



IOTEFL

Student Welfare & Protection Guide

Minimum expectations for safe, fair and responsible provision

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

1. Published information

- Accurate programme description, hours, entry requirements and outcomes.
- Transparent fees, payment terms and refund arrangements.
- Clear explanation of certificates and accreditation claims.

2. Safeguarding and conduct

- Appropriate safeguarding arrangements for children and vulnerable adults.
- Codes of conduct, reporting routes and suitable staff checks where legally required.
- Safe online and classroom environments.

3. Equality and accessibility

- Fair admissions and treatment.
- Reasonable consideration of accessibility needs.
- No unlawful discrimination, harassment or retaliation.

4. Privacy and records

- Collect only necessary data.
- Use secure storage and controlled access.
- Publish privacy information and retention arrangements.

5. Complaints and refunds

- Accessible complaint route with stated timescales.
- Fair investigation and written outcomes.
- Refund decisions consistent with published terms and applicable law.