

# International TEFL Accreditation Council

Brochure



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# ACCREDITATION FOR TEFL/TESOL COURSE PROVIDERS

The International TEFL Accreditation Council (ITEFLAC) is an independent body specialising in the accreditation of TEFL/TESOL course providers and institutions. If you are a TEFL/TESOL course provider, you can take advantage of ITEFLAC's international accreditation for TEFL/TESOL providers. Getting ITEFLAC accreditation is proof of your institution's commitment to providing a quality education which is recognized all over the world.

ITEFLAC grants international accreditation through a unique process that evaluates a course provider on the best educational global practices. ITEFLAC's accreditation process is very simple and you can get the accreditation within 30 days. All you have to do is fill out an application form and submit validation documents for evaluation. Securing ITEFLAC's full accreditation will help your institution stand out among other institutions, raising its popularity and profile internationally. We don't just grant accreditation; we will also be giving you useful advice on how you can improve your educational standards through our continuous improvement process.

No one can deny the importance of accreditation in today's world where many unrecognized and mediocre institutions have sprung up, providing a subpar education to unsuspecting students around the globe. Both employers and students prefer accredited organizations as they have international recognition and also offer an education which is on par with global standards. They also provide students an enabling, interactive environment and other ample facilities which enhance their learning experience and intellectual capacity.

In keeping with its mission of improving and enhancing educational standards, the ITEFLAC grants international accreditation to TEFL/TESOL course providers committed to providing students with a world-class education. The accrediting agency not only accredits an institution following a thorough assessment of the latter's unique system, but also ensures that the accredited institute undergoes a continuous improvement process to develop modern curricula, tailored to the students' specific requirements. Upon receiving accreditation from ITEFLAC, your institution will enjoy a number of immediate benefits (see the 'Benefits' section on this brochure).







# About TEFLAC

## ITEFLAC's Mission

### 'PURSUIT OF QUALITY'

"The mission of ITEFLAC is to establish, preserve and promote the finest quality standards worldwide by acting as a catalyst for information, training and networking to TEFL/TESOL educational institutions and providers."

## ITEFLAC Accreditation

Get your institute or corporation accredited from ITEFLAC and join the league of world's leading TEFL/TESOL education providers.

ITEFLAC is an international quality assurance agency, working to improve quality assurance standards of TEFL/TESOL organizations all over the world. With its global network of experts, ITEFLAC grants accreditation to TEFL/TESOL course providers.

Regional accreditation bodies have dutifully evaluated education providers on a regional scale and granted them Primary Accreditation. However, the rapid growth of globalization calls for a global entity which can evaluate them against internationally proven standards of education and grant them internationally recognized accreditation. ITEFLAC provides international accreditation to the TEFL/TESOL course providers to serve as secondary accreditation, enhance the entity's regional accreditation and assures stakeholders that the educational program, policies and procedures of the institute are up to the international standards of quality. ITEFLAC's International Accreditation represents an education provider's commitment to delivering quality which is on a par with the global standards. It assures the stakeholders that their TEFL/TESOL qualifications will have increased acceptability around the world, should they decide to work abroad. The International Accreditation that a TEFL/TESOL course provider is awarded by ITEFLAC gives a competitive edge over all regional and international TEFL/TESOL course providers and institutions.

ITEFLAC's international accreditation for TEFL/TESOL course providers ensures that the organizations are operating according to the international principles and standards of quality. It assures the business community's

confidence and trust in your business structure, management & performance. It also provides international recognition of your business and quality practices all over the world.

The accreditation process is specially designed to promote good practices, international trends of accreditation and certification with analysis and recommendations for the applicants to strengthen the quality of their service in all fields across the world. Being awarded an ITEFLAC accreditation holds to its prestige and reputation and the individuals become more desirable partners at global employers, thus getting an opportunity to expand their careers.

