

TESL Ontario Code of Conduct & Terms and Conditions for Accredited TESL Training Programs

TESL Ontario accredited training providers (hereafter referred to as “training providers”) shall continuously adhere to the following Code of Conduct & Terms and Conditions as a condition of retaining accreditation and eligibility for the annual renewal of accreditation.

Code of Conduct

1. Ensure that clear, accurate, and accessible information is provided to students and other stakeholders regarding:
 - a) TESL program details, services offered, and academic expectations
 - b) All applicable fees, terms and conditions, including the refund policy (made available in advance of registration)
 - c) The institution’s complaint, appeal, and refund policies and procedures
 - d) The institution’s dispute resolution policy and procedures
 - e) The current requirements for TESL Ontario OCELT certification application
2. Ensure the accuracy of all information provided to students/program applicants regarding TESL Ontario, practicum hosts, employers, and other stakeholders.
3. Ensure that all marketing materials and websites contain accurate disclosures and strictly avoid the publication or posting of misleading or deceptive claims.
4. Fulfill all representations and agreements made by the institution to students.
5. Ensure that students are provided with appropriate practicum placements, through the training provider’s in-house English language classes and/or agreements with external institutions, to enable timely completion of required practicum hours.
6. Ensure that students are mentored by qualified language instructors at recognized and established language schools/centres/programs throughout their practicum course.
7. Ensure that policies are in place to collect anonymous feedback from students and address students’ requests, criticisms, and complaints according to established procedures.
8. In the event of a program suspension, arrange for a replacement program (that is equivalent to the suspended program) at no additional charge to the affected students.

Terms and Conditions

1. Training providers are required to comply with the TESL Ontario standards, guidelines, Code of Conduct, and Terms and Conditions for maintaining TESL program accreditation. This includes compliance with all TESL Ontario standards introduced or amended through the regular five-year cyclical review, as well as any amendments, new standards, or temporary guidelines issued at any time between five-year cyclical reviews. Training providers must implement all necessary program modifications to ensure alignment with such updates no later than their next annual accreditation renewal date, unless otherwise specified by TESL Ontario. Continued accreditation is contingent upon demonstrated compliance with all current TESL Ontario standards and requirements.
2. TESL Ontario reserves the right to visit and evaluate the accredited TESL training programs (hereafter referred to as the TESL programs) to verify compliance with TESL Ontario standards or assess their quality and provide recommendations for improvement.
3. TESL Ontario accreditation is specific to the TESL program that is granted accreditation and cannot be transferred or extended to other existing or new TESL programs offered by the same or another training provider. Therefore, training providers are not allowed to promote other existing or new TESL programs as being accredited by TESL Ontario or leading to TESL Ontario certification, even if those programs share similarities or have overlapping content with the accredited TESL program.
4. Training providers must report any changes to their TESL program (including but not limited to changes in staff, curriculum, training modality, program hours, address/location, and practicum hosts) to TESL Ontario for review and approval at least 30 days before implementation.
5. A change in ownership of the home institution voids its TESL program accreditation. For the purposes of TESL Ontario program accreditation, a change in ownership is defined as a transfer of a controlling interest in the institution to another individual, group, or legal entity, whether through sale, merger, acquisition, or any other means resulting in a new party having legal authority over the institution's operations, finances, or governance. As outlined in Item 3, TESL Ontario program accreditation is not transferable. TESL Ontario program accreditation is granted to a specific institution based on its particular structure, resources, and commitment to maintaining TESL Ontario's standards and fulfilling all representations and agreements made by the institution to students. A change in ownership can lead to significant alterations in these fundamental aspects, potentially jeopardizing the integrity and quality of the training and services to students. To obtain TESL program accreditation, the new owner must submit a new application package.

It is the responsibility of the new owner to ensure that students currently enrolled in the TESL program are able to complete their training and graduate from the program in a timely manner.

6. Should a training provider cease operations, discontinue its TESL program or suspend it indefinitely, its TESL program accreditation is rendered void.
7. In the event of a temporary program pause or suspension due to low registration, shortage of TESL Ontario certified faculty, program review and upgrade, or unexpected circumstances such as a pandemic, the TESL program accreditation will remain valid and may be renewed once during the pause or suspension period, provided that
 - a) TESL Ontario is notified of the pause or suspension at least 30 days in advance;
 - b) All changes (if any) to the program are reported to TESL Ontario for review and approval at least 30 days before implementation; and
 - c) The program resumes by the next renewal deadline or within a maximum of 12 months from the date the unexpected situation is officially declared over by a recognized public health authority or relevant government body, whichever is later. Should the training provider remain unable to resume its TESL program within these timelines, its TESL program accreditation is rendered void.
8. Training providers may use the TESL Ontario logo and statement of program accreditation (see below) on their promotional materials and websites. Also, they may use the TESL Ontario statement of program accreditation (but not the TESL Ontario logo) on their graduate certificate(s). The TESL Ontario Statement of Program Accreditation is as follows:

"This training program is accredited by TESL Ontario."
9. Training providers are required to submit an annual report and pay the annual renewal fee on or before the specified due date.

I hereby acknowledge that I have read and understood the TESL Ontario Code of Conduct and Terms and Conditions for TESL program accreditation, as outlined in this document, and have had the opportunity to ask questions for clarification, which were addressed to my satisfaction.

Name:

Title/Position:

Institution Name:

Signature:

Date: