



HMN ACADEMY

FAMILY ASSISTANT CERTIFICATION PROGRAM

Professional Education for Hybrid Childcare, Household & Family Support

The Family Assistant Certification is a comprehensive professional education program designed for individuals supporting the evolving needs of modern private households. Blending childcare, household operations, administrative support, organization, lifestyle coordination, and private-service standards, the program prepares professionals to confidently manage the diverse responsibilities associated with the Family Assistant role.



CHILDCARE
SUPPORT



HOUSEHOLD
OPERATIONS



ADMINISTRATIVE
ASSISTANCE



LIFESTYLE
COORDINATION



PROFESSIONAL
STANDARDS

FAMILY ASSISTANT CERTIFICATION

PROGRAM GUIDE

www.hmn-academy.org

PROGRAM OVERVIEW

The Family Assistant Certification is a comprehensive professional education program designed to prepare individuals for the diverse responsibilities of supporting families within modern private households. The role combines childcare support, household organization, administrative assistance, lifestyle coordination, and day-to-day operational support.

The curriculum reflects the hybrid nature of the Family Assistant position, covering childcare and family integration, private-home etiquette, light housekeeping, administrative organization, household operations, time management, communication and reporting, purchasing and expense administration, travel and lifestyle support, household technology, safety, and professional development.

Through this program, students develop the practical knowledge, organizational skills, professional judgment, and private-service standards necessary to confidently support both the family and the household while adapting to changing schedules, priorities, and lifestyle needs.

WHO THIS PROGRAM IS FOR

- Individuals interested in pursuing a long-term career as a Family Assistant within private households
- Current nannies seeking to expand beyond traditional childcare responsibilities
- Family Assistants seeking to refine their skills and elevate their level of service
- Childcare professionals interested in developing household, administrative, and organizational capabilities
- Household professionals seeking a broader understanding of family support and childcare integration
- Individuals interested in hybrid positions combining childcare, household support, errands, scheduling, and administrative responsibilities
- Professionals seeking to build a foundation for future advancement into House Manager or other senior private-service roles

This program is designed for individuals who want to become versatile private-service professionals capable of supporting the interconnected needs of the children, family, and household.

RECOMMENDED ADMISSION REQUIREMENTS

Program Admission Requirement

Intended Candidate – Family Assistant Certification

Applicants must be at least 18 years of age. No prior Family Assistant experience is required.

The program is designed to support both individuals entering the Family Assistant profession and current private-service or childcare professionals seeking to broaden their skills, strengthen their credentials, and prepare for expanded responsibilities within a private household.

ADMISSIONS POLICY

Meeting the minimum admission requirements does not guarantee acceptance into the program. All applications are reviewed individually, and admission is granted at the discretion of HMN-Academy based on the applicant's education, professional experience, qualifications, and overall alignment with the program. HMN-Academy reserves the right to approve or decline admission based on its admissions standards and program requirements.

PROGRAM FORMAT

- Delivery: Self-Paced Online Certification
- Completion Timeline:
 - As little as 9 weeks with full-time dedication
 - Approximately 6 months on a part-time basis

PROGRAM COMPONENTS INCLUDE

- Comprehensive, structured reading materials
- Professionally developed video presentations aligned with course content
- Case studies based on real-world family and household scenarios
- Applied assignments and practical exercises
- Knowledge checks and quizzes to test your acquired knowledge
- Evaluation of case studies and assignments
- A comprehensive final examination consisting of two parts:
 - Part 1: 100 multiple-choice questions
 - Part 2: A written essay and a 30/60/90-Day plan video presentation

COURSE CURRICULUM:

Chapters & Key Modules

CHAPTER 1: FOUNDATIONS OF THE FAMILY ASSISTANT ROLE

Establishes the professional foundation of the Family Assistant position, including role expectations, responsibilities, boundaries, and the hybrid nature of supporting modern private households.

- Module 1: Defining the Family Assistant Role Within Private Households
- Module 2: Differences Between a Nanny, Housekeeper, House Manager & Family Assistant
- Module 3: Understanding Hybrid Expectations in Modern Households
- Module 4: Scope of Responsibilities in Small Homes vs. Fully Staffed Residences
- Module 5: Professional Boundaries & Role Clarity

CHAPTER 2: ETIQUETTE & PRIVATE HOME PROTOCOL

Introduces the professional etiquette, discretion, communication, cultural awareness, and presentation standards expected when working within private households.

