



## Code of Conduct

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

- Ensure that all applicable laws and regulations for the jurisdiction in which the Program is located are followed at all times
- Ensure that all staff, students and agents are knowledgeable about Languages Canada's Accreditation Standards
- Recognize, respect and promote the diversity of culture and ethnicity inherent to a program's employees, students and peers
- 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 misleading or deceptive claims
- Make all fees, terms and conditions, including the refund policy, available in advance of a student registering
- Ensure that all agents and agent materials fully and accurately represent your programs, services, terms and conditions
- Work only with reputable agencies
- Honour, without restriction, all of the representations and agreements made by the program to students or agents
- Not knowingly make false or misleading statements about other programs, students or agents
- Deal with all requests, criticisms and complaints in an unbiased and timely fashion
- Ensure that Languages Canada's Dispute Resolution Policy or a public institution's internal dispute resolution policy is distributed to and understood by staff, students and agents as a means to address unresolved disputes

*In the event of a School Closure, Languages Canada members agree to:*

- Work with Languages Canada staff to minimize the consequences of such a closure on affected students
- Work with Languages Canada staff to offer replacement programs to affected students
- Provide alternative replacement programs to affected students that are equivalent to the program lost by the affected students, to the extent possible
- Not charge affected students for programs which are equivalent to those programs lost due to the school closure