



## **Welfare, Support & Risk Management: ISANA & IEAA Under 18s Masterclass 2021**

Wednesday 27 October, 3 November & 10 November 2021

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12:00pm (AEDT) **MASTERCLASS 1: IN-HOUSE UNDER 18 SUPPORT**

Deakin College developed an Under 18 program that allows to build a positive rapport with students by having a live-in caretaker housed at the on-campus residence site and a dedicated Deakin College 'in-house' guardian. In this Masterclass, members of the Student Services and Learning Support teams will discuss how this holistic support benefits Under 18 students. They will show how teams throughout the College and partner University work together to support students socially, emotionally and academically. Through interactive quizzes and breakout rooms, they will discuss case studies and solutions as well as various initiatives that have been tried.

**Nicolle Walker**  
Under 18 Manager  
Deakin University



**Rachael Maissan**  
Acting Academic Manager of Learning Support and Retention  
Deakin University



1:30pm (AEDT) | CLOSE

12:00pm (AEDT)

## MASTERCLASS 2: WHAT IS LEGALLY CONSIDERED A THIRD PARTY?

Our Pathways School operates in a highly regulated environment. All education provided to overseas students studying in Australia is governed by multiple authorities administering numerous pieces of state and federal legislation and regulations. The fact that a large percentage of Trinity College Foundation Studies' cohort is under the age of 18 further complicates the legislative framework that governs the operations of the Pathways School. This Masterclass will address how Trinity College assures compliance with legal obligations for our students living in third party accommodations.

The expected learning outcomes from the session are:

- identify member/participant current compliance strengths and development for growth in their risk/mitigation/action framework
- demonstrate that challenges have been undertaken, developing new skills in the process
- demonstrate how to initiate and plan, i.e. using **Pathways School** risk assessment as an example.

### Jen Walsh

Senior Manager Student Accommodation and Experience  
Trinity College, the University of Melbourne



1:30pm (AEDT) | CLOSE

12:00pm (AEDT)

### MASTERCLASS 3: RISK MANAGEMENT AND UNDER 18 STUDENTS WELFARE ARRANGEMENTS RETURN TO AUSTRALIA

This Masterclass focusses on risk management and support strategies for study providers preparing for Australian borders to re-open. The session will delve into students' predicted journey, safety and wellbeing concerns for study providers and possible return plans. Nathan Pugliese (Department of Education, Queensland) and Robert Chasse (Sonder) will lead a discussion, where participants will learn more about the Department's participation in the Australian Government Year 11 and 12 international student travel exemption scheme. The partnership highlights an approach that is most practical for the needs of international students, legislative requirements and appropriate for the needs of students under the age of 18.

The expected learning outcomes from the session are:

- the risks of returning younger overseas students to Australia
- what study providers should consider when planning for return plans when available
- considerations of a student-centric risk plan based on risk identification and implementation of control measures
- providing the best welfare care and humanising international student return plans to Australia.

**Robert Chasse**  
Education Partnerships  
Sonder



**Nathan Pugliese**  
Manager, Strategy & Performance  
Education Queensland International (EQI), DE International



1:30pm (AEDT) | CLOSE

## PRESENTER BIOS

### Robert Chasse

Education Partnerships  
Sonder

Robert is responsible for Education Partnerships and Integrations at Sonder. He helps institutions reimagine wellbeing and safety support for their people and ensures high engagement of the Sonder service. With 15 years of experience in student support services and the international education sector, Robert effectively navigates environments typified by change and complex issues to deliver results and innovates how organisations achieve their strategic priorities.

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### Rachel Maissan

Acting Academic Manager of Learning Support  
Deakin University

Rachel Maissan is Acting Academic Manager of Learning Support and Retention at Deakin College, with a background as a learning advisor and teacher. She started her teaching career in northern England, worked in International Baccalaureate schools in Canada, then landed in Australia and worked in higher education. She uses her background as a classroom teacher and interest in inter-team collaboration to engage and support first-year university pathway students. At the start of 2020, Rachel began studying a Master of Education remotely so she has experienced the adjustments and initiatives in the industry due to COVID-19 from both sides.

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### Nathan Pugliese

Manager, Strategy & Performance  
Education Queensland International (EQI), DE International

Nathan is the Manager, Strategy & Performance for the Department of Education, International (DEi). He is committed to the future vision of international education and supporting young people to thrive in our changing world. As an educational leader, he is motivated by the Department's values of building a better future for Every student (State Schools Improvement Strategy 2020–2024) and Queensland's Advancing education action plan. In his current position, he is responsible for the development and growth of overseas student program activities, ensuring a positive financial return, successful student outcomes, student engagement and business performance. As an advocate for student welfare and support, he has been instrumental in the development of initiatives like 1800 QSTUDY, water safety and Your Passport to Queensland. Previously to this role he held leadership positions in both Queensland and International schools. Nathan's other roles include the Chairman of the Queensland Student Innovation and Entrepreneurs Alliance (QSIEA). In this role, he has brought together some of the best of Queensland's start-up community to create the next generation of entrepreneurs, focusing on international and domestic participation in a first-ever, state-wide Student Innovation Challenge, Gen[in]. His educational background includes a Master of Business Administration (MBA), Bachelor of Education and Bachelor of Arts. At the core of his leadership is a passion to work together with like-minded professionals to inspire the growth mindset of young people.

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## Nicolle Walker

Under 18 Manager  
Deakin College

Nicolle Walker is the Under 18 Manager at Deakin College. Nicolle has been working in the student accommodation industry for 10 years. Nicolle's previous role was placing international students in homestay through a private provider. She has been involved in the Student Services area at Deakin College since 2018. Her knowledge and experience from these roles have assisted her in developing the Under 18 program at Deakin College.

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## Jen Walsh

Senior Manager Student Accommodation and Experience  
Trinity College, the University of Melbourne

Jen Walsh is currently in the role of Senior Manager Student Accommodation and Experience at Trinity College, the University of Melbourne. Jen provides leadership and management of accommodation services for international students to ensure consistently high standards of student safety, security and wellbeing within a range of approved accommodation options for students under the age of 18. Jen champions the Student Experience team to lead and assist the development of a coherent wellbeing strategy across Student Services with a particular focus on student activities such as virtual orientation, valedictory events and student clubs and societies. In her previous position as Vice President of ISANA Vic/Tas (2017–2019) Jen, in partnership with the University of Melbourne and funded by the Department of Jobs, Precincts and Regions, completed 'Building Positive Homestay Experiences' research in 2020.

