

Phlebotomy Adult Training Course Terms and Conditions

Version number 5.0

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Version Number	Change Details	Date
2.1	Added Local Induction	20/07/2016
3.0	OH Clearance process, Disability Act Considerations	17/10/2017
3.1	Review of all terms and conditions	25/10/2018
4.0	Review of all terms and conditions. Updated format. Added DBS section. Added specified fees. Added data protection and privacy statement.	29/07/2021
4.1	Added Section 2.7 – Delivering content virtually if required. Updated Section 3 - Immunisations and Occupational Health Requirements.	01/12/2022
5.0	All Sections of this document have been revised with support from the legal team.	28/11/2025

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1. Data Protection and Privacy Statement

- Synnovis only processes personal data in a way that aligns with the legitimate business purpose for which it was originally collected. We do not use personal data for new, different, or incompatible purposes unless we have informed the data subject and obtained consent where necessary.
- Appropriate technical and organisational measures are in place to safeguard all personal data. We retain personal data only as long as necessary to fulfil the purposes for which it was collected, including legal, accounting, or reporting obligations. Confidentiality of Training Materials.
- The Phlebotomy training materials and associated documentation ("Confidential Information") are the intellectual property of Synnovis and are provided exclusively for the personal educational use of enrolled students.
- By enrolling in the course, students agree not to disclose, reproduce, distribute, or otherwise make available any part of the Confidential Information to any third party without the prior written consent of Synnovis.
- Any unauthorised use, duplication/copying, or distribution of the Confidential Information may result in legal action and immediate termination of contract.
- This obligation of confidentiality shall remain in effect beyond the completion or termination of the course.

2. General Terms and Conditions

All students must agree to these terms and conditions during the booking process. Failure to do so will result in the booking not being authorised.

2.1 Attendance and Punctuality

- Students arriving late on the theory day will be refused entry. An administrative fee will be incurred to rebook on the closest available theory day.
- Failure of students to attend the full duration of the theory day will result in incompletion of the course, and no certificate will be issued.

2.2 Training Dates and Payments

- All training dates (Theory, Induction, Practical Assessment, Exam) are non-transferable. Students who fail to attend their dates offered will be liable for the full cost of the course.
- Rebooking requests for any of the specified dates may be subject to an administrative fee of £100. Rebooking's will be allocated to the next available date, and it will not be possible to select a preferred alternative.
- Cancellation fees will apply once a booking request has been submitted.
- Students must be over 18 years of age at the time of booking and possess English skills at Functional Skills (Entry Level 1) or higher. To enroll on our Phlebotomy training course.
- Full payment must be made at the time of booking to reserve a place.

2.3 Course Cancellations by Synnovis

- Full payment must be made at the time of booking to reserve a place. Training may be cancelled due to low student intake, facilitator illness, departmental emergencies, or global pandemics.
- All Cancelled sessions will be rescheduled or offered as ad hoc sessions.

2.4 **Delivery Format**

- Synnovis will make every effort to deliver training in a face-to-face setting. However, to comply with government guidelines or restrictions, certain theoretical components may be delivered virtually.
- All Pre-course work must be completed before the theory session. This includes reading all documentation sent to the student.

3. **Occupational Health (OH) Clearance Requirements**

- OH clearance is required before induction through Synnovis' Occupational Health Provider.
- Students with additional needs under the Equality Act 2010 must notify The Phlebotomy Training Department prior to booking the course. Failure to do so may result in the applicant being unable to attend the full course and not being eligible for a refund.
- Students who fail to provide the required immunology documentation will not be permitted to participate in clinical sessions until both Occupational Health and DBS clearances have been received.
- Synnovis's Occupational Health provider, Sugarman Health & Wellbeing Ltd, will provide students with any required vaccinations or immunology blood tests.
- It is the responsibility of the students to support this process by attending all scheduled Occupational Health appointments or, where possible, by obtaining the necessary evidence from their GP to help expedite clearance.
- Synnovis will not reimburse fees for tests obtained outside our OH provider.