- Module 1: Discretion, Confidentiality & Privacy Standards in Private Service
- Module 2: Service Etiquette Within High-Net-Worth Households
- Module 3: Communication Tone & Adapting to Household Preferences
- Module 4: Cultural Awareness & Working Within Diverse Family Environments
- Module 5: Professional Presentation & Dress Standards

CHAPTER 3: CHILDCARE SUPPORT & FAMILY INTEGRATION

Examines the Family Assistant's role in supporting children and family routines while respecting parental authority, established boundaries, and the changing needs of the household.

- Module 1: Supporting Children While Maintaining Parental Authority
- Module 2: Age-Appropriate Engagement Strategies From Infancy Through Adolescence
- Module 3: Managing Daily Routines Including Mornings, After-School & Evenings
- Module 4: Coordinating School, Appointments, Extracurricular Activities & Children's Logistical Needs
- Module 5: Understanding Behavioral Support Within a Non-Disciplinary Role
- Module 6: Supporting Children's Changing Needs as the Family Schedule Evolves

COURSE CURRICULUM:

Chapters & Key Modules

CHAPTER 4: LIGHT HOUSEKEEPING & HOME UPKEEP STANDARDS

Develops an understanding of the everyday household-support responsibilities commonly incorporated into Family Assistant positions, with emphasis on maintaining an organized, functional, and well-presented home.

- Module 1: Daily Household Reset & Maintenance Routines
- Module 2: Laundry Systems & Garment Care Fundamentals
- Module 3: Kitchen Upkeep & Light Meal Preparation
- Module 4: Family Meal Planning, Grocery Shopping & Meals
- Module 5: Inventory Awareness for Household & Family Supplies
- Module 6: Working Independently or Alongside Housekeeping Staff

CHAPTER 5: ADMINISTRATIVE & ORGANIZATIONAL SUPPORT

Develops the administrative and organizational skills required to coordinate family schedules, records, correspondence, errands, reservations, and the everyday systems that support an efficiently run household.

- Module 1: Family Calendar Management & Schedule Coordination
- Module 2: Appointment Scheduling & Service Coordination
- Module 3: Family Correspondence & Basic Email Management
- Module 4: Forms, Documents & Household Record Organization
- Module 5: School Forms, Permission Slips & Activity Documentation
- Module 6: Maintaining Family Contacts, Directories & Important Information
- Module 7: Managing Household Lists, Trackers & Daily Systems
- Module 8: Creating Simple Household Procedures & Routines
- Module 9: Errand Planning & Execution With Structure and Efficiency
- Module 10: Reservations & Basic Itinerary Coordination

CHAPTER 6: HOUSEHOLD OPERATIONS SUPPORT

Introduces the operational responsibilities involved in supporting the day-to-day functioning of a private household, including vendors, service appointments, supplies, residence preparation, seasonal needs, and household vehicles.

- Module 1: Coordinating Vendors, Deliveries & Service Providers
- Module 2: Supervising In-Home Appointments & Maintenance Visits
- Module 3: Preparing the Home for Guests, Events & Family Use
- Module 4: Restocking & Supply Management Systems
- Module 5: Supporting Seasonal Household Transitions & Lifestyle Changes
- Module 6: Supporting Household Vehicle Administration, Including Fueling/Charging, Cleaning, Service Appointments, Inspections & Basic Records

COURSE CURRICULUM:

Chapters & Key Modules

CHAPTER 7: TIME MANAGEMENT & MULTITASKING

Develops the organizational and prioritization skills required to manage competing responsibilities, changing schedules, and multiple areas of support within a dynamic private household.

- Module 1: Prioritization Strategies in Dynamic Household Environments
- Module 2: Structuring an Efficient & Productive Workday
- Module 3: Managing Last-Minute Changes & Shifting Priorities
- Module 4: Task Batching & Workflow Efficiency
- Module 5: Balancing Childcare, Household Tasks & Administrative Duties

CHAPTER 8: COMMUNICATION & REPORTING

Develops professional communication and reporting practices for maintaining clear expectations, transparency, and effective coordination with principals, household staff, and service providers.

- Module 1: Professional Communication With Principals
- Module 2: Providing Clear & Concise Daily or Weekly Updates
- Module 3: Managing Expectations & Maintaining Transparency
- Module 4: Receiving Feedback & Implementing Adjustments
- Module 5: Coordinating With Additional Household Staff or Vendors

CHAPTER 9: HOUSEHOLD PURCHASING, EXPENSES & BASIC FINANCIAL ADMINISTRATION

Introduces the practical financial-administration responsibilities commonly assigned to Family Assistants, with emphasis on approved spending, documentation, purchasing controls, and accurate expense tracking.

