



Code of Ethics

All Members of Languages Canada/Langues Canada will, as a condition of membership, continuously adhere to the following Code of Ethics:

General Rules and Laws

- Ensure that all applicable laws and regulations are followed at all times
- Ensure that adequate insurance is carried for the school, its employees and students
- Adhere to Languages Canada's Conditions of Membership

Accreditation

- Always adhere to, maintain, and defer to the Standards of Accreditation when operating a program
- Ensure that all staff, students and agents are knowledgeable about Languages Canada's Accreditation Standards

Diversity

- Recognize, respect and promote the diversity of culture and ethnicity inherent to a program's employees, students, and peers

The Association

- Advance and promote the virtues and integrity of Languages Canada and its member programs
- Actively participate within Languages Canada when required
- Avoid burdening Languages Canada with self-serving actions

Representations and Trading Practice

- Always provide accurate information about programs, services, and academic expectations
- Ensure that all marketing materials and websites contain accurate disclosure and strictly avoid publication or posting of claims that cannot be substantiated.
- Make all fees, terms and conditions, including the refund policy, available in advance of a student registering
- Strictly abide by Canada's immigration laws, and cease to deal with students or agents who are believed not to be following immigration laws
- Ensure that all agents and agent materials fully and accurately represent your programs, services, terms and conditions
- Work only with legitimate, qualified, and reputable agencies
- Honour, without restriction, all of the representations and agreements made by the program to students or agents
- Not make false or misleading statements about other programs, students or agents
- Always deal fairly and ethically with students, other programs and agents

Criticisms and Disputes

- Deal with all requests, criticisms and complaints in a balanced and timely fashion
- Ensure that Languages Canada's Dispute Resolution Policy is understood by students and agents as a final means to solve irreconcilable disputes

School Closure

- Minimize the damage caused by the closure of a Languages Canada member program, by assisting affected students whenever possible, by offering alternative courses that are of an equal value, have similar content, and are in the same geographical area of Canada, to the affected student's original program

Enforcement

- Languages Canada has a Dispute Resolution Policy designed to judiciously evaluate and reconcile complaints related to a member program's possible violation of this Code of Ethics. Non-compliance with or disregard for these principles can result in punitive action as per Languages Canada's Dispute Resolution Policy. Penalties include, but are not limited to, expulsion from Languages Canada and the imposition of financial penalties for re-application.