



SCENARIO

Back to School - New Academic Year

Best shared: June - August

The start of a new academic year is the **busiest and most stressful moment** in any school's calendar. Staff have changed, systems need updating, new coordinators need training, and everything needs to be ready before students arrive. This is when your FariaSupport plan earns its value most.

🚨 What schools are dealing with right now

"New coordinators don't know the system yet and we go live in 3 weeks"

"We need to roll over data and set up timetables before term starts"

"Our SEM hasn't been in touch and we don't know where to start"

"We have a new Head joining - they need to understand everything fast"

📅 What to prioritise and when

8 weeks
before term

Book rollover and data prep sessions

Contact your SEM to scope any data imports, class transitions or timetable setup needed before go-live.

Standard Premium

Schedule new staff training

Book virtual training sessions from your credit allocation. New coordinators, admissions staff and faculty should be prioritised.

Standard Premium

4 weeks
before term

Complete data tasks and imports

Bulk imports, class setup and data requests should be submitted to Services with enough time for review.

All plans

Run enablement webinar for returning staff

Join the Global Enablement Calendar for seasonal refreshers (including for Parents & Students), or view on-demand sessions in the resource library.

All plans

Week of
term start

24/5 support available for go-live issues

Standard and Premium schools have phone and email support running around the clock. For urgent issues, log via your Support Dashboard and flag as critical for immediate escalation.

Standard Premium - priority routing

✅ How FariaSupport helps at this moment

👤 New staff onboarding

- Live virtual training sessions on any topic - book from your credit allocation
- On-demand "How-to" courses available immediately for self-paced learning
- SEM coordinates a tailored onboarding schedule for new coordinators

📁 Rollover and data tasks

- Professional Services handles bulk imports, class transitions and timetable setup
- Template revisions and site customisations actioned within agreed scope
- Premium: hands-on task assistance actioned directly by the team

📞 Go-live support coverage

- 24/5 global phone and email support for urgent issues at any hour
- Support Dashboard tracks all requests - escalate critical issues directly
- Premium: priority routing to senior specialists with same-day handling target

☰ What each plan gives you at this moment

Essential

- All Help Centre and on-demand courses - self-service preparation
- Email support during business hours
- Data tasks available at \$80/hr - quote and approval needed first

Standard

- Book training sessions from your credit allocation - any topic
- 24/5 phone coverage during go-live week
- SEM coordinates your rollover requests
- Support dashboard for visibility across all requests

Premium

- Full training access - priority booking
- Hands-on data assistance actioned directly by the team
- Priority routing to senior specialists
- FariaLearn credits for structured PD and new leader onboarding