ITEFLAC grants international accreditation through a unique process that is developed by organizing the best global organizational practices in one place in collaboration with regional accreditation bodies. ITEFLAC's accreditation process works as a general basis of evaluation for any TEFL/TESOL organization and provides them with an international accreditation which supplements their regional accreditation. The accreditation process is a dynamic and evolving system that is continually updated in order to cater to new developments in the academic, business and professional quarters.





# BENEFITS OF ITEFLAC ACCREDITATION



## ITEFLAC's Full Accreditation Certificate & Seal

Upon receiving Full Accreditation, the Institute will get a Full Accreditation Certificate & Seal that your Institute can use to promote on several mediums including your website, official documents and marketing collaterals.

### Continuous Improvement of your Educational Standards

ITEFLAC will send its recommendation reports at regular intervals to enhance your Institute's educational practices and standards.

### Verification of your Institution's Accreditation Status

ITEFLAC will verify your institution's accreditation status, good standing and adherence to global standards of excellence. ITEFLAC will answer all third party queries regarding your institution's accreditation status.

### International Accreditation and Recognition

ITEFLAC's accreditation enhances your institution's profile on an international level, ensuring that the

educational programs your institution offers are globally recognized and accepted. Upon receiving ITEFLAC's accreditation, your institution will be able to enjoy record student enrolments, and the qualifications you offer will be accepted by leading national and multinational organizations the world over.

### International Benchmark in Education Standards

As a fully accredited Institute, you will be awarded with ITEFLAC accreditation which will ensure that your educational programs are on a par with the global standards. ITEFLAC accreditation is a testament of the quality education you deliver and will enable you to enjoy a competitive edge over all regional and international Institutes.







# ITEFLAC'S CODE OF PROFESSIONAL PRACTICE

This Code of Professional Practice promotes professional behaviour for all accredited members of the International TEFL Accreditation Council (ITEFLAC). Central to the Code of Professional Practice are respect for the individuality of the learner, and recognition of the collaborative nature of the profession of learning and teaching.

Accredited members of the International TEFL Accreditation Council agree to abide by the ITEFLAC's Code of Professional Practice by which they will:

- Conduct themselves at all times with integrity in the discharge of their duties according to law and this clause overrides all others, so that where there is conflict, this clause shall prevail;
- Maintain high standards of personal behaviour at all times and to do nothing to bring themselves, the International TEFL Accreditation Council or the profession into disrepute;
- Take personal responsibility for the establishment and maintenance of good relations with other professional, public and private bodies;
- Maintain the integrity of the profession in public and in the media;
- Take no improper action which might injure or malign the reputation of other professionals;
- Respect the rights of the individual;
- Respect the wishes and aspirations of students;
- Maintain strict confidentiality of personal information;
- Ensure, as far as is possible, that individual students achieve their full educational potential;
- Exercise professional judgement in furthering the resolution of educational problems;
- Refrain from any acts that may cause students harm;
- Take no advantage of a position of authority with a student for personal, political or other purposes;
- Further the development of professional skills, knowledge and attitudes in themselves and colleagues; and
- Ensure positive collaboration with those in educational and other institutions, authorities, examination boards and other specialist bodies.





