

EAQUALS CODE OF CONDUCT

Eaquals (Evaluation and Accreditation of Quality Language Services) is a UK-registered charity. The mission of Eaquals is to foster excellence in language education across the world by providing guidance and support to teaching institutions and individuals. The principles outlined in this Code of Conduct reflect the mission and charitable objectives of the association.

The Eaquals Code of Conduct is to clarify the standards of behaviour expected from all staff and volunteers within the association. It also provides a structure to help avoid problems and misunderstandings and deal with this appropriately when they arise. The Code of Conduct is applicable to all members, irrespective of membership type, the role they fulfil, or where they live or work.

CODE OF CONDUCT FOR ALL EAQUALS MEMBERS

All Eaquals members are expected to act in accordance with the principles outlined in this document. The code is based on key principles outlined below:

1) Accountability: Members of Eaquals must abide by the Articles of Association, the Code of Conduct and Eaquals Member Rules in addition to any regulations that Eaquals must follow as a registered UK company and charity.

2) Privacy: All Eaquals members should respect individual and collective rights to privacy. Members should respect proprietary information, confidentiality agreements, brands, trademarks and fair use. Please refer to [Eaquals Privacy Policy](#).

3) Respect: Eaquals is an international association with members spread across more than 41 countries. Members should listen to others, contribute positively and challenge sensitively, showing consideration for local cultures and customs. Eaquals promotes equal opportunities and will not tolerate discrimination. Eaquals will not accept any form of bullying, harassment or discrimination.

Eaquals aims to promote a professional environment where members treat each other with courtesy and dignity. Members should communicate effectively, avoiding language or behaviour which may come across as offensive, inappropriate or insensitive. Members are expected to be polite and collegial.

Eaquals operates a zero-tolerance policy regarding abusive behaviour and personal allegations directed at staff or volunteers. Members must communicate respectfully at all times. Any abusive, harassing, threatening, or personally accusatory communication toward staff or volunteers will result in the immediate suspension of the member concerned, pending further action by the Association.

4) Collaboration: Eaquals encourages member collaboration to aid the transfer and sharing of knowledge, help disseminate learning and promote good practice. Members should avoid spamming members with promotional material, special offers, product announcements, or solicitation for services.

CODE OF CONDUCT FOR EAQUALS INSPECTORS DURING THE INSPECTION PROCESS

- 1) Represent Eaquals and ensure that statements made during inspections reflect the ethos and principles of Eaquals.
- 2) Respect the principle of confidentiality of all information relating to an inspection, including any appeal process:
It is imperative for the integrity of Eaquals that all written and orally communicated information about the institution undergoing inspection – including requirements and recommendations and/or the outcome of the inspection - is kept confidential and only discussed between the inspectors concerned and the Accreditation Panel. Any documents relating to the inspection should be returned to the inspected institution or destroyed by the inspectors after the inspection process has been closed.
- 3) Respect the rules of discretion and decline any hospitality offered by the LEC before, during or after an inspection.
- 4) Plan an inspection and carry it out in accordance with inspection guidelines and procedures as laid down in the Eaquals Inspection Scheme Manual and the Handbook for Eaquals Inspectors.
- 5) Apply Eaquals criteria and standards consistently from inspection to inspection.
- 6) Refrain from expressing any personal opinion during the inspection and initiating discussions which go beyond the scope of the inspection.
- 7) Respect the deadlines specified in the agreement and other documents.
- 8) Arrange no training or consultancy projects, including advisory visits, with an existing or potential Eaquals accredited institution, except through the Director of Accreditation and/or Executive Director.
- 9) Carry out any such training and consultancy under the auspices of Eaquals ensuring that all arrangements are made through the Eaquals Secretariat, and that any report on or follow-up is also channelled via the Eaquals Secretariat.

In the event of a complaint Eaquals Internal Complaints Procedure will apply.

Eaquals reserves the right to amend and update this policy.

Policy reviewed 24.07.2026