



POLICY AND PROCEDURE FOR RESPONSE TO STUDENT DEATH

Owner:	Director of Student Support Services
Reviewed by:	
Approved by:	Senate: 11 July 2018
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PURPOSE

The purpose of this policy is to:

- Set out responsibilities in the event of the death of a student;
- Ensure that the response to such an event is appropriate, timely and effective;
- Ensure that the University communicates effectively with the family and all public authorities involved in the incident
- Ensure that the University acts in supportive way to all involved both internally and towards external organisations.

SCOPE

This policy and procedure will apply only to those students who were enrolled directly with the University of Roehampton and who were either studying with attendance, or through a distance learning programme. Institutions enrolling students on University of Roehampton programmes through a collaborative partnership will be expected to have their own local policies.

POLICY

The University is committed to responding to the death of a student in a compassionate and respectful manner. The University will be guided by the following principles when responding to such incidents:

- a) The University will act in a timely and sensitive manner with respect and compassion. Care will be extended to those closely involved with the student or the incident leading to the death, including the family or next of kin, friends, classmates and staff members.
- b) The University will seek to collaborate and cooperate with external officials to facilitate any investigations or administrative activities related to the death.
- c) The University will act discreetly when dealing with information relating to the student and the incident. Any public statements made for or on behalf of the University will only be released after they have been checked for accuracy and approved by the Communications Office. Any staff involved in responding to the incident will use discretion at all times

PROCEDURE:

The Director of Student Services should be notified immediately, day or night, in the event of a death of a student (home number held with Security) and will activate the following:

IMMEDIATE RESPONSE		
Name	Task	Completed
DoSS	Notify the Vice Chancellor and University Secretary	
	Notify the Head of College who will inform all College staff	
Head of College	<p>Immediate Response: Assist with the provision of police notifying next of kin.</p> <p>Secondary Response:</p> <p>Notify flatmates and immediate friends (if deceased student is resident in campus accommodation), offering immediate wellbeing and counselling support as appropriate</p>	
DoSS	Notify the Head of Department who will notify all academics who have had contact with the student and inform Department offices to remove names and email addresses from group lists	
Head of College	With the SWO, collect information on the student's history at Roehampton	
DoSS	Send details to VC and Head of College for both to write letters of condolence. The Head of College's letter to contain suggestions of a visit to the University or memorial event if appropriate. Head of College to ascertain whether another member of staff has been in contact with the family before and to work with them on further contacts with the family.	
	Notify the Director of Communications to prepare a statement for the press and handle dissemination of information as appropriate	
	Notify University Secretary to handle legal representation and liaise with the police if appropriate.	
	Notify Registry. Registry will close student's registration (status code changed to L21 – left deceased) and notify DoSS of the student's details. Inform Information and Returns, who will	

	delete the student's record from Student Allocator.	
	Notify the University Librarian to close library account	
	Notify Director of Finance to close account and alert them not to chase the family for debts to the university	
	Notify Students' Union President	
	Notify the International Office if appropriate	

WITHIN 10 DAYS		
Name	Task	Completed
Head of College	Arrange with parents for the collection of belongings and any academic work.	
Head of College	Arrange if any refunds of monies are owed to the students' family (for example Halls fees)	
Head of College	To arrange if the family wish to visit the university	
Student Funding	Notify student loans company	
Student Enquiries	Notify Local Authority	
Head of College	To arrange for students and staff who wish to attend the funeral if the family request it.	
	Staff and students may wish to seek Counselling/Chaplaincy support	

Registry	<p>Check whether student has sufficient credits for a posthumous award. If sufficient credits:</p> <ul style="list-style-type: none"> • Take Chair's Action with the Academic Registrar • Advise Head of Department/Programme Convener/ Principal/Head of College of details of award • Organise production of certificate <p>If insufficient credits for an award: advise Head of Department/Academic Registrar/Programme Convener and Head of College that this is the case</p>	
Programme Convener/ Head of Department	<p>Liaise with family regarding whether they would like the award presented at a private ceremony or a certificate sent by post to them.</p> <p>If a private ceremony requested, Head of Department/PC to liaise with the Senior Events Officer.</p> <p>No contact with the family should take place until the Award has been confirmed.</p>	

Later

1. Memorials and dedications to be arranged, if appropriate, by the Head of College with the family.