Start With Heart Learning Center

School Catalog 2026 2027

20310 Chagrin Boulevard, Suite 4

Shaker Heights, Ohio 44122

Telephone: 216-202-1157

Certificate of Registration # 2409

Catalog publication date: September 21, 2026

Effective dates: September 21, 2026, through August 31, 2027

School Information

This catalog explains the academic program, tuition and fees, student responsibilities, school policies, and procedures that apply to students enrolled at Start with Heart Learning Center. Each student receives or is given access to the current catalog before signing an enrollment agreement.

School name	Start With Heart Learning Center
Legal entity	Start With Heart LLC
Address	20310 Chagrin Boulevard, Suite 4, Shaker Heights, Ohio 44122
Telephone	216-202-1157
Website and email	**Website**: Startwithheartlearningcenter.org **Email**: Startwithheartlearningcenter@gmail.com
School Director	Samantha Owens BSN, RN
Administrative Support	Lezlee Owens
Certificate of Registration	# 2409 — Ohio State Board of Career Colleges and Schools

Mission Statement

At Start with Heart Learning Center, our mission is to empower individuals through quality healthcare education, hands-on training, and compassionate instruction. We are committed to building confidence, developing essential skills, and preparing students to provide safe, competent, and compassionate care

As a nurse-led training center, we strive to create a supportive and inclusive learning environment where every student has the opportunity to grow professionally, achieve their career goals, and make a meaningful difference in the lives of others. We believe great care begins with a strong foundation, quality education, and a heart for helping others

Our Vision

To become a trusted leader in healthcare education and professional development, recognized for preparing confident, skilled, and compassionate healthcare professionals who positively impact the communities they serve

Our Values

Compassion: Teaching with empathy, patience, and respect

Excellence: Maintaining high standards in healthcare, education and hands-on training

Integrity: Promoting accountability, professionalism, and ethical practices

Empowerment: Giving students the knowledge, skills, and confidence to succeed

Community: Creating opportunities for career growth while improving the quality of care in our communities

Lifelong Learning: Encouraging continued education, professional development, and personal growth.

Admission Requirements

- Be at least 18 years of age by the first day of class, unless the school has approved a written minor-student policy and parent or guardian consent.
- Provide a high school diploma, recognized equivalent, or other documentation accepted by the school and permitted by applicable law.
- Submit a completed application and government-issued identification.
- Complete an admissions interview or orientation.
- Sign an enrollment agreement and acknowledge receipt of the catalog.
- Meet clinical-site health, safety, background, and identification requirements before clinical placement.

Enrollment Process

- Submit the application and required documents.
- Meet with a school representative to review program expectations and costs.
- Receive or access the current catalog.
- Sign the enrollment agreement.
- Pay required charges or execute an approved written payment plan.
- Attend orientation and begin on the date stated in the enrollment agreement.

Supervised Clinical Rotation Qualification

- Background screening
- Drug screening
- CPR certification,
- Bloodborne Pathogen course
- Failure to meet a clinical partner requirement may delay or prevent clinical placement and graduation.

Observed Holidays

The school may close on the legal holidays listed below. If a scheduled class or clinical day is affected, the school will announce a makeup date so that all required clock hours are completed.

- New Year’s Day
- Memorial Day
- Juneteenth National Independence Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Weather or emergency closures will be communicated by telephone, text message, email, or the school's designated learning platform. Students remain responsible for completing announced makeup work or hours

Nondiscrimination

Start with Heart Learning Center does not discriminate on the basis of race, color, religion, sex, pregnancy, national origin, ancestry, age, disability, military status, genetic information, or any other status protected by applicable law. Reasonable accommodation requests should be submitted to the School Director

Employment and Certification Disclaimer

Completion of the program does not guarantee employment, a specific wage, eligibility for every certification examination, or acceptance by every employer. The school will not make promises of employment or earnings.

Phlebotomy Technician Program

The Start with Heart Phlebotomy Technician Program prepares adult learners to perform entry-level blood and specimen collection duties safely, accurately, and professionally under employer policies and applicable law. Instruction combines foundational theory, instructor demonstration, deliberate practice in a simulated laboratory, competency validation, and supervised experience in an approved clinical setting.

