Essential - always free

Essential Support is included with every Faria subscription at no extra cost. It gives your school a strong foundation: the AI Help Centre, email support, on-demand courses and a full resource library. **If your team is settled and self-sufficient, Essential may be exactly right.** But if any of the situations below feel familiar, Standard or Premium could make a real difference.

"New staff aren't trained properly"	*"We need answers in a more timely manner"*	*"We need ongoing PD not just tech support"*	*"We have a unique school setup"*	*"What practices do other schools use?"*
↓	↓	↓	↓	↓
Standard: live virtual training credits included for your whole team	Standard: 24/5 global phone and email coverage	Premium: 8 FariaLearn credits for facilitated PD and coaching	Standard / Premium: a named SEM who knows your school	Standard: Community Forum, workshops and best practices newsletter

☰ What changes when you upgrade

Situation	Essential	Standard upgrade	Premium upgrade
New staff joining mid-year or at rollover	*Self-service Help Centre and on-demand courses only*	**Live virtual training included** - 4 credits + 2 per product, choose a topic	**Full training access** - no credit limit, priority booking, plus 8 FariaLearn credits
Urgent issue outside business hours	*Email support during business hours only - no out-of-hours escalation*	**24/5 global coverage** and phone support - critical issues escalated at any hour	**Priority routing** to senior specialists - faster response with focus on urgent resolution
Data task needed (import, form update, report)	*Quoted at $80/hr - approval required before any work starts*	**Scoped professional services included** - no per-hour charge within agreed scope	**Expanded hands-on task assistance** - actioned directly, up to 50% off migrations
No single contact who knows our account	*Shared support inbox - no named contact*	**School Experience Manager** giving you oversight	**Dedicated SEM** with success plans and account reviews
Want to learn from other schools	*Resource library and case studies - no peer access*	**Community Forum, regional workshops** and best practices newsletter	**Priority event invites** and 20% preferred pricing on select Faria events

⊕ What Standard includes vs buying separately

- 6 virtual sessions (for 1 product) at $165/ea = **$990 ad hoc cost**
- Data task at $80/hr, 3 tasks/year = **$240+ ad hoc cost**
- 24/5 coverage and SEM - not available to purchase separately

> Standard training value alone covers most plans. Everything else is on top.

☆ What Premium includes vs buying separately

- 8 FariaLearn PD credits at individual rate = **$2k ad hoc value**
- Full virtual training access - no session limit or top-up needed
- Technical & SME consultations - not available to purchase

> Great flexibility from support to PD and services, with exclusive subscription benefits.

Ready to explore upgrading?
Speak to your School Experience Manager or visit ServiceHub to compare plans and sign up.

servicehub.faria.org

FariaSupport - Essential is always free. Standard and Premium are optional annual upgrades.

servicehub.faria.org