

Our Premium Support Packages reduce your administrative burdens. Let us be an extension of your team. We'll help you train more learners, so you will see a more engaged, competent and high-performing team.

Choose a package based on the level of support that best suits your needs.



Premium Support Services

Bronze	Silver ★ Most popular ★	Gold
Orientation for New Administrators	Orientation for New Administrators	Orientation for New Administrators
Curricula Setup Review	Curricula Setup Review	Curricula Setup Review
Curricula Maintenance	Curricula Maintenance	Curricula Maintenance
Library Maintenance	Library Maintenance	Library Maintenance
-	Administrative Reports - quarterly	Administrative Reports - monthly
-	One Monthly Email Notification	Two Monthly Email Notifications
-	Learner Maintenance	Learner Maintenance
-	-	Learner Maintenance Audit
-	-	Comprehensive Year End Report

Contact your account executive to get a quote!

Premium Support Services		★ Most popular ★	
	Bronze	Silver	Gold
Orientation for New Administrator Instructional walk-through of administrative system details with Client Specialist, including how to best set up groups, curricula and assignments for your business. Packages include up to four orientations per year.	✓	✓	✓
Curricula Setup Review Review training needs once per year to help determine what courses and training schedules work best for your organization. <small>(Includes 2 hours of work. For additional time hourly rate applies.)</small>	✓	✓	✓
Curricula Maintenance Update existing curricula, course schedules, and assignment changes as requested, as well as annual course swaps (one CEP per year).	✓	✓	✓
Library Maintenance Annual review of course library, offer suggestions for swaps, discuss additional training needs and make applicable changes.	✓	✓	✓
Administrative Reports We provide a report showing the status of all assigned training. Reports are sent monthly or quarterly depending on the Premium Service Package. All reports are suitable for presentations and upper management. Reports are YTD on a monthly/quarterly basis.	-	Quarterly	Monthly
Email Notifications Email notifications encourage employees to complete training assignments. We send notices for open assignments, past due assignments, or both, depending on the Premium Service Package. You receive a list of who was contacted with each notification.	-	Once per Month	Twice per Month
Learner Maintenance We import new learners/groups or disable learners who are no longer training based on a list provided by the client as requested (one batch per week).	-	✓	✓
Learner Maintenance Audit We review all learners and usage annually, at the end of each training year, to determine if you have open spots for new learners or unused accounts.	-	-	✓
Comprehensive Year End Report We provide a detailed visual report for assignment status for the year, including assignments and completions. This report helps you set goals and plan accordingly for the following year.	-	-	✓

Contact your account executive to get started!