

# SkillFusionAI

## Frequently Asked Questions

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### About the Platform

#### What is SkillFusionAI?

SkillFusionAI is an AI-powered training content platform built for educators, trainers, and RTOs. It helps you turn your knowledge, documents, and workplace content into structured, professional training materials including flipbooks and SkillPlay narrated training videos.

#### What is a Flipbook?

A flipbook is a structured, scene-by-scene training document you build inside our platform. It includes text, images, presenter notes, and AI-generated content. You save it, share it with learners, or convert it into a SkillPlay narrated training video.

#### What is SkillPlay?

SkillPlay is our narrated training video feature. It takes your flipbook content and generates a professional audio-visual training presentation using AI voice narration. You choose the voice, preview the result, and export a video file for sharing with your team or learners.

#### Do I need technical skills to use the platform?

No. The platform is designed for trainers and educators, not developers. You build content through a guided builder interface. No coding is required at any point.

#### Is SkillFusionAI suitable for RTOs?

Yes. The platform is designed with RTOs in mind. You create training resources that align with units of competency, generate trainer delivery guides, and produce shareable learning materials. You are responsible for ensuring all content meets ASQA standards before delivery. AI-generated content must be reviewed by a qualified trainer before use in accredited training.

### Plans and Subscriptions

#### What subscription plans are available?

There are four tiers:

- Free: A\$0. No subscription needed. Includes 120 Studio Credits on sign-up, 3 free Pocket storage slots, and 8 Motion previews per month.
- Starter: A\$19 per month. Includes 500 Studio Credits monthly, My Pocket Lib 5, and 12 Motion previews per month.
- Creator: A\$39 per month. Includes 1550 Studio Credits monthly, My Pocket Commercial 5 plus one free slot, and 25 Motion previews per month.
- RTO Pro: A\$149 per month. Includes 5000 Studio Credits monthly, My Pocket Commercial 25, and 40 Motion previews per month.

#### What is the difference between Pocket Library and Pocket Commercial?

Pocket Library 5 allows you to save up to 5 flipbooks for internal use such as team training and content development. Pocket Commercial 5 and Pocket Commercial 25 allow you to publish flipbooks for external delivery to paying clients, students, or learners.

#### What happens when I run out of Pocket storage slots?

You need to upgrade your plan or purchase additional Pocket storage to save more flipbooks. You can still create and preview flipbooks without saving them.

#### Can I edit a flipbook after saving it?

Yes. Your saved flipbook remains editable at all times. Editing and re-saving does not consume an additional storage slot.

### **What happens to my flipbooks if my subscription lapses?**

Your saved flipbooks remain in your account for 30 days after your subscription lapses. You renew during this time to restore full access. After 30 days without renewal, your content may be removed. We recommend downloading or exporting important content before your subscription lapses.

### **Can I share my account with team members?**

No. Each account is for individual use. Contact us about team options if you need multiple team members on the platform.

### **Is there a free trial?**

We do not offer a time-limited free trial. Instead, the Free tier gives you 120 Studio Credits on sign-up, 3 free Pocket storage slots, and 8 Motion previews per month at no cost. This gives you real access to the platform so you understand its value before subscribing.

### **What happens when I upgrade or downgrade my subscription?**

Your existing Studio Credits are kept when you change plans. Your Pocket storage allocation updates to match your new plan. Monthly credit allocations change from your next billing cycle. Contact us if you need help managing a plan change.

## **Studio Credits**

### **What are Studio Credits?**

Studio Credits are the in-platform currency used to access certain paid features. You receive a monthly credit allocation with your subscription and start with 120 credits on sign-up at no cost. You purchase additional credits as needed.

### **Which features use Studio Credits?**

The main credit costs are:

- Motion MP4 export: 200 credits.
- Session Plan PDF: 10 credits.
- Flipbook PDF: 5 credits.
- SkillShare non-commercial send: 85 credits.
- UK and US voice preview: 10 credits.
- AI Assist supporting document upload: 2 credits per 10 pages.
- AI feedback: 5 credits.
- RTO Compliance Pack (Unit Matrix plus Gap Review): 95 credits.

