

# DECEASED STUDENT POLICY & PROCEDURES

N.B. Any University of Reading staff member can access this document to understand the policy and procedures, however the procedures must not be operated by staff other than those cited below or specifically nominated by those cited below.

If you are informed of the death of a student please report it immediately to Security Control in Whiteknights House (ext. 6300, external phone 0118 378 6300). Security Control can be contacted 24 hours a day, 365 days a year.

## DECEASED STUDENT POLICY

The purpose of this policy and procedure document is to enable the University to react sensitively, promptly and efficiently to the death of a student, and to ensure that unnecessary distress is not caused by any failure of the University to respond in an appropriate way.

The death of a student will cause considerable distress to those who were close to that student and may have an unsettling effect on other students beyond this immediate circle. Those involved may find it difficult to work effectively while at the same time coping with grief. Those affected need to be offered support by the University.

Procedures need to be flexible, and those involved will need to make decisions as to what should be done, since the circumstances surrounding a student death will vary substantially. This policy and the following procedures detail the wide range of University Services and personnel who will be required to respond in the event of a student death.

It is important that clear and accurate information about the death should be made available to those who have a need to know. Accurate information must be made available, but with sensitivity to its impact on the recipients. **Careful decisions about how much information is appropriate to release will need to be made.** In making these decisions, the guiding principles should be:

- sensitivity to the distress to friends and family
- avoiding unnecessary distress or harm to the wider staff and student community, as well as members of the public.

In cases of suicide, particular regard should be had to best practice guidance on managing associated communications, and the need to protect vulnerable staff and students<sup>1</sup>.

Advice must be sought from the Head of Corporate Communications or the University Press Office before any communications are agreed or distributed.

Confidentiality should be observed, in the sense of not indulging in gossip or speculation. In principle, no comment would be provided on the detail of individual cases. Information provided, whether internally or externally, should be clear and accurate but should be limited to what is necessary and always with due regard to the impact on the privacy of the deceased, their family and friends. There may be a need

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<sup>1</sup> See [Samaritans best practice suicide reporting guidance](#).

## Deceased Student Policy and Procedures

to consult with relatives prior to any sharing or publication of information in order to ensure that privacy is respected.

The responsibility for arranging provision of information to the student's immediate circle will be the remit of the allocated the CO (Case Officer), although they should discuss with others (particularly the School and the Corporate Communications Team). Consideration should be given to the best way to inform the student's friends/peer group (where appropriate); the task could, for example, be passed to the relevant Head of Department/School (or designate). It may be appropriate to ask for a representative of the Counselling & Wellbeing Service to be present at any meeting in a hall or department. The provision of information to the University beyond the student's immediate circle should normally be the responsibility of the Communications Office in liaison with the Head of School (or designate).

Confidentiality should be observed, in the sense of not indulging in gossip or speculation. The information provided should be clear and accurate but should be limited to what is necessary and always with due regard to the impact on the privacy of the deceased, their family and friends. There may be a need to consult with relatives prior to any sharing or publication of information in order to ensure that privacy is respected.

This document contains 5 Annexes:

Annex A: Security Staff Instructions

Annex B: Initial Information Collection Template

Annex C: Guidance for Responding Officer/Case Officer

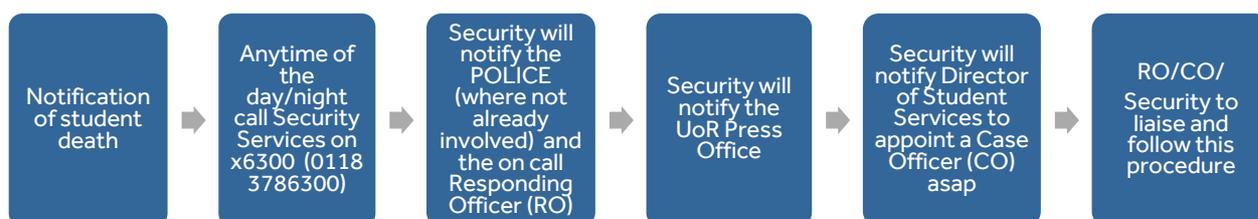
Annex D: Guidance for Responding Officer/Case Officer to Allocate Staff Actions

Annex E: Follow up Actions

Annex F: UPP Staff Instructions

# IMMEDIATE ACTION: NOTIFICATION OF A STUDENT DEATH

Whoever is the first to be notified of a student death must follow the guidance outlined below. The broad instruction is that the death of a student should be reported to Security Control in Whiteknights House (ext. 6300, external phone 0118 378 6300). Security Control can be contacted 24 hours a day, 365 days a year. Emphasis is placed on the need for immediate action on the day of the death, or on the following morning if the death has taken place during the night.



