



# Heart of Caregiving Academy, LLC 2025- 2026 School Catalog

WHERE SKILLS MEET COMPASSION: TRAINING THE FUTURE  
OF HOME CARE  
DR. MARCIA BYGRAVE

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# Heart of Caregiving Academy, LLC contact information

**Heart of Caregiving Academy, LLC**  
**200 Beacon Parkway West**  
**#107C**  
**Birmingham, AL 35209**  
**School Contact number: 205-202-3983**

## Mission Statement

At Heart of Caregiving Academy, LLC, our mission is to empower caregivers with the knowledge, skills, and compassion needed to provide exceptional care. We are dedicated to fostering a learning environment that combines professionalism with heartfelt support, inspiring caregivers to make a meaningful difference in the lives of those they serve.

## Our Origin Story

Heart of Caregiving Academy, LLC was founded by Dr. Marcia Bygrave, a seasoned nurse and educator with over 25 years of experience in nursing and a decade in healthcare training. Recognizing a critical need for compassionate, skilled caregivers in home and community-based settings, Dr. Bygrave envisioned an institution that would not only impart essential caregiving skills but also instill a deep sense of empathy and respect for those in need of care.

Drawing from her extensive background in home health, long-term care facilities, and assisted living environments, Dr. Bygrave established the Academy to bridge the gap between clinical knowledge and heartfelt caregiving. Her teaching philosophy emphasizes effective communication, critical thinking, and the empowerment of students to take ownership of their learning journey. She believes that meaningful learning occurs when students can apply their knowledge to real-world situations, ultimately enhancing the quality of life for patients.

Heart of Caregiving Academy, LLC is more than just a training institution; it's a movement to elevate the standards of caregiving through education that is informative, compassionate, and engaging. By fostering an environment of mutual respect, understanding, and encouragement, the Academy aims to produce caregivers who are not only proficient in their skills but also passionate about making a difference in the lives of others.

**Heart of Caregiving Academy, LLC is where skills meet compassion, and where we are training the future of home care.**

## School Objective

The objective of Heart of Caregiving Academy, LLC is to prepare students for entry-level positions in home care by providing them with the knowledge, skills, and confidence needed to deliver compassionate, safe, and person-centered care.

To achieve these objectives, the Academy utilizes the following instructional procedures:

- **Classroom Instruction:** Engaging lectures and discussions led by experienced instructors to build foundational knowledge in caregiving, communication, and ethical practices.
- **Hands-On Skills Training:** Practical, supervised training in simulated home care settings where students practice core caregiving tasks such as hygiene, mobility assistance, and safety.
- **Critical Thinking and Scenario-Based Learning:** Real-world caregiving scenarios used to develop problem-solving skills and effective decision-making.
- **Caregiver Medication Safety Module:** Instruction on how to assist with medication reminders, recognize potential side effects, and report changes in a client's condition—without administering medications.
- **Student Evaluation:** Ongoing assessments including skills demonstrations, quizzes, and a final exam to ensure students meet competency standards before completing the program.
- **Supportive Learning Environment:** Small class sizes, personalized feedback, and instructor availability to foster student success and accountability.

## Admission Requirements

Students must complete and submit a signed application for admission to the Heart of Caregiving Academy, LLC, before the registration deadline. Enrollment is accepted on a first-come, first-served basis. Each applicant must:

- Be at least 18 years of age.
- Possess a high school diploma or GED (or express a strong desire to become a caregiver).
- Submit a valid photo ID.
- Ability to read, write, and speak English.

Students who are admitted and/or represented through a home care agency must meet the same admission requirements.

Students will be notified of their admission status within 5 business days after review of their completed application. Class size is limited to ensure quality instruction and hands-on training.

# How to Enroll

## On-line Enrollment

To enroll in a course at Heart of Caregiving Academy, LLC, prospective students must complete the online registration form and submit either the full tuition fee or a non-refundable deposit for the selected program to reserve a seat in the class.

Once all required documents and fees have been received and processed, students will be issued a **Welcome Packet** email confirmation containing important information about the course, class schedule, and materials needed for training.

## Walk-in and On-site Enrollment

Prospective students may also register in person at Heart of Caregiving Academy, LLC. To do so, individuals must call the business office during regular office hours to schedule an appointment for on-site registration. During the appointment, students will complete the required application and may submit the tuition or deposit payment to reserve their seat in the upcoming class.

