



**STUDENT DEATH
POLICY &
PROCEDURES**

2015/2016

Approved by: University Health, Safety & Well-being Committee

Date approved: 24th March 2015

Review period: 1 year

Date reviewed: March 2015

Owner: Director of Library & Student Services

Student Death Policy

Date screened:

Date assessed if applicable:

Review period: 1 year

Date of review: March 2016

Contents

1. Policy Statement	3
2. Introduction and Definitions	4
3. Objectives of the policy	5
4. Procedures to be followed	6
5. What are the specific responsibilities of the University?	6
6. Discovery or Notification of a Death	6
7. What do you do if you receive information about a student death?	7
8. Police Procedures	12
9. Suspected Suicide	12
10. What do you do if you receive information about a student death?	13
11. What happens next?	14
12. Monitoring and Review of the Student Death Policy	14
13. Further Guidance	15

Appendix

A. Contact details for University staff	16
B. Services Offering Support and Advice	18
C. Useful Campus Contact Details	19

Student Death Policy

1. Policy Statement

- 1.1 This policy is intended to identify and guide key University personnel through the steps that should be taken when there has been a student death, on or off University premises. This guidance details specific actions with timescales and identifies clear responsibilities and lines of communication, in order to ensure a timely, compassionate and professional response. It is not exhaustive, however, and should not unduly restrict actions as each event will be different.

In a specific emergency incident where there has been a student death, the following Policy and Procedure should take precedence but the principles of the UERIMP should also apply (i.e. the escalation and formation of response teams).

- 1.2 It is essential that the University sets procedures in place which observe the following principles:
- The need for an appropriate level of response from the University,
 - The need for a responsive, sensitive and compassionate approach which recognises the distress for the next of kin and the distress or potential for distress for staff and students close to the deceased student.
 - The need to avoid confusion by developing clear lines of responsibility and communication and which offer a coherent approach to such events.
 - The need to observe the legal obligations of the University and to protect the interests of the University.
- 1.3 The policy has been approved through the University Health, Safety & Wellbeing Committee.

2 Introduction

- 2.1 The definition of a 'student' for the purpose of this policy is a student registered for a UCA award or recognised award from external body and who is studying at the University. The policy does not cover students who are registered for a UCA award at partner institutions. The University will take this policy into consideration where a student's status has recently changed, due to withdrawal, intermission or suspension, and they are no longer a registered student at UCA.
- 2.2. The place of death may have a significant bearing on the degree of involvement of the University and its staff. The locations may be:
- On Campus;
 - Off Campus, in Hall of Residence or other residential property of the University
 - Off Campus, while living in local lodgings away from the (parental) home
 - Off Campus, while engaged in a University activity, including on a work placement or international field visit or study abroad;
 - Off Campus, in the permanent home or in a public place;
 - In hospital
- 2.3 The level to which the University may be required to respond to a student death, in ways other than being supportive, may be affected by the manner of death, which may fall into one of the following categories:
- Accidental
 - Suicide or possible suicide
 - Natural causes (with or without communicable disease implications)
 - Crime
- 2.4 It is important that the University foresees and plans for different scenarios. It should consider:
- The ways in which the University may become aware of the death of a student.
 - The names and roles of people within the University who **MUST** be informed of the death.
 - The roles and responsibilities of other members of the University staff, following a death.
 - The procedures and practice for informing next of kin, students and staff of a death
 - The ways in which the life of a student and his/her contribution to the University might be recognised and marked.