The curriculum emphasizes patient identification, standard precautions, order of draw, tube additives, venipuncture, dermal puncture, prevention of preanalytical error, specimen processing, communication, and professional conduct. Certification examination preparation is integrated into the course; however, earning the school certificate does not itself constitute national certification or guarantee eligibility, examination success, licensure, or employment.

Program feature	Requirement
Credential awarded	Certificate of Completion
Program length	120 clock hours
Normal completion time	7 calendar weeks
Classroom instruction	40 clock hours
Skills laboratory	45 clock hours
Supervised clinical experience	35 clock hours
Delivery format	In-person classroom, skills laboratory, and supervised clinical experience
Maximum planned cohort	8 students
Textbook	Hartman's Complete Guide for the Phlebotomy Technician, 2nd Edition — Hartman Publishing, Inc.
Workbook	Workbook for Hartman's Complete Guide for the Phlebotomy Technician

Program Requirements

- Complete all 120 required clock hours.
- Earn a final cumulative grade of at least 75 percent.
- Pass each required laboratory skill validation and clinical evaluation.

- Complete required clinical documentation and demonstrate professional conduct.
- Tuition must be paid in full before receiving completion certificates
- Textbook: Hartman's Complete Guide for the Phlebotomy Technician, 2nd Edition, Hartman Publishing, Inc. ISBN 978-1-60425-165-4
- Workbook: Workbook for Hartman's Complete Guide for the Phlebotomy Technician, Hartman Publishing, Inc. ISBN 978-1-60425-166-1

Laboratory Competency Requirements

- Hand hygiene, PPE selection, glove removal, surface disinfection, spill response, and sharps disposal
- Patient identification, order verification, patient explanation, positioning, and site assessment
- Equipment assembly; evacuated-tube, syringe, and butterfly set techniques
- Routine venipuncture sequence, order of draw, tube mixing, labeling, and aftercare
- Capillary puncture and micro collection order of draw
- Recognition and response to hematoma, syncope, nerve symptoms, excessive bleeding, unsuccessful collection, and occupational exposure
- Blood-culture skin preparation simulation and special-handling scenarios
- Specimen processing, transport, rejection, and documentation exercises
- Students may not enter clinical practice until required prerequisite laboratory competencies are documented as satisfactory by instructor

Clinical Requirements

The 35-hour supervised clinical experience occurs at Kandy's Beauty + Wellness Institute under direct supervision of the clinical instructor. Students perform only activities authorized by the site, instructor, affiliation agreement, and applicable law. Start with Heart clinical instructor will maintain attendance, procedure logs, preceptor evaluations, incident documentation, and evidence of required onboarding.

- Goal during clinical rotation: 30 successful venipunctures and 10 successful capillary collections on live individuals, documented by clinical instructor
- Clinical opportunities depend on patient availability and consent. Simulation supports learning but does not replace clinical experience.
- The preceptor directly supervises every procedure completed by the student in the clinical setting.
- Students must complete a background check, drug screening, CPR course, Bloodborne pathogen course, have reviewed HIPAA and confidentiality prior to clinical rotation
- An unsafe act, identification error, privacy breach, or falsification may result in immediate removal from clinical rotation

Learning Outcomes

Upon successful completion, the graduate will be able to

- Apply standard precautions, transmission-based precautions when indicated, exposure-control procedures, and safe sharps practices.
- Use two approved patient identifiers, verify orders, assess collection requirements, explain the procedure, and obtain cooperation or consent consistent with policy.
- Select, inspect, assemble, and safely use evacuated tube, syringe, winged-infusion, dermal puncture, and point-of-care equipment.

