



TEACHERS CUSTOMER JOURNEY

From application to verified placement

How educators join ZalioGlobal, get verified,
and land school roles or tutoring engagements.

Prepared by

ZalioGlobal Digital Academy

A product of Elokina Innovations SARL

Contact Zalioglobal@gmail.com • +225 25 76 28 21 06

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Purpose of this document

This document maps the complete teacher experience on ZalioGlobal Digital Academy — from discovering the platform, choosing a pathway (school teaching or private tutoring), building a compliant educator profile, being vetted by the ZalioGlobal team, and finally being placed with a verified school or private client. Share it with prospective and existing educators so they know exactly what to expect.



The end-to-end journey

Each stage below shows who acts, what happens on the ZalioGlobal platform, and the concrete outcome that unlocks the next step.

01

Discover ZalioGlobal

Actor: Teacher / educator

Action: Arrives on zalioglobal.com and explores Expert Teachers, Education Careers, or 'Become a Teacher'.

Outcome: Teacher chooses one of two pathways: School teaching or Home tutoring / Exam prep.

02

Choose pathway

Actor: Teacher

Action: Opens 'Become a Teacher' choice screen and selects either 'School application' or 'Private tutoring'. Copy and form fields adapt to the choice.

Outcome: The correct unified Educator Profile flow opens (school track or tutor track).

03

Create the educator profile

Actor: Teacher

Action: Completes 7 guided steps: identity, photo, subjects, experience, qualifications, availability, safeguarding & references. Autosave restores progress across sessions.

Outcome: Draft profile is stored securely; teacher can leave and return anytime.

04

Upload compliance documents

Actor: Teacher

Action: Uploads CV, qualifications, ID, safeguarding certificate, police clearance (country where they have lived >1 year), and confirms right to work.

Outcome: Compliance pack attached to the profile and visible to the admin.

05

Submit application

Actor: Teacher

Action: Reviews the pathway-specific 'Preview & submit' summary and submits. Missing mandatory fields are highlighted in red before submission is allowed.

Outcome: Profile enters ZalioGlobal admin review queue. Teacher sees 'Application saved' banner + email.

06

Admin vetting

Actor: ZalioGlobal admin

Action: Reviews the profile in Admin → Educators / Vetting: verifies documents, references and identity. May request edits via message thread.

Outcome: Profile is approved, becomes searchable, and the teacher is granted the 'Verified educator' badge.

07

Access teacher dashboard

Actor: Verified teacher

Action: Signs in and opens /teacher-profile and /teacher-career: recruitment rail (Submitted → Shortlist → Interview → Offer → Hired), profile completion bar, applications, messages.

Outcome: Teacher can edit profile, upload a new photo, add recommendations, and manage availability.

08

Discover opportunities

Actor: Teacher

Action: Browses /education-careers, Verified Schools & Vacancies carousel and school detail pages. Filters by subject, curriculum, country.

Outcome: Teacher applies to vacancies with one click using their approved profile.

09

Get recommended by admin

Actor: ZalioGlobal admin

Action: Uses the AdminRecommendDialog to match the teacher to a school vacancy that fits their subjects, curriculum and experience.

Outcome: Teacher appears as 'Admin pick' in the school's candidate board and is notified in-app + email.

10

School engagement

Actor: School HR

Action: Opens the teacher's profile, downloads CV, checks references, and messages via the candidate thread. Schedules interview with date/time picker.

Outcome: Teacher receives interview invitation with calendar-ready details.

11

Interview & references

Actor: Teacher + School

Action: Interview happens; school checks references and safeguarding pack. Status moves through Interview → Offer.

Outcome: Both sides can track every stage in the booking / recruitment timeline.