3. Objectives of the Policy

- 3.1 The University is committed to providing clear and comprehensive guidelines to individual members of the Leadership Team, Senior Managers and all UCA staff, in the event of a student death on or off the University premises.
 - 3.1.1 To make the roles and responsibilities for staff, in the event of a student death, clear and accountable.
 - 3.1.2 Any member of staff who is notified about a student death is obligated to inform the University through relevant staff members, in line with this policy. These steps are clearly detailed in the Student Death Procedures and the process flow chart that follow this section.
- 3.2 Appropriate support will be provided by the University for students and staff following a student death.
 - 3.2.1 Dealing with a fellow student's death will be traumatic and difficult for the student body and appropriate support services will be available through Library & Student Services in liaison with the Students' Union.
 - 3.2.2 When a member, or members, of University staff are dealing with a student death and have been affected by the event the following should be offered to that member of staff:
 - 3.2.2.1 All staff should be offered the opportunity to talk through the incident, in confidence, with their Line Manager or HR.
 - 3.2.2.2 They should also be made aware of the external Counselling Helpline available to all staff (*See Appendix B*).
 - 3.2.2.3 Access to short-term post-trauma support (e.g. opportunities to talk with peers and colleagues or structured group debriefing session) which may be facilitated either through the Student Counselling Service within Library & Student Services via HR, as well as signposting to external support services.
- 3.3. Training, support and guidance will be provided to all UCA staff who have responsibilities within the policy and available to all other UCA staff on request.
 - 3.3.1 Guidance and training will be available to all UCA staff where necessary and with particular regard to ensuring appropriate training is made available to those staff that have named responsibilities within the policy, via the University's Learning & Development Team.
 - 3.3.2 General awareness of the policy content and responsibilities will be communicated to all staff on an annual basis through email, the document store, myUCA, Staff Portal and University website.

4. Procedures to be followed, in the event of a student death

4.1 Purpose of these Procedures

The purpose of these procedures is to provide step by step guidelines for staff, regarding the action they need to take when dealing with a student death.

5. What are the specific responsibilities of the University?

- To inform appropriate people within the University and externally of the student death.
- To ensure the University has met and continues to meet its legal obligations.
- To create the time and space for students and staff affected by the death of a student to adjust to and to recover from the news of the death.
- To ensure that all concerned have confidence and assurance that the University is acting in a responsible, compassionate and sensitive manner.
- To ensure that no unnecessary routine administrative procedure is continued which may cause additional distress to relatives/friends of the deceased.

6. Discovery and Notification of a Death

6.1 Death, unless it occurs within a controlled environment such as a hospital, must always be notified to the Police. Anyone finding what they believe to be a body on campus or in a University property such as a Halls of Residence (whether or not they consider the person to be alive or dead) should contact the Emergency Services immediately.

6.2 Nothing should be touched or moved (other than to secure the area) until the Police have arrived and their guidance has been sought.

7. What do you do if you receive information about a student death?

- 7.1 Any member of the University staff who receives information of a student death on or off the University premises should immediately contact the **Executive Dean** responsible for the campus, or the **Deputy Vice-Chancellor (CR)** or another member of the **Leadership Team**. The Deputy Vice-Chancellor will inform the other members of the Leadership Team including the Vice Chancellor.

Any **Student** who becomes aware of a student death on or off the University premises should immediately contact a member of staff on their campus.

The **Executive Dean** shall then undertake to inform the key people listed below:

- Deputy Vice-Chancellor(CR) (who shall inform the other members of Leadership Team including the Vice Chancellor who will decide if appropriate to inform the Board of Governors).
- The Executive Dean with responsibility for the campus.
- Executive Assistant to the Executive Dean/Leadership Team
- Registrar & Secretary
- The Head of School with responsibility for the School.
- Head of Estates & Facilities Management
- Health, Safety & Wellbeing Advisor.
- Director of Student Recruitment & Marketing or Head of Corporate Communication
- Director of Human Resources
- Director of Library & Student Services
- Deputy Registrar & Head of Student Administration
- Campus Registrar
- Students' Union Chief Exec Officer and Campus Officer.
- Accommodation & Catering Services' Manager (where necessary)

SEE *Appendix A* for contact details

- 7.2 On hearing of a death, the **Executive Dean/ Deputy Vice-Chancellor (CR)** will appoint an **Executive Assistant as Clerk to the Response Team**, who will coordinate communications between the Response Team, key people and the University on a regular basis and maintain accurate notes/records of the response to the incident on behalf of the University.
- 7.3 The specific responsibilities are detailed in the table below; each department representative is responsible for ensuring that they have taken action in line with the procedures set out. The **Executive Dean/Deputy Vice-Chancellor (CR)** will have overall responsibility for the following:

Key people	Responsibility
Executive Dean (or DVC (CR) or other LT member if unavailable)	<ul style="list-style-type: none"> • To provide senior management oversight of the University's response to the student's death and to ensure that it is appropriate to the circumstances. • To ensure a written record is maintained of the actions taken, to inform a review of the circumstances and any response that may be required following a student death, where appropriate. • To co-ordinate and ensure actions, outlined in the table below are undertaken in a timely manner. • To ensure that cultural requirements of the deceased or his/her family are taken into account. • To consider, with other key members of University staff, the Students' Union and the student body but especially the family of the deceased, an appropriate memorial to the student. • To ensure that any requests from friends or family members for an on-site memorial are directed to the Vice-Chancellor
Clerk to the Response Team	<ul style="list-style-type: none"> • To provide Executive Assistant support and act as Clerk to the Response Team. • To start a log of the incident and to maintain notes and records throughout the duration of the University's response. • To inform the Director of Library & Student Services, Students' Union Chief Exec Officer and Campus Officer. • To ensure information regarding the external Counselling Helpline is communicated to effected staff. • To arrange for Vice Chancellor/Executive Dean to contact the family of the deceased. • To liaise with the Vice Chancellor/Executive Dean to draft a letter of condolence to the family/partner of the deceased. • To arrange and assist appropriate representation by staff and students at a funeral and/or memorial service on behalf of the Vice-Chancellor.
Registrar & Secretary	<ul style="list-style-type: none"> • To liaise with the Clerk to the Response Team. • To liaise with Legal Representatives, as appropriate.

<p>Head of Estates & Facilities Management and/or Health Safety & Wellbeing Advisor.</p> <p><i>(Where a death has occurred on campus or in University student accommodation, (including third party accommodation provider)</i></p>	<ul style="list-style-type: none"> • To assess health and safety implications of any incident and follow the reporting procedures laid down by the HSE. The enforcing authority must be informed without delay. The Incident Contact Centre: 0845 300 99 23). – HS&WA • To liaise with the Police and Coroner's Office as appropriate. - HS&WA • In consultation with the Police or other statutory authority, to consider implementing closures, modifications to premises or changes in practice where necessary, in agreement with Leadership team and University Health, Safety & Wellbeing Committee or other responsible committee. – HS&WA • Liaise with the Accommodation & Catering Services' Manager or third- party accommodation provider, where necessary. • To liaise with the Clerk to the Response Team.
<p>Director of Finance</p>	<ul style="list-style-type: none"> • To liaise with the Clerk to the Response Team. • To liaise with Insurers, as appropriate.
<p>Head of School</p>	<ul style="list-style-type: none"> • To brief the course team of the student death and ensure the team shares the news with fellow students as soon as practicable. • To ensure ALL other tutors / administrators / technical / support staff at the campus are aware of the student death. • To ensure ALL students are informed in a timely and sensitive manner and that relevant questions are answered openly. • To ensure the availability a member of the Course Team to any student who wishes to talk. • To inform students of the arrangements in place for the provision of support including short-term, post-trauma support facilitated through the Student Counselling Service within Library & Student Services. • To ensure the continuation of the course without undue delay but being sensitive to the possible distress of some students.

