

Student Death – Procedures

Operational Owner:	Chief Student Officer (CSO)
Executive Owner:	Chief Operating Officer (COO)
Effective date:	April 2020
Review date:	March 2023
Related documents:	To be considered alongside the Student Death Policy

Approval History

Version	Reviewed by	Brief reason for review	Approved by	Date
1	Lucy Evans, CSO	Formal update on Policy first created in April 2014	Lucy Evans	6/1/20
2	Head of Security	Review	Lucy Evans	10/1/20
3	Head of Wellbeing and Welfare	Review	Lucy Evans	10/1/20
4	Academic Registrar	Review	Lucy Evans	23/1/20
5	Head of Student Experience	Review	Lucy Evans	20/1/20
6	Head of Student Data and Records	Review	Lucy Evans	15/1/20
7	University Secretary and Legal Counsel	Review	Lucy Evans	28/1/20
8	Head of Communications and PR	Review	Lucy Evans	28/1/20
9	Director of Health and Safety	Review	Lucy Evans	5/4/20
10	Final sign off	Review and approval	University Executive Board	23/4/20

1a) University post holders who will usually have specific responsibilities listed resulting from the death of a student(s).

In cases where the post-holder is on annual leave or uncontactable for other reasons, an alternative will be the persons nominated Deputy.

Position	✓	Responsibility
Silver command on call		Chair Silver Command in 1 st (Incident) Phase
Head of Security		Inform relevant individuals within departmental staff
		Liaise with Police / Coroner's Office, as appropriate
		Where death occurs, or suicide attempted, there may be a Prevent duty obligation. Referral to the Local Authority Prevent Coordinator will be considered. Care should be taken to provide appropriate aftercare for Security staff (and other who may have known student

		such as cleaners) so that they are supported appropriately after the death and through coronial processes. Build up links with Police in order to manage movement of deceased and protect any scene.
CSO		Manage overall coordination in 2 nd phase (Aftermath) and 3 rd phase (Follow Up).
		Nomination of Incident Response Manager (IRM) Nomination of Family Contact Officer (FCO) Nomination of Student Contact Officer (SCO)
		Inform other relevant individuals within departmental staff
		Communication of the death to the wider student body
		Co-ordinate offers of support to affected students/staff
		Confirm the veracity of information and that next of kin have been informed
		Maintain contact with department to disseminate information
		Where death occurs outside the UK, establish protocol for Next of Kin Notification with the Foreign and Commonwealth office
		Work with the University Secretary and Legal Counsel on any legal requirements, including disclosure of information regarding an inquest
Head of Wellbeing and Welfare		To inform relevant individuals and coordinate response from relevant teams within the Department including: <ul style="list-style-type: none"> • Centre for Wellbeing • Residential Wardens • Student Life Mentoring • Chaplaincy • Disability and Neurodiversity
		To ensure availability of appropriate wellbeing staff to support students and staff
		Liaise with next of kin (in conjunction with others as necessary)
		Liaison with nominated FCO / SCO
		Liaison with family regarding collection of deceased student's belongings, in conjunction with the Senior Warden
		To arrange an appropriate University tribute at the funeral of the deceased (taking advice from those in contact with the family and/or chaplain, and with particular attention to cultural sensitivities)
		Liaison with Faculty regarding supporting staff and students connected with the deceased where required
Head of Student Experience		To inform and coordinate response from relevant teams within MySurrey Hive
		Liaison with Faculty regarding supporting staff and students connected with the deceased where required
Academic Registrar		To ensure that the student's record is immediately updated on SITS and other relevant systems
		That all internal administrative enquires are referred to ensure that no University communications, including invoices, are sent to the deceased's address
		To ensure that the Library, IT and other registrations in the name of the student are cancelled, and that central IT accounts archived.
		To confirm policy regarding requests for access to IT account.
		If student was in receipt of a student loan, notify the Student Loans Company
		If student was a Tier 4 visa holder, notify the Home Office

		Check whether the student is employed by the University via Unitemps
		Notify departments with local databases so those records can be closed including: Student Experience, Careers, Advancement, Student Receivables, Academic Registry departments, Library, Accommodation
		To liaise with the Faculty on appropriate arrangements for awards/posthumous degrees
Head of Faculty Student Services		To assist with informing and supporting staff (e.g. personal tutor) and students connected with the deceased where required
		To consider current academic requirements and needs of those directly affected
		To facilitate appropriate representation by staff and students at a funeral and/or memorial service
		To ensure the continuation of academic work but being sensitive to possible distress of some students
		Managing the condolence room and book
		Liaise with chaplaincy to provide support within Faculty
Head of Accommodation		To explore the arrangement of alternative accommodation if requested by those directly influenced by the event
		To ensure clarity and sensitivity in settling outstanding financial matters.
Head of Communications		To arrange dissemination of information to the University at large
		To handle, or delegate the handling, of all media enquiries
		If necessary to advise relatives about potential excesses of the media
		To manage press relations with the Police and other relevant services
		Review and cease the use of the individual in any marketing materials
		Notify Samaritans to aid with media and reduce risk of suicide cluster