3.1 **Mandatory Vaccinations**

Students must show evidence of or agree to receive the following:

- MMR (Measles, Mumps and Rubella)
- Varicella Zoster
- Hepatitis B
- DTP (Diphtheria, Tetanus, and Pertussis)
- Tuberculosis (BCG scar check or test)

Failure to meet vaccine requirements will result in course withdrawal without a refund.

3.2 **Recommended Vaccinations**

While it is not mandatory, students attending the course are strongly encouraged to have the following:

- **Seasonal Influenza**
All honorary contracted staff are encouraged to participate in the annual influenza vaccination programme. Students on placement during the programme are entitled to receive the vaccine.
- **COVID-19**
Students are encouraged to receive any COVID-19 vaccines approved by the UK Government.

3.3 **Consent and Information Sharing**

- By accepting these terms and conditions and making full payment for the course, you, the student, consent to your information being shared with Sugarman Health & Wellbeing Ltd, Synnovis' third-party Occupational Health provider.

3.4 Fit for Work

- Students must complete a questionnaire. OH, appointments may be needed for underlying conditions.

3.5 Occupational Health Appointment Costs and Cancellation Policy

- Synnovis will cover the cost of all necessary appointments arranged through our Occupational Health (OH) provider. However, students will incur a cancellation fee under the following circumstances:
 - Failure to Attend (DNA)
 - All cancellation with less than 2 working days' notice
 - Late Arrival: If a student arrives late, it is at the discretion of the OH clinician to determine whether there is sufficient time to conduct a thorough consultation. The appointment may be cancelled due to lateness.
 - A charge of £65.00 will be incurred by the student if the above occurs.

4. DBS Process & Initiation of DBS Applications for Students

- Synnovis will initiate all Disclosure & Barring Service (DBS) applications.
- The application process will be completed through Mayflow, Synnovis' third-party DBS provider.

4.1 Requirements and Cost

- Students must obtain an enhanced DBS check to attend the course.
- The cost is included in the course fee.

4.2 On the theory day, students must bring:

- Original ID documents (i.e. Bank statements must be requested from the bank. (we cannot accept downloaded & printed versions)
- Colour photocopies of the same ID documents.

4.3 Student Responsibility:

- Upon successful completion of the theory day course, students will receive a DBS application link via email they must complete.
- Once approved, the student must track the DBS application and ensure they receive the hard copy certificate.
- If the certificate is not received, the student must arrange a reprint with Mayflower.
- If the reprint is not requested within the DBS provider's timeframe, the student will need to reapply for DBS clearance.

4.4 Reapplication Costs

- If a reapplication is needed, the student must pay:
 - £65 (including VAT) for a new DBS application plus administration fee.

5. Local Induction & Clinical Practice Guidelines

- All students must attend a local induction at St Thomas' Hospital before starting clinical practice.

5.1 Local Induction Requirement

- Induction will only be booked after full Occupational Health (OH) and DBS clearance.

Induction occurs on Saturdays only and these dates are non-transferable

5.2 Local Induction Requirement

- Students must begin clinical sessions within two weeks of induction.
- Students must book the first two clinical sessions on the induction day.
- Failure to attend the local induction may result in non-completion of the course.
- Synnovis reserves the right to cancel clinical sessions at short notice due to unforeseen or emergency circumstances.

6. Clinical Supervision

- All clinical sessions must be booked in advance via the designated Phlebotomy Training email address. Bookings are subject to departmental and assessor availability
- Students undergo both direct and indirect supervision during training.
- Students are expected to adhere to the uniform policy at all times during clinical sessions.
- Students must sign an honorary contract on the first day of their clinical sessions. This is a mandatory requirement for participation in clinical training and ensures compliance with host trust policies.
- All clinical sessions must be pre-booked and are subject to availability.