<p>Director of Library & Student Services</p>	<ul style="list-style-type: none"> • To inform Library & Student Services Staff on the campus. • To liaise with University and Clerk to the Response Team to facilitate support to the deceased family, where appropriate or desired (e.g. arranging a visit to the University Library for the family) • To co-ordinate signposting and support to affected students including short-term post-trauma support facilitated through the Counselling Service and access to local faith services. • Arrangements for support to affected staff will be facilitated through the Line Manager, HR and signposting to the external staff Counselling Helpline or other external support services. • To provide Students' Union with all necessary support materials to facilitate effective signposting to students (e.g. Nightline or Samaritan leaflets). • To liaise with the Gateway Services Manager at the campus to ensure the deceased's library accounts are cleared (e.g. outstanding materials are discharged and replacement copies reordered and fines/charges waived)
<p>Director of Marketing & Student Recruitment and/or Head of Corporate Communications</p>	<ul style="list-style-type: none"> • To brief all relevant staff on the process to be followed on receiving a media enquiry (e.g. all enquiries to be forwarded to the Head of Corporate Communication without comment). • To handle all media enquiries and to formulate a statement on behalf of the University in response to any enquiries received from the media. To monitor all media traffic (including social media) • To liaise with the Executive Dean on communication to students. • To arrange, where appropriate and in consultation with UERIMP Gold Team, dissemination of information to the University at large. • To arrange, where appropriate, the involvement of University representatives in the student's home country.
<p>Director of Human Resources</p>	<ul style="list-style-type: none"> • To write to member(s) of University staff who had direct involvement with the student, outlining the support arrangements in place for staff. • To ensure that appropriate arrangements are made for staff to seek help or support, internally or externally. Initial support may be facilitated in the earlier stages through Library & Student Services.

Deputy Registrar & Head of Student Administration	<ul style="list-style-type: none"> • To ensure that the student's record is immediately updated and that no correspondence regarding administrative procedures and fees is sent to the address of the deceased. A line should be inserted at the top of the address field (to appear on all labels and merged address details) reading "DO NOT DELIVER – RETURN TO SENDER" • To notify Finance to ensure that no University communications, including invoices, are sent to the deceased's address. Any outstanding tuition fees will be waived by the University. • To ensure SITS is updated to cancel Library, IT and other registrations in the name of the student but records are <u>not</u> deleted in the first instance. • To notify Accommodation, IT Services, Marketing & Student Recruitment and other relevant departments of the cancellation to the student's registration and accounts. • Make contact with the relevant Campus Registrar, to discuss and confirm any actions above that should be taken at the local level.
Students' Union	<ul style="list-style-type: none"> • To assist in signposting students to the support available from Library & Student Services and other external support services • To ensure Students' Union registration and membership are cancelled. • To provide information about additional support services to students affected by the death. • To feed back any information it may gather from students to the University to support the process.
Accommodation & Catering Services' Manager	<ul style="list-style-type: none"> • If the student lived in private or shared accommodation, to liaise with the Landlord regarding rental, deposit, unpaid bills and with students sharing the property. • If the student lived in Halls of Residence, to liaise with the Head of Estates & Facilities Management for the same reason. Any outstanding bills will be waived by the University. • Where a student has died in a student shared property (House in Multiple Occupation) to identify, with the Head of Estates & Facilities Management and the landlord, the possibility of alternative accommodation should housemates desire either in the short or long term. It should be understood that in some cases this will not be possible, or will only be possible through the payment of more than one rent. • Make arrangements, where necessary, for the next of kin to collect deceased belongings from residence, or arrange for these to be collected from the residence and transported, subject to liaison with Police.

7.4 International Students

The death of an International Student will require the Clerk to the Response Team to refer to the guidelines set out above and in some circumstances to undertake additional responsibilities with assistance from the Director of Marketing & Student Recruitment in relation to the following:

- Liaison with relevant consulate/embassy.
- Visa arrangements for parents.
- Liaison with the family of the deceased over travel arrangements.
- Make arrangements to provide interpreters/translators, where required.
- To ensure that cultural requirements are taken into account with reference to burial and funeral arrangements.
- Assistance in any repatriation of the deceased.
- Certification of the death.
- Liaise with the Home Office (where appropriate).

8. Police Procedures

- 8.1 If there is a reasonable cause to suspect that a "*violent, unnatural death, or sudden death of which the cause is unknown.....*" has taken place then the Coroner is under a statutory duty (usually delegated to the Police at the scene) to establish certain information.
- 8.2 The Police will also normally arrange for the removal of the body and for any necessary post mortem
- 8.3 The Police (or Hospital) will also normally arrange that the next of kin are informed. The Head of Estates & Facilities Management /Health, Safety & Wellbeing Advisor (who are primarily responsible for liaising with the Police) will check with the Police whether this has been done and which person(s) have been informed before any information about the student's identity is disclosed. The University shall assist the Police, if requested, by making available address and next of kin information from its Student Records system. For 2015 -16, students will automatically be reminded to inform those that have been identified as next of kin.
- 8.4 If there are witnesses whom the Police wish to interview, they should be taken to a private area removed from the immediate scene as soon as possible and provided with appropriate comforts.

