



Code of Practice

Immigration Industry Association CIC - Code of Practice

January 2017

The Immigration Industry Association CIC (IIA) has established the following Code of Practice. IIA members are expected to adhere to this Code as well as any prescribed Code of Conduct or Practice issued by their Regulatory and/or professional body.

This Code of Professional Practice promotes professional and ethical behavior for Members of the IIA.

Members of the IIA agree to abide by this Code by which they will:

1. Act with integrity in the discharge of their duties.
2. Maintain high standards of professional behaviour.
3. Establish and maintain good relations with other professional, public and private bodies.
4. Maintain the integrity of the Immigration Industry and the IIA in public and in the media.
5. Maintain all required professional indemnity and public liability insurances to the levels set out by their regulatory bodies.
6. Maintain the strict confidentiality of clients' personal and commercial information.
7. Be honest and transparent in all communications with clients and other professionals at all times.
8. Ensure compliance with all relevant legislation and regulations in the countries where the Member is operating.
9. Act reasonably and within the bounds of applicable laws at all times .
10. Serve clients to the highest possible standard at all times.
11. Maintain and continually develop professional knowledge and competence.
12. Act within the bound of the Member's competence and ability and seek support if required to work beyond the limits of these capabilities.
13. Treat others fairly and with respect, promoting equality of opportunity, diversity and inclusion, and supporting human rights and dignity at all times.
14. Ensure colleagues understand their responsibilities, areas of authority and accountability.
15. Members shall not give interviews to the press or media or present written material in which

they claim that they represent IIA members. The IIA Board of Directors is the only body that has the authority to speak on behalf of the full membership.

16. Members found by the Board of Directors to have breached one or more sections of this Code may have their membership suspended or terminated, as the Board sees fit in the circumstances.
17. Termination of membership may only occur after the member has been given notice of their alleged breach of the Code and 30 days to respond in writing to the allegation.
18. Members shall not make any false or misleading statements to clients, prospective clients or other professionals. Further, members shall not hold themselves out to be qualified or registered beyond that which is true and current.
19. Members shall not engage in misleading or false advertising.
20. Members shall avoid conflicts of interest in relation to professional and commercial activities. Should a member become aware of a potential conflict of interest, they should immediately disclose the nature of the suspected conflict and stop work on the matter.
21. Members shall comply with all relevant laws and regulations and be regulated by the relevant authorities where these exist. Non-regulated practitioners shall not be eligible for full IIA membership. Should a member's registration with the relevant regulatory authority lapse or be terminated for any other reason, the member is obliged to inform the IIA membership team of this within 7 days. Their full membership will then be suspended pending re-registration with their regulatory body.