

## Frequently asked questions

### Partnership & contract

**Q. What is the cost per FE centre?**

A. The contract is a 3-year contract with the first year paid for by NCFE and the remaining 2 years at £5k (plus VAT) per year. The contract can be cancelled at the end of the first year with no fees. Please note that pricing arrangements may vary according to the structure of a FE centre or group. Additionally, the price may also vary for organisations not undertaking the NCFE programme.

**Q. What happens if I want to cancel the contract after the first free year?**

A. We hope every centre will see the benefits from Fika on student wellbeing and mental fitness in the first year, and we will work closely with you to maximise usage. However, if you would no longer like to continue beyond the free year paid for by NCFE, please get in touch to let us know.

**Q. Will learners who leave a FE centre still have access to Fika?**

A. We will work with signed up organisations to see what support we can offer for the continuation of Fika in some form for alumni.

**Q. What reporting capabilities does Fika provide around use and engagement?**

A. Currently, your account manager will provide you with monthly usage reports where you'll be able to see a breakdown of active users, engagement time, complete workouts, etc. This will be available in our Fika web dashboard at a later date, once development has been completed.

**Q. Will there be any marketing for us to utilise around the campus?**

A. Fika will arrange a kick-off session with you once you sign your contract to go through implementation plans. We also share explainer videos for students and staff, as well as Fika logos & a suite of assets and resources allowing you to communicate Fika's offering to your populations.

**Q. Is it possible to have a limited number of 'trial' accounts for internal testing?**

A. No, we are afraid we cannot offer trial access to Fika - however, we are happy to host further Fika demo sessions for you and your teams. Furthermore, the contract is free for the first year essentially allowing you to trial Fika for the first year.

**Q. Is there a maximum number of students/staff covered within the contract, beyond which access to Fika is capped?**

A. All learners and staff are included in the contract subject to terms and conditions.

**Q. How does the data link - is it using student FE Centre email?**

A. The data is stored in Google servers on an anonymous basis, with the ability to report at an organisational level only.

**Q. Where is the data stored?**

A. The data is stored in UK-based Google servers

### Using the app

**Q. Can you share a particular video within a centre based delivery by hosting it on our centre platform, so it can be integrated within a particular session?**

A. The Fika 'Thought of the Day' will be shared in a format that can be integrated within a centre's VLE / internal platforms.

**Q. As students are missing the social interaction with peers, are there any areas of the app that could help with this? i.e. challenging each other.**

A. Fika is an education product. Current functionality includes a Fika community for certain levels of social interaction.

**Q. I notice that if you select a correct answer, you aren't told you are correct - is this the same for incorrect answers?**

A. Yes, the user is not explicitly told the answer is correct or not, but the correct answer is shown regardless of the option chosen by the user.

**Q. How do we roll this out within our centre, how will our users access the app?**

A. Fika will arrange a kick-off session with you once you sign your contract to go through implementation plans. Once your organisation has completed this step, users simply download the app from the app store and register to use.

**Q. We have noticed that the student gains access via their FE centre account. Can this be extended beyond?**

A. The user access is limited to email domain names that the centre uses. However, if students at the institution do not have a formal institution email account, we can provide an institution access code to allow them to register.

**Q. University students who have access (e.g. through another organisation that is signed up) and are also a student of our centre - what email can they use?**

A. They can use either their existing account or their new one with another organisation that has signed up with Fika.

**Q. Is there training for the learners?**

A. There will be an introductory video for new learners as they land in the app. The app is very straightforward and intuitive with guidance within.

**Q. In the community area - is your username anonymous or is that down to the user to decide?**

A. The username is anonymous and is made up of 2 symbols (letters / numbers / symbols) of the user's choice.

**Q. What devices are compatible with Fika?**

A. To use Fika, your device must meet certain system requirements. These will be updated from time to time and can be found at: [fika.community/devices](https://fika.community/devices), as well as on the Apple App Store or Google Play Store.

**Q. Can the students access it standalone or via our VLE?**

A. The Fika 'Thought of the Day' will be shared in a format that can be integrated within the centre's VLE / internal platforms.

**Q. It would be good to get the web-based version out as learners will be reluctant to use their data to access the app?**

A. Fika is continually working to widen access and there will be a timeline for increased web-based version of Fika in due course.

**Q. What is the flexibility regarding usage without the 'course' element? Can a user look back at sections they have completed and found most useful?**

A. Users have flexibility to use a wide variety of features such as community, masterclasses and ambassador content and can dip in and use and repeat any content as required.

**Q. For centre staff does it need to be renewed periodically or is there a refresher?**

A. Staff like other users have flexibility to use a wide variety of features such as community, masterclasses and ambassador content and can dip in and use and repeat any content as required.

**Q. Is the community concept a FE centre-wide thing or does the app allow for sectioning, such as for someone's community to only include their course or curriculum area?**

A. The community section is currently open across the Education community.

## **Achievement**

**Q. When do the learners get a certificate and what exactly do they receive?**

A. At the end of each course learners are issued digital PDF certificates of their achievement of skills. They should also have raised their mental fitness literacy!

**Q. So if they can't access the app after they finish the course how can they access certificates?**

A. Learners are issued digital PDF certificates of their achievement of skills which can be downloaded for future reference or shared on social media sites.

**Q. What level is the NCFE qualification?**

A. Fika is not an NCFE qualification; however, it is endorsed by NCFE for both FE and HE audiences and can be used as CPD.

**Accessibility and Research**

**Q. What considerations have been made for lower-level learners?**

A. The 7 skills of mental fitness curriculum is NCFE endorsed with FE and HE as the target audience. All audio guide sections are transcribed and we will continue to widen accessibility e.g. subtitles and more diverse guides to be introduced. Additionally, we are creating resources for those who don't feel ready for the courses e.g. boosters, lesson plans and 'The Thought of the Day' videos are being developed to support LI learners.

**Q. Are there currently any FE case studies which you are able to share?**

A. Further case study details will be included in the circulated pack following the discovery day.

**Safeguarding**

**Q. How is the community moderated?**

A. Fika has spent two years investigating the pros and cons of remote communities. Including investigating 'chat' features, 'group' features and 'forum' features and identifying the truly valuable outcomes of such interactions for positively and constructively building mental fitness vs. allowing unstructured and often unhelpful chat - which comes with inherent risk. We have analysed these areas, tested solutions and subsequently removed them in previous versions due to unsatisfactory levels of risk - in collaboration with our partners.

Our community feature (built specifically and rapidly in response to COVID-19) is the result of two years of investigation to mitigate risk. It is anonymous and has filters to limit users' ability to enter phone numbers, emails, domains or profanity. With the opportunity for users to 'cheer' each other's suggestions / skill hacks to combat remote isolation (a cheer is our equivalent of 'like'), to foster community belonging and peer support. Community content is publicly visible to all app users.

The thread is replaced regularly with new topics and live-streams, at this time all comments are removed when it is replaced by the next community topic.

The thread is pre-moderated by the Fika team other than during a live-stream when the thread is post-moderated by the Fika team to allow for free flow interaction.

A new post is visible in the thread only for the user who posted it - it is not visible to other users until approved by Fika moderators. All users are also able to report content that they feel is inappropriate for review by the team.

**Q. You mentioned the app is for prevention rather than cure. Can it identify if someone is in crisis, and if it does, what does it do?**

A. As part of our duty of care, we have included signposting via a 'feeling uncomfortable' link within programmes and the community directing to specialist support services which are self-directed and 'click to call'.