

Trainer's Guide

Open this guide. Follow each step. Train staff the same way every time.

YOUR JOB AS A TRAINER

Explain the rules, let the trainee practice, then test what they learned. Do not skip steps.

Follow these 5 phases

- 1. Staff basics** — Teach good behavior, fairness, and helping players.
- 2. Moderation tools** — Teach commands, proof, punishments, and when to ask a higher-up.
- 3. Practice** — Roleplay real situations and help them improve.
- 4. Final test** — Give new situations. No hints or coaching.
- 5. Final review** — Record the result and ask management to approve.

Before you start

- ☐ Assign a trainer and set a time.
- ☐ Give the trainee the current staff rules and other needed documents.
- ☐ Create a training record. Explain all 5 phases.
- ☐ Check which rank they are training for: Guide or Jr. Moderator+.

IMPORTANT

Trainees do not get staff commands until they pass. You must demonstrate commands with your own account.

How to use this guide

Repeat these 4 steps in every section

STEP 1 • TEACH

Explain the topic in simple words.

STEP 2 • SHOW

Give an example or show how it works.

STEP 3 • PRACTICE

Ask the trainee to try. Help them fix mistakes.

STEP 4 • CHECK

Ask again without giving hints. Move on when they understand.

How to score the final test

POINTS	WHAT IT MEANS
3 / 3	Correct answer. No help needed.
2 / 3	Mostly correct. Only a small detail missing.
1 / 3	Needs practice. A big detail was missing.
0 / 3	Wrong answer or unsafe choice.

PASSING RULE

At least 80% on the final test AND a safe answer on every critical question.
Practice scores do not count toward the final result.

Guide test: at least 15 of 18 points. • Jr. Moderator+ test: at least 29 of 36 points.

A critical question checks safety, fairness, privacy, or staff permission use. One unsafe critical answer means the trainee cannot pass that attempt.

PHASE 1 | Staff basics

THE GOAL

The trainee knows how to act, stay fair, and help players.

1.1 Responsibilities and boundaries

- Know your rank and do not use permissions you were not given.
- Do not use staff tools for personal benefit. For example, spectator mode is not free travel.
- Staff must follow server rules too.
- Keep internal staff talks, private reports, and sensitive player information private.
- Follow management decisions. If you disagree, explain your concern privately through the right channel.
- Ask a higher-ranked staff member if the situation is beyond your role or you are not sure what to do.

Practice questions

ASK Your friend is reported for breaking a rule. What do you do?

GOOD ANSWER Treat the report fairly, use evidence, and step away if your friendship could affect the decision.

ASK When can you use spectator mode?

GOOD ANSWER Only for approved staff work allowed by your rank, never for personal use.

ASK What staff information must stay private?

GOOD ANSWER Private player reports, personal details, evidence, staff talks, and other restricted information.

ASK What if you disagree with management?

GOOD ANSWER Respect the decision and raise concerns privately.

ASK When do you contact a higher-up?

GOOD ANSWER When you lack permission, lack evidence, face a serious or unclear case, or need help.

1.2 Conflicts of interest

A conflict of interest is when your friendship, disagreement, or past actions could make it hard to be fair.

ASK You recently argued with a player who is now reported. Should you handle the case?

GOOD ANSWER If you cannot be fair, have another staff member handle it.

ASK Your close friend reports a player they dislike. What do you do?

GOOD ANSWER Check the facts and evidence. Do not take your friend's side automatically.

ASK Someone you punished says you were biased and asks for another review. What do you do?

GOOD ANSWER Let another approved staff member review the case when appropriate.

1.3 Professionalism

Staff should stay calm, polite, patient, and helpful in-game and in Discord. Do not argue with players, mock them, or give friends special treatment. Sound like a real person, not a scripted robot.

ASK A player calls you incompetent after a warning. How do you respond?

GOOD ANSWER Do not argue. Stay calm and handle actual rule-breaking using normal procedures.

ASK Two players keep arguing in public chat after a general warning. What next?

GOOD ANSWER Tell them to stop disrupting chat. If it continues, use or request the correct punishment for your rank.

ASK You are frustrated and a player keeps asking basic questions. What do you do?

GOOD ANSWER Answer patiently or ask another staff member to take over.

1.4 Player conversation roleplay

TRAINER: DO THIS

act like a regular player. Ask the trainee to reply exactly as they would in chat. After each reply, explain what worked and what to change.