- Perform routine venipuncture and capillary puncture using correct site selection, order of draw, tube filling, mixing, labeling, and post-procedure care.
- Recognize contraindications, complications, unsuccessful collections, and emergency conditions; stop the procedure and obtain assistance when required.
- Collect or assist with special specimens and waived point-of-care tests within training, policy, and scope limitations.
- Process, transport, store, accession, and document specimens while protecting specimen integrity and maintaining chain of custody when required.
- Protect privacy, communicate respectfully, use medical terminology accurately, and demonstrate dependability, cultural humility, and ethical conduct.
- Pass written, laboratory, and clinical assessments demonstrating readiness for entry-level employment



Curriculum

Course	Classroom	Lab	Clinical	Total
Module1: Phlebotomy Foundations, Role, and Healthcare setting	4	0	0	4
Module2: Safety, Infection Prevention, Legal and Ethical Issues	7	5	0	12
Module 3: Anatomy and Physiology for Phlebotomy	7	0	0	7
Module 4: Patient Preparation, Identification, and Communication/Diversity	3	3	0	6
Module 5: Equipment, Tube Additives, and Order of Draw	3	5	0	8
Module 6: Venipuncture	6	20	15	41
Module 7: Capillary (Dermal) Puncture	3	5	5	13
Module 8: Special Collections (Nonblood) and Point of care testing	3	3	5	11
Module 9: Specimen Processing, Handling and Transport	2	4	5	11
Module 10: Professional Practice, Career readiness	2	0	5	7
Program Total	40	45	35	120

Seven-Week Schedule

Week	Primary focus	Hours
1	• Phlebotomy Foundations, Role, and Healthcare setting • Safety, Infection Prevention, Legal and Ethical Issues	16
2	• Anatomy and Physiology for Phlebotomy • Patient Preparation, Identification, and Communication/Diversity • Equipment, Tube Additives, and Order of Draw	21
3	• Venipuncture	26
4	• Capillary (Dermal) Puncture • Special Collections (Nonblood) and Point of care testing	24
5	• Specimen Processing, Handling and Transport • Professional Practice, Career readiness	18
6	• Supervised Clinical	7.5
7	• Supervised Clinical	7.5

The school may adjust the daily sequence to meet instructional or clinical site needs while preserving the approved subject matter and total clock hours.

Course Description

Module 1: Phlebotomy Foundations, Role and the Healthcare Setting

- Role and limits of the phlebotomy technician; healthcare team and laboratory departments
- Workflow from test order through result; quality across the preanalytical phase
- Basic medical terminology, abbreviations, professionalism, and certification pathways

Module 2: Safety, Infection Prevention, Legal and Ethical issues

- Standard precautions; hand hygiene; PPE; bloodborne pathogen prevention
- Engineering and work-practice controls; sharps activation and disposal
- Exposure-control plan, needlestick response, incident reporting, and post-exposure steps
- Biohazard, chemical, fire, electrical, ergonomic, and environmental safety
- HIPAA/privacy, OSHA concepts, quality control, and documentation
- Laboratory safety scenarios and PPE/sharps competency practice

Module 3: Anatomy and Physiology for Phlebotomy

- Organization of the human body: cells, tissues, organs, organ systems, homeostasis, and directional terminology
- Integumentary system: epidermis, dermis, subcutaneous tissue, skin integrity, sensation, healing, and implications for venipuncture and dermal puncture
- Skeletal and muscular systems: upper-extremity landmarks, positioning, movement, and structures that must be protected during collection
- Cardiovascular system: heart chambers, valves, circulation, arteries, veins, capillaries, pulse, blood pressure, and oxygen transport
- Upper-extremity vascular anatomy: median cubital, cephalic, basilic, dorsal hand veins, nearby arteries and nerves, preferred sites, and sites requiring caution
- Blood composition and function: plasma, serum, erythrocytes, leukocytes, platelets, formed elements, and common laboratory relationships
- Hemostasis and coagulation: vascular phase, platelet plug, coagulation, fibrinolysis, anticoagulants, and factors affecting bleeding
- Lymphatic and immune systems: lymph flow, lymph nodes, infection response, edema, and collection considerations after lymph-node procedures
- Nervous system: pain, sensation, vasovagal response, nerve injury warning signs, consciousness, and immediate safety response
- Endocrine, digestive, urinary, and respiratory concepts that affect fasting, glucose, hydration, acid-base balance, gas exchange, specimen timing, and test interpretation
- Medical terminology: roots, prefixes, suffixes, anatomic position, common diseases, tests, abbreviations, and prohibited/unsafe abbreviations
- Preanalytical physiology: hemoconcentration, hemolysis, clotting, contamination, posture, exercise, stress, hydration, diurnal variation, and their effect on results