## Program Information

**The Heart of Caregiving, LLC** Home Care Aide Training Program consists of a comprehensive 20-hour curriculum delivered through in-person instruction. The program is designed to be completed in two and a half days. Students will receive both classroom-based learning and hands-on training. The curriculum includes the following modules:

- Introduction to Caregiving & Professionalism
- Safety at Home & Infection Control
- Caregiver Safety & Body Mechanics
- Activities of Daily Living (ADLs)
- Dementia and Alzheimer's Care
- Communication & Compassionate Care
- Health Monitoring & Documentation
- Specialized Care & End-of-Life Support
- Review, Skills Demonstration & Final Exam

This training program prepares students to enter the home care field with confidence, competence, and compassion.

### Optional Add-On Class:

In addition to the Home Care Aide Certificate of Completion, Heart of Caregiving Academy, LLC offers a Medication Safety for Caregivers course. This 4-hour class focuses on safe medication handling, recognizing medication side effects, and best practices in assisting

clients/patients with self-medication. This course is available for an additional cost and may be taken as a stand-alone class or in conjunction with the Home Care Aide program.

## Tuition and Fees

The tuition for the Home Care Aide Training Program is as follows:

- \$500 for the Home Care Aide Training Program (20 hours)
- \$100 for the Caregiver Medication Safety Training (if taken separately) (4 hours)
- \$550 for students who enroll in both the Home Care Aide Training and Medication Safety Training together (24 hours)

### **Included in Tuition:**

- Instructions for the training program the student is enrolled in
- Training manual and workbook
- Skills lab sessions
- Certificate of completion upon successful course completion

There are no additional lab or technology fees.

## Payment Policy

All tuition and fees must be paid in full prior to the first day of class.

### **Accepted forms of payment include:**

- Credit card
- Debit card
- Cashier's check
- Money order

Students may not attend class until payment is received in full.

## Registration and Refund Policy

### **Refund Policy**

At Heart of Caregiving Academy, LLC, we understand that life circumstances can change. The following policy outlines the terms and conditions under which students may cancel their enrollment and request a tuition refund.

### **Registration Fee**

A **non-refundable \$100 registration fee** is required to secure a student's seat in any course. This fee is due at the time of enrollment and is **not eligible for refund** under any circumstances.

## Tuition & Fee Schedule

Item	Amount	Refundable?
Registration Fee	\$100	Non-refundable
Home Care Aide Training Program	\$500	Yes (per refund policy)
Home Care Aide Program & Medication Safety Training	\$550	Yes (per refund policy)
Caregiver Medication Safety Training (If taken separately)	\$100	Yes (per refund policy)

## Tuition Payment

The full balance of tuition must be paid **prior to the first day of class**.

## Cancellation and Refund Terms

Students may cancel their enrollment **within 72 hours** of enrolling in a course. Refunds for the refundable portion of tuition (excluding the registration fee) will be issued as follows:

- **Cancellation within 72 hours of enrollment:**  
100% of the refundable tuition will be returned (excluding the non-refundable registration fee).
- **Cancellation after the first-class session but before the second:**  
50% of the refundable tuition will be returned (excluding the non-refundable registration fee).
- **Cancellation after the second-class session but before the third:**  
25% of the refundable tuition will be returned (excluding the non-refundable registration fee).
- **Cancellation after the third-class session has begun:**  
No refunds will be issued.

## Refund Request Process

All refund requests must be submitted **in writing** to the Director of the Academy and must include the student's name, course enrolled, and date of enrollment. Approved refunds will be processed within **30 business days** from the date the written request is received and in the form of a check.

## Attendance Policy

Attendance is required to receive a certificate of completion for each program in which a student is enrolled. Students must be present for all scheduled hours of the Home Care Aide Training Program and/or the Caregiver Medication Safety Program to earn their certificate. Attendance is mandatory for every scheduled class session, without exception.

- One excused absence may be permitted with prior approval from the instructor and must be made up within 7 days.
- Unexcused absences or failure to complete required hours may result in dismissal from the program.
- Tardiness of more than 15 minutes may be counted as an absence.
- Students must sign in and out daily for attendance tracking.
- One excused absence may be permitted with prior approval from the instructor and must be made up within 7 days.
- Unexcused absences or failure to complete required hours may result in dismissal from the program.
- Tardiness of more than 15 minutes may be counted as an absence.
- Students must sign in and out daily for attendance tracking.

## Class Cancellation Policy

Heart of Caregiving Academy, LLC reserves the right to cancel any class due to low enrollment, instructor unavailability, inclement weather, or unforeseen circumstances. In the event of a class cancellation initiated by the Academy:

- Students will be notified at least **24 hours in advance**, whenever possible.
- Students may choose to:
  - **Transfer** their enrollment to a future class date at no additional cost, or
  - **Receive a full refund**, including the non-refundable deposit if cancellation is initiated by the Academy.

In the case of weather-related delays or emergencies, make-up sessions will be scheduled to ensure students receive the full required training hours.

## Grievance/Complaint Policy

Heart of Caregiving Academy, LLC is committed to providing a fair and transparent process for resolving student grievances. Students who have a complaint should follow these steps:

**Step 1:** Address the concern with the instructor. Most issues can be resolved through open communication.

**Step 2:** If unresolved, submit a written complaint to the Director within 5 business days of the incident. Include details such as the date, individuals involved, and a description of the issue.

**Step 3:** The Director will review the complaint, conduct any necessary investigation, and provide a written response within 10 business days.

**Step 4:** If the student is not satisfied with the Director's response, they may request a final review in writing. The Director will schedule a meeting to discuss the matter and render a final decision.

**Step 5:** If the issue is still unresolved after following the steps above, the student may contact the Alabama Private School Licensure Division:

Private School Licensure Division  
135 South Union Street  
Montgomery, AL 36104  
Phone: (334) 293-4651

## Graduation and Completion Requirements

To graduate from the Home Care Aide Training Program, students must:

- Attend and participate in all 20 hours of instruction (Home Care Aide Certificate of Completion)
- Attend and participate in 4 hours of instruction (Caregiver Medication Safety)
- Demonstrate competency in hands-on skills
- Pass the final written exam with a score of 90% or higher
- Be in good financial standing with the academy

Successful graduates will receive a Home Care Aide Certificate of Completion.

## Academic Policy & Grading System

At Heart of Caregiving Academy, LLC, our academic policies are designed to ensure that students are held to high standards of competence, professionalism, and compassion in caregiving. Student progress is monitored consistently through a combination of written assessments, practical skills demonstrations, and attendance tracking.

### Grading system

- Skills Demonstration: 50%
  - Students must demonstrate proficiency in key hands-on caregiving skills during lab practice and instructor evaluations. Students must also pass a Home Care Aide Skill quiz.
- Final Exam: 50%
  - Students must complete and pass a written final exam covering all course content.
- Passing Grade: 85% or higher

All students must demonstrate competency in hands-on caregiving skills and score satisfactorily on the written final exam to receive a certificate of completion.

## Progress Reports

Instructors will provide verbal and/or written progress updates throughout the course. These updates are designed to inform students of their performance, identify areas for improvement, and offer guidance to help them meet learning objectives. Students may request an individual review of their progress at any point during the program.

## Student Evaluation Procedures

Student achievement of stated course objectives is evaluated through:

- **Direct observation** of skills in the classroom and lab setting
- **Written examinations** that assess comprehension of caregiving principles, safety protocols, and ethical standards
- **Scenario-based discussions** to promote critical thinking and application of knowledge
- **Attendance and participation**, which are essential for mastering hands-on skills and understanding course content

Students who do not meet minimum competency standards will be offered additional support or remediation, when appropriate, to ensure skill mastery before course completion.

Heart of Caregiving Academy, LLC is committed to fostering student success and preparing caregivers who are knowledgeable, compassionate, and job ready.

## Academic Credit and Prior Experience Policy

Heart of Caregiving Academy, LLC awards academic credit based on **clock hours**. The **Home Care Aide Training Program** consists of **20 clock hours**, and the optional **Caregiver Medication Safety Course** consists of **4 clock hours**.

Clock hours represent the actual instructional time students spend engaged in coursework, skills training, and supervised learning activities. To receive a certificate of completion, students must attend all scheduled hours, actively participate in training, and demonstrate competency through skills assessments and a final exam.

