



POLICY

Safeguarding Policy

What Acarise does, and does not do, to keep children safe on the platform — and what that means for the school’s designated safeguarding lead.

VERSION	EFFECTIVE FROM
2.0	23 September 2026
APPLIES TO	OWNER
Everyone who uses Acarise	Acarise Ltd
NEXT REVIEW	CLASSIFICATION
23 September 2027	Public

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1. What this policy is, and what it is not

Acarise Ltd is a software supplier. We are not a school, a college or a tuition provider, we employ no tutors, and we have no direct relationship with any child who uses our product.

That shapes everything below. The statutory safeguarding duty for a pupil sits with their school and with that school's designated safeguarding lead. Nothing in this policy moves that duty to us, and nothing in it should be read as Acarise supervising children.

What this policy does do:

- State precisely what our platform does and does not do when a child writes something concerning, so that a DSL can plan around it.
- Set out the controls the platform enforces by design.
- Give a route for reporting a concern to us, and say what we will do.
- Say what commitments we make as a company.

BEFORE YOU DEPLOY ACARISE

Your designated safeguarding lead should read section 3. It describes a real limitation in the product, and a school needs to decide how it will cover that limitation before pupils start using it.

1.1 Who this applies to

- Acarise Ltd, its directors, staff and contractors.
- Schools, trusts and educators who deploy Acarise to learners under 18.
- Everyone who uses the platform.

2. What Acarise actually is

A teacher writes a learning objective. Acarise builds an activity from it. A student works through that activity in a written conversation with an AI tutor, which the product calls simply Acarise, and the teacher watches their progress.

WHAT THE PLATFORM HAS — AND HAS NOT

Does the platform have...	
A written conversation between a student and an AI	Yes
Human tutors	No
Video or voice calls	No
Recorded lessons or session recordings	No
Student-to-student messaging, or forums	No
Student file uploads	No
Any way for a student to contact anyone outside their school	No

Most of the risks a safeguarding policy for an online tuition service would need to cover — grooming by a tutor, contact moving off-platform, peer abuse through messaging, harmful uploads — do not arise on Acarise, because the features that create them do not exist.

One risk does arise, and it is the subject of the next section: a child alone with an AI, writing freely.

3. What the platform does, and does not do

3.1 the tutor does not detect disclosures

STATE OF THE PRODUCT TODAY

Acarise does not scan student messages for signs of harm, and raises no alert when a student writes something concerning. If a child tells the tutor they are being hurt, that message is stored in the conversation like any other. No notification is sent. No one is told. Nothing happens automatically.

We are building a feature that will flag concerning exchanges to the teacher who set the activity. It is not available yet. We will update this policy, and tell customers, when it is. **Until this policy says otherwise, do not plan on the basis that it exists.**

The tutor is an AI language model working to a teaching brief. It is not trained, supervised or monitored the way a person would be. It will not recognise a disclosure as a disclosure, will not escalate it, and may respond to it as though it were part of the lesson.

3.2 What teachers can see

The control that does exist today is **complete teacher visibility**, and it is the one a school should build its practice around.

- Every message a student sends to the tutor, and every reply, is stored and readable by the teacher who assigned the activity.
- The teacher opens the activity, chooses the student, and reads the whole conversation under **Chat History**. It is searchable.
- **Export** downloads the conversation as a text file, which is what a DSL would attach to a safeguarding record.
- Conversations appear as they happen. A teacher watching the activity sees progress update live.

Nothing a student writes to the tutor is private from their teacher. Students should be told this, in the same way they would be told that school email is monitored.

WHAT WE SUGGEST SCHOOLS DO

Treat an Acarise activity like a piece of written work that a member of staff reads. Decide who reviews conversations and how often, tell pupils their conversations are visible to their teacher, and make sure pupils know the school's own route for telling someone if they are worried — because Acarise is not that route.

4. What the platform prevents by design

These are enforced by the software, not by policy alone.

- **A student can only ever talk to the tutor.** There is no student-to-student messaging, no group chat and no forum.
- **No one outside the school can reach a student.** Students join a group through an invite link their teacher generates, which the teacher can revoke and which expires on its own.
- **Roles are set on the server** and cannot be changed from a browser. A student account cannot become a teacher account.
- **Teacher screens and APIs are closed to students**, and an action on a student — such as resetting their password — is only permitted for a teacher whose group that student is in.
- **Educator accounts are approved by hand.** Signing up does not grant teacher access; an Acarise administrator has to approve the account first.
- **Students do not upload files.** Only the teacher building an activity can attach one, and it is visible only to them.
- **The tutor works to a brief set per activity** by the teacher, including behavioural rules that constrain how it responds.

