



IOTEFL

Code of Ethics

Professional expectations for accredited members and certified educators

IOTEFL-DOC-006

Version 1.0 | August 2026

Official controlled document. The current published online version takes precedence over downloaded copies.

1. Integrity

- Provide truthful information and never misrepresent accreditation scope or status.
- Avoid falsified documents, misleading advertising and undisclosed conflicts.
- Use IOTEFL names, marks and certificates only as authorised.

2. Learner-centred practice

- Treat learners fairly and respectfully.
- Publish clear fees, terms, refunds and certification conditions.
- Protect personal information and maintain appropriate boundaries.
- Provide reasonable support and accessible complaints routes.

3. Professional competence

- Work within proven competence.
- Maintain current subject and teaching knowledge.
- Use fair assessment and accurate records.
- Engage in appropriate continuing professional development.

4. Cooperation with assurance

- Respond accurately to monitoring and verification.
- Notify material changes that may affect status.
- Preserve evidence and cooperate with complaints or investigations.

5. Breaches

Alleged breaches are assessed fairly and proportionately. Outcomes may include advice, corrective action, conditions, suspension, withdrawal or publication of status changes where justified.