Module 4: Patient Preparation, Identification, and Communication/Diversity

- Order review; timing, fasting, medication, posture, and special preparation

- Two-identifier process; wristband and order reconciliation; unidentified or unconscious patients
- Procedure explanation, consent/cooperation, privacy, cultural needs, language access, pediatric/geriatric considerations
- Positioning, fall and syncope prevention, refusal, difficult interactions, and documentation

Module 5: Equipment, Tube Additives, and Order of Draw

- Needles, holders, syringes, winged sets, tourniquets, antiseptics, gauze, bandages, transfer devices, lancets, labels, and transport supplies
- Tube colors, additives, common uses, fill requirements, mixing, expiration dates, and defects
- Order of draw for syringe-transfer, and capillary collections; blood-culture contamination prevention
- Equipment selection for veins, patient, test, and collection method

Module 6: Venipuncture

- Collection assessment; site and vein selection; contraindicated and restricted sites
- Routine evacuated-tube procedure; winged set and syringe collection
- Tourniquet timing, antisepsis, anchoring, insertion, tube changes, release, needle removal, hemostasis, labeling, and aftercare
- Order of draw, discard tubes when indicated, tube filling and mixing
- Difficult draws, failed attempts, rolling veins, fragile veins, obesity, edema, hematoma, nerve symptoms, arterial puncture concern, syncope, nausea, seizure, excessive bleeding, and needlestick prevention
- Blood cultures and other technique-sensitive collections
- Instructor demonstration, simulation, competency checkoff, and supervised clinical performance

Module 7: Capillary (Dermal) Puncture

- Indications, limitations, adult/child finger sites, infant heel sites, puncture depth, warming, and contraindications
- Capillary order of draw; wiping first drop when required; avoiding squeezing, dilution, hemolysis, and tissue injury
- Micro collection containers, smears, labeling, aftercare, and complications.

Module 8: Special Collections (Nonblood)and Point-of-Care Testing

- Blood cultures, glucose tolerance, therapeutic drug monitoring, timed and stat specimens, cold agglutinins, ammonia, bilirubin, lactate, trace elements, newborn screening overview, and legal/chain-of-custody specimens
- Nonblood specimen instructions and handling
- Manufacturer instructions, quality control, limitations, critical results, and documentation

Module 9: Specimen Processing, Handling, and Transport

- Bedside labeling, requisitions, electronic accessioning, and documentation
- Centrifugation concepts; serum/plasma separation; aliquoting within authorized duties
- Time, temperature, light protection, pneumatic tube and courier transport, packaging, and biohazard requirements
- Acceptance/rejection criteria; insufficient quantity, wrong tube, clots, hemolysis, contamination, mislabeling, and corrective action

Module 10: Professional Practice, Career Readiness

- Ethics, boundaries, privacy, scope, teamwork, conflict resolution, service recovery, diversity, and respectful communication
- Time management, employability, resume/interview preparation, continuing education, and although not needed for employment: certification preparation
- Integrated written final, clinical evaluation, and records review
- Demonstrate reliable, ethical, patient-centered conduct.

Grading and Academic Progress

Grade	Percentage	Status
A	90 to 100	Satisfactory
B	80 to 89	Satisfactory
C	75 to 79	Satisfactory
F	Below 75	Unsatisfactory

Grade Components

Component	Standard/weight
Chapter Quizzes	20 Percent
Assignments	20 Percent
Final Exam	30 Percent
Laboratory Practical Examinations	30 Percent
Minimum Grade to Pass	75 Percent
Clinical Evaluation	Must have Satisfactory rating on all critical behaviors and final evaluation
Attendance	Completion of all 120 scheduled clock hours or approved Make- up hours
Professional Conduct	Satisfactory; unsafe, dishonest, discriminatory, or confidentiality-violating conduct will result in removal from the program

Satisfactory Academic Progress

A student must maintain a cumulative grade of at least 75 percent, complete required skills safely, and progress at a pace that permits completion within the maximum time frame. Progress is reviewed at approximately the midpoint and end of the program, and more often when concerns arise.

