Standard

Annual subscription - billed with your Faria renewal   **Annual subscription**

Your Standard plan includes everything in Essential, plus guided training, professional services, a named School Experience Manager and expanded support coverage - for your entire school community, across all subscribed Faria products.

Everything in Essential is included: AI Help Centre (24/7), email support, Enablement Calendar, on-demand courses, resource library, demo sandbox, 99.8% uptime and SSL encryption.

CUSTOMER SUPPORT

- **AI Help Centre, email support** `Essential`
  All Essential support features included

- **24/5 global phone and email coverage**
  Extended coverage beyond standard business hours

- **School Support Dashboard**
  View open and resolved requests, track history, escalate critical issues

- **24-hour critical issue escalation**
  Critical issues monitored and escalated outside standard hours

SCHOOL EXPERIENCE MANAGER

- **Named School Experience Manager (SEM)**
  Primary coordination and relationship contact for your school

- **Support dashboard oversight**
  SEM monitors your school's support activity and credits

- **Platform adoption guidance**
  Proactive check-ins and recommendations through the year

TRAINING & STAFF ENABLEMENT

- **Enablement Calendar, on-demand courses** `Essential`

- **Virtual training credits**
  4 base credits + 2 per Faria product - live, recordable ~60 min sessions with screenshare & Q&A

- **Staff certification pathways**
  Asynchronous learning tracks validating platform competency

- **Community Forum access**

  Available to purchase

  Additional training credits - $150/session (subscription rate)

  FariaLearn PD credits - $250/credit or credit bundles

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

PROFESSIONAL SERVICES

- **Scoped data and admin services**
  Standards entry, report setup, CSV reviews, form updates, template config

- **Service catalogue access**
  Request and track services via your School Service Dashboard

  Available to purchase

  Data migrations - $100/course

  Additional professional services - $80/hr

Covers all subscribed products: **ManageBac+**   **OpenApply**   **SchoolsBuddy**   **Atlas**