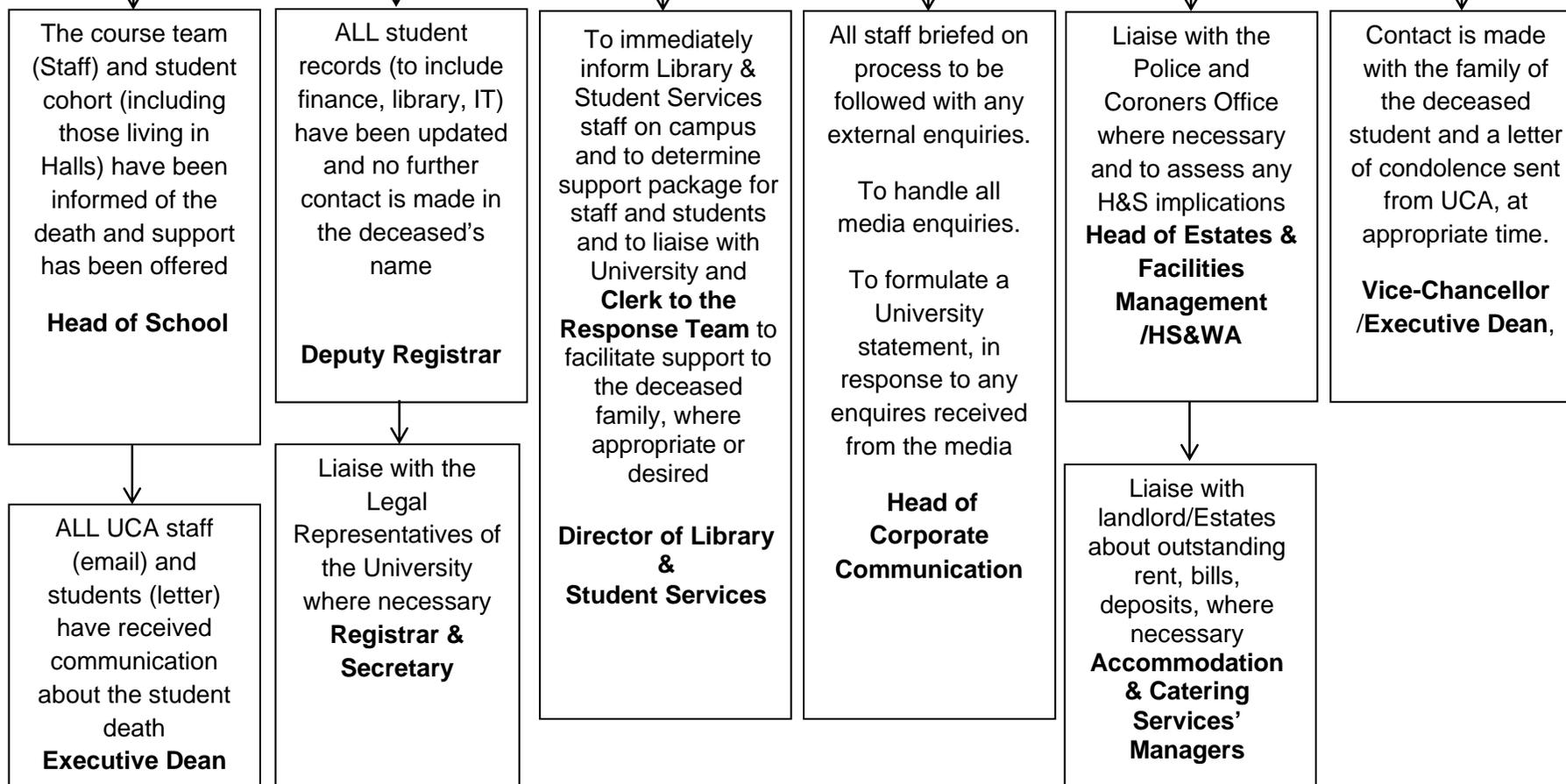
9. Suspected suicide

- 9.1 An apparent or alleged suicide is only confirmed by a Coroner's verdict following an inquest. It is important that people acting in an official capacity with the University know this and do not pre-empt the Coroner's verdict in public utterances.