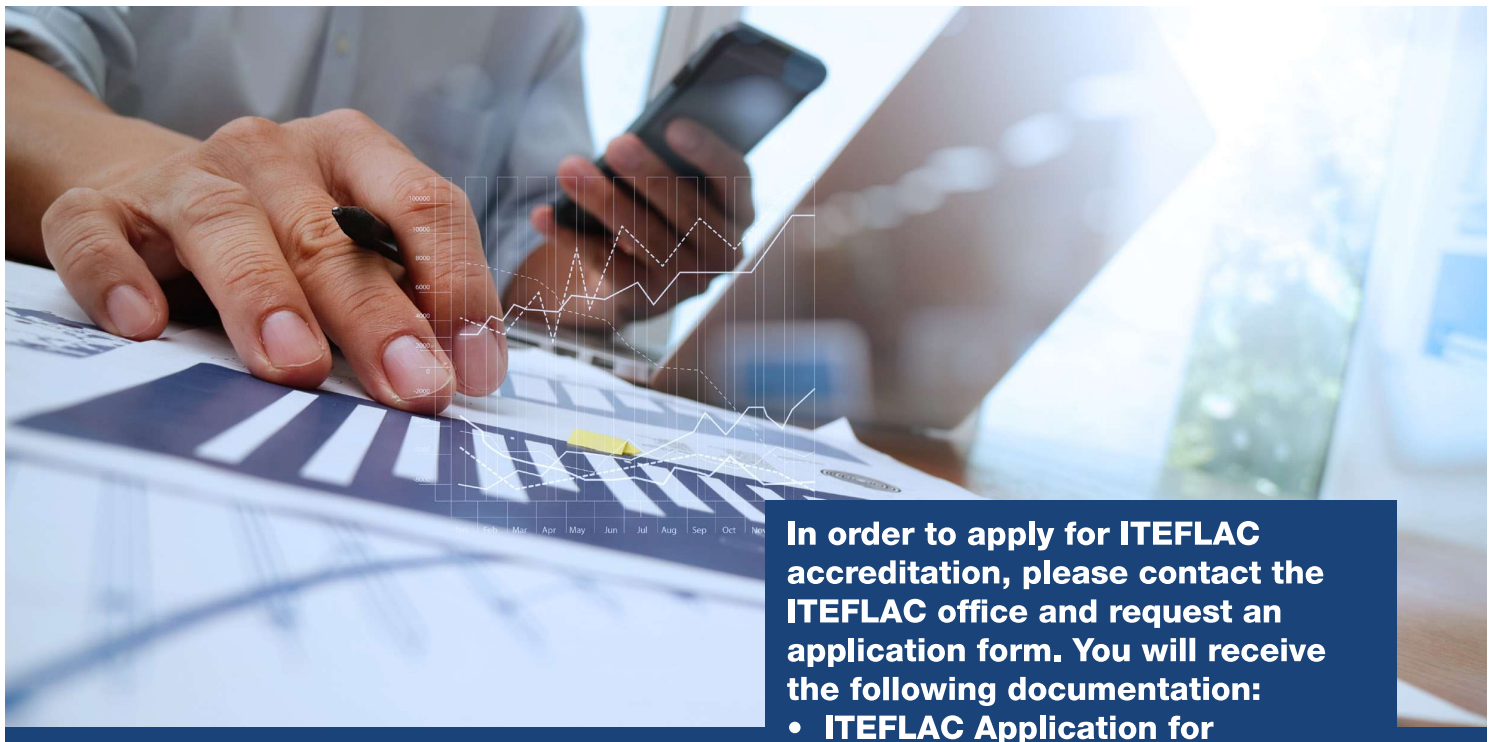
International TEFL Accreditation Council (ITEFLAC) accreditation within the TEFL/TESOL training sector is a voluntary, non-governmental process that gives recognition to TEFL/TESOL course providers and institutions that meet established quality standards. The purpose of accreditation is to assure the public, employers and other stakeholders as to the quality of the training organisation and of the training it delivers. It also demonstrates its commitment to high standards through a system of continuous improvement.

Our accreditation process consists of a set of key performance indicators (Standards & Evidence) split into 8 main areas, namely;



\*A detailed Standards & Evidence for Accreditation (Key Performance Indicators) document outlining all the areas of operation and the supporting documentation required to satisfy these areas will be made available when applying for accreditation – see the ‘Accreditation Process & Fees’ section.