Security Control hold the private telephone numbers of the Director of Student Services and the Head of Student Wellbeing Services so that they can be contacted outside normal hours if further action is required. If the scenario is a larger scale incident, then Security will also utilise the University's Major Incident Plan.

## **ACTION 2: APPOINTMENT OF A RESPONDING OFFICER AND A CASE OFFICER**

The "Responding Officer" (RO) will always be the on-call Warden. This is regardless of whether the death is in University Accommodation or not. This ensures that there will be an immediate University point of contact to deal with the incident in liaison with the Security team both during and out of hours. In situations where a death occurs when a student is suspended or in the vacation period and is away from Reading there will be no need for a Responding Officer.

A "Case Officer" (CO) will also be appointed for every incident involving a student death. This person will be identified by the Director of Student Services or delegate (in their absence) and will normally be one of the University's Welfare Officers from within Student Services or the Director of Student Services themselves. RO/CO responsibilities can be found at Annex C.

In some cases, the University's response may be most appropriately managed and overseen by a major incident team. This decision should be taken as early as possible to ensure consistency and continuity. The Director of Student Services should consult with the Vice-Chancellor's Office to determine the most appropriate approach in that case.

The RO and CO will work closely together to ensure the procedures are followed and to make decisions in conjunction with other relevant parties when there are unique circumstances that are not covered by this document. The RO will deal with the initial incident with the Security Team and follow the procedures until a CO is appointed. At this point the CO will take over as the main point of contact and finalise the procedure from an administrative point as well as providing support 'on the ground' where required (see Annex C for guidance). The Director of Student Services may, where specific circumstances require, identify others to take on specific tasks/responsibilities, for example the RO (Warden) may still be involved if support is required in University accommodation.

The RO/CO should document everything that happens. It may be important later to have an accurate note of who said what to whom and when. There is space to do this at the bottom of Annex C.

All ROs/COs will have seen this policy and the procedure and will know how to follow the process in the most sensitive way.

## **CIRCUMSTANCES AND CATEGORIES OF STUDENTS**

If a student death occurs during a University-led activity away from the campus (e.g. a field trip), the member of staff in charge will normally assume the role of RO and will follow these procedures as far as

#### **Deceased Student Policy and Procedures**

practicable. They will require close University support as it is unlikely they will have dealt with this type of situation before or have in depth knowledge of the procedure.

If a student passes away whilst on leave/placement or is suspended then a case by case decision should be made as to how to deal with the information and who needs to know.

Where a University of Reading student is studying abroad the CO will liaise with the host University as appropriate, involving the Study Abroad Team. The CO in liaison with the Director of Student Services will identify which aspects of the UoR procedure are relevant in this situation.

Where the death of a visiting student occurs at the University of Reading the CO will liaise with the home University, involving the Study Abroad Team and be advised on their processes. The CO in liaison with the Director of Student Services will identify which aspects of the UoR procedure are relevant in this situation.

Where the student is a University of Reading student on a transnational programme, i.e. a programme of study delivered abroad but where the final award is a University of Reading Award, the CO will liaise with the institution currently delivering teaching and it is expected that the teaching institution will lead according to their own procedures. The CO in liaison with the Director of Student Services will identify which aspects of the UoR procedure are relevant in this situation.

## **ADDITIONAL AREAS TO BE CONSIDERED**

### **Liaison with the Police**

Security will be the main contact with the Police incident officer, but the CO should be kept up-to-date with new information as it becomes available. The Press Office will be the lead University contact for the Police Press team, as appropriate.

### **Informing the Next of Kin**

The police take responsibility for informing the student's next of kin. No contact should be made with the family by the University until the CO is sure that the Police have done so. The CO can find out by contacting the local police station; in consultation with the Vice-Chancellor's office, the CO may ask the Security Officer to pass their contact details on to the family so that they may make contact at a time to suit them. It is the duty of the CO to ask the family for a copy of the Death Certificate (this must be done with consideration of timings). This is to complete an audit trail so that fees/debt/loans/books etc. may be cleared/written off. If a death certificate is not provided, then the decision to authorise clearance of debt must be made by the Director of Student Services. It may be the case that the family are the ones to notify the University of the death in which case continued correspondence is appropriate and there is no need to wait for confirmation from the police.

### **Funeral/Memorial Arrangements**

If the family wishes to share the information then funeral arrangements will be publicised to the appropriate groups of students and staff via the best channel i.e. individual or group email, within tutor groups, classes or Schools etc. A memorial gathering of an appropriate kind could be held at the University at an appropriate time, in which case it is helpful to seek advice from the University Chaplaincy or equivalent. The CO should decide who should be asked to arrange this; arrangements could be made by the hall, by the student's department, or by the Chaplaincy. If the death occurs out of term, the CO, in consultation with the student's Academic Tutor and Head of School, should decide who is to be told of any memorial or funeral arrangements and how. If memorial arrangements are likely

to be high profile plans should be made in consultation with MCE and the VC's Office. The family must be kept informed of all these decisions as they may wish to attend.

