



VOLUNTEER TRAINING REQUIREMENTS

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All previous editions are obsolete.

SCOPE: This Standard Operating Procedure (SOP) defines the structure, responsibilities, and expectations for all staff and volunteers within Krieger Gaming. It outlines required training, supervisory procedures, and task completion standards for operations personnel and volunteers.

This SOP must be read in conjunction with the following governing documents:

- **Krieger Gaming Bylaws** – for organizational authority, governance, and legal compliance.
- **Terms of Use & Privacy Policy** – for rules on user conduct, confidentiality, and liability.
- **Volunteer On-boarding Form** – for position expectations, code of conduct, and participation requirements.

PURPOSE: The purpose of this training program is to ensure all volunteers are familiar with Krieger Gaming’s mission, policies, and tools. Volunteers will learn how to navigate key platforms, fulfill assigned duties, and, where applicable, use moderation features responsibly. Training must be completed under direct supervision and may be conducted across multiple sessions as needed.

SECTION I – ONLINE TRAINING

INSTRUCTIONS: This section outlines required online training for all applicable roles. Training must be documented and submitted to the designated Training Officer. Volunteers are responsible for completing:

- All one-time (permanent) training within 6 months of on-boarding, and
- All recurring (annual) training no later than February 1st each year.

Applicability	Course Name	Estimated Duration	Frequency	Source
All Volunteers	Suicide Prevention Awareness	20 Minutes	Annual	Psych Armor or Zero Suicide Alliance

Officers	Cyber Security Awareness	15 Minutes	Once (Permanent)	<u>Cybersecurity Awareness</u>
Officers	Nonprofit Essentials Certificate	1 hour	Once (Permanent)	<u>Nonprofit Ready</u>
Officers	Handling Team Conflict	30 minutes	Once (Permanent)	<u>Nonprofit Ready</u>
Officers	Strategies for Building a Cohesive Team	30 minutes	Once (Permanent)	<u>Nonprofit Ready</u>
Board of Directors	Nonprofit Board Member Essentials	2 hrs, 35 min	Once (Permanent)	<u>Nonprofit Ready</u>

SECTION II – INDIVIDUAL TRAINING

INSTRUCTIONS: This section must be completed under the direct supervision of a qualified Officer or designated Instructor. Trainees must be in a voice channel on Discord (Desktop or Mobile) and actively sharing their screen throughout the session. The Instructor must verify that each item is completed to standard before initialing.

DISCORD SPECIFIC All Staff.

OBJECTIVES	DATE	INITIALS
• Describe how to adjust starting roles and edit channels.		
• Describe where to locate and create new events.		
• Describe all channels in the Information category.		
• Describe all channels in the Resources category.		
• Describe all channels in the Buddy Check category.		
• Describe how to locate and create threads.		
• Describe the voice channels and associated mod powers.		
• Locate and review the <u>chain-of-command</u> page.		
• Locate and review the <u>quick-links</u> page.		
• Review the purpose of the various forms.		
• Review use of mod powers (timeout, kick, ban) and when to use them.		
• Review use of the mod view feature.		

WEBSITE SPECIFIC

All Staff.

OBJECTIVES	DATE	INITIALS
• Access the Krieger Gaming website .		
• Locate and explain the About Us page		
• Locate and explain the Storefront page		
• Locate and explain the Donate page		
• Locate Krieger Gaming's social media links		
• Locate and explain the Terms of Use & Privacy Policy		
• Locate and explain the Contact Us page		

BUDDY CHECK SPECIFIC

Buddy Check Only.

OBJECTIVES	DATE	INITIALS
• Review the start-here page.		
• Describe how to locate archived threads (tickets)		
• Review the claims-control page.		
• Review overall bot functionality.		
• Review the remaining pages and channels.		

OFFICER STANDARDS

Team Leaders & Officers only.

OBJECTIVES	DATE	INITIALS
• Review the company Google Drive.		
• Review the company Gmail and how to use filters.		
• Review how to locate excel sheets & forms.		
• Review how to create new forms.		
• Review basic bot functionality (create a poll, edit settings, etc)		