12

Offer, contract & hire

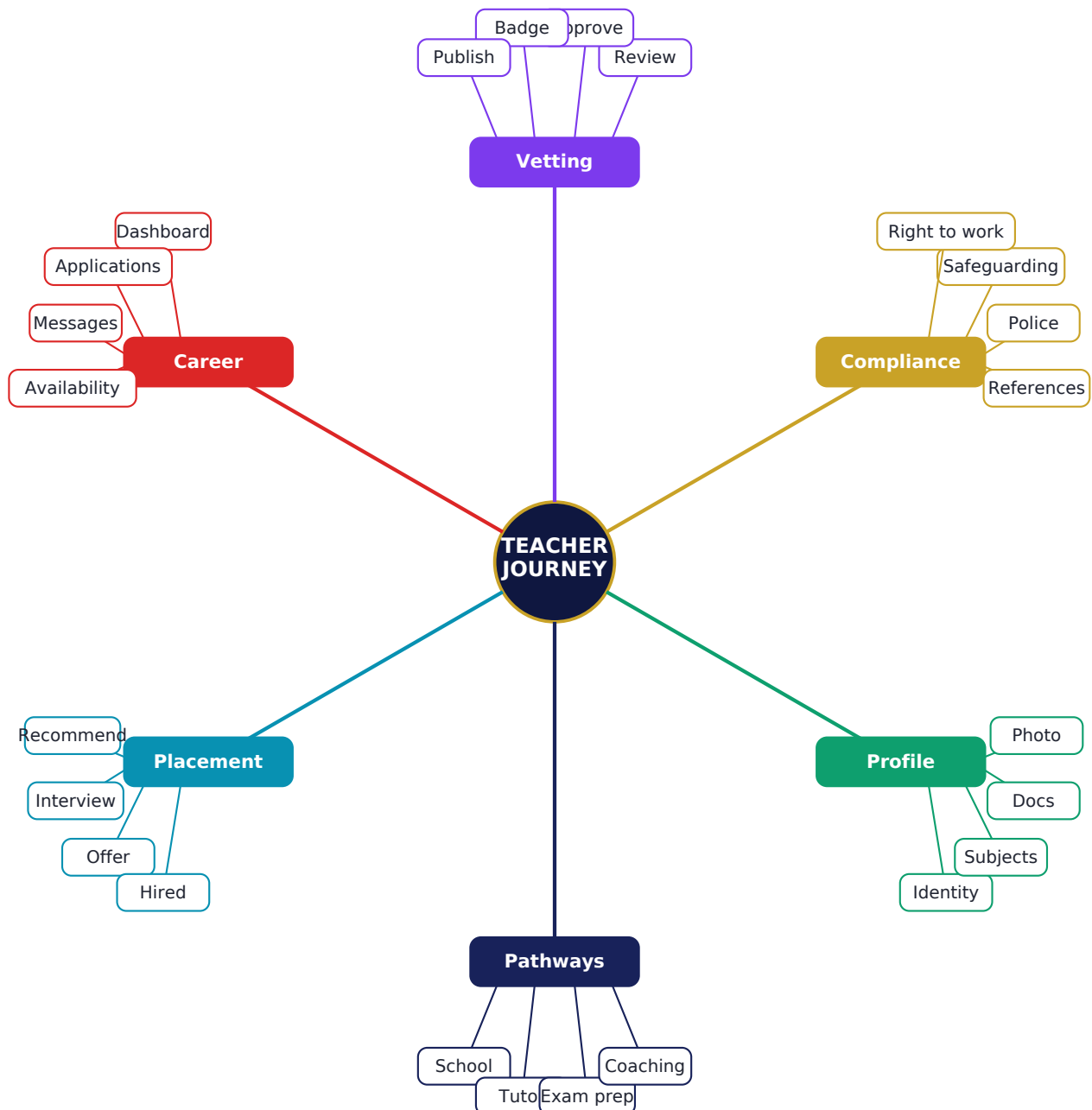
Actor: School + Teacher

Action: School issues offer; teacher accepts and signs contract; school marks 'Hired'. All events logged to the notification log.

Outcome: Teacher is officially placed. Profile shows the new role and KPIs update on both sides.

Annex A — Journey mind map

A visual summary of the ecosystem around this journey — the roles, platform modules, safeguards, and outcomes that support each stage.



Annex B — Glossary & touchpoints

Term	What it means on ZalioGlobal
Educator profile	Unified verified profile used for both school applications and private tutoring.
Verified educator	Badge granted after ZalioGlobal admin has vetted documents, references and safeguarding.
Recruitment rail	5-stage tracker (Submitted → Shortlist → Interview → Offer → Hired) shown on the teacher dashboard.
Admin pick	Vacancy match proactively recommended by ZalioGlobal, prioritised in the school's board.
Autosave & resume	Every step of the profile persists automatically; applicant returns to the exact same step later.
Notification log	Every email + in-app notification is stored and auditable by both the teacher and admin.