



International Association
of Language Centres

IALC CODE OF ETHICS

1. Each member shall be legally constituted and authorised to operate in and according to the prevailing laws and regulations of the country in which it is situated.
2. Each member shall maintain high standards of facilities and teaching to employ only qualified, experienced staff who are committed to increasing the language skills of their students in a responsible and efficient manner.
3. Each member shall create and maintain a learning environment of high quality in which students can make optimum progress towards their individual learning goals.
4. Any prospectus or other promotional literature of a member shall give a fair and accurate representation of the member and clearly state its terms of enrolment, fee payment and cancellation.
5. Each member shall make every endeavour to provide carefully selected accommodations in homestay or in halls of residence or in hotels, as requested, for students requiring such facilities.
6. Each member shall have an appropriately qualified and experienced person in its staff responsible for its students' welfare.
7. Each member shall provide a programme of social and cultural events to ensure that students experience and enjoy the culture of the country they are visiting.
8. Each member shall provide courses within a clearly understood and communicated curriculum framework.
9. Each member shall provide a welcoming atmosphere and properly counsel all students to ensure that they enrol for the course that best suits their requirements..
10. Each member shall assess all students on arrival to ensure that they are placed in the appropriate class level.
11. Each member shall guarantee the integrity of any examination taken or certificates awarded.
12. Each member shall have a management and administration system which efficiently meets the needs of its clients.
13. Each member shall distribute to all clients written procedures for the resolution of complaints. Each member shall have a clear procedure for receiving and acting on client feedback.
14. Each member shall conform rigorously to the rules and regulations laid down by law in the country in which the member is situated.
15. Each member shall abide by this constitution and the by-laws of IALC.

Learn a language where it is spoken

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