6.1 Theory to Clinical Transition

- Students must begin clinical sessions within 4 months of theory training.
- Missing this window requires rebooking the theory course (with associated costs).

6.2 Supervision

Supervision is provided by competent Synnovis phlebotomy staff.

- The Synnovis Phlebotomy Training Program aims to have students bleeding independently (with indirect supervision) following 11–15 hours of continuous clinical practice under direct supervision.
- After this period, students will undergo an independent assessment to determine their readiness for indirect supervision.
- Department Team Leaders assess student independence.
- Students bleeding with indirect supervision have been deemed safe to practice independently (this does not deem the student as competent).

6.3 Performance Standards

- Failure to meet clinical standards may result in contract termination,

6.4 Attendance Policy

- Failure to notify the department as soon as possible of an inability to attend a clinical practice session will result in the booked hours being deducted from the student's entitled 90 clinical hours. These hours will not be rescheduled or credited unless exceptional circumstances are approved by the department.
- Attending the department in incorrect uniform/no ID badge will result in the student being sent away, and the scheduled hours will be deducted from their entitled 90 clinical hours. Students are expected to adhere to the uniform policy at all times during clinical sessions.

6.5 Completion Timeline

- Clinical sessions must be completed within 12 weeks from the first booked session, due to host trust training requirements.

7. Assessment

Students must have undertaken a minimum of 30 hours' clinical practice before they are eligible to book their assessment.

- All students are expected to uphold the highest standards of honesty and integrity during the course, including during any assessments. Cheating, plagiarism, or any form of dishonest behaviour during assessments is strictly prohibited.
- Any student found to have engaged in cheating whether by using unauthorised materials, receiving or giving assistance or through any other dishonest means will have their course enrollment immediately terminated.
- In such cases, the student will be permanently barred from re-enrolling in the course or participating in any future training provided by us. No refunds will be issued, and the decision will be final and non-negotiable.

7.1 Assessment Format

- If a reapplication is needed, the student must pay: All assessments must be booked in advance via the designated Phlebotomy Training email address. Bookings are subject to departmental and assessor availability

Two components:

- Practical Assessment
- Theory Assessment
- Total time allocated: 3 hours

- Assessments must be booked no later than 4 weeks before the end date of the student's honorary contract. Failure to do so may result in the student being unable to complete the program within the required timeframe.

7.2 Additional Support

Exam Access Arrangements, which are reasonable adjustments for eligible candidates who meet the criteria. These arrangements must not affect the integrity of the examination or give the learner an unfair advantage.

- Students that require additional support (see section 3)
- We fully support students who have additional needs, however, to be eligible for this you will need to provide your formal statement.

Exam Access Arrangements include:

- 30 Minutes additional extra time.
- A reader or an audio format to hear the questions
- Smaller capacity room arrangements
- All students are provided with an electronic copy of the SOP as well as a hard copy to revise
- All documents are printed in a Dyslexia friendly font (Ariel)
- The exam must still be completed by the student in writing

7.3 Assessment Pass Marks

- Practical Assessment: **100%** If failed resit must be booked within 6 weeks of the result date.
- Written Assessment: **Pass: >80%**
- **Referral: 70%– 80%** - If the practical is passed but the theory receives a referral mark, a one-to-one meeting is required and may suffice to achieve competence. No additional cost. The meeting must take place within 3 months of the exam date.

- **Fail: less than 70%** - If the practical is passed but the theory receives a fail mark, a one-to-one meeting and a resit is required with no additional cost this must be booked within 6 weeks from the result date.

7.4 Reassessments and Fees

- Students who fail their assessment for a second time are granted one final attempt to achieve competence.
- This final attempt is subject to additional costs, which will vary depending on the components being reassessed. All final attempts must be completed within 3 months of the previous exam date.

Practical Reassessment

- Cost: £50.00 + VAT
- If the practical is failed twice, the student must rebook the practical assessment.
- Theory does not need to be retaken if already passed.

