

Frequently Asked Questions

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02. Recruitment

How does the recruitment process work?

The recruitment of instructors proceeds as follows, and all procedures are conducted through the instructor app (CATCHer):

- Register for the instructor app (CATCHer) and submit your resume.
- First round results (pass or fail).
- Interview (10-minute demo class required).
- Final results (pass or fail).

When do I sign the contract?

We will request the contract to be signed once your first class with CARROT Global begins. The contract will be sent in electronic format via email.

After signing the contract, please send a copy of your ID and bank account information to the following email address for salary payment: **contract@carrotglobal.com**

02. CATCHer APP

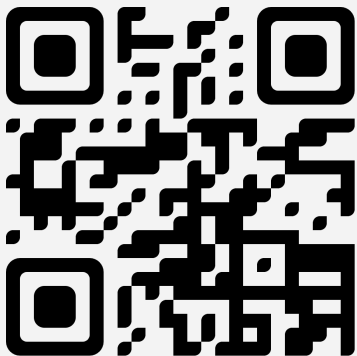
What is the CATCHer app?

CATCHer is a platform that integrates the features of ITM, Job Posting sites, and the ELP site into one convenient app. It has been designed to streamline tasks such as class applications and attendance tracking, all in one place. The platform is primarily available as a mobile application but can also be accessed in a website format.

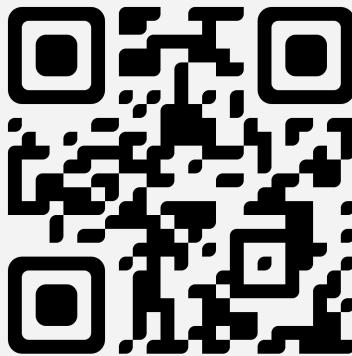
Where and how can I download the CATCHer app?

You can download the app or visit the website by scanning the QR code below.

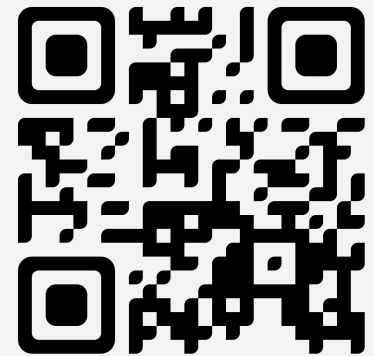
APP Store (iOS)



Google Play (구글 플레이)




Website Link (웹 링크)



Is there a detailed user manual for the CATCHer app?

Please refer to the PDF file below for detailed instructions on how to use the app:

 EN_CATCHer 사용 매뉴얼_241125.pdf

What should I do if I can't log in to the CATCHer app?

Please use the 'Forgot Password?' option on the CATCHer login screen.

For further assistance, feel free to contact the Teaching Operations Team (THR):

교수운영팀(THR): teaching@carrotglobal.com

Can I stay logged into the CATCHer app after logging in once?

Yes, if you check the 'Remember me' box on the login screen, your login session will remain active even if the app is closed.

Where can I get help if I encounter difficulties using CATCHer?

Select the menu (≡) in the upper-right corner of the app screen, then use the Inquiry feature to submit your question.

How can I communicate with the Class Manager?

Once you receive your class agreement, you can find the name and contact details of your assigned Class Manager within the document.

Can I set my availability in one-hour increments on CATCHer?

Currently, CATCHer allows users to set their availability in broader time blocks. This approach was designed to ensure that more class opportunities can be filtered and displayed. We kindly ask for your understanding regarding this limitation.

Is there a way to view job postings based on specific criteria (language, day, time, etc.)?

Yes, you can filter job postings by selecting the menu (≡) in the upper-right corner of the CATCHer home screen. Then, go to Job Positions -> Filter to view postings that match your desired criteria.

03. Classes

What should I write in the comments section when applying for a class?

When applying for a class, you can highlight your newly upgraded skills or emphasize relevant experience suitable for the specific schedule. This can help you receive more diverse class recommendations.

How can I check the progress of my class application?

After applying for a class, you can check the progress of your application in the 'My Application' menu on the home screen of the instructor app (CATCHer). Please refer to the definitions of class types below:

- Offline: In-person class
- Untact: Online (Remote) class

04. Other

What are the payment regulations?

The payment for your work will be calculated based on the work performed from the 1st of the month to the end of the month. After withholding the business income tax (3.3%), the payment will be made to your designated account on the 15th of the following month.

How can I obtain various documents?

You can request documents such as the Certificate of Dismissal, Certificate of Employment, Career Certificate, Withholding Tax Receipt, and Income Payment Statement through the following steps:

- Instructor app (CATCHer) home screen → Top right menu → Inquiry → Category 1 → Certification issue

What should I do if I lose my AnyCheck card for NFC attendance?

If you lose your card, inform your Class Manager immediately. Please note that a deposit of 5,000 KRW will be deducted from your paycheck in case of loss.