

Every Faria school gets Essential support for free. But the right plan depends on **your team, your complexity and how much guidance you want in an ongoing basis.** Use this guide to find the plan that matches your school.

## 🔍 Which school sounds like yours?

<p><b>Experienced &amp; Independent</b></p> <p>One product, settled team, strong internal processes. You have a tech-savvy coordinator who prefers self-service resources and rarely needs to call support.</p> <p>Signal: "We just need the software and we will figure it out."</p> <p><b>Essential (Included)</b></p>	<p><b>Growing &amp; Building Confidence</b></p> <p>One or two products, mix of experienced and new staff. You want structured training for your team and a named contact who understands your school.</p> <p>Signal: "We need training and someone to guide us through setup."</p> <p><b>Standard</b></p>	<p><b>Multi-Product or High Turnover</b></p> <p>Two or more products, staff changes expected, data migration needs. You want 1-1 virtual sessions, professional services and a single point of contact across products.</p> <p>Signal: "We have a lot to set up and not enough internal capacity."</p> <p><b>Standard</b></p>	<p><b>Strategic Partner Required</b></p> <p>School group, district, or complex setup. Leadership transitions, multiple platforms, need for PD credits, priority support and year-round success planning.</p> <p>Signal: "We need a strategic partner, not just a help desk."</p> <p><b>Premium</b></p>
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## ☰ What matters most to your school?

Priority	Essential	Standard	Premium
Fast answers when something breaks	●	● ●	● ● ●
Live training for new or returning staff	--	● ●	● ● ●
Help with data imports, templates and setup	--	● ●	● ● ●
Someone who knows our school year-round	--	● ●	● ● ●
Structured PD and coaching (not just training)	--	--	● ● ●
Priority access and senior specialist routing	--	--	● ● ●

## 📄 Plan snapshot

<p><b>Essential</b> Included free</p> <ul style="list-style-type: none"> <li>AI Help Centre 24/7</li> <li>Email support, business hours</li> <li>On-demand video courses</li> <li>Resource library and templates</li> <li>Monthly Enablement Calendar</li> </ul> <p><i>Best for: self-sufficient teams with established workflows. Schools confident succeeding with public resources &amp; learning options.</i></p>	<p><b>Standard</b> Annual subscription</p> <ul style="list-style-type: none"> <li>Everything in Essential, plus:</li> <li>24/5 phone + email coverage</li> <li>Virtual Training sessions (min. \$1k value)</li> <li>School Experience Manager</li> <li>Professional services in scope</li> </ul> <p><i>Best for: schools onboarding staff or building platform confidence. Taking on new modules or features and driving usage across your school.</i></p>	<p><b>Premium</b> Annual subscription</p> <ul style="list-style-type: none"> <li>Everything in Standard, plus:</li> <li>Priority routing, senior specialists</li> <li>Full training access (no limit)</li> <li>8 FariaLearn PD credits (\$2k value)</li> <li>Success planning + SME consultations</li> </ul> <p><i>Best for: complex schools wanting a strategic year-round partner, or any that just need that extra helping hand</i></p>
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**Not sure yet? Your Faria contact can help.**

Ask your Sales or Implementation Manager to walk through the options with your school's specific needs in mind.

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