1b.) University role holders *who may have additional responsibilities listed resulting from the death of a student(s).*

Position	<input checked="" type="checkbox"/>	Responsibility <i>In consultation with Staff listed above</i>
The Vice Chancellor		To write a letter of condolence to the family/partner
University Secretary and Legal Counsel		To advise relevant colleagues about requirements for disclosure of student records.
		To advise the CSO and other relevant colleagues in the event of an inquest.
All staff		To ensure that external enquiries they receive are channelled to the University Communications team, or other named person as agreed
Senior Warden and/or Student Life Manager		To communicate support available to other students affected through residential support staff and students.
Director of Health & Safety		To assess Health & Safety implications of any incident
		To follow the reporting procedures required by law
		To advise on the implementation of immediate closures or changes in practice where necessary
Student Advice Manager (International & Money)		To liaise with consulate/embassy

	To assist with arrangements for arrival of relatives
	To ensure that cultural requirements relating to burial and funeral arrangements are taken into account
	To advise the family with regard to repatriation of the body
	Support the funeral costs incurred for students without family
	Support costs for other students to attend funerals at a distance
	Support family reaching student death incidents overseas
Global Engagement Office	To liaise with partner institutions
	To assist with arrangements for arrival of relatives / representatives
Guildowns Medical Practice	To take any action required by law as the result of a possible death by reason of infectious disease
	To collaborate if appropriate with the Public Health England and work within agreed policy to deal with infectious diseases.
Head of Careers and Employability	To <i>take necessary actions where a student death occurs whilst a student is on placement.</i>
President of the Students' Union	To contribute to the University's discussion / arrangements on funeral arrangements / memorials
	To ensure SU registrations and memberships are cancelled
	Ro consider how SU societies might support those affected

2.) Roles designated to University staff in the event of a student death by the Chief Student Officer

a) **Incident Response Manager (IRM) (e.g. Chief Student Officer)**

Responsibility for managing the post incident phase 2/3, including producing a report on the management of the response to a student death which may propose changes to policy or and procedures.

This will normally be an individual listed in 1a) working with the FCO & SCO.

b) **Family Contact Officer (FCO) (e.g. Head of Wellbeing and Welfare)**

Responsible for, where agreed with next of kin, maintaining contact as the sole liaison point from the University following the immediate aftermath of an unexpected student death;

- To ensure agreed communication with the family of a deceased student is clear and compassionate
- To give clarity for University staff concerning all communication with the bereaved family;
- To communicate information in such a way which does not compromise either the University's legal responsibilities or any ongoing Police involvement
- To work with and across the University central and faculty offices/officers.

Tasks:

1st Phase – *On notification of sudden or unexpected death*

- Regular duties suspended for an agreed period to allow FCO role
- FCO to report to the CSO, (or nominee) who will be advised by professional support services.

2nd Phase – *Following formal notification of the death to the next of kin and communication of the death to all staff and students (usually with agreement of family)*

- FCO to contact next of kin to offer this liaison role
- Share agreed information on University actions/events to family at relevant stages
- Promote University support services to other affected students

3rd Phase - *Post Funeral*

- Liaison re memorial

- Assuming good relationship established with next-of-kin and/or students and staff most affected, maintain coordination and reporting for agreed initial period of 12 months.
- Anniversary of death card/letter
- Feedback to the IRM regarding production of report

c) Student Contact Officer (FCO) (e.g. Head of Faculty Student Services)

Responsibility for managing responses to students affected by the incident, working with the IRM & FCO.

Tasks

1st Phase – *On notification of sudden or unexpected death*

- communication of the student death to various groups

2nd Phase – *Following formal notification of the death to the next of kin and communication of the death to all staff and students (usually with agreement of family)*

- effectively manage communications with faculty staff and students
- managing condolence room and book
- managing response from university for funeral arrangements
- organise University participation in funeral service.

3rd Phase - *Post Funeral*

- Continue to provide support to students.
- Feedback to the IRM regarding production of report