

Premium

Annual subscription - billed with your Faria renewal

Annual subscription

Your Premium plan includes everything in Essential and Standard, plus priority support routing, full training access, FariaLearn PD credits, hands-on account support and strategic success planning - across all subscribed Faria products.

Everything in Essential and Standard is included: AI Help Centre, email support, 24/5 phone coverage, Support Dashboard, Enablement Calendar, training credits, certification pathways, SEM, scoped professional services, resource library and Community Forum.

PRIORITY SUPPORT

- 24/5 phone and email, Support Dashboard

Standard

All Standard support features included

- Priority routing to senior specialists**
 Requests go directly to experienced specialists, not a general queue
- Faster response and guided assistance**
 Same-day target for urgent issues
- Hands-on support**
 Support team actions specific data tasks directly on your behalf

SCHOOL EXPERIENCE MANAGER

- Named SEM and dashboard access Standard

- Dedicated SEM**
 Increased involvement, deeper account context and strategic oversight
- Personalised success plans**
 Tailored plan tied to your school's goals and product roadmap
- Annual account review**
 Formal yearly review resulting in an updated success plan

TRAINING & PROFESSIONAL DEVELOPMENT

- Certification pathways, Community Forum Standard

- Full virtual training access**
 No credit limit - priority booking and custom topics included
- 8 FariaLearn credits**
 Redeemable for facilitated workshops, coaching hours or PD courses - \$2k value annually
- Credits refresh annually**
 With plan renewal - additional credits available to purchase

Available to purchase

Additional FariaLearn credits

Onsite training - from \$2,000/day plus travel expenses

PROFESSIONAL SERVICES & STRATEGY

- Scoped data and admin services Standard

- Expanded success services catalogue**
 Admin and data assistance - account config, report setup, custom resources
- Data migration support**
 Up to 50% off bulk data migrations
- Subject Matter Expert consultations**
 Strategic planning, workflow optimisation and complex configuration support
- Custom school sandbox**
 Dedicated environment configured for your school
- Priority event invites - 20% off Faria events**

Covers all subscribed products:

ManageBac+

OpenApply

SchoolsBuddy

Atlas