

Frequently Asked Questions About Subscriptions and Pricing (8)

Premium Digital Combined Heroes:

1. *Can some components of this package be removed or exchanged on request?*

Each of the product bundles have fixed components. Some products, however, can be purchased individually. Refer to 'Individual Highway Heroes and Training' on the pricing grid, or email info@bestprograms4kids.com (a response will be received within 12- 24 hours).

2. *What does the 'combined' in the Premium Digital refer to?*

The complete set of **both** *Little Highway Heroes* **and** *Highway Heroes*. The (3) Year License comprises (2) complete sets of *Little Highway Heroes* and *Highway Heroes* and the (1) Year License, (1) complete set of each.

3. *What size is a Digital Poster?*

Any of the Digital Posters can be printed to the size you require.

4. *How many Digital Posters can be printed with the annual subscription?*

The subscription permits unlimited printing for the sole use - in the physical space - of that subscriber. This means that in the case of multiple campus locations of one educational organization, the electronic distribution to other physical sites violates copyright. An individual subscription for each physical location is required.

Video Trainings/Workshops:

What is the content of the training for professional subscribers?

SEL Overview:

The (2) hour video training unpacks the skills taught in social and emotional learning, the theoretical underpinnings and neuroscience principles involved, the range and category of skills learned and the resultant positive mental health outcomes.

Highway Heroes - the (4) Modules:

Each (1) hour training for an individual *Highway Heroes* Module outlines the content and structure of each of the (5) lessons for that Module and the relevant differences for Year 1 – 3 and Year 4-6.

Little Highway Heroes:

Comprises an introduction to the language, concepts and key skills, an exploration of the (4) core Units: The Highway, The Playground Highway, The Emotional Highway and the Classroom Highway. The content and structure of the (5) five lessons in each Unit

are reviewed, together with a brief overview of the (20) songs, (20) stories and use of the (9) puppets.

5. *Who presents the video trainings?*

The authors, Claire Orange and Helen Davidson are the Expert Presenters of all training.

6. *What is the content of the Parent Videos?*

There are two individual videos for parents: (1) an introduction to *Little Highway Heroes* and (2) to *Highway Heroes*. Each comprises an explanation of what 'Social and Emotional Learning' entails, the evidence base and the core skills children learn in each. The relevant language and concepts for both programs are explained, together with a variety of skills to deal positively with common childhood scenarios. How

7. *How do parents access these videos?*

The Parent Videos: "Introduction to *Little Highway Heroes* and *Highway Heroes*" are part of a school subscription and requires their advice to the parent community regarding access.

8. *Why do I have access to the Parent Video on Little Highway Heroes when it is not being taught at the school my child attends?*

This is due to the subscription license the school has chosen which offers both programs, although they may not both be implemented.

Individual Highway Heroes Modules & Training

9. *When purchasing either an individual Digital or Hard Copy Module is the Video Training for that specific Module automatically included?*

Yes, a (12) month's license to the relevant video training is mandatory with any curriculum product purchased effective June 4th 2025 and is automatically added to the shopping cart at the checkout. At the expiry of the (12) month's license a renewal offer will be sent to the subscriber's email address. We request that (2) email addresses are provided on subscription: a generic organizational one (if relevant) plus a personal one to ensure receipt of the renewal notice.

10. *Little Highway Heroes Book 1 & 2*

The digital license for *Little Highway Heroes* is available on a (3) or (1) year subscription and includes Video Training as outlined in the previous section. A hard copy of either - or both - Book 1 and Book 2 is available for \$175.00 each plus postage.

11. Can I purchase an individual hard copy of Book 1 or Book 2 without a (12) month's subscription to the video training?

The short answer is 'Perhaps, in certain circumstances'. Please contact info@bestprograms4kids.com for assistance, or phone Helen Davidson on +61 0410387787 (AWST).

12. How are subscription renewals advised?

Whether the renewal term is (12) months or (3) years, a reminder of the upcoming renewal date will be emailed to a subscriber (2) weeks before the relevant date.

13. Can a subscription be cancelled?

The subscription is for the term for which it is purchased. In the case of financial duress, please make contact: infor@bestprograms4kids.com