

Draavo's Hangout

Moderation Guide for Trial Moderators

Last revised: 14th May 2020

Congratulations, and Welcome!

Congratulations on passing the Trial Moderator application, we're happy to have you on our team! The Trial Moderator programme gives you the opportunity to become a fully-fledged Moderator for Draavo's Hangout.

In this role, you will be:

- Warning rule-breaking members
- Answering members' questions in tickets and in #support
- Suggesting further moderative actions

Please use this guide as a tool and reference for any situations you may encounter on the Discord server. You'll find information on each aspect of your role throughout this guide, please read it thoroughly to ensure that you are informed. We really appreciate you volunteering your time to help maintain the Discord server.

Please do not hesitate to ask us if you have any questions,

Many thanks,

- Supervising Team @ *Draavo's Hangout*

Role Aspects

The following explains how to go about each aspect of your role:

Warning rule-breaking members

If you see someone breaking the server rules, please warn them using the following command:

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?warn <username> [reason]
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Warnings should be issued each time an infraction occurs (not for multiple cases, if possible). For example, if 'Fekwa012' advertised 3 times, they should have been warned 3 times. You should use ?warn in the channel where they broke the rule as a form of 'verbal' warning as well.

If you believe someone has received enough/too many warnings and think that further action should be taken, do not hesitate to contact a supervisor ("Suggesting further moderative action"). You will still be listed as the responsible moderator for these actions, but we just require that all further actions are checked by a supervisor.

Answering members' questions

If anyone has any questions, please try to help them out. You should answer them to the best of your ability, but don't give any definitive answers if you do not know the answer. Instead, prefix your answer with "I'm not sure but..." and other similar phrases to prevent the spread of misinformation.

Example 1: If someone asked how to check their level, you can redirect them to #bot-fun and tell them to run !levels.

Example 2: If someone asked when the next video would come out, you could suggest to them that there would likely be one by the end of the day/tomorrow, citing the daily upload schedule as the basis for your response.

Please note that helping with 'Tier Up' requests is reserved for passed moderators, but you can still redirect people to make a ticket and explain the system. Feel free to ask a supervisor if you have any questions/would like to give a full answer.

Points System

It is important to see how warnings factor into the bigger picture. At Draavo's Hangout, a points-based system is applied for moderative activities, and while you won't need it for the majority of your programme, it is useful to know and have on hand.

Any user can receive up to 16 moderation points and they are issued as follows:

Warnings - 1 point
Kick/mute - 2 points
Temp ban - 4 points

When a user receives 16 points in the Discord server, they are permanently banned.

Progressing from Trial Moderator

The Trial Moderator programme can last from a few days to a couple of weeks depending on how we think you are progressing. It should also be noted that the amount of time spent in the programme does not correlate to how well you are doing.

Becoming a Trial Moderator does not guarantee you a position as a Moderator once your programme has finished. Supervisors reserve the ability to remove you from the programme or promote you at any time.

If your programme is successful, then you will be notified via the "Draavo's Hangout" bot. You will receive the Moderator role and its associated permissions as well as access to the full Moderator Guide.