ASK “how do i claim land? i dont understand any of this”

ASK “your server is so laggy bro fix your garbage server”

ASK “you’re the worst staff member i’ve ever seen”

ASK “why did you mute my friend but not the other guy? you’re biased”

ASK Ask the same question several times after getting an answer.

ASK “another staff member was rude to me. can you help?”

CHECK FOR

clear help, a calm tone, no sarcasm, fairness, and a willingness to send a complaint to the right person.

MOVE ON WHEN

They understand how to stay fair, protect private information, talk calmly, and ask for help when needed.

PHASE 2 | Moderation tools

THE GOAL

The trainee understands their rank, important commands, proof, and how to avoid mistakes.

2.1 Commands by rank

Guides

Guides are here to answer questions and help players. They do not handle punishments. If a player needs a punishment, contact a Jr. Moderator or higher.

COMMAND	WHAT IT DOES
/s chat guide <message>	Send a message in Guide staff chat.

Jr. Moderators and above

Most punishments should be given through the punishment menu. Anything outside that menu should usually be handled by an experienced staff member or a higher-up.

COMMAND	WHAT IT DOES
/punish <player>	Open the approved punishment menu.

TRAINER: SHOW IT

Open /punish yourself. Explain the choices. The trainee watches and tells you what they would do.

CoreProtect (Jr. Moderator+)

CoreProtect helps staff check block changes and container activity. It shows logged actions, not why they happened.

COMMAND	WHAT IT DOES
/co i	Inspect blocks and chests.
/co lookup u:<player> t:<time>	Look up player activity.
/co lookup u:<player> t:<time> r:<radius>	Search in a set area.
/co near	See nearby actions.
/co lookup u:<player> t:1d a:container	Check a day of chest activity.
/co rollback	Undo changes. Approval required.
/co restore	Restore changes. Approval required.

TRAINER: SHOW IT

Place and break a block. Move an item in a chest. Show the trainee how to investigate each action.

Command parts: u: = username • t: = time • r: = radius • a: = action type.

2.2 Evidence and fair investigations

- Get enough evidence before punishing someone. A report alone is not proof.
- Check usernames, times, locations, and the full context.
- Ask both sides what happened when permission or ownership is unclear.
- Do not guess what happened based on incomplete logs.
- Record useful findings so another staff member can review the case.

ASK CoreProtect says Player A broke blocks in Player B's base. Player A says they had permission. What now?

GOOD ANSWER Check for messages or other proof of permission. Speak with both players before deciding.

ASK Player A took items from a shared chest, and Player B says it was theft. What now?

GOOD ANSWER Check who owns or shares the chest, ask about agreements, and look for supporting evidence.

ASK Trainer places a chest, removes an item, and breaks a block. How would you investigate each action?

GOOD ANSWER Explain the correct inspect and lookup steps, then check who did what and when.

2.3 False punishments and mistakes

Staff are responsible for their actions. If you make a mistake, correct it quickly. Do not hide it.

ASK You accidentally mute or ban a player with a similar username. What do you do?

GOOD ANSWER Get the wrong punishment removed right away, apologize, and inform higher staff when needed. If you cannot remove it, contact someone who can immediately.

ASK An appeal makes you question evidence from your original punishment. What do you do?

GOOD ANSWER Check the case again, ask a senior staff member if unsure, and fix the punishment if it was wrong.

2.4 CoreProtect misuse

CoreProtect is for server work, not personal benefit. Never change, hide, or misuse evidence.

ASK Your friend griebs a base and asks you not to report it.

GOOD ANSWER Keep the evidence and report the rule break, even if it involves a friend.

ASK You dislike a player and want to use unrelated logs to make them look guilty.

GOOD ANSWER Never do this. Misleading or false evidence is a serious staff abuse issue.

ASK A player asks you to roll back a build, but you have no approval.

GOOD ANSWER Do not roll it back. Ask an authorized higher-up.

ASK Another staff member is investigating a grief. Can you roll back the area without telling them?

GOOD ANSWER No. It could interfere with the case and confuse the investigation.

ASK You break your own build by accident. Can you use CoreProtect to fix it?

GOOD ANSWER Not without approval. Staff tools are not personal building tools.

2.5 Missing items and reimbursements

ASK A player says a lag spike deleted valuable items and demands replacements.

GOOD ANSWER Stay polite, ask for proof such as screenshots or video, and send them to a support ticket for management review.