Additional Clinical Sessions (Post-Failure Support)

- If a student fails the practical assessment, the Synnovis Phlebotomy Department strongly advises the student to purchase additional clinical sessions before arranging a reassessment.

These sessions provide an opportunity to:

- Gain further hands-on experience
- Receive direct support and feedback from the phlebotomy team
- Improve confidence and technique prior to reassessment

Theory Reassessment

- Cost: £150.00 + Inclusive of VAT
- If the theory is failed on the second attempt, the student must rebook:
- One-to-one meeting
- Written assessment
- This Must be completed within 3 months of the previous exam date.

Full Reassessment

- Cost: £200.00 + VAT
- If both practical and theory are failed on the second attempt students must rebook:
- One-to-one meeting
- Written assessment
- Practical assessment
- Must be completed within 3 months of the previous exam date.

7.5 Competency Not Guaranteed

- Synnovis makes every effort to support students, but competency is not guaranteed.

7.6 Synnovis Fairness in Marking

- Theory assessments are marked by two independent assessors.

7.7 No Appeal Process

- There is no appeal process for failed assessments.

8. Certification & Accreditation

Certificates are issued for attendance and completion of:

- Theory session
- Clinical sessions (with total hours stated)
- Competency (written and practical assessments passed)
- Accredited certificates are nationally recognised.

9. Other Student Responsibilities

- All ID cards must be returned upon course completion.
- Students are required to adhere to all applicable local policies and procedures. Non-compliance may result in termination of the training contract.

9.1 Synnovis will not cover any personal expenses such as:

- Travel
- Childcare
- Accommodation

10. Refunds and Cancellation Policy Summary

Cancellation Timeframes (from booking to theory day):

- **More than 14 days' notice:** 35% (+VAT) of the course fee is retained by Synnovis.
- **More than 3 but less than 14 days' notice:** 70% (+VAT) of the course fee is retained.
- **Less than 3 days' notice:** 100% (+VAT) of the course fee is retained

10.1 Automatic Cancellations (100% (+VAT) of the course fee is retained):

- Failure to obtain DBS clearance within 3 months of the theory day
- Failure to obtain OH (Occupational Health) clearance within 3 months of the theory day
- Any late arrivals to the allocated training days entry will be refused (Theory, Induction & exam days)
- Failure to attend any of the following: Theory, Local Induction, written exam, or practical assessment days allocated.
- Failure to book final exams within the 3-month Honorary Contract period
- Failure to book 1-2-1s and or resit exams within 3 months of the first exam date

11. Termination of Honorary Contract

Synnovis reserve the right to terminate an honorary contract if any of the following occur:

- Failure to follow any of the local and/or national policies and procedures
- Unprofessional conduct
- Failure to maintain a respectful workplace
- If patient care is jeopardised
- If the full number of clinical hours have not been reached
- Failure to complete assessment within a 3-month period
- Failure to complete the hours within the 12-week contract
- Failure to attend clinical sessions without notice on three occasions
- Where students have been deemed to put staff and/or patients at risk
- Any breach of confidentiality or data protection
- Any breach of training documentation or materials being shared or distributed by any unauthorised person(s)
- Cheating, plagiarism, or any form of dishonest behaviour during assessments is strictly prohibited.

prohibited.

Synnovis reserve the right to retain 100% (+VAT) of the booking fee if contract is terminated

12. Certification & Accreditation Summary

12.1 Types of Certificates Issued Certificates will be provided for:

- Attendance and completion of the theory session.
- Attendance and completion of clinical sessions (with total hours stated).
- Competence certification for students who pass both written and practical assessments.

12.2 Conditions for Issuance

- Certificates are only issued after completion of each relevant course section.

12.3 Competence Clarification

- Certificates for attendance (theory and clinical) do not imply competence.
- Only students who pass the final assessment will receive a certificate of competence from Synnovis.

12.4 Accreditation

- Upon completion, students will receive a nationally recognised accredited certificate.