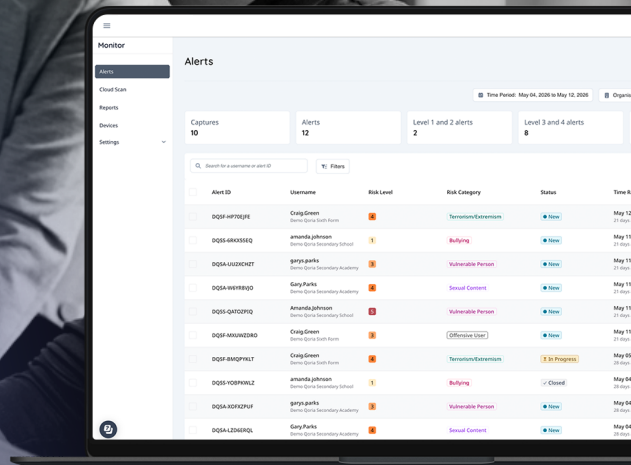


The People Behind Your Alerts

How our human moderation team is selected, trained and supported.



Some of the most serious alerts your school receives have been reviewed by a trained member of our Moderation Team before they reach you.

These moderators assess the content, determine how it should be categorised, evaluate its level of risk, and decide whether it requires immediate escalation to your school.

It's reasonable for school leaders and boards to ask who these people are and how these important decisions are made.

While [Your Guide to Monitor](#) explains how the platform works and how to configure it to best meet your school's safeguarding needs, this guide provides greater insight into the people behind the Moderation Team, their expertise, their role in the alerting process, and the principles that guide their decisions.

In summary

Every moderator is vetted with an enhanced police criminal background check before joining, to the standard used for staff working directly with children.

Training runs for a minimum of six months. Nobody moderates independently or speaks to your school by phone until that is completed and signed off.

Every moderator's decisions are quality-checked weekly against a set framework, with coaching attached.

Moderation is human-led and runs on rotating shifts across the full 24 hours.

We identify indicators that a student may be at risk. Your school determines the level of concern and the appropriate response.

Who moderates your alerts

Our moderators are recruited for attitude and aptitude. Many join from education or healthcare backgrounds, or from contact centre roles where they have handled sensitive information and delicate cases such as debt and foreclosure. The aptitude that matters is the ability to look at distressing, complex material and categorise it consistently, so that your school staff can act quickly and understand what they are acting on.

Every moderator completes reference checks and an enhanced police criminal background check before they join the business. This is the same standard of check used for staff who work directly with children and vulnerable adults, such as teachers, nurses and social workers.



At least six months before working independently

A background check is a threshold, not a substitute for training. The pathway spans a minimum of six months: four weeks of one-to-one training with our Education Monitoring Training Manager, then five months of supervised moderation with regular coaching.

The first four weeks cover the safeguarding categories set out in your Guide to Monitor, how to assess risk levels, and how to write clear observations, with dedicated priority training on the most serious categories. That practice happens in a sandbox environment using historical or constructed data.

Moderators are not authorised to work on live data until this initial phase is complete and the Training Manager has cleared them.

They begin on lower-priority queues and advance as competency is proven.

They work alongside a team leader or senior moderator, sharing their screen.

Every alert they handle is double-checked before it reaches a school, until the Training Manager signs off on their independent capability.

They receive no phone training and handle no live calls until they have passed their six-month probation. Until then, senior moderators and team leaders are responsible for these escalations.

How consistency is maintained

Consistency comes from process, not from individual judgement alone. Every moderator's work is reviewed weekly against a quality framework covering categorisation, risk level and their written commentary, and anything a review surfaces is paired with one-to-one coaching. During quieter periods, our Training Manager runs refresher modules and team consistency workshops so decision-making stays uniform across the whole team

Moderators also remain on a continuous video call throughout their shift, which gives them immediate access to guidance and lets them escalate to a senior colleague quickly. When we identify a new or changing online risk, we issue a training update brief to our moderators.

Round-the-clock human moderation

Moderation runs on rotating shifts across 24 hours and does not stop overnight. There is always either a senior moderator on shift or a manager on call. Your Guide to Monitor sets out how our contact process works; the point worth noting is that the moderator will work their way through your school's call list. We attempt every number we hold for your school twice and leave a voicemail wherever we can.

Why the team is based in the UK

Monitor began life as Smoothwall, and Linewize acquired that business in 2022. The moderation team came with the service and remains where it was built, alongside the people who developed the safeguarding standards it works to. The moderation team therefore is based in the UK because it sits alongside our Product and Engineering teams, ensuring fast and effective support, and moderator involvement in the Monitor roadmap.

The enhanced check described above is also a UK statutory scheme designed specifically for people working with children and vulnerable adults, so every moderator is vetted to a single consistent standard. And it gives us access to a deep pool of safeguarding expertise: our moderators join from UK classrooms, social care, mental health services and child protection roles. Because shifts run across the full 24 hours, a UK base does not mean a UK-hours service.

Supporting our moderators, and protecting your staff

Every moderator, and their leadership team, has unlimited access to counselling. At any point, a moderator can pass an alert to a senior colleague rather than push through something they are not in a position to handle, and they can take time away after a distressing event.

Return to work is graduated: moderators returning from maternity leave are retrained, given more regular support, and do not return to full queue moderation until twelve months after their leave began.

Moderators are trained to identify and report indecent illegal imagery and violent content, to delete alerts from the portal, and to transcribe incidents accurately in writing. Your safeguarding team receives what it needs to act and is protected from exposure to the material itself.

Where our role ends and yours begins

The decisions in this process are made by real people. A moderator applies the safeguarding category, assesses the risk level, writes the observation and decides whether it needs escalating. Technology surfaces material for review; moderators judge it.

We identify a student we suspect may be at risk and give you a clear report so you can quickly understand the nature and severity. Whether that student is actually at risk, and what should happen next, is a judgement only your school can make with the context you hold. Monitor supports your safeguarding decisions; it does not replace them.



Have a question? Just ask.

We are happy to talk about any of this in more detail, including how our escalation process would sit alongside your own safeguarding processes.

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