ASK CoreProtect confirms a player stole items from a base. Can you spawn replacements?

GOOD ANSWER No. Never spawn items yourself. Follow an approved rollback or contact higher staff.

2.6 Working with other staff

- Use staff chat to ask for help and share important reports.
- Keep records of major incidents so others know what happened.
- Do not argue with other staff in public. Discuss disagreements privately.

- If another staff member is about to make a serious mistake, calmly step in or contact a higher-up. Staff unity must never hide unsafe behavior.

MOVE ON WHEN

They can explain the tools for their rank, check proof carefully, avoid unsafe actions, and know when to contact a higher-up.

PHASE 3 | Practice together

THE GOAL

This is practice, not the final test. Give help, explain mistakes, and allow up to 3 attempts per scenario.

How the trainer should run practice

1. Read the situation out loud. Do not give the answer first.
2. Ask the trainee what they would say and do, in order.
3. Ask why they chose those steps.
4. Explain any mistakes, then let them try again. Allow up to three attempts per scenario.
5. Write down which skills need more practice before the final exam.

Practice set A | All ranks

ASK A new player asks how to claim land, then complains that your first answer was confusing.

GOOD ANSWER Explain it again in simpler steps. Be patient and make sure they understand.

ASK Two players are fighting in chat. One of them is your friend.

GOOD ANSWER Stay neutral. Address the behavior, not the friendship; Guides contact a moderator if punishment is needed.

ASK Someone says another staff member was rude and wants you to punish them.

GOOD ANSWER Listen, record useful details, and send the complaint through the proper staff channel. Do not promise an outcome.

ASK A player asks you to share information from a private staff discussion.

GOOD ANSWER Do not share it. Explain that internal staff matters are private.

Practice set B | Jr. Moderator+

ASK A player reports griefing. CoreProtect shows block changes but the players disagree about permission.

GOOD ANSWER Collect context, speak to the players, and avoid punishing based only on the logs.

ASK You find the wrong punishment length in a case you handled.

GOOD ANSWER Correct it through the authorized process, inform the right staff, and document the mistake.

ASK A player asks for a CoreProtect rollback while a different moderator is investigating.

GOOD ANSWER Do not change the area. Coordinate with the assigned investigator or higher staff.

ASK A player claims that a chest theft happened, but the chest is shared by a team.

GOOD ANSWER Check logs and ownership or agreement details. Do not assume theft.

BEFORE THE FINAL TEST

Ask the trainee why they chose each action. Write down weak areas. Practice those again before moving on.

PHASE 4 | Final test

THE GOAL

Give new situations without hints. The trainee needs 80% or more AND must pass every critical question.

Test rules

- Give the trainee new versions of the practice situations, not the exact same questions.
- Score each question from 0 to 3 using the 0–3 scoring guide near the start.
- Ask for their steps AND what they would say to the player.

- Trainees cannot run staff commands yet. Trainers demonstrate commands and ask trainees to guide the steps.
- If a trainee gives an unsafe answer on a critical question, stop and send the result for review. They cannot pass that attempt.

PART A | Everyone answers these 6 questions

ASK 1. A player insults you repeatedly while asking for help. How do you respond?

GOOD ANSWER Calm, respectful help; no argument or revenge punishment.

SCORE: 0 / 1 / 2 / 3

ASK 2. Your friend is reported for misconduct. What steps do you take?

GOOD ANSWER Fair review; seek another staff member if biased.

SCORE: 0 / 1 / 2 / 3

ASK 3. A player asks for details from a private staff report. What do you say? **[CRITICAL]**

GOOD ANSWER Protect confidential information.

SCORE: 0 / 1 / 2 / 3

ASK 4. A player says a staff member abused permissions. How do you handle it?

GOOD ANSWER Gather details and report privately to appropriate management.

SCORE: 0 / 1 / 2 / 3

ASK 5. Two players continue disrupting public chat. What do you do for your rank?

GOOD ANSWER De-escalate; Guides escalate, moderators use appropriate authorized action.

SCORE: 0 / 1 / 2 / 3

ASK 6. You are unsure whether your rank allows an action. What do you do? **[CRITICAL]**

GOOD ANSWER Do not guess; ask a higher-up first.

SCORE: 0 / 1 / 2 / 3

PART B | Jr. Moderators and higher only

ASK 1. Which menu should you use to issue most punishments? Show how you would start.