## **Liaison with the Media**

Liaison with the media must be through the University's Press Officer (Corporate Communications team – contactable on 0118 378 5757). Frequent liaison between the CO and the Corporate Communications Office will be needed. The Corporate Communications Office should assume responsibility for the dissemination of appropriate information both internally and externally to the University, and any formal communication with those who knew the student should also be reviewed by them to ensure the University's communications response is coordinated and consistent.

## **International Students**

If the deceased is an international student, the police will normally have informed the appropriate High Commission or Embassy, but the CO should check that this has been done. The High Commission or Embassy will normally take responsibility for informing the student's family and will be able to deal with the repatriation of the body and/or the student's possessions. The CO is to liaise with the High Commissions and Embassies as they will be able to provide helpful information on important cultural aspects of handling death in their countries. The International Advisory Team within Student Services may also be able to assist. The Chaplaincy has contacts with other faiths in Reading and may be able to arrange guidance on cultural implications of dealing with death.

## **Effect on Other Students**

In consultation with the Corporate Communications Office, Heads of School should inform students who are likely to have known the students, referring to available support mechanisms. The CO will assist with drawing this information together. The CO should organise for the Welfare Team and Counselling and Wellbeing team to be available to talk to students directly involved/impacted as soon as possible; this includes students living in adjacent parts of the hall (if the student is in hall) or living in the same house or flat. Or those who were near/involved in the incident. Students close to the deceased are likely to be substantially affected by the death.

The CO should attempt to identify the students affected and should inform their Academic Tutors of their involvement and its effect on them, since there may be some effect on their academic work. In some cases the submission of an ECF, if work is affected, would be appropriate. In particular, students may wish to miss classes while they attend the funeral/memorial event. The CO should try to identify any financial consequences that the death may have on other students.

It is accepted that it may not be possible to identify all those who might be affected, and beyond a close circle of friends it would be necessary to rely on individual students to decide whether they need help. Any formal notice of the death should remind students of the sources of help open to them and should recognise that many students would get the greatest support from other students.

## **Support for the Deceased Student's Family**

The CO will usually be the family's point of contact within the University, (occasionally it may be more appropriate that this is the Vice-Chancellor's Office), and should support them and their wishes wherever possible. Ways in which the University can help include arranging accommodation, preferably in a local hotel rather than in hall, or providing short-term financial help. These decisions should be signed off by the Director of Student Services or designate.

## Student's Personal Effects

The CO should liaise with the Accommodation Contract Management Director if they are in halls (or with the police if they are not) and check how the student's personal effects are to be safeguarded, and who will be responsible for them until they are returned to the student's family. The Accommodation Contract Management Director or nominated colleague should plan for the return of the belongings.

## Debriefing

Once the need for immediate action after a death has passed, the CO should arrange a debriefing meeting, to ensure that the procedures have worked. The debriefing group should consist of representatives from the School, Security, the RO and CO, MCE and the VC's Office where involved and anyone else deemed relevant.

