

Part 1 Introduction

- 1.1. This Code of Conduct is binding on all Members of the Iranian-Canadian Association of Immigration Consultants (ICAIC) (hereafter ICAIC or the Association).
- 1.2. This Code sets the standards of conduct for all Members of the ICAIC.
- 1.3. Failure to comply with provisions of this Code may result in disciplinary proceedings of the Member(s), and may lead to suspension or revocation of their membership.

Part 2 Interpretation

- 2.1. The interpretation of this Code shall be consistent with the Constitution of the ICAIC.
- 2.2. Terms used in this Code have the same meaning as the terms used in the Constitution.

Part 3 General Duties

- 3.1. A Member shall act with professionalism, integrity, honesty and in good faith when acting in their professional capacity as a licensed immigration consultant.
- 3.2. A Member shall not communicate with a Member, client, government official or another person in a manner that is deceptive, misleading, abusive, offensive or otherwise inconsistent with the proper kind of professional communication from a Member of the Association.

Part 4 Duties owed to fellow members

- 4.1. A Members shall be courteous and civil and shall act in good faith in all professional dealings and in all communications with other Members.

Part 5 Duties owed to ICAIC

- 5.1. A Member shall acknowledge that only the President, or a Member of the Board or an officer appointed by the President as spokesperson on a particular issue, shall have the authority to make public statements on behalf of the Association.
- 5.2. A Member shall not make any public statement whether orally or in writing that suggests that his/her view represents the view of the Association, unless specifically authorized in writing by the President to do so.
- 5.3. A Member shall not act in any way during any events hosted by the Association so as to tarnish the image or reputation of the Association, whether directly or indirectly.
- 5.4. A Member shall first raise any issues with respect to the operation of the Association with the Association's board of directors and shall not publicly make statements about the Association or its conduct that have not been verified.
- 5.5. A Member must immediately advise the Association in writing of any change in his/her professional circumstances that could reasonably affect his/her ability to practice as an Authorized Representative, or bring discredit to the profession and/or the Association. This duty includes, but is not limited to, a duty to report to the Association details of:
 - a) any adverse finding reached against the Member regarding his/her professional obligation, ethics, honesty, integrity or human rights;
 - b) any adverse finding reached in Canada or outside of Canada by a professional regulatory body, Court, Tribunal, Non-Profit Corporation or academic establishment;
 - c) an adverse finding includes a finding made on a preliminary basis; and
 - d) any criminal charges or convictions made against the Member, in Canada or outside of Canada.
- 5.6. Any Member who personally witnesses violation of any provision of this Code by another Member, has an obligation to report it to the Association.

Part 6 Additional duties owed to a member who is also a member of an authorized regulator

- 6.1. A Member who is also a member of an Authorized Regulator shall at all times comply with his or her Authorized Regulator's By-Laws, Code of Ethics, professional handbook, policies, and



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guidelines established by his or her Authorized Regulator from time to time.

6.2. A Member shall as soon as practically possible advise the Association in writing if, at any time, he or she ceases to be registered with his or her Authorized Regulator.

Part 7 Confidentiality of Information

7.1. In the course of day-to-day business, Members may receive sensitive information relating to, among other things, ICAIC plans, practices, programs, methodology, pricing, finances, customers, volunteers, members and staff. This information must be kept confidential.

7.2. No one shall have access to private information of members without compliance with ICAIC policies. No one shall have access to private information of employees without a clear and relevant purpose pertaining to ICAIC business. Requests for private information of members shall be directed to the Director of Membership. Requests for private information of employees shall be directed to the Director of Human Resources.