10. What do you do if you receive information about a student death?

Any member of the University staff who becomes aware of a student death on or off University premises should **immediately** contact the **Executive Dean** with responsibility for the campus, or in their absence, the **Deputy Vice-Chancellor (CR)** or a **member of the Leadership Team** who will be responsible for senior management oversight of the guidance contained with this policy, from this point and will seek to appoint, with immediate effect, **Clerk to the Response Team (Executive Assistant to ED or EDLTR)** who will co-ordinate communications in response to the incident.

Within 24 – 48 hours of the student death, where possible, it is very important that the following has been achieved:



11. What happens next?

Within two months:

- 11.1 The Executive Dean will appoint a nominee to conduct a post incident review to assess the effectiveness of the Student Death Policy. Any proposed changes arising from such a review, will be referred in the first instance to the Registrar & Secretary for advice.
- 11.2 The appointed member of staff will arrange an optional 'debrief session' for staff and students who knew the student or who were directly involved with the student death. While such a session may also offer staff and students an opportunity to talk about what happened and inform the review, care should be taken to ensure that students and staff clearly understand the purpose of the session.
- 11.3 Review the need for continuing support services for staff and students. In some cases however, a student death can affect a group of students and have repercussions for many months, or years, after the event.

12. Monitoring and Review of Student Death Policy

12.1 Policy Review

- 12.1.1 The Student Death Policy will be reviewed by the Director of Library & Student Services every year and be signed off by the University Health, Safety & Wellbeing Committee.

The following stakeholders will be consulted through the period of review:

- Vice Chancellor
- Deputy Vice Chancellor (CR)
- Executive Deans
- Registrar & Secretary
- Head of Estates & Facilities Management
- Health Safety & Wellbeing Advisor
- Director of Marketing & Student Recruitment/Head of Corporate Communication
- Director of Human Resources
- Deputy Registrar & Head of Student Administration
- Campus Registrar
- Chief Executive Officer, Students' Union
- Accommodation & Catering Services' Manager

13. Further Guidance

Further guidance can be found in the following relevant UCA policies:

- Fitness to Study Policy
- Student Mental Health and Wellbeing Policy
- Safeguarding Children and Vulnerable Groups
- Student Drugs and Alcohol Misuse Policy

Appendix A

Contact details for all key people listed in 7.1:

Executive

Deputy Vice-Chancellor (Retiring in May 2015)	Mark Hunt	mhunt@ucreative.ac.uk	2700
Deputy Vice-Chancellor (Corporate Resources)	Alan Cooke	acooke@ucreative.ac.uk	2647

Executive Deans

PVC (Academic Development) and Executive Dean Faculty of Art, Media And Communication Design	Dr Roni Brown	rbrown6@ucreative.ac.uk Mobile Number*	2788
Executive Dean, Faculty of Fashion, Architecture and 3D design	Mark Little	mlittle2@ucreative.ac.uk Mobile Number *	8674
Executive Dean Teaching, Learning & Research	Trevor Keeble	Tkeeble2@ucreative.ac.uk Mobile Number*	8662

* Please refer to the UERIMP confidential contact list.