**In order to apply for ITEFLAC accreditation, please contact the ITEFLAC office and request an application form. You will receive the following documentation:**

- **ITEFLAC Application for Accreditation Form**
- **Standards & Evidence for Accreditation (Key Performance Indicators) document outlining all the areas of operation and the supporting documentation required to satisfy these areas.**

**\*Please complete the application form and send it to our office via email.**

# ITEFLAC'S APPLICATION PROCESS & FEES

## ITEFLAC's Accreditation Process

### Stage 1 – Scrutiny of Application Form

The initial information provided to us will be inspected and assessed by a member of our Evaluation Council. If all the information provided is deemed satisfactory and complete, then we can move onto the next stage in the process. If it does not, we may inform the institution why they are unlikely to gain accreditation at this point, and then provide advice and guidance on ways they can improve or rectify the problems we find.

### Stage 2 – Submission of Accompanying Documents & Evidence

(Please note: an initial, non-refundable accreditation fee is payable at this stage – see the 'Fees' section below for details.)

Once the initial non-refundable accreditation fee has been received, ITEFLAC will request the submission of accompanying documentation and evidence to support the institution's application for accreditation. The Evaluation Council will focus on how the institution complies with immigration regulations; the quality of management and student support; the health and safety of the premises; and the suitability of the available resources for the courses.





The Evaluation Council will need to examine procedural documentation, attendance recording systems, examples of marked work and feedback forms from students, and statutory documentation, such as fire regulations.

After careful consideration of all supporting documentation and evidence, the Accreditation Council will prepare and submit a report, which will recommend whether or not Stage 3 should take place. If there are any areas the institute needs to improve on before moving on to Stage 3,

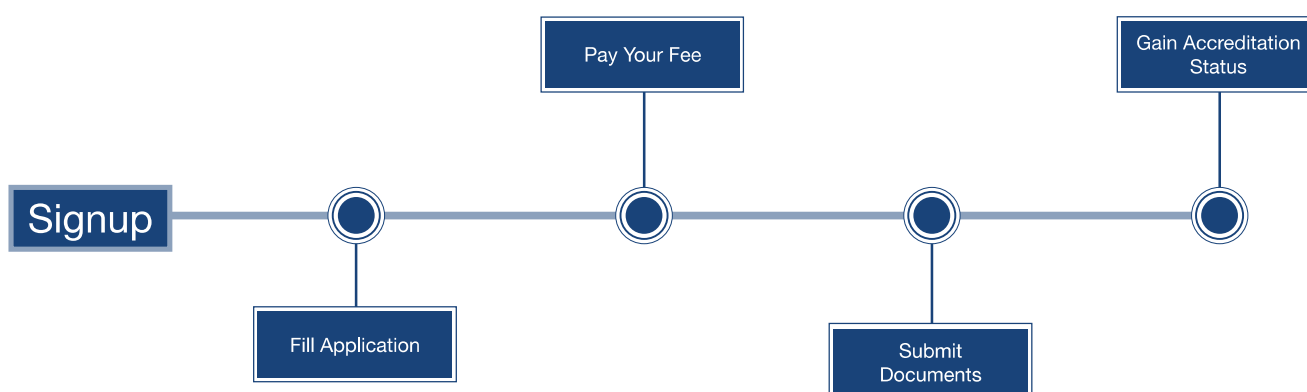
these will be identified in the report.

This report will be carefully considered by the Evaluation Council, who will then weigh up the information contained and decide whether or not to proceed onto the next stage. If they decide that the institution is not ready to move onto stage 3, the institution will be informed of this and given the chance to appeal against the decision, if they can provide grounds for reconsideration.

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## Stage 3 – Accreditation

This stage is mainly focused on weighing up the evidence of the institution's ability to uphold and maintain the standards needed for an accreditation. The final decision on accreditation will be then be decided by the Evaluation Council.



## ITEFLAC's Accreditation Fees

ITEFLAC's accreditation fee is US\$750 irrespective of the number of courses a provider or institution offers.

An initial non-refundable accreditation fee of US\$250 is payable after completion of Stage 1 of the accreditation process. The outstanding accreditation fee of US\$500 is payable on the award of accreditation status.

Initial accreditation is valid for one year and is renewable on an annual basis for a fee of US\$750.

ITEFLAC does not charge a provider or institute a fee for each student enrolled on their courses.