- Module 1: Household Purchasing & Approved Spending
- Module 2: Receipt Collection & Expense Documentation
- Module 3: Credit Card & Petty Cash Procedures
- Module 4: Comparing Prices, Orders, Returns, Refunds & Exchanges
- Module 5: Tracking Recurring Household Expenses & Subscriptions
- Module 6: Working Within Spending Limits & Understanding Approval Requirements

COURSE CURRICULUM:

Chapters & Key Modules

CHAPTER 10: TRAVEL & LIFESTYLE SUPPORT

Develops the practical coordination skills required to support family travel, personal requests, shopping, reservations, and lifestyle needs while maintaining organization and continuity before, during, and after travel.

- Module 1: Family Travel Preparation, Packing & Unpacking Systems
- Module 2: Travel-Day Logistics & Children's Travel Requirements
- Module 3: Itinerary Organization, Reservations, Confirmations & Ground Transportation
- Module 4: Preparing Residences Before Departure & Upon Return
- Module 5: Supporting the Family While Traveling
- Module 6: Personal Shopping, Purchases, Returns & Exchanges
- Module 7: Gifting, Special Occasions & Personal Requests
- Module 8: Lifestyle Appointments, Reservations & Family Leisure Coordination

CHAPTER 11: HOUSEHOLD TECHNOLOGY & DIGITAL TOOLS

Introduces the digital tools and household technology commonly used to support scheduling, organization, communication, task management, and everyday private-home operations.

- Module 1: Using Shared Calendars & Scheduling Systems
- Module 2: Digital Task Management & Organization Tools
- Module 3: Managing Digital Lists, Notes & Reminders
- Module 4: Communication Platforms & Professional Messaging Etiquette
- Module 5: Introduction to Smart Home Systems & Basic Troubleshooting

CHAPTER 12: SAFETY & EMERGENCY PREPAREDNESS

Builds awareness of household and child safety while developing the professional judgment, communication, and escalation practices required when responding to unexpected or urgent situations.

- Module 1: Household Safety Protocols & Awareness
- Module 2: Child Safety Considerations Within the Home Environment
- Module 3: Responding to Minor Household Emergencies
- Module 4: Understanding Escalation Procedures & Communication
- Module 5: Developing Professional Judgment in Urgent Situations

COURSE CURRICULUM:

Chapters & Key Modules

CHAPTER 13: PROFESSIONALISM & CAREER DEVELOPMENT

Prepares Family Assistants to position themselves professionally within the private-service industry, manage evolving responsibilities and workplace expectations, and build a foundation for long-term career advancement.

- Module 1: Positioning Yourself as a High-Level Family Assistant
- Module 2: Resume Development & Professional Role Presentation
- Module 3: Understanding Compensation, Benefits & Career Advancement
- Module 4: Managing Role Expansion, Scope Creep & Professional Boundaries
- Module 5: Building Long-Term Professional Relationships & Navigating Workplace Challenges
- Module 6: Transitioning Into Advanced Private-Service Roles

CHAPTER 14: EXAMINATIONS & CERTIFICATION AWARD REQUIREMENTS

Successful completion of the Family Assistant Certification requires students to demonstrate their understanding and practical application of the curriculum through graded coursework and final assessments.

- Completion of all required course materials
- Completion of all chapter knowledge checks
- Completion and submission of required case studies
- Completion and submission of required assignments
- Comprehensive 100-question final examination
- Written essay
- 30/60/90-Day Plan video presentation
- Minimum passing score of 80% on all tests and knowledge checks



Upon successful completion of all program requirements and achievement
of the required passing standard, students are awarded the
Family Assistant Certification from HMN-Academy.

HMN Academy



A career as a Family Assistant requires more than experience—it requires knowledge, organization, adaptability, and the ability to provide reliable, high-level support within a private household.

This certification is designed for individuals who are committed to developing the skills and professional standards required to support families across childcare, household operations, administration, organization, and lifestyle management with confidence and discretion.

Whether you are beginning your career as a Family Assistant, expanding from a childcare or household-support role, or refining your existing skills, your investment in professional education will help establish the foundation for long-term growth within private service.

The time to elevate your career is now.

www.hmn-academy.org
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PROFESSIONAL EDUCATION
FOR THE PRIVATE DOMESTIC SECTOR