FS Standard vs Premium
Already on Standard? Here's what Premium adds - and when it makes sense

faria Education Group

Standard - already included

Premium builds on everything in Standard - you keep all of this, and gain more on top.

| 24/5 phone & email support | Training credits | Staff certification | Data Services | Dashboard |

Premium makes sense when your school needs more - more depth of training, strategic guidance, and hands-on help when needed.

⚠ When Standard may no longer be enough - and what Premium does instead

👥 You run intensive training - credits run out mid-year

STANDARD

4 credits + 2/product. Sufficient for most schools, but multi-product schools can exhaust credits.

PREMIUM

Full virtual training access - no credits required. Book a topic, priority scheduling.

+ 8 FariaLearn PD credits

📞 A critical issue needs urgent assistance

STANDARD

24/5 coverage and 24hr critical escalation. Routed to the queue - response time not guaranteed.

PREMIUM

Priority routing directly to senior specialists. Faster response - top of the queue.

+ Hands-on support

☆ Navigating leadership change or major transitions

STANDARD

Named SEM provides coordination. Data tasks and service requests handled within scope. No strategic planning.

PREMIUM

SEM coordinates with Subject Matter Experts. Annual account review and success plans aligned to your goals.

+ Technical Consultation

⬆ Large-scale migrations or complex configuration work

STANDARD

Professional Services included. Large migrations or out-of-scope tasks quoted at $100/course.

PREMIUM

Up to 50% off bulk migrations - move data from an existing platform or account clean-up.

+ Admin data tasks

☰ Side by side - what each plan provides

Area	Standard	Premium - everything in Standard, plus
Virtual Training	4 credits + 2 per product annually (min $990 value). With Q&A, screenshare, recordable.	⊕ **No credit limit** - full access included with priority booking and custom topics.
Professional Development	Staff certification pathways (async). FariaLearn credits available to purchase.	⊕ **8 FariaLearn credits included annually** ($1,944 value) - virtual or onsite professional learning and PD courses
Support speed	24/5 global phone and email. 24-hour critical issue escalation. Shared queue.	⊕ **Priority routing to senior specialists** - first in line. Faster response and guided assistance for complex tasks.
School Experience Manager	Named SEM assigned. Support dashboard. Coordination of services and training.	⊕ **Dedicated SEM with personalised success plan.** Ongoing touchpoints, strategic alignment to school goals.
Success planning	No formal success planning. SEM manages requests reactively.	⊕ **Annual account review and success plan.** Subject Matter Expert and Technical Support consultations.
Data services	Professional Services scoped and included. Migrations at $100/course.	⊕ **Hands-on admin task assistance** actioned by the team. Up to 50% off for bulk data or system migrations.
Resources and events	Community Forum, regional workshops, best practices newsletter.	⊕ **Priority event invites** and 20% off pricing on select events. Custom sandbox. School-specific materials.

Standard - minimum quantified value

$990+ Virtual training credits

Included Professional Services (scoped)

Included Named SEM, 24/5 coverage, support dashboard

Premium - additional value over Standard

$1,944 8 FariaLearn credits, plus product training included

50% off Bulk data migrations

Included Priority routing, success plan, SME consultations