SCHOOLHOUSE.WORLD VOLUNTEER HUB

Official Volunteer Roles & Requirements

Everything you need to know about joining a team, helping students, and earning verified volunteer hours.

THE BASICS

General Rules Before You Apply

Age 13+ Only

Minimum age 13 for platform safety.

Tutor First

Active certified tutor status required.

2–4 Hours Weekly

Earn verified hours for your portfolio.

October & April

Main application cycles open twice yearly.

STEP ZERO

How to Unlock Official Teams

01

Pass a Test

Score 90%+ on a recorded Khan Academy test.

02

Finish Training

Complete self-paced safety and tutoring lessons.

03

Host Sessions

Teach live on Zoom to build experience.

04

Apply to Teams

Submit your Volunteer Hub team application.

GROUP 1 OF 3

Community & Safety Teams

Content Review, Moderators, and User Support keep the site safe and welcoming.

SAFETY & VIBES

Content Review vs. Moderators

Content Review

- **What You Do:** Spot rule breaks and flag safety issues.
- **Who You Help:** Protects learners and reports to Safety Team.
- **Requirements:** Active tutor with strong policy knowledge.
- **Best For:** Detail-oriented rule followers.

Moderators

- **What You Do:** Plan community events and build learning guides.
- **Who You Help:** Boosts engagement for tutors and learners.
- **Requirements:** Active tutor with community leadership experience.
- **Best For:** Event planners and positive community leaders.

HELP DESK HEROES

User Support Team



The Official Help Desk

- **Main Job:** Answer user questions and fix tech glitches.
- **Site Guide:** Help new students navigate Schoolhouse tools.
- **Requirements:** Certified tutor who knows platform features well.
- **Needed Skills:** Patience, clear typing, and quick problem-solving.

GROUP 2 OF 3

Tutor Quality & Operations

Coaching, Certification, and Tutoring Operations keep lessons high-quality and track hours.

TUTOR MENTORS

Coaching Team

- **Main Job:** Train tutors and improve peer feedback quality.
- **Workshops:** Run optional skill-building sessions for tutors.
- **Strict Requirement:** Must be a Senior Tutor first.
- **Track Record:** Needs proven high ratings from learners.

Senior Tutor

Mandatory rank required before applying to Coach

BEHIND THE SCENES

Certification vs. Tutoring Operations

Certification Team

Approves flagged Khan Academy videos and SAT/AP scores.

Req: Subject mastery plus fast, fair grading.

Tutoring Operations

Manages volunteer systems and tracks service hours.

Req: Active tutor with super strong organization skills.

GROUP 3 OF 3

Content & Engagement Teams

Dialogues

Leads global discussion clubs.

Req: Great discussion host.

Blog Team

Writes community stories and articles.

Req: Strong writing sample.

Social Media

Creates posts to grow outreach.

Req: Creative media skills.

QUICK SUMMARY

Which Role Fits You Best?

Team Name	Main Job	Key Requirement
Content Review	Flag policy violations	Active tutor
Moderators	Events & learning guides	Active tutor & leader
User Support	Help Desk & tech support	Platform knowledge
Coaching	Train & mentor tutors	Senior Tutor status
Certification & Ops	Grade tests & track hours	Subject mastery / org skills
Blog, Social & Dialogues	Write, post, & host clubs	Writing, media, or hosting

Thanks!

Ready to get certified and join a Schoolhouse team?

Prepared by **Hazel**