

What's Included?

Choose the plan that best fits your school's needs. The table below highlights what's included in each tier, showing how each level builds on the previous one.

Service Area	Essential	Standard (Everything in Essential, plus)	Premium (Everything in Standard, plus)
Staff Enablement	Virtual Enablement Calendars On-demand "How-to" courses	Virtual Training Credits (4 incl + 2 per product) Staff certification pathways (asynchronous)	Unlimited Virtual Training (priority booking) FariaLearn credits (8 annual)
Customer Support	AI-powered Help Centre (in-app, web & mobile) Email support during school business hours for your entire community	24/5 global coverage and phone support Shared support dashboard for visibility	Priority support routing to senior specialists Faster response handling and guided assistance
Success Services	99.8% uptime guarantee SSL encryption Daily local backups and strong data privacy	Assigned School Experience Manager Professional Services catalogue access for scoped data and configuration requests	Expanded Success Services catalogue: <ul style="list-style-type: none"> • Hands-on admin/data task assistance • 50% off data migrations • Subject Matter Expert & Technical Success planning
Resources & Community	Extensive resource library (case studies, quickstart guides, templates, best practices)	Community Forum & workshops access	Custom resources and sandbox Priority event invites and preferred pricing

Getting Started

Have questions or want help choosing the right plan? Reach out to your School Experience Manager or [contact us](#) to discuss which FariaSupport plan best fits your school's needs.