Every conversation carries the line: “AI-generated responses may contain inaccuracies. Always verify with trusted sources.”

5. If a student discloses harm

Acarise will not tell you this has happened. A teacher will find it by reading, or a child will tell someone directly. When it does happen, the school's own safeguarding procedure applies — not ours.

1 Follow your school's procedure, immediately.

Report to your DSL as your school requires. Do not wait, and do not contact Acarise first — we are not a safeguarding agency and we cannot act on a child's behalf.

2 If a child is in immediate danger, call 999.**3 Preserve the evidence.**

Open the student's **Chat History** and press **Export**. That gives you a text file of the whole conversation to attach to your safeguarding record. Do this before anything else is changed.

4 Do not investigate through the platform.

Do not use the tutor to ask the child follow-up questions. Your DSL decides what happens next.

5 Tell us, if it involves the product.

If the platform contributed to the harm, or if the tutor responded to a disclosure in a way that caused concern, send it to contact@acarise.com. See section 6.

6. Raising a concern with Acarise

Write to contact@acarise.com. We aim to acknowledge within one working day.

Tell us about anything of this kind:

- the tutor responded to a child in a way that was harmful or inappropriate.
- A child was exposed to content through the platform that they should not have been.
- A defect in the platform created a safeguarding risk.
- An Acarise account appears to be misused.

What we will do:

- Acknowledge it, and tell you who is handling it.
 - Investigate what the platform did, including the record of what the AI was asked and what it returned.
 - Suspend an account where there is a risk to a child, and tell the school.
 - Fix the defect, and tell you when it is fixed.
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- Cooperate fully with a school, a local authority or the police where a statutory process is under way, and provide records when lawfully required.

WHAT WE WILL NOT DO

We will not make a referral to children's services on a school's behalf, contact a child or their family, or take over a school's safeguarding process. We are a supplier, and those are the school's decisions to make.

7. The legal framework

Our customers are schools, and the framework they work under shapes what we build. The statutory duties in it apply to them, not to us, but we design so that a school can meet them.

Keeping Children Safe in Education

Statutory guidance for schools and colleges in England, reissued each September. It is the school's framework; we refer to the edition in force rather than a fixed year, so that this policy does not go stale.

Children Act 1989 and 2004

The paramountcy of the child's welfare, and the duty to cooperate.

Working Together to Safeguard Children

Multi-agency safeguarding guidance.

Online Safety Act 2023

Duties on online services to protect children from harm. We keep our obligations under it under review as the regime is brought into force.

UK GDPR and Data Protection Act 2018

How children's data is handled. Our Privacy Policy covers this, and explains that a school is the controller for its pupils' data.

Equality Act 2010

Protection from discrimination.

8. Our people

Acarise is a small company. We would rather describe our arrangements accurately than imply we have a structure we do not.

Designated Safeguarding Lead

Acarise has not appointed a DSL. We are a supplier, not an education provider, and no member of Acarise staff supervises children or holds a pastoral role. The DSL who matters for a pupil is the one at their school.

Who handles a concern

Safeguarding correspondence sent to contact@acarise.com is handled by a director of Acarise Ltd.

DBS checks

No member of Acarise staff has unsupervised contact with children, so no role currently meets the threshold for a regulated-activity DBS check. If that changes — for example if we introduce any human-delivered tuition — we will put checks in place first and say so here.

Access to student conversations

Acarise staff can access stored data where it is necessary to operate or support the platform, or to investigate a fault or a reported concern. It is not browsed routinely.

9. Records

- Concerns reported to us are recorded in writing, held securely, and kept separately from ordinary support correspondence.
- Conversations between a student and the tutor are retained as the Privacy Policy sets out. A school may export a conversation at any time, and should keep its own copy on its own safeguarding record — do not rely on Acarise as your record store.
- Where a record relates to a statutory process we retain it for as long as that process requires.
- Confidentiality is never a barrier to sharing information where a child is at risk of significant harm.

10. Review

We review this policy at least annually, and immediately whenever the product changes in a way that affects it — in particular when the flagging feature described in section 3 becomes available.

VERSION HISTORY

Version	Date	Change
2.0	23 September 2026	Rewritten from scratch. v1.0 described live tutoring, recorded sessions, employed tutors, content moderation and age verification, none of which exist, and did not mention the AI tutor. This version states what the platform actually does, including that it raises no alert on a disclosure.
1.0	January 2025	First issue. Withdrawn.

OWNER

Acarise Ltd

CONTACT

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NEXT REVIEW

23 September 2027

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