### **Which voices are free?**

Australian Male and Australian Female voice options are free for all registered users within the standard preview limits. You are not charged credits for using Australian voices.

### **Do Studio Credits expire?**

Studio Credits do not expire while your account is active. They carry over between billing periods. Purchased credit bundles and monthly subscription credits both carry over.

### **Are credits refundable?**

No. Studio Credits are consumed at the point of use and are non-refundable once used. If you believe credits were consumed in error, contact us within 14 days.

### **How do I purchase more Studio Credits?**

Credit bundles are available for one-off purchase:

- 50 credits for A\$10.

- 100 credits for A\$20.
- 300 credits for A\$60.
- 1000 credits for A\$200.

## Content and AI Generation

### Who owns the content I create?

You own the content you create on the platform. SkillFusionAI does not claim ownership of your training materials, generated text, or audio outputs.

### Is AI-generated content accurate?

AI-generated text and narration is produced by Anthropic Claude and ElevenLabs respectively. These tools produce high-quality content but they make errors, omit important detail, or produce content that is not suitable for regulated training environments. You must review all AI-generated content before using it for training delivery. SkillFusionAI does not warrant the accuracy of AI outputs.

### Can I upload my own images?

Yes. You upload JPG, PNG, or WebP images directly into your flipbook sections. Images are stored in your account and embedded in your flipbook.

### Can I use images from the T4IMAGE library?

Yes. Our T4IMAGE library contains professionally curated training images you add to your flipbooks. These images are licensed for use within platform-generated content only and may not be downloaded or used outside the platform.

### Can I upload a document to assist with AI content generation?

Yes. You upload a supporting PDF or Word document and the platform extracts the text to assist with AI content generation. This feature uses Studio Credits based on the number of pages in your document.

## Sharing and Access

### How do share links work?

When you publish a commercial flipbook, the platform generates a unique share link. Anyone with that link views the published flipbook without needing to log in. Share links remain active while your account and subscription are active.

### Can I revoke a share link?

Yes. You delete or unpublish the flipbook from your storage dashboard to remove public access. There is no way to revoke a specific link while keeping the flipbook published.

### Can other users see my flipbooks?

No. Your saved flipbooks are private to your account. Share links are the only way to grant others access, and only to specific published flipbooks.

### Can SkillFusionAI staff see my content?

Staff access to account data is restricted to support purposes only and uses role-based access controls. We do not browse or use your training content for any purpose other than providing the service to you.

## Privacy and Data

### Where is my data stored?

Your account data and flipbook content are stored in Supabase cloud infrastructure. AI processing is performed by Anthropic (US), ElevenLabs (international), and Microsoft Azure (international) depending on the feature used. Your payment information is processed by Stripe and is not stored by SkillFusionAI.

### Is my data used to train AI models?

Anthropic does not use data submitted via the API to train its models under its standard commercial terms. ElevenLabs similarly restricts training data use under its API terms. We do not use your content to train any AI models.

**What happens to my data if I delete my account?**

We delete your account data within 30 days of a verified deletion request. Financial transaction records are retained for 7 years as required by Australian law.

**How do I request my data?**

Email us at info@skillfusionai.com.au with your account email address and we will provide a summary of personal information held within 30 days.

**Support and Contact**

**How do I get help?**

Use the Peer Connect section of the platform to send us a message. We respond via email within 1 to 2 business days. For urgent matters, email us directly at info@skillfusionai.com.au.

**Can I book a call to discuss my needs?**

Yes. Use the Peer Connect section to submit your details and we will be in contact via email to arrange a time.

**How do I report a bug or technical issue?**

Send a message through Peer Connect or email info@skillfusionai.com.au with a description of the issue, the page or feature involved, and any error messages you saw.