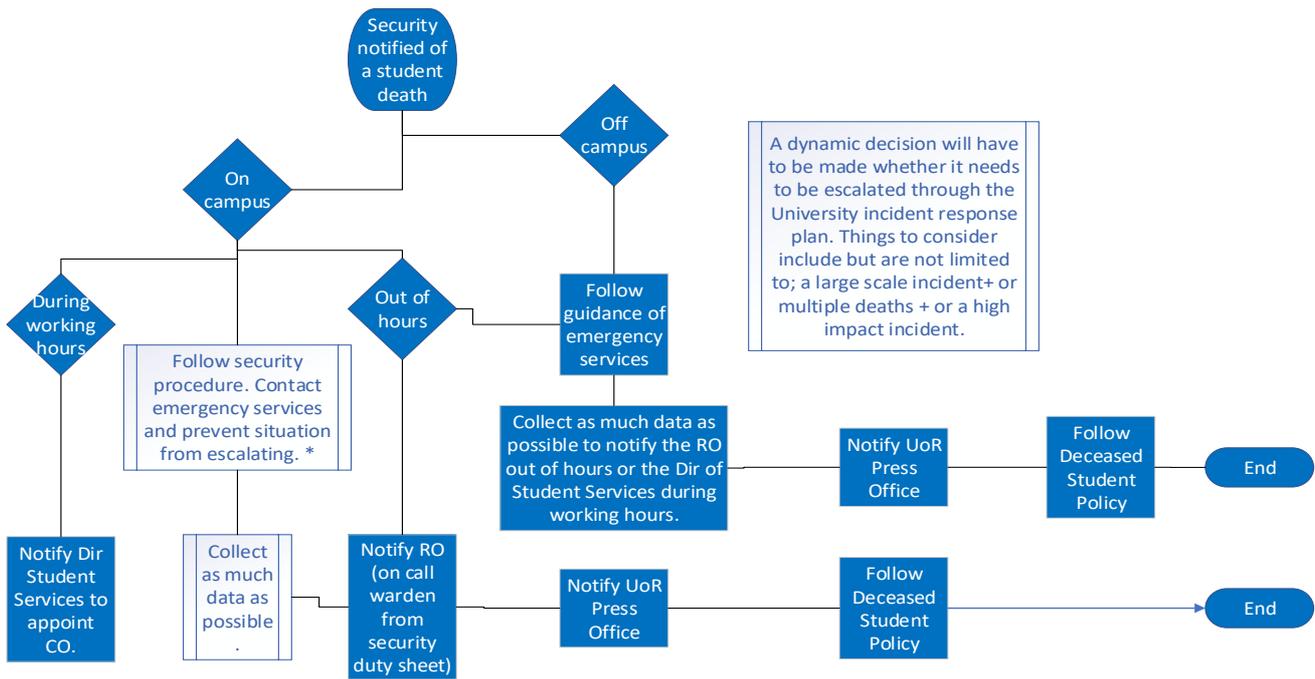
## Posthumous awards

Posthumous awards will be made in cases where students have completed enough credit to be awarded a qualification. Students will be awarded with the level of award that they have achieved. For example a student who dies while undertaking their final year of study is likely to be awarded a Diploma of Higher Education. Where the student is very close to completing their degree the University may consider an Aegrotat Degree. An Aegrotat is a degree awarded where there is sufficient evidence, based on assessments completed and the student's performance, to provide a high level of assurance that they would have successfully achieved a degree. The award of an Aegrotat should be discussed by the Teaching and Learning Dean, the School Director of Academic Tutoring and the External Examiner.

The CO or the VC Office (whoever has been the main contact) will liaise with the family to ascertain their wishes in relation to graduation ceremonies, for example would they like to attend. If the family is attending the Graduation Office will need to be informed in good time (i.e. around 3 months before) to create the appropriate graduation record and make arrangements for the family to be looked after on the day.

VERSION	KEEPER	REVIEWED	APPROVED BY	APPROVAL DATE	EFFECTIVE FROM
1	Student Services	Every year	UBTLSE	11/06/2019	immediately

# ANNEX A – SECURITY STAFF INSTRUCTIONS



# ANNEX B – INITIAL INFORMATION COLLECTION

Immediate Actions upon notification that a student has passed away.

Contact Security Control on +44-(0) 118 378 6300 from abroad or 0118-378-6300 UK.

Security will follow Annex D.

If you are the first point of contact collect as much of the following information as possible:

<b>KEY INFORMATION</b>	<b>INFO COLLECTED</b>
<b>TODAY'S DATE</b>	
<b>TIME</b>	
<b>INFORMANT NAME</b>	
<b>INFORMANT CONTACT NUMBER</b>	
<b>ARE THEY A STUDENT/MEMBER OF STAFF/FAMILY MEMBER/OTHER?</b>	
<b>HOW DO THEY KNOW/WERE THEY THERE/CONSIDER SUPPORT?</b>	
<b>DECEASED STUDENT'S NAME</b>	
<b>BRIEF DESCRIPTION OF WHAT HAPPENED IF INFORMATION AVAILABLE/WHERE IS DECEASED STUDENT/WERE ANY OTHER PARTIES INVOLVED/DATE AND/OR TIME OF DEATH?</b>	
<b>STUDENT NUMBER</b>	

<b>NATIONALITY</b>	
<b>AGE</b>	
<b>GENDER</b>	
<b>DEPENDENTS INC AGES/WHERE ARE THEY/CONSIDER SUPPORT.</b>	
<b>PROGRAMME OF STUDY AND YEAR</b>	
<b>MODE OF STUDY (full-time, part-time, distance learning, apprenticeship)</b>	
<b>CURRENT (or most recent) LOCATION OF STUDY (Reading, Greenlands, Malaysia, NUIST, BIT etc.)</b>	
<b>HOME UNIVERSITY if not UoR (for visiting students)</b>	
<b>ADDRESS</b>	
<b>HEAD OF SCHOOL</b>	
<b>ACADEMIC TUTOR/SUPERVISOR</b>	
<b>SCHOOL DIRECTOR OF ACADEMIC TUTORING</b>	

