



PROCUREMENT PACK

Accessibility Statement

What we have done to make Acarise usable by every pupil, what we know is not right yet, and how to tell us when you hit something.

VERSION	EFFECTIVE FROM
1.0	23 September 2026
APPLIES TO	OWNER
The Acarise web application	Acarise Ltd
NEXT REVIEW	CLASSIFICATION
23 September 2027	Public

Acarise Ltd · Company No. 16831261 · 283 Uxbridge Road, London W12 9DT · contact@acarise.com

1. Where we stand

OUR CONFORMANCE CLAIM

Acarise is **partially conformant** with WCAG 2.2 level AA. “Partially conformant” means some parts do not fully conform. **We have not commissioned a formal accessibility audit and have not tested with assistive technology users.** Until we have, we will not claim more than this.

We would rather a SENCO knew that than read a confident claim that turns out to be untested. If accessibility is a deciding factor in your procurement, talk to us before you commit — and tell us what your pupils need.

2. What we have done

These are specific, shipped, and checkable — not intentions.

2.1 Reading the conversation

The conversation is the whole product for a student, so it got the most attention.

- **Atkinson Hyperlegible** is used for chat messages. It was designed by the Braille Institute specifically to make letterforms easier to tell apart for readers with low vision.
- **Line length is capped at around 70 characters**, which is where lines stop being hard to track back from.
- **Letter spacing is loosened** in chat text, which helps readers with dyslexia.

2.2 Motion

Acarise honours the operating system's *reduce motion* setting. A pupil who has turned it on — for vestibular disorders, migraine, or simply preference — will not see the animations, including the loading animation and sidebar transitions.

2.3 Structure and screen readers

- ARIA roles and labels are applied across the interface.
- Pages carry a proper top-level heading, so screen reader users can orient themselves.
- Form errors are announced, not only shown in colour — including on sign-up, where they previously were not.
- Interactive elements have visible focus styles for keyboard users.

2.4 Colour and contrast

The interface is built on a defined colour system with contrast pairings rather than ad-hoc colours, and status is never carried by colour alone — an objective that is met says “Met”, it is not merely green.

3. Known problems

Problem	Who it affects	What to do meanwhile
The objectives panel is desktop-only	Any pupil on a phone. They can do the activity but cannot see what they are working towards or how far along they are.	Use a tablet or laptop where you can, or tell pupils what the objectives are.
No formal WCAG audit	Everyone — it means there may be barriers we do not know about.	Tell us what you hit and we will prioritise it.
No assistive technology testing	Screen reader, switch and voice control users. The markup is built to support them but has not been tested with them.	Contact us before deploying to a pupil who relies on these.
Written assessment favours written fluency	Pupils with SEND, with EAL, or who find writing difficult. The progress analyser reads what a pupil writes, so a pupil who understands but writes briefly may not be marked as having met an objective.	Read the conversation rather than the percentage. The evidence is always one click away, and your judgement overrides the platform's.
Quiz questions cannot be edited	Pupils who need simplified or rephrased wording.	Set the objective to Written mode instead, which has no quiz.

THE MOST USEFUL SETTING FOR INCLUSION

The **Grade** you choose when building an activity sets the vocabulary in both the teaching and the quiz questions. Choosing a grade below the year group is a legitimate way to make an activity more accessible without changing what it covers.

4. What this statement does not cover

- The public website at acarise.com, which is separate from the application.
- Content generated by the AI, which varies with every conversation. We shape its reading level through the grade setting, but we cannot guarantee the readability of any individual sentence.
- PDF documents such as this one.

5. Telling us about a problem

Write to contact@acarise.com, or use **Report improvement** in the left menu. Tell us what you were trying to do, what happened, and what you were using — the device, the browser, and any assistive technology.

We aim to respond within 14 working days. Accessibility problems reported by a school are treated as defects, not as feature requests.

6. What we are doing next

- 1 Commission a WCAG 2.2 AA audit.**
Until this happens the conformance claim above cannot improve.
- 2 Make the objectives panel work on small screens.**
The most concrete known barrier.
- 3 Test with assistive technology users**
, ideally with a partner school.

We will update this statement when each is done, and we will not remove anything from the known problems list until it is actually fixed.

VERSION HISTORY

Version	Date	Change
1.0	23 September 2026	First issue.

OWNER

Acarise Ltd

CONTACT

contact@acarise.com

NEXT REVIEW

23 September 2027

Acarise Ltd · 283 Uxbridge Road, London W12 9DT · Company No. 16831261, registered in England and Wales · contact@acarise.com