



SCHOOLS CUSTOMER JOURNEY

From registration to signed employment offer

How verified schools use ZalioGlobal to hire
world-class educators — step by step.

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Purpose of this document

This document maps the complete school experience on ZalioGlobal Digital Academy — from first landing on our website, through admin verification, to publishing vacancies, receiving admin-recommended candidates, and signing a hire. Share it with school leaders, HR teams and boards so everyone understands what to expect at each stage.

≤ 48h

Verification SLA

6

Pipeline stages

5

Compliance items

In-app +
Email

Notification channels

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: School leader / HR

Action: Lands on zalioglobal.com and opens 'For Schools' or 'Register my school' from the header, the homepage ecosystem cards, or the /schools directory.

Outcome: School understands the value proposition and clicks 'Register my school'.

02

Create the school account

Actor: School leader

Action: Signs up (email + password or Google) and is redirected to the School Portal registration form with autosave and cancel-safe navigation.

Outcome: A school workspace is provisioned under the owner's account.

03

Complete the school profile

Actor: School HR

Action: Fills institution type, curricula, programs, contact details, logo, cover photo and optional gallery / videos. Progress bar guides completion.

Outcome: Profile is saved as 'Pending verification' and visible internally in the portal.

04

Submit for verification

Actor: School HR

Action: Clicks 'Submit for verification'. The record enters the ZalioGlobal admin queue with all uploaded documents attached.

Outcome: Status changes to 'Under review'. School receives an in-app + email confirmation.

05

Admin verification

Actor: ZalioGlobal admin

Action: Reviews the school in Admin → Schools & Recruitment: checks legal documents, owner contact, and web presence, then approves or requests changes.

Outcome: On approval the school is marked Verified, listed publicly in /schools, and a 'School verified' email is sent.

06

School goes live

Actor: School

Action: Opens 'My School Portal' → Overview dashboard: KPI cards, recruitment funnel, at-a-glance status, quick links to vacancies and candidates.

Outcome: School can now post vacancies and appear in the Verified Schools carousel.

07

Post a vacancy

Actor: School HR

Action: Uses the Vacancy Workspace with validation, autosave and draft mode. Job profile can be written, linked or uploaded. Salary can be a range or optional.

Outcome: Vacancy is published to /education-careers and searchable by teachers.

08

Receive candidates

Actor: Teachers + Admin recommendations

Action: Teachers apply directly, or the ZalioGlobal admin uses AdminRecommendDialog to match verified educators to the vacancy (highlighted with an 'Admin pick' amber badge).

Outcome: Applications land in the Candidate Review board with stage filters.

09

Shortlist & interview

Actor: School HR

Action: Opens each candidate detail modal: CV, references, notes, message thread. Schedules interviews from the Applications tab with date/time picker + confirmation email.

Outcome: Candidates progress through Shortlist → Interview stages with an audit trail.

10

References & background

Actor: School HR

Action: Reviews the 2 mandatory references, police clearance country, safeguarding and right-to-work confirmations captured in the educator profile.

Outcome: Compliance file is complete before any offer is made.

11

Offer & contract

Actor: School HR

Action: Moves candidate to 'Offer', sends the offer via candidate messages / email, then to 'Contract' once signed.

Outcome: Signed contract stored against the vacancy; teacher notified in-app + email.