<b>NEXT OF KIN</b>	
<b>NEXT OF KIN ADDRESS</b>	
<b>NEXT OF KIN CONTACT NUMBER</b>	
<p><b>RECORD THE INFORMATION BELOW AND THEN NOTIFY THE SIS TEAM &amp; IT TEAM TO BLOCK STUDENT ACCOUNT</b></p> <p><a href="mailto:risis@reading.ac.uk">risis@reading.ac.uk</a></p> <p><a href="mailto:its-registration@reading.ac.uk">its-registration@reading.ac.uk</a></p>	
<p><b>Has family been informed? By who and when? NB The University is not responsible for notifying the Next of Kin or family. The Emergency Services will do this.</b></p>	<div data-bbox="876 613 1404 743" style="border: 2px solid blue; padding: 10px; text-align: center;">             MARK WHEN COMPLETE         </div>

NB Details of the cause of death should not be circulated as these may be subject to a Coroner's enquiry.

# ANNEX C - GUIDANCE FOR RESPONDING OFFICER/CASE OFFICER

Please follow these guidelines to ensure the correct level of response and to prevent confusion in areas of responsibility or communication.

## Responding Officer Responsibilities

Collect as much detail as possible in Annex A and fill in as soon as practicable, ready to be handed over to the appointed Case Officer. If out of hours, you will be the main point of contact until the next working day in which case you may have to follow the process below as much as practicable. The Press Office are on call 24/7 on 0118 378 5757 for media/communications support as required. In the event of a large-scale incident the Security Team will instigate the University's Major Incident Plan.

React to immediate requirement in line with security procedures to ensure incident has as little impact as possible on other students and staff.

## Case Officer Responsibilities

The Case Officer has six main areas of responsibilities (in the case of a major incident many of these will be co-ordinated by the major incident team):

1. To notify all of the University services who need to know (as listed below)
2. To facilitate and/or make decisions (in conjunction with the School and Corporate Communications) around internal communications
3. To identify students who may be affected and co-ordinate support arrangements (e.g. provision of emotional support, informing academic tutors, EC arrangements, house/flat visits, ongoing support)
4. To be the default point of contact for the next of kin and in the case of an international student any Embassy contact (occasionally the VC's Office is the main point of contact)
5. To explore memorial arrangements in conjunction with the School and the Chaplaincy
6. To carry out the follow up actions listed in Annex F

It is your duty to notify all relevant parties as detailed in the table below and to ensure that all information is returned and collated accordingly. Try to reach the teams/services listed below **by phone** and speak to the most senior person available if the manager/Director/Head is not reachable. Follow up by email so the teams have the correct information in writing.

Guidance for other parties is provided in Annex D. The CO should highlight this guidance to all parties.

Check boxes with 'COMPLETE' once done or annotate accordingly. Make notes on timings and responses at the end in the notes section.

Follow up actions are contained in Annex E.

Templates of notifications and previous correspondence are available from the Director of Student Services.

IMMEDIATE TASKS AND NOTIFICATIONS	TICK/ANNOTATE WHEN COMPLETED
CONTACT Security Control to confirm information and actions taken so far.	If not already done.

Deceased Student Policy and Procedures

Ext 6300	
<p>NOTIFY/LIAISE WITH Corporate Communications</p> <p>24/7 News desk</p> <p><a href="mailto:pressoffice@reading.ac.uk">pressoffice@reading.ac.uk</a></p> <p><u>Ext 5757</u></p>	If not already done.
<p>CONFIRM student is deceased. (Source reliable? Consider before disseminating information).</p> <p>Prank, abuse, debtor???</p>	
<p>NOTIFY SIS Team and IT Teams</p> <p><a href="mailto:risis@reading.ac.uk">risis@reading.ac.uk</a> (Ext 6251)</p> <p><a href="mailto:it@reading.ac.uk">it@reading.ac.uk</a> (Ext 6262)</p>	Ensure you have collected all relevant information about the student. The SIS team will close the student's record and prevent any further automated communications going to the student or their family prior.
<p>NOTIFY VC's Office</p> <p><a href="mailto:vc@reading.ac.uk">vc@reading.ac.uk</a></p> <p>Ext 5086</p> <p>NOTIFY Press Office</p> <p><a href="mailto:pressoffice@reading.ac.uk">pressoffice@reading.ac.uk</a></p> <p>0118 378 5757 (24/7 number)</p>	
<p>NOTIFY Head of School/Department/Grad School/Dean or Deputy Dean HBS/School Director of Academic Tutoring and Academic Tutor</p>	<p>Identify the students and staff who are likely to have known the deceased</p> <p>Agree how best to inform students and staff (in conjunction with Corporate Communications)</p>
<p>NOTIFY Student Wellbeing Services</p> <p><a href="mailto:counselling@reading.ac.uk">counselling@reading.ac.uk</a></p> <p>Ext 4216</p>	
<p>NOTIFY Chaplaincy</p> <p><a href="mailto:Chaplaincy@reading.ac.uk">Chaplaincy@reading.ac.uk</a></p> <p>Ext 8797</p>	
<p>If death occurred in University Accommodation NOTIFY/CONSULT Accommodation Contract Management Team</p>	Ensure staff on frontline (Halls hotline and receptions) have a clear holding message, which is regularly updated and includes advice about support and how to respond to press