# ITEFLAC'S EVALUATION COUNCIL & MEMBERS

## Evaluation Council

ITEFLAC's success lies essentially in its professional and experienced Evaluation Council Members, who are responsible for providing relevant information about the benefits of international accreditation to TEFL/TESOL education providers and institutions worldwide. Coming from varied professional backgrounds, these members are administrators, faculty members, researchers, CEOs, entrepreneurs, experts and leaders in their fields. They are further trained by ITEFLAC Council staff to employ ITEFLAC's International accreditation standards in evaluating quality practices for TEFL/TESOL educational institutions and institutions.

## Educational Members

ITEFLAC is a global accreditation association for the TEFL/TESOL education industry. Members include TEFL/TESOL institutes, corporations and schools that work or connect with the TEFL/TESOL education industry for prolonged quality education. As an educational member of ITEFLAC, you are recognized as a part of the world's network of TEFL/TESOL course providers, all of which are focused on advancing quality education. Whether you are an online or face-to-face TEFL/TESOL course provider

or institute, seeking to build collaborative relationships or planning to pursue accreditation, ITEFLAC membership is an essential component to your success. In addition, your institution will have access to a wealth of educational and benchmarking resources specifically designed for academic enhancement and faculty.

## Accredited by ITEFLAC

ITEFLAC has helped a number of TEFL/TESOL course providers around the world with its international accreditation services. ITEFLAC grants accreditation to TEFL/TESOL course providers after evaluating their educational system through its unique accreditation process. The programs of the TEFL/TESOL providers are assessed on the ITEFLAC standards of the global best practices in Organizational Management, Academic Management and Institutional Performance. TEFL/TESOL providers are awarded accreditation after evaluating their business management practices. International TEFL Accreditation Council (ITEFLAC) is an accreditation agency, working to improve quality assurance standards of TEFL/TESOL course providers all over the world.





## FAQ

### **What type of institutions does ITEFLAC accredit?**

ITEFLAC accreditation is open to both online and face-to-face TEFL/TESOL course providers and institutions internationally.

### **How much does the process cost?**

International accreditation costs as little as US\$750 irrespective of the number of courses a provider or institute offers. Initial accreditation is valid for one year and is renewable on an annual basis for a fee of US\$750. ITEFLAC does not charge a provider or institute a fee for each student enrolled on their courses.

### **What can we expect during the accreditation process?**

The full details of what to expect during the accreditation process may be found under the "Accreditation Process & Fees" section of this brochure but the best advice we can give is if you are unsure of anything, then please contact the ITEFLAC office where we will be happy to offer any help or assistance that is required. ITEFLAC is dedicated to developing productive, long lasting working relationships with institutions and working with them continuously to ensure ongoing, consistent quality over the long term.

### **How long does the process take?**

The whole process should not take any longer than 30 days from the point where a good application is received, however the time factor is also dependant on cooperation from the TEFL/TESOL course provider seeking accreditation with regards to a request for clarification or submission of documentation.

### **How long does accreditation last?**

Accreditation is initially granted for a period of 1 year and is renewable on an annual basis.

Is an annual fee required to be paid by our institution?

Yes, the first annual fee will become due immediately after the successful award of accreditation is announced and subsequently every 12 months on the anniversary of the date when the first accreditation was awarded.

### **What kind of service can we expect from ITEFLAC after a successful award of accreditation?**

Receiving ITEFLAC accreditation is only the first step on what we hope will be a long and fruitful partnership between ourselves and the accredited institution. To facilitate this we will assist our accredited institutions to develop into providers of quality higher education who are respected worldwide. We will endeavour to ensure that all the ITEFLAC Standards and the Code of Practice are adhered to and the best possible education experience is given to students by utilising continuous quality assurance systems. We will help to develop comprehensive, internal audit and self-evaluation systems alongside the accredited institution. We will also endeavour to assist the accredited institution to develop quality partnerships on a global scale, as well as ethical marketing strategies. By doing this the institution will gain international recognition for their institution which will allow for the development of fruitful partnerships with ethical, professional education agents globally.