Academic Warning and Probation

A student below the required standard may receive written warning and a remediation plan. If the student does not return to satisfactory progress by the stated review date, the school may place the student on probation for the remainder of the cohort or terminate enrollment. The plan may include tutoring, repeated practice, reassessment, or makeup work.

Financial Aid Standard

Start With Heart Learning Center does not currently participate in federal or state student financial aid programs. If participation begins, the school will publish and apply the required financial-aid satisfactory academic progress policy before awarding aid.

Attendance/ Leave

Attendance and Tardiness

Attendance is recorded for every classroom, laboratory, and clinical session. Students must complete all 120 clock hours. A student is tardy when arriving after the scheduled start time or returning late from a break. Early departure is also recorded. Repeated tardiness or absence may result in counseling, probation, suspension, or termination.

Notification

Students should notify the instructor or School Director before an absence or tardiness whenever possible. Clinical absences must be reported according to both school and clinical-site procedures. A no-call, no-show at clinical is a serious professionalism violation.

Make-up Work and hours

Written assignments do not replace required clock hours. Missed classroom, laboratory, or clinical time must be made up through an approved activity supervised or verified by the school. Makeup scheduling depends on instructor and clinical-site availability and must be completed before graduation.

Leave of Absence

A student may request a documented leave of absence for a significant personal, medical, military, or family reason. The request should state the reason and expected return date. A leave may not exceed six months unless it is a military leave or is otherwise approved in writing by the Board. A student who does not return by the approved date will be withdrawn, and any refund will be based on the last date of attendance or participation in an academic activity.

Military Leave

Military leave will be administered in accordance with applicable Ohio law. A qualifying student will not receive an academic penalty because of military service.

Student Conduct, Suspension, Re-entry

Student Conduct

- Protect patient and student privacy; follow HIPAA and all confidentiality requirements. Never photograph patients or post anything about the clinical setting on social media
- Use respectful, nonthreatening communication.
- Follow safety, infection-control, dress, identification, and clinical-site rules.
- Do not attend while impaired by alcohol, illegal drugs, or medication that makes safe performance impossible.
- Do not falsify attendance, assignments, clinical records, or competency documentation.
- Do not engage in cheating, harassment, violence, theft, unsafe practice, or deliberate damage to property.

Corrective Action

Depending on severity, the school may use verbal counseling, written warning, remediation, probation, suspension, or termination. Conduct that creates an immediate safety risk, violates patient privacy, involves dishonesty, or causes removal from a clinical site may result in immediate suspension or termination.

Unsatisfactory work or Attendance

A student may be suspended or terminated for failing to maintain the minimum grade, failing required skills after remediation, exceeding allowable absences without completing makeup hours, abandoning the program, or failing to meet clinical eligibility or conduct requirements.

Appeal and Re- entry

A student may submit a written appeal to the School Director within five business days of receiving a suspension or termination notice. A dismissed student seeking reentry must reapply, resolve the cause of dismissal, meet current admission and clinical requirements, and receive written approval. Prior completed work will be evaluated under the school credit policy

Charge	Cost	Refund Policy
Registration fee	$100.00	Refundable only during the five-day cancellation period
Book fee	$50.00	Refundable only per the tuition refund schedule
Laboratory fee	$100.00	Refundable only per the tuition refund schedule
Supply fee	$50.00	Refundable only per the tuition refund schedule
Tuition	$550.00	Refundable only under the tuition refund schedule
Total program cost	$850.00	Refundable only under the tuition refund schedule

The $850 total program cost is due before the first scheduled class unless the student and school sign a separate written payment plan. The school will not charge or financially obligate the student for more than the current 120-clock-hour term.

Charges

Tuition and fees are applied uniformly. Charges may change for a future term after written notice, but the school will not change the charges stated in a signed enrollment agreement for the current term. The school does not discount tuition except as permitted by applicable law and an approved uniformly applied policy.

Unpaid Balances

The school may withhold graduation documents or restrict re-enrollment when a balance remains unpaid, to the extent permitted by law and the student's written payment plan. The school will not prevent a student from completing an academic term already in progress unless the consequence is stated in the payment plan or another published policy.

