



The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

Professional IQ's Strategic Goals and Plans 2024

Professional IQ is an approved signatory to the [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021 \(Code\)](#). Section 534 of the Education and Training Act 2020 provides for the Minister of Education to issue codes of practice for the pastoral care of tertiary and international learners. The Code informs tertiary education providers and organisations enrolling international students of their responsibilities, as specified in the Code, to support the wellbeing of tertiary and international learners.

Professional IQ Strategic Goals and Plans

Professional IQ is committed to having strategic goals and strategic plans in place for supporting the wellbeing and safety of learners that:

- Give effect to the Code
- Honour Te Tiriti o Waitangi and support Māori–Crown relations.

Strategic Goals

Professional IQ has the following strategic **goals** in place for supporting the wellbeing and safety of learners:

- To continuously improve the organisational structures in Professional IQ to support a whole-of-provider approach to learner wellbeing and safety as set out in Part 3 of the Code.
- To continuously improve our wellbeing and safety practices as set out in Part 4 of the Code.
- To continuously improve the additional wellbeing and safety practices set out in Part 6 of the Code for tertiary providers (signatories) enrolling international learners.

Strategic Plans

Professional IQ has the following strategic **plans** in place for supporting the wellbeing and safety of learners:

- To identify gaps in compliance in key required processes
- To create action plans to address gaps
- To implement action plans and monitor implementation
- To put in place effective measures of success
- To analyse data, review, report and implement any revisions to strategic goals and plans.

Self-Review

Professional IQ assesses its performance against the Code outcomes annually. Our [Code Self-Review Report](#) and [Complaints and Critical Incidents Registers Summary](#) are accessible to view.