

Included items are part of your plan. **At cost** items can be purchased separately.

E Essential

S Standard

P Premium

Staff Enablement

- Global Enablement Calendar** E S P
 Monthly live product webinars, seasonal refreshers and workflow sessions for new and returning staff
- On-demand "How-to" Courses** E S P
 Self-paced learning covering platform features
- Virtual Training Sessions** \$ S P
 Live, recordable 60-min sessions for staff groups
E: \$165/session | S: 4 credits + 2/product | P: Full access
- Staff Certification Pathways** - S P
 Asynchronous learning tracks validating platform competency for teachers, coordinators and admins
- FariaLearn Credits** \$ \$ P
 Redeemable for facilitated PD, coaching or courses
E & S: Available to purchase | P: 8 credits (\$2k value)
- Onsite Training** \$ \$ \$
 In-person training delivered at your school
1 day: \$2k | 2 days: \$3k + Out-of-pocket expenses

Customer Support

- AI-powered Help Centre** E S P
 Searchable guides, walkthroughs and contextual tutorials available in-app, web and mobile, 24/7/365
- Email Support** E S P
 Support for all school-affiliated users during office hours
- 24/5 Global Phone Coverage** - S P
 Real-time phone support during global operating hours
- 24-hour Critical Issue Escalation** - S P
 Critical issues escalated outside standard hours
- School Support Dashboard** - S P
 Admin view of requests and support activity
- Priority Routing & Faster Resolution** - - P
 Requests routed directly to senior specialists with expedited handling and guided assistance
- Hands-on Support** - - P
 Our team action specific data tasks on your behalf

Success Services

- 99.8% Uptime, SSL & Backups** E S P
 System monitoring, SSL encryption, daily local backups and regional data privacy compliance
- School Experience Manager (SEM)** - S P
 Named advisor providing oversight, guidance and dashboards to monitor platform adoption
- Professional Services** - S P
 Support team actions specific data tasks on behalf of the school to reduce manual workload
- Data Migration Support** \$ \$ P
 Large-scale data transitions project managed by Faria
E & S: \$100/course | P: Up to 50% off
- Annual Account Review & Success Plan** - - P
 Yearly check-in reviewing platform recommendations, resulting in a tailored success plan
- Subject Matter Expert Consultations** - - P
 Strategic planning, workflow optimisation or complex configuration support

Resources & Community

- Resource Library** E S P
 Guides, case studies, templates, planning tools and quickstart guides for everyday use
- Community Forum Access** - S P
 Peer learning discussions, shared resources and themed sessions led by product specialists
- Regional Product Workshop Invites** - S P
 Invitations to themed in-person or virtual workshops run by regional product specialists
- Best Practices Newsletter** - S P
 Regular support newsletter with tips, workflows and product updates for school admins
- Custom Resources & Sandbox** \$ \$ P
 School-specific materials and test environments for staff training or workflow prototyping
- Priority Event Invites & Preferred Pricing** - - P
 Early access and 20% off select leadership events, roundtables and conferences

Professional Services Catalogue - available to all plans (E: \$80/hr, S & P: included within scoped agreement)		
Data Imports Bulk upload users, classes, reports, timetables	Sync Cross-Checks Ensure data consistency across platforms	Site Customisations Modify site layouts, branding, landing pages
Template Revisions Unit, report, form and email templates	Data Services & Cleaning Scoped admin tasks; correct or clean data	Custom Standards (AT, MB+) School-specific; standards crosswalk
Custom Integrations Tech Support reviews and advise	Standards Database (AT, MB+) Access to over 4 million standards	Need a Custom Service? Reach out to discuss a scoped custom request