records**

Academic records will only be released:

- Directly to the student, or
- To a third party with written authorization from the student

Valid government-issued identification may be required to verify identity prior to release.

## **Record Retention**

Lotus Healthcare Academy maintains academic records in accordance with applicable state regulations and institutional record retention policies.

## **Program Course Outline**

### **Method of Instruction Measurement**

The Phlebotomy Training Program is measured on a **clock-hour basis**.

This program consists of a total of **108 clock hours** of instruction.

### **Total Program Hours & Cost**

Total Program Hours: **108 Clock Hours**

Total Program Cost: **\$1,200**

Tuition includes classroom instruction, laboratory training, CPR certification, and national exam preparation.

## **Program Course Breakdown**

The 108 clock-hour program is structured as follows:

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### **PHLEB 101 – Foundations of Phlebotomy**

**Clock Hours: 24 Hours**

Description:

This course introduces students to the foundational principles of phlebotomy and healthcare professionalism.

Topics include:

- Medical terminology
- Basic anatomy and physiology related to the circulatory system
  - Infection control and OSHA standards
  - Bloodborne pathogens
- Healthcare ethics and patient communication

Learning Objectives:

Students will be able to:

- Identify major components of the circulatory system
    - Explain infection control procedures
  - Demonstrate understanding of patient interaction standards
    - Apply universal precautions in laboratory settings
- 

### **PHLEB 102 – Venipuncture & Specimen Collection**

**Clock Hours: 42 Hours**

Description:

This course focuses on venipuncture techniques, capillary punctures, and specimen collection procedures.

Topics include:

- Order of draw
  - Tube selection and additives
  - Venipuncture procedures
- Capillary puncture techniques
  - Complication management
- Specimen handling and transport

Learning Objectives:  
Students will be able to:

- Perform venipuncture using proper technique
  - Identify appropriate collection tubes
  - Demonstrate correct order of draw
  - Safely handle and dispose of sharps
- Respond appropriately to complications

### **PHLEB 103 – Laboratory Skills & Clinical Preparation**

**Clock Hours: 30 Hours**

Description:

This course emphasizes hands-on laboratory competency and preparation for entry-level employment.

Topics include:

- Live stick practice
- Skill validation
- Professional documentation
  - Workplace readiness
- Mock clinical scenarios

Learning Objectives:

Students will be able to:

- Demonstrate competency in venipuncture
  - Perform capillary punctures safely
  - Complete documentation accurately
- Exhibit professional conduct in clinical settings

### **PHLEB 104 – CPR & Certification Preparation**

Clock Hours: 12 Hours

Description:

This course includes CPR training and comprehensive preparation for national certification.

Topics include:

- Basic Life Support (BLS) principles
  - CPR performance

- Review of phlebotomy competencies
- National exam preparation strategies

Learning Objectives:  
Students will be able to:

- Perform CPR according to current guidelines
- Demonstrate emergency response procedures
- Prepare for national certification examination

### **Special Admission Requirements**

To enroll in the Phlebotomy Training Program, applicants must:

- Be at least 18 years of age prior to the start of class
- Provide valid government-issued photo identification
- Possess a high school diploma or equivalent (if applicable)
- Demonstrate the ability to read, write, and comprehend English
- Be physically capable of performing phlebotomy-related tasks

Additional requirements may include background checks, immunizations, or other documentation depending on clinical site requirements.

### **Industry-Recognized Certification Eligibility**

Upon successful completion of the Phlebotomy Training Program, graduates may be eligible to sit for a nationally recognized phlebotomy certification examination, including but not limited to:

- National Health career Association (NHA) – Certified Phlebotomy Technician (CPT)

Certification eligibility requirements are determined by the certifying agency.

### **Policy on Credit for Previous Educational Training**

Lotus Healthcare Academy

Lotus Healthcare Academy does not award credit for prior educational training, prior coursework, certification, or work experience.

All students enrolled in the Phlebotomy Training Program are required to complete the full program of study as approved by the institution.

This includes:

- Completion of all required clock hours
- Participation in all classroom instruction
- Participation in all laboratory training
- Successful completion of all required competencies and assessments

No advanced standing, transfer credit, experiential credit, or credit by examination will be granted.

Completion of the full 108 clock-hour program is required for program completion eligibility.