

Responsive, expert support is fundamental to Faria's identity

That's why **Essential Support is provided to every school**. A team passionate about helping you every day.

1

Unified in-house team with full context

11

Time zones covered for timely help

<24hr

Guaranteed Response SLA

Our philosophy

Our guaranteed SLA remains unchanged: all schools and users - including hundreds of thousands of educators and millions of students - receive a response within 24 hours.

We're also expanding what's available to *all* schools: access to new in-depth training courses, monthly enablement webinars, hands-on workshops, events, community forums, services and more. This cross-team investment reflects our ongoing commitment to every school's success.

Why offer customised levels of support?

Our optional Standard and Premium plans are designed for schools that want deeper engagement, customised professional development, and ongoing strategic check-ins. Where speed is critical, Premium ensures priority attention to meet your timeframe. These services respond to real requests from schools with more complex needs.

If any of the following are priorities for your team, we now offer plans that can help:

● Dedicated time with our PD team for tailored planning

● Hands-on support to streamline processes

● Guidance through transitions and success planning

● Help with integrations and data-related requests

● Staff certifications and structured learning pathways

● Regular check-ins and proactive recommendations

Our commitment

All schools, regardless of plan, receive expert support. **FariaSupport** builds on this by offering more strategic, hands-on services - adding value and effort. We're here to work with you, at the level that fits your goals.

"We need answers urgently"

"New staff aren't trained properly"

"We have a unique setup"

"We need ongoing PD"



Kieran Tully

Global Director, Services & Support - Faria Education Group