



SCENARIO

New Staff Joining - Getting Your Team Up to Speed

Relevant year-round

Staff turnover is one of the most common triggers for support requests - and one of the biggest risks to continuity. When a **new coordinator, admissions lead or administrator joins**, they need to be confident and operational fast. FariaSupport gives you the tools to make that happen without relying on institutional memory.

! What schools tell us when a new person joins

"The previous coordinator just left and took all the institutional knowledge with them"

"Our new admissions lead needs to be ready in 2 weeks & we don't have time to train them properly"

"New staff keep asking the same basic questions and it's slowing everyone down"

"We don't have a structured onboarding process - it's always ad hoc"

👤 Who typically needs onboarding - and what they need

MB+ / ATLAS Curriculum Coordinator	OPENAPPLY Admissions Lead	SCHOOLSBUDDY Activities Coordinator	ALL PRODUCTS New IT or Admin Lead
<ul style="list-style-type: none"> Unit planning and class navigation Timetable and term grading setup Standards alignment and rollover Report building and CSV reviews 	<ul style="list-style-type: none"> Pipeline and checklist management Parent portal and application forms Bulk file uploads and transitions Permissions and settings guidance 	<ul style="list-style-type: none"> Schedule and activity setup Parent communication workflows PTC and booking configuration SSO and integration guidance 	<ul style="list-style-type: none"> Permissions and user access Integration and SSO configuration Data import and template review Dashboard and reporting orientation

☑ Getting your new staff member operational - step by step

- 1 Start with the AI Help Centre and on-demand courses**

New staff can begin independently - searchable guides, walkthroughs and self-paced courses available 24/7.

[All plans](#)

Share the role-specific QuickStart guide

Product-specific onboarding guides and templates are available in the resource library - send them before day one.

[All plans](#)
- 2 Book a live virtual training session**

Schedule a focused onboarding session with all new staff tailored to their workflows. Live, FAQs, Recorded.

[Standard credits](#) [Premium - no limit](#)

Ask your SEM to build an onboarding plan

Your SEM can map out a multi-session training sequence tailored to the new staff member's role - no need to figure it out alone.

[Standard](#) [Premium](#)
- 3 Use FariaLearn for structured certification and deeper learning**

Staff Certification Pathways validate platform competency asynchronously. FariaLearn credits (Premium) support facilitated coaching sessions to accelerate confidence and capability beyond the basics.

[Certification - Standard](#) [FariaLearn credits - Premium](#)

☰ What each plan gives you when new staff join

<p>Essential</p> <ul style="list-style-type: none"> AI Help Centre and on-demand "How-to" courses available immediately Resource library with quickstart guides and templates Email support for questions as they arise Training available at \$165/session if needed 	<p>Standard</p> <ul style="list-style-type: none"> Live training sessions included from credit allocation SEM coordinates onboarding schedule Staff certification pathways (async) 24/5 coverage if urgent questions arise outside hours 	<p>Premium</p> <ul style="list-style-type: none"> Full training access - book as many sessions as needed 8 FariaLearn credits for facilitated PD and coaching Dedicated SEM builds personalised onboarding plan SME consultations for complex role transitions
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