## **What are the minimum qualification requirements for our principal and staff?**

For the principal of an institution we would normally expect to see a higher degree such as a Masters or Doctorate, although if a person has substantial industry, business or commercial experience then this would be acceptable. The principal is not required to hold a specific teaching qualification. Teaching staff should hold a TEFL/TESOL qualification equivalent to or above the course in which they are teaching/tutoring. They are not required to hold a teaching qualification but of course this would be beneficial.

## **Does ITEFLAC accreditation give an institution certificate or diploma-awarding powers or validate the institutions certificates or diplomas?**

No, ITEFLAC evaluation includes an examination of the content and standard of the curriculum as well as the quality of its delivery to learners. We also pay close attention to the consistency and reliability of assessment. However, it should be noted that ITEFLAC neither confers nor validates certificate or diploma-awarding powers. Applicants wishing to study at any institution, including those offering distance or online TEFL/TESOL programmes, should always satisfy themselves that the level of recognition of a relevant award is sufficient to meet their needs.

## **What are the changes at our institution which we should notify ITEFLAC about?**

There are a variety of changes that ITEFLAC may need to be made aware of. This can include; a change in premises, any changes in ownership, management or major staff changes, any changes to courses or awarding bodies, gaining or losing your license to operate etc. The reason ITEFLAC needs to be kept up to date of any changes or developments, is to protect the integrity of ITEFLAC accreditation and to ensure that an institution continues to be compliant with current legislation.

## **What is the process if ITEFLAC receives a complaint concerning an ITEFLAC accredited institution?**

If a student contacts ITEFLAC to make a complaint about an institution, the student is advised to contact the institution directly to ensure they have tried to resolve the matter according to the institution's own complaints or grievance's procedure. If the student has tried to comply with the institution's procedures and the matter has not been resolved, they may contact ITEFLAC for assistance. The student must provide evidence that they have a valid complaint or grievance and show that they have tried to comply with the institution's procedure. If the evidence

supplied by the student is believed to require further investigation, ITEFLAC will contact the institution directly to try and resolve the matter. The reason for ITEFLAC involvement is to ensure the institution is complying with their procedures in a fair manner. In an extreme or serious situation, the ITEFLAC Council may become involved with the possibility of ITEFLAC accreditation being withdrawn from the institution.

## **How do I check if an institution is accredited?**

You can check if an institution is accredited by contacting the ITEFLAC office directly.

## **Can ITEFLAC tell me if the course I wish to study is accredited/validated?**

ITEFLAC accreditation covers an institution not a specific course. Applicants wishing to study or work at any institution, including those offering distance or online TEFL/TESOL programmes, should always satisfy themselves that the level of recognition of a relevant award is sufficient to meet their needs.

## **What if I have a grievance concerning an ITEFLAC accredited institute?**

If you contact ITEFLAC to make a complaint about an institution, you will be advised to contact the institution directly to ensure that you have tried to resolve the matter according to the institution's own complaints or grievance's procedure. If you have tried to do this, but you believe the institution has not complied with their policies and procedures, then you will be asked to forward all evidence relating to the complaint or grievance via email to the ITEFLAC office. If the evidence you have supplied is believed to require further investigation, ITEFLAC will contact the institution directly to try and resolve the matter.

## **Is or will my qualification be valid/acceptable in a particular institution or country?**

You should contact the issuing institution or the institution where you wish to study for advice on this matter.





# CONTACT US

**International TEFL Accreditation Council**

**Monomark House, London**

**United Kingdom,**

**WC1N3AX**

**Work hours:** Monday to Friday 08:00AM – 17:00PM

**w:** [www.iteflac.com](http://www.iteflac.com)

**e:** [admin@iteflac.com](mailto:admin@iteflac.com) / [info@iteflac.com](mailto:info@iteflac.com)

**t:** +1 2814075193