GOOD ANSWER Use /punish <player> and follow the approved menu.

SCORE: 0 / 1 / 2 / 3

ASK 2. The trainer changes a block and moves items in a chest. Explain how to find who did it.

GOOD ANSWER Correct CoreProtect inspect / lookup steps; verify details.

SCORE: 0 / 1 / 2 / 3

ASK 3. Logs show a player broke blocks, but they claim they had permission. What now? **[CRITICAL]**

GOOD ANSWER Seek context and evidence; do not assume guilt.

SCORE: 0 / 1 / 2 / 3

ASK 4. You mute the wrong username. What happens next?**GOOD ANSWER** Act quickly to undo, apologize, and seek help if needed.

SCORE: 0 / 1 / 2 / 3

ASK 5. A friend asks you to hide evidence and punish another player. What do you do? **[CRITICAL]****GOOD ANSWER** Refuse, preserve evidence, and report misuse.

SCORE: 0 / 1 / 2 / 3

ASK 6. Someone asks you to spawn replacement items or perform a rollback. What do you do?**GOOD ANSWER** Do not use unauthorized tools; ask management.

SCORE: 0 / 1 / 2 / 3

HOW TO DECIDE

GUIDES: 15/18 points or more. • JR. MOD+: 29/36 points or more. All critical questions must be safe. Management gives final approval.

PHASE 5 | Final review

THE GOAL

Record the score, explain the result, and ask management to approve graduation.

Fill out this trainee report

FIELD	WRITE HERE
Trainee name	_____
Rank being trained	_____
Trainer name	_____
Training date	_____
What to practice more	_____
Final test score	_____ / _____ = _____ %
Passed every critical question?	☐ Yes ☐ No
Trainer recommends	☐ Pass ☐ More practice ☐ Management review
Management decision	☐ Approved ☐ Not approved
Approved by	_____

Before you recommend a pass

- ☐ The trainee completed all required phases for their rank.
- ☐ Their responses were respectful, fair, and useful.
- ☐ They understand what their rank is allowed to do.
- ☐ They did not fail a critical safety question.
- ☐ Their exam score meets the passing standard.
- ☐ You recorded any concerns and asked management for approval.

Give helpful feedback

1. Start with one or two things the trainee did well.
2. Explain any mistakes with a clear example. Do not embarrass them.
3. Tell them exactly what to practice next if they did not pass.
4. Record your recommendation. Management must approve graduation before rank access is given.

Serious safety problems

A trainee cannot pass the attempt if they choose any of these actions:

- Deliberately create, hide, or change evidence to mislead others.
- Knowingly punish an innocent player or target someone for personal reasons.
- Share private staff or player information without permission.
- Use staff powers for personal benefit or without required approval.
- Refuse to correct a serious staff mistake or knowingly cover it up.

IF THIS HAPPENS

Stop the test. Write down exactly what happened. Send the result to management for review.

IF THEY DO NOT PASS

Tell them exactly what they need to practice. Give more training and another test when they are ready.

QUICK REFERENCE | Good staff habits

Use this page any time you need a quick reminder.

ASK DO: Stay calm and helpful, even when players are upset.

GOOD ANSWER AVOID: Argue, mock, or punish someone because they upset you.

ASK DO: Check evidence and listen to both sides.

GOOD ANSWER AVOID: Treat an accusation or a single log as the whole story.

ASK DO: Stay within your rank's permissions.

GOOD ANSWER AVOID: Use spectator, rollbacks, or item creation for yourself.

ASK DO: Keep player and staff details private.

GOOD ANSWER AVOID: Share tickets, staff talks, or sensitive details publicly.

ASK DO: Correct mistakes and ask for help.

GOOD ANSWER AVOID: Hide mistakes or pretend you know something you do not.

ASK DO: Talk through disagreements privately.

GOOD ANSWER AVOID: Fight with staff in front of players or cover up harmful actions.

Trainer reminders

- Keep the tone friendly and simple. Let the trainee speak more than you do.
- Do not rush someone just to finish the checklist.
- For Guides, focus on support and escalation. Do not test hands-on moderation permissions they will not have.
- For Jr. Moderator+, teach punishments and CoreProtect using your own authorized account.
- Never promise graduation. Management makes the final decision.

LAST RULE

Even if the trainee passes the test, do not give them staff permissions until management approves graduation.

END OF GUIDE