

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)		
<b>Data Imports</b> Bulk upload users, classes, reports, timetables	<b>Sync Cross-Checks</b> Ensure data consistency across platforms	<b>Site Customisations</b> Modify site layouts, branding, landing pages
<b>Template Revisions</b> Unit, report, form and email templates	<b>Data Services &amp; Cleaning</b> Scoped admin tasks; correct or clean data	<b>Custom Standards (AT, MB+)</b> School-specific; standards crosswalk
<b>Custom Integrations</b> Tech Support reviews and advise	<b>Standards Database (AT, MB+)</b> Access to over 4 million standards	<b>Need a Custom Service?</b> Reach out to discuss a scoped custom request