12

Hire & onboard

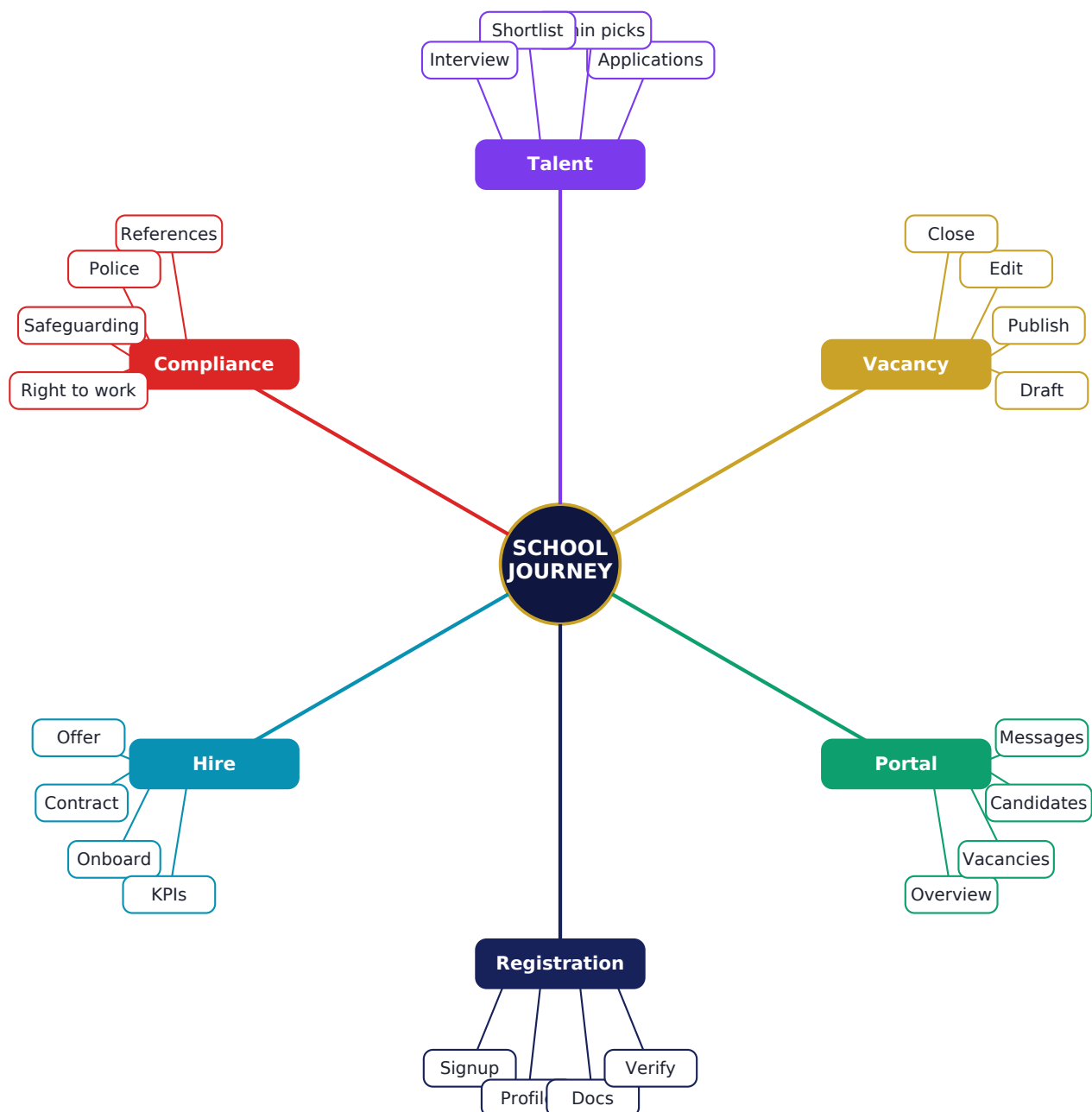
Actor: School

Action: Marks the candidate as 'Hired'. Vacancy can be closed or marked filled. School dashboard KPIs update automatically.

Outcome: Recruitment loop is closed; school can post the next vacancy or reuse the shortlist.

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
School Portal	Private dashboard for verified schools: vacancies, candidates, messages, KPIs.
Verified badge	Awarded by ZalioGlobal admin after documents and identity checks; unlocks public listing and hiring.
Admin pick	Candidate proactively recommended by ZalioGlobal to a school vacancy, shown with an amber highlight.
Candidate Review	Kanban-style board with stage filters (Submitted, Shortlist, Interview, Offer, Contract, Hired).
Notification log	Audit trail of every email + in-app notification sent for each booking / vacancy event.
Compliance file	References ×2, police clearance country, safeguarding training, right-to-work confirmation.