Cancellation, Withdrawal and Refund Schedule

Five-Day Cancellation Right

An enrollment agreement or school application may be canceled within five calendar days after signing if the school is notified in writing. The school will refund in full all tuition and fees paid under the enrollment agreement or application no later than thirty days after cancellation. This five-day cancellation provision does not apply if the student has already started classes.

Student Not Accepted

If the school does not accept a student into the program, all money paid by the student will be refunded

Refund Schedule

Withdrawal point	Student obligation
Before the first class after the five-day cancellation period	The $100 registration fee; remaining tuition and refundable fees are refunded.

Withdrawal point	Student obligation
After starting but before 15 percent of the term is completed	25 percent of tuition and refundable fees,
After 15 percent but before 25 percent is completed	50 percent of tuition and refundable fees,
After 25 percent but before 40 percent is completed	75 percent of tuition and refundable fees.
After 40 percent is completed	No refund of tuition or fees for the current term.

The withdrawal date is the student's last date of attendance or participation in an academic activity. Written notice is not required. The school will determine an unofficial withdrawal within thirty days after the last date of attendance, keep a refund calculation in the student file, and issue any refund due within thirty days after determining withdrawal. No additional withdrawal or termination fee will be charged.

Refund will be in accordance with Ohio Administrative Code Rule 3332-1-10.1. The school may provide special consideration for documented illness, accident, death in the family, or another circumstance beyond the student's control.

Student Records/ Transfer Credit

Transfer Credit

There is no credit given if student completed part of the coursework at another Phlebotomy Tech program, credit for previous course work within Start with Heart Learning center may be discussed and reviewed on a case-by-case basis.

Records

The school maintains enrollment, attendance, academic progress, skills, clinical, financial, and completion for five years, students should notify the school of changes to their name, address, telephone number, or email address.

Transcript and Certificate Requests

Upon completion of the program each student will receive their certification of completion. You can request another certificate if the one you received was lost or damaged, requests must be submitted to the school by email allow 7 days for processing. Once the request is made the program will charge a fee of $5 for records requested after the first initial record has been submitted to student. The program will reach out to confirm identity prior to issuing.

Student Services

The school provides orientation, academic advising, skills remediation, and reasonable referral information. The school does not guarantee transportation, housing, childcare, employment, or clinical placement at a specific facility or shift.

Career Assistance

The school may assist with resumes, interviews, job-search preparation, and referrals to publicly available opportunities. Career assistance is not a promise of employment or earnings.

Grievance, Student Rights and Scholarships/Grants

Grievance Procedure

Students should first discuss concerns with the instructor or staff member involved. If a concern is not resolved, the student may submit an email grievance to the school director at Startwithheartlearningcenter@gmail.com. The grievance should describe the concern, relevant dates, people involved, and the requested resolution. The school will review the matter and provide an email response within ten business days.

State Board Complaint Right

Whether or not the concern is resolved to the student's satisfaction by the school, the student may contact or file a complaint with the Executive Director, State Board of Career Colleges and Schools website scr.ohio.gov.

No Retaliation

The school prohibits retaliation against a student for raising a good-faith concern, requesting an accommodation, participating in a grievance review, or contacting a regulatory agency.

Policy Changes

Policies may be revised to maintain legal compliance, safety, or program quality. Material changes will be provided to affected students in writing. Changes will not reduce a student's contractual rights or retroactively increase current-term charges.

Institutional Scholarships or grants

The school does not currently offer an institutional scholarship or grant plan. No institutional scholarship or grant will be advertised or awarded unless it has received any approval required by Ohio Administrative Code Rule 3332-1-11 and has been added to the catalog.

Faculty

The school will maintain a current faculty and administrator list. Changes during the catalog period may be published through a dated catalog insert.

Name and title	Role
Samantha Owens BSN, RN	School Director
Samantha Owens BSN, RN	Phlebotomy Instructor
Samantha Owens BSN, RN	Clinical Instructor
Lezlee Owens	Administrative Support

Catalog Acknowledgment

I acknowledge that I received or was given access to the current Start with Heart Learning Center School Catalog before signing my enrollment agreement. I understand that I am responsible for reviewing and following the policies that apply to my enrollment.

Student signature	Date
_____	_____

School representative	Date
_____	_____