Head of School			
Head of School: Architecture	Alan Attlee	aatlee@ucreative.ac.uk	7330
Head of School: Communication Design	Jamie Dobson	jdobson@ucreative.ac.uk	2929
Head of School: Fashion	Thomass Atkinson	tatkinson@ucreative.ac.uk	8631
Head of School: Film and Media	Sarah Jeans	sjeans@ucreative.ac.uk	2742
Head of School: Fine Art	Ian Parker	ipaker@ucreative.ac.uk	2437
Head of School: Further Education	Mike Addison	maddison@ucretaive.ac.uk	1115
Head of School: Craft & Design			TBC

Head of Estates & Facilities Management	Peter Rhodes	prhodes@ucreative.ac.uk	7436
Director of Finance	Jim Marshall	jmarshall@ucreative.ac.uk	2632
Director of Library & Student Services	Jan Conway	Jconway3@ucreative.ac.uk	2703
Director of Marketing & Student Recruitment	Andy Blair	APIBlair@ucreative.ac.uk	2733
Head of Corporate Communication	Angela Chadwick	achadwick@ucreative.ac.uk	2731
Director of Human Resources	Angela Fisher	afisher@ucreative.ac.uk	2673
Registrar & Secretary	Marion Wilks	mwilks@ucreative.ac.uk	2603
Deputy Registrar & Head of Student Administration	Andrew Penman	apenman@ucreative.ac.uk	2712
Students' Union Chief Executive Officer	Jamie Stratton	jstratton.su@ucreative.ac.uk	1491
Accommodation & Catering Services' Manager	Lesley Balaam	Lbalaam@ucreative.ac.uk	8715
Campus Registrar (Epsom and Farnham)	Michelle Maher	mmaher@ucreative.ac.uk	2743
Campus Registrar (Canterbury and Rochester)	Andrew Varley	avarley@ucreative.ac.uk	7372

Appendix B

External Services offering support and advice

- CRUSE

Cruse Bereavement Care exists to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. Services are free to bereaved people. The charity provides support and offers information, advice, education and training services.

www.crusebereavementcare.org.uk

- Samaritans

Samaritans provides confidential, non-judgmental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair.

www.samaritans.org

08457 90 90 90

- London Nightline

London Nightline is a confidential listening, support and practical information service for students in London. Open from 6pm to 8am every night of term.

<http://www.nightline.org.uk/>

Nightline helpline can be reached by phone: 020 7631 0101 (free calls on Skype) or by email: listening@nightline.org.uk or through instant messaging via the website at www.nightline.org.uk.

020 7631 0101

- Staff Counselling Helpline

Should you wish to use this service please ring the number below quoting the policy number of the University which is **TT821 68679**

0117 934 2121

Appendix C

Useful Campus Contact Details

Canterbury			
Library & Student Services	Gateway Services Desk	librarycant@ucreative.ac.uk	7314
Caretakers/ Security		01227 817322 Number transfers to Security out of hours	7322
Accommodation Office	Dave Edwards	dedwards@ucreative.ac.uk	7380
Campus Registry	Judi Batten	jbatten@ucreative.ac.uk	7466

Epsom			
Library & Student Services	Gateway Services Desk	libraryepsom@ucreative.ac.uk	2461
Caretakers		01372 202452 Between 5pm-8pm Mon- Fri and Sat & Sun Duty Caretaker: 07879 482876	2452
Security		Security Guard: 07919 320235	
Accommodation Office	Alice Weston	aweston@ucreative.ac.uk	2434
Campus Registry	Tracey Draper	tdraper@ucreative.ac.uk	2409

Farnham			
Library & Student Services	Gateway Services Desk	libraryfarn@ucreative.ac.uk	2709
Caretakers		01252 892663 Duty Caretaker: 07909 680371	2663
Security		Security Guard: 07919 320235 Number transfers to Security out of hours	
Accommodation Office	Alice Weston	aweston@ucreative.ac.uk	2434
Campus Registry	Carol Fricker	cfricker@ucreative.ac.uk	2793

Rochester			
Library & Student Services	Gateway Services Desk	libraryroch@ucreative.ac.uk	3334
Caretakers/Security		01634 888726 Number transfers to Security	8726

		out of hours	
Accommodation Office	Debby Dickman	ddickman@ucreative.ac.uk	8723
Campus Registry	Alison Quinn	aquinn4@ucreative.ac.uk	8655