<p><a href="mailto:acmo@reading.ac.uk">acmo@reading.ac.uk</a> Ext 7601 AND Hall Warden Team Via <a href="mailto:s.j.wallace@reading.ac.uk">s.j.wallace@reading.ac.uk</a> Ext 6593</p>	<p>enquiries. Do this in liaison with Press Office and update regularly. See Annex F.</p>
<p>International Advisory Team if deceased is an International student. <a href="mailto:Int.adv@reading.ac.uk">Int.adv@reading.ac.uk</a> Ext 8270</p>	
<p>NOTIFY Health &amp; Safety. <a href="mailto:safety@reading.ac.uk">safety@reading.ac.uk</a> Ext 8888</p>	<p>Particularly if the death occurred on University premises or while engaged in a University led activity</p>
<p>NOTIFY Legal Services <a href="mailto:legalservices@reading.ac.uk">legalservices@reading.ac.uk</a> Ext 6742</p>	<p>Particularly if the death occurred on University premises or while engaged in a University led activity</p>
<p>NOTIFY Student Financial Support and Student Services Reception <a href="mailto:studenthelp@reading.ac.uk">studenthelp@reading.ac.uk</a> <a href="mailto:studentfunding@reading.ac.uk">studentfunding@reading.ac.uk</a> Ext 5555</p>	<p>Ensure staff on frontline (SSCs/Customer Service Advisors) have a clear holding message, which is regularly updated and includes advice about support and how to respond to press enquiries. Do this in liaison with Press Office and update regularly.</p>
<p>NOTIFY the Heads of the Support Centres <a href="mailto:TL-SCM@reading.ac.uk">TL-SCM@reading.ac.uk</a></p>	
<p>NOTIFY RUSU (Chief Executive level)</p>	
<p>CONFIRM who should be the point of contact for next of kin</p>	<p>Normally this would be the CO, but in some instances it would be more appropriate that it is the VC's Office</p>
<p>IDENTIFY different groups of students that will be affected</p>	<p>e.g. those that the student lived with, academic cohort, close friends, members of sports clubs or societies</p>
<p>DECIDE/PLAN support arrangements for different students affected.</p>	<p>In conjunction with the Welfare Team, Counselling &amp; Wellbeing and Chaplaincy</p>
<p>NOTIFY Human Resources</p>	<p>It is important for HR to identify whether any staff have been or are likely to be significantly</p>

	affected by the death and to offer appropriate support, or to provide support for the Head of School/Function or line-managers where staff have been impacted. This may include the provision of specialist trauma support, and appropriate follow up support
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It may be deemed appropriate at this point to call a meeting of all key parties to make decisions on what to do and how to notify and support staff/students. This will be on a case-by-case basis.

SECONDARY TASKS AND NOTIFICATIONS	TICK/ANNOTATE WHEN COMPLETED
CHECK for any student debt	If there is debt, request a decision is made on how to deal with it
NOTIFY Legal Services <a href="mailto:legalservices@reading.ac.uk">legalservices@reading.ac.uk</a> Ext 6742	
NOTIFY Insurance Officer <a href="mailto:insurance@reading.ac.uk">insurance@reading.ac.uk</a> Ext 8309	

TERTIARY TASKS AND NOTIFICATIONS	TICK/ANNOTATE WHEN COMPLETED
NOTIFY Exams and Graduation Office <a href="mailto:Examinations@reading.ac.uk">Examinations@reading.ac.uk</a> Ext 3804	
NOTIFY Library <a href="mailto:library@reading.ac.uk">library@reading.ac.uk</a> Ext 8770	
NOTIFY Careers Service <a href="mailto:careers@reading.ac.uk">careers@reading.ac.uk</a> Ext 8359	
NOTIFY Star Mentor for all 1 <sup>st</sup> yr. students <a href="mailto:starmentors@reading.ac.uk">starmentors@reading.ac.uk</a> Ext 6514	
NOTIFY Campus Jobs	

Deceased Student Policy and Procedures

[campusjobs@reading.ac.uk](mailto:campusjobs@reading.ac.uk)

Ext 4499

CO/RO ACTION NOTES:

Use this space to note what has been done by who and when. Anything of note etc.