**No prior education or experience is required** for enrollment. Heart of Caregiving Academy, LLC does not offer credit for previous training or work experience. All students must complete the full course hours to ensure consistent and comprehensive preparation for caregiving roles.

This policy ensures that every graduate is thoroughly trained to provide safe, compassionate, and competent care in home and community-based settings.

## School Calendar and Legal Holidays

Courses are offered on a weekly basis. Classes are not held on the following legal holidays:

- New Year's Day

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Students will be notified in advance if additional days are observed.

## Dress Code

Students are expected to dress professionally and comfortably for all training sessions. The dress code includes:

- Scrubs or clean, modest attire suitable for a caregiving environment
- Closed-toe, non-slip shoes
- Hair pulled back if long
- No excessive perfume or jewelry

Students not adhering to the dress code may be asked to leave and return in appropriate attire.

## Student Disciplinary Policy

At Heart of Caregiving Academy, LLC, we are committed to maintaining a professional, respectful, and safe learning environment that reflects the values of compassion, integrity, and accountability. All students are expected to conduct themselves in a manner that upholds the standards of the caregiving profession.

### *General Conduct Expectations*

Students must:

- Treat instructors, staff, and fellow students with respect and courtesy at all times
- Attend all scheduled classes and arrive on time
- Participate actively and complete all required coursework and skills training
- Follow all safety protocols and instructions during hands-on demonstrations
- Maintain a professional attitude and appearance during training
- Refrain from using cell phones or other electronic devices during instruction unless permitted
- Abide by the school's policies regarding confidentiality, especially when discussing care scenarios

### *Grounds for Disciplinary Action*

Disciplinary action, including warnings, suspension, or dismissal, may result from the following behaviors:

- Repeated absences or tardiness without valid excuse
- Disruptive behavior that interferes with the learning environment
- Use of foul or inappropriate language
- Cheating, plagiarism, or dishonesty in academic work
- Theft, damage to property, or misuse of school equipment or supplies
- Failure to follow safety protocols during skills demonstrations
- Insubordination or refusal to comply with reasonable instructor directives
- Harassment, bullying, or any form of verbal or physical abuse toward others
- Possession or use of drugs, alcohol, or weapons on school premises

### *Conditions for Forced Withdrawal*

A student may be subject to **immediate forced withdrawal** from the program under the following circumstances:

- Demonstrating behavior that poses a threat to the safety of self or others
- Being under the influence of drugs or alcohol while on campus
- Engaging in any form of violence or aggression
- Repeated violations of school policy after prior written warnings
- Falsification of enrollment documents or impersonation
- Unauthorized recording or dissemination of instructional content
- Failing to meet the minimum attendance requirements or academic standards despite remediation efforts

All disciplinary decisions will be documented, and the student will be informed in writing. Depending on the nature of the violation, the student may be ineligible for readmission.

Heart of Caregiving Academy, LLC reserves the right to take appropriate disciplinary action to protect the integrity of the learning environment and the safety of all participants.

## Facilities and Equipment

Heart of Caregiving Academy, LLC is designed to provide a supportive, practical learning environment that prepares students for real-world caregiving in home and community settings. Our training facility/room is equipped to simulate common caregiving scenarios, allowing students to build hands-on skills with confidence and competence.

To support student learning and skill development, the Academy offers:

- A fully equipped **skills lab** featuring a hospital bed, wheelchair, walkers, commodes, and other essential home care equipment
- A **mock bedroom area** for practicing personal care, transfers, toileting, and safe mobility assistance
- **Training tables and seating** arranged for coursework, written instruction, and exams
- Access to **caregiving supplies** such as gloves, hygiene kits, linens, and infection control materials for safe and sanitary skill practice
- A clean, professional setting that fosters focus, hands-on learning, and skill mastery

Our facility/room is structured to reflect the realities of in-home caregiving, giving students the opportunity to train in a setting that mirrors the environments where they will provide care.

## Policy Acknowledgment

By registering for the Home Care Aide Training Program, students agree to adhere to the policies outlined above. Failure to comply with admission, tuition, fee, payment, attendance, grievance, or graduation requirements may result in withdrawal from the program.

For questions, contact:  
Dr. Marcia Bygrave, Director  
Heart of Caregiving Academy, LLC  
200 Beacon Parkway #107C  
Birmingham, AL 35209

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