

[RN]-Community | "Support Service Requirements"

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Preamble: We aim to create a gaming community that respects each other, complements and promotes each other's gameplay. We want to ensure a friendly atmosphere among all members and protect the "[RN]-Community," the "[RN]-Game Servers," the "[RN]-Teamspeak," "[RN]-Discord," and the "[RN]-Forum" from external and internal negative influences and decisions. Our [rules](#)/information documents serve the purpose of achieving this goal. Each member is responsible for keeping themselves informed about any changes to the [rules](#). Once our [rules](#)/information documents are modified, the new provisions will come into effect immediately after the change.

1 Article 1: Requirements for Ranks

1.1 Section 1; Newbie Helper;

§1.0; Application in the forum, followed by an invitation to the interview.

§2.0; Successful interview on Teamspeak & Training.

§3.0; Should know and be able to communicate the purpose and intention of our community.

§4.0; Willingness to help new users navigate the community's code of conduct.

§5.0; Ability to assist users on our servers.

1.2 Section 2; Lead Newbie Helper;

§1.0; Application in the forum, followed by an invitation to the interview.

§2.0; Successful interview on Teamspeak & Training by the [Support](#) Leadership.

§3.0; Should know and be able to communicate the purpose and intention of our community.

§4.0; Willingness to help new users navigate the community's code of conduct.

§5.0; Ability to assist users on our servers.

§6.0; Hire and lead a maximum of 4 Newbie Helpers.

1.3 Section 3; Support Trainee;

§1.0; Application in the forum, followed by an invitation to the interview.

§2.0; Successful interview on Teamspeak & Training by a Super Moderator or the [Support](#) Leadership.

§3.0; Minimum participation in 2 Community Talks (logged/registered).

§4.0; Must be at least 16 years old.

§5.0; Understanding and ability to implement the "[Support](#) Code of Conduct" (assessed before being appointed as a [Support](#) Trainee by a higher-ranking individual).

1.4 Section 4; Supporter;

§1.0; Minimum participation in 4 Community Talks (logged/registered).

§2.0; Must be at least 16 years old.

§3.0; Understanding and ability to implement the “[Support](#) Code of Conduct” (Should have internalized the points of the code and its meaning).
§4.0; Minimum presence in Teamspeak for 3/7 days.
§5.0; Must have been active as a [Support](#) Trainee for at least 4 weeks.
§6.0; Explicit recommendation from at least 2 [Support](#) members (excluding [Support](#) Trainees) for promotion to the rank of Supporter.
§7.0; TS³ Client modification; Set [ban](#) templates in the Teamspeak client according to the “[Support](#) Code of Conduct”.
§8.0; Understanding of the Community Code of Conduct. Should be able to explain the regulations.
§9.0; Ability to enforce bans (minimum [ban time](#) & maximum [ban time](#)).
§10.0; Visible activity in regulating and enforcing [rules](#)/regulations.
§11.0; Ability to mediate disputes and interpersonal issues.

1.5 Section 5; Moderator;

§1.0; Minimum participation in 8 Community Talks (logged/registered).
§2.0; Must be at least 16 years old.
§3.0; Understanding and ability to implement the “[Support](#) Code of Conduct” (Should be able to recite the points of the code and their meaning).
§4.0; Minimum presence in Teamspeak for 4/7 days.
§5.0; Must have been active as a Supporter for at least 3 months.
§6.0; Explicit recommendation from at least 4 [Support](#) members (excluding [Support](#) Trainees) for promotion to the rank of Moderator.
§7.0; TS³ Client modification; Set [ban](#) templates in the Teamspeak client according to the “[Support](#) Code of Conduct”.
§8.0; Understanding of the Community Code of Conduct. Should be able to explain the regulations.
§9.0; Understanding of the Server [Rules](#). Should be able to explain the [rules](#).
§10.0; Understanding of the Team Hierarchy. Should know the responsibilities.
§11.0; Understanding of the directive rights within the team. Should be able to explain it.
§12.0; Understanding of the superior regulations & direct contacts for team members.
§13.0; Understanding of all Docs documents. Should be familiar with all and able to explain them.
§14.0; Ability to enforce bans (minimum [ban time](#) & maximum [ban time](#)).
§15.0; Visible activity in regulating and enforcing [rules](#)/regulations.
§16.0; Ability to mediate disputes and interpersonal issues.

1.6 Section 6; Super-Moderator;

§1.0; Minimum participation in 18 Community Talks (logged/registered).
§2.0; Must be at least 16 years old.
§3.0; Understanding and ability to implement the “[Support](#) Code of Conduct” (Should be able to recite the points of the code and their meaning).
§4.0; Minimum presence in Teamspeak for 3/7 days.
§5.0; Must have been active as a Moderator for at least 9 months.
§6.0; Explicit recommendation from at least 6 [Support](#) members (excluding [Support](#) Trainees) for promotion to the rank of Super-Moderator.
§7.0; TS³ Client modification; Set [ban](#) templates in the Teamspeak client according to the “[Support](#) Code of Conduct”.
§8.0; Understanding of the Community Code of Conduct. Should be able to explain regulations and teach Supporters.
§9.0; Understanding of the Server [Rules](#). Should be able to explain regulations and teach Supporters.
§10.0; Understanding of the Team Hierarchy. Should know responsibilities and be able to teach Supporters.
§11.0; Understanding of the directive rights within the team. Should be able to explain and teach Supporters.
§12.0; Understanding of the superior regulations & direct contacts for team members. Should be able to teach this.
§13.0; Understanding of all Docs documents. Should be familiar with all and able to explain them.

§14.0; Ability to enforce bans (minimum [ban time](#) & maximum [ban time](#)).

§15.0; Visible activity in regulating and enforcing [rules](#)/regulations.

§16.0; Ability to mediate disputes and interpersonal issues as well as all other types of [support](#).

§17.0; Should be able to represent the [Support](#) leadership: Ability to handle applications, manage member lists, conduct interviews. Ability to take on a leadership role.

§18.0; Should know how Clans/Guilds/Server teams can realize projects within the Rage-Gaming Multigaming Community and be able to explain this.

§19.0; Ability to fully train Supporters.