Note and diary follow up actions in Annex F

# ANNEX D - GUIDANCE FOR RESPONDING OFFICER/CASE OFFICER ALLOCATING STAFF ACTIONS

MEMBER OF STAFF	RESPONSIBILITIES
Security Services	<p>To follow University Major Incident Plan if scenario requires.</p> <p>To notify the Police of the death if they are not already aware</p> <p>To act as single point of contact for police and other emergency services if scenario requires.</p> <p>To notify the RO (from the duty Warden list) and Press Office on 0118 378 5757.</p> <p>To contact Director of Student Services or Director of T&amp;L Operations and Advice to notify them and get the name of the Case Officer.</p> <p>Liaise with RO/CO on how best to handle incident.</p> <p><b>See Annex A</b></p>
Vice-Chancellor	<p>To follow University Major Incident Plan if scenario requires.</p> <p>To write a letter of condolence to the family/partner on behalf of the University. Be aware of appropriate timings.</p> <p>To write to members of staff who had direct involvement with the incident.</p> <p>To provide any other guidance/support as required.</p>
Vice Chancellor's Office	<p>Sometimes the VC's Office is identified as the main contact point for the family of the deceased rather than the CO.</p> <p>Where this is the case any follow up arrangements involving the family will be communicated through the VC's Office e.g. memorial arrangements, posthumous awards and/or graduation ceremony arrangements.</p>
Director of Student Services or Delegate	<p>To appoint the CO or to fulfil the CO role where appropriate.</p> <p>To ensure appropriate arrangements are made for staff to seek help or support, internally and externally, following a traumatic event.</p> <p>To ensure the CO has the correct training and ability to deal with the sensitivities of this type of event and is provided with the necessary time and resources to complete the arrangements.</p> <p>To decide on what will happen to fees owed by the student.</p> <p>Influence and make decisions for any scenarios where there may be cost or bigger implications for the University.</p> <p>Liaise with VC's Office where required.</p>

Chaplaincy	<p>To advise on the appropriateness of marking the death with a memorial event and to advise on what shape such a memorial might take.</p> <p>If there is a delay to the funeral occurring or it is abroad/restricted, then there may be the need to hold a campus memorial at a later date. This can be in liaison with students.</p> <p>To arrange an appropriate University tribute at the funeral or cremation of the deceased (taking advice from those in contact with the family, and with particular attention to cultural sensitivities).</p> <p>If appropriate to contact the local representative of the religion of the deceased.</p> <p>To provide pastoral support where required.</p>
Head of Student Wellbeing Services	<p>To co-ordinate counselling support for affected individuals and groups e.g. deceased's tutorial group, staff or students who knew the deceased, those who discovered the body, friends.</p>
Accommodation Contract Management Director	<p>To ensure hall staff are notified and appropriate measures put in place to support other students in the same hall as deceased.</p> <p>If death occurred in halls, this may require people to be moved to alternative accommodation.</p> <p>Arrange suitable time for clearing of personal items from room.</p> <p>If they are an overseas student, arrange for personal items to be shipped.</p> <p>To ensure that no University communications including debt reminders are sent to the deceased's address.</p> <p><b>See Annex F</b></p>
Warden (or 'Chair, Wardens' Community of Practice')	<p>Act as RO.</p> <p>To ensure that Hall welfare staff (Wardens and Warden Assistants) are appropriately notified/briefed.</p> <p>To ensure ongoing support is available to friends and neighbours of the deceased student (particularly relevant if the death occurred in Halls).</p> <p>To be available to provide local liaison with family of the deceased who may have to come to Halls to collect possessions.</p>
Director of H&S	<p>To assess whether the scene has been "made safe" and risk of recurrence has been adequately controlled – including control of hazardous substances or dangerous machinery if appropriate.</p> <p>In liaison with the police and security services to preserve written, physical and photographic evidence and launch investigation into whether the death was work-related.</p> <p>To decide if the incident must be reported to the Health and Safety Executive, as required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).</p>

Deceased Student Policy and Procedures

	<p>To respond to, and liaise with, the Health and Safety Executive/Thames Valley Police if they decide to investigate the incident as a work-related death.</p>
<p><b>Head of Corporate Communications</b></p>	<p>To provide strategic and tactical advice to senior management to minimise reputation risks, in partnership with Police Press Office as required.</p> <p>Draft and advise on messaging, statements and lines to take to ensure consistency – as required.</p> <p>Coordinate all University communications to staff, students, stakeholders, press, and broadcast online and social media – as required.</p> <p>Handle reactive / incoming queries from external press, broadcast, online and social media on behalf of the University – signposting to case officer where required.</p> <p>Provide intelligence and monitoring external media and social media – as required.</p>
<p><b>Head of School/Dean of HBS/School Director of Academic Tutoring/Academic Tutor</b></p>	<p>Discuss with the CO and Corporate Communications how the student's academic cohort will be informed</p> <p>To liaise with Corporate Communications re informing staff and students in the School.</p> <p>To liaise with HR to ensure appropriate support is available to staff affected</p> <p>To remind staff of the support available through Employee Assistance Programme (EAP).</p> <p>To send information about the student to the CO for the VC to write a letter of condolence.</p> <p>To discuss with the Teaching and Learning Dean the level of award that may be awarded posthumously to the deceased student</p>
<p><b>Head of International Student Advisory Team and Home Office Compliance</b></p>	<p>For International Students:</p> <p>To inform the Home Office regarding the deceased's UK visa.</p> <p>Inform the Home Office and facilitate any immigration record to be closed by the Home Office.</p> <p>Act as the point of contact for the Home Office to prevent correspondence from the Home Office being sent unnecessarily to the next of kin or deceased's previous contact address.</p>
<p><b>Insurance Officer</b></p>	<p>To assess if there is any aspect of legal liability on the part of the University and if there is, a notification to insurers would be needed.</p> <p>To ensure if the death occurs at a location abroad or in the UK, but away from the University, contact University Travel Insurers AIG on 24/7 helpline +44 (0) 1273 400 850 quoting reference 0015865874.</p>

Deceased Student Policy and Procedures

<p><b>Head of Student Financial Support and Customer Service</b></p>	<p>To ensure notification of appropriate authorities, i.e. Student Finance, US Federal Aid, local Council, Transport for London and National Rail.</p> <p>Ensure short-term loan liability is cancelled and advise Student Credit control to stop reminders.</p>
<p><b>Head of Exams and Graduation</b></p>	<p>Depending on the time of year to ensure the deceased is removed from Exam timetabling so there is not an empty desk in the exams rooms.</p> <p>In liaison with the School, check for any awards that the deceased may be entitled to, set up the appropriate graduation records and ensure certificates are generated and either sent to CO to forward to the family, or included in the appropriate graduation ceremony.</p> <p>In liaison with the CO and School, to ensure that next of kin who wish to attend any graduation ceremony that may be appropriate, are accommodated and looked after on the day.</p>
<p><b>SIS Team/IT Team</b></p>	<p>Close the student's account to prevent access. Ensure, where possible, no emails, communications or unnecessary contact is made.</p>
<p><b>Director of Legal Services</b></p>	<p>To be aware of the death and to provide advice on the University's obligations if the circumstances require it.</p> <p>To advise colleagues where appropriate.</p> <p>To advise on matters relating to RIDDOR and any criminal investigation.</p>
<p><b>Library</b></p>	<p>Library User Services Manager to liaise with CO if books have been borrowed and are outstanding.</p> <p>Decision to be made whether to approach family to try to retrieve books or to write off any charges.</p>
<p><b>Director of Careers and Employability</b></p>	<p>To task the appropriate person to remove the student's contact details from any careers distribution lists to ensure no further emails/notifications are sent. Confirm if student on a University partnered placement and notify the relevant parties.</p>
<p><b>RUSU Chief Executive Officers</b></p>	<p>Inform Student Activities team if the student was taking part in a RUSU organised activity so they could make the student's fellow activity committee members aware.</p> <p>Ensure Student Advice Managers know how to signpost affected students to the right support and offer support with completion of ECFs if required.</p> <p>If death occurred on a RUSU trip/event, notify the insurance company and review our risk assessment for the event.</p>
<p><b>Campus Jobs</b></p>	<p>Check if student was working through Campus Jobs.</p> <p>Check for outstanding timesheets and liaise with CO if monies are owed to family.</p> <p>Inform Line manager.</p>

	Possibility of Death in Service if in a pension scheme (possible for mature/PhD students).
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## ANNEX E - FOLLOW UP ACTIONS FOR THE CASE OFFICER TO CO-ORDINATE

CLOSURE TASKS	TICK WHEN COMPLETED
Send information about student to VC to write letter of condolence. Speak to School or any other relevant parties to get more personal details so that the letter can be tailored accordingly.	
2-3 weeks after the event all staff and students who were directly involved should be contacted to check on their welfare.	
Collect copy of Death Certificate from the family.	
Submit copy of the death certificate along with completed checklists and notes to the Student Welfare Team for filing on a secure drive	
Request that the School and the Exams team identify whether the student is eligible for a posthumous award	
Discuss with Family whether they would rather the certificate is sent to them or whether they would like to attend an appropriate graduation ceremony on behalf of the deceased.	

# ANNEX F – UPP STAFF INSTRUCTIONS

