



**UNIVERSITY  
ACADEMY 92**  
MANCHESTER

## **Student Bereavement Policy and Procedure**

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Student Death Policy and Procedure  
September 2020  
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Director of Student Life

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<b>Version</b>	<b>Date</b>	<b>Revision description/Summary of changes</b>	<b>Author</b>
1.1	27 <sup>th</sup> July 2021	Updating job titles and area categories. Addition of 'apprentices' into policy body.	Student Administration Assistant
1.2	10 <sup>th</sup> August 2021	Amendment of title to 'Student Bereavement Policy'.	Student Admin Assistant
1.3	August 2023	Updating job titles and responsibilities, including case conference attendees and roles of each attendee.	Counselling & Mental Health Manager

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## 1. Purpose

Please note that each incident will be different, therefore, this policy/procedure is provided as guidance only, rather than as a set of prescriptive actions.

The purpose of this policy is to:

- 1.1 Identify the action University Academy 92 (UA92) will take in the event of a student death.
- 1.2 Outline the procedure colleagues should follow if they are informed of a student death or if a student death occurs on campus.
- 1.3 Provide general principles and clear lines of responsibility to assist colleagues, students and apprentices who may be involved in UA92's response to a student death.

## 2. Scope

- 2.1 This policy applies to all current students and apprentices registered on a UA92 course, including students and apprentices who have suspended their studies. For the purpose of this policy, 'student death' refers to the death of any current student or apprentice registered on a UA92 course.
- 2.2 This policy applies to all colleagues at UA92 who may receive information about a student death or may be involved in UA92's response to a student death.
- 2.3 In this policy and procedure, any reference to named UA92 colleagues also includes reference to their nominee and those named may delegate their responsibilities to other appropriate colleagues.

## 3. Policy statements

- 3.1 Sadly, there may be an occasion when we are made aware of a student death. UA92 is committed to responding in an appropriate and timely manner, demonstrating due sensitivity, and understanding and ensuring we consider the practical and emotional needs of all involved and the wider UA92 community of students, apprentices and colleagues.

### UA92 Involvement

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- 3.2 The degree of UA92's involvement will depend on the circumstances and cause of a student's death. If a student or apprentice dies on campus or while engaged in a UA92 activity (e.g. in their role as student ambassador at an external event), UA92 will have significantly more involvement initially than if a student or apprentice dies off campus, when emergency services (specifically the police) will play a more significant role (please see Appendix 5.1: 'Flowchart: what to do in the event of a student death' for guidance on how to respond to a student death on and off campus).
- 3.3 A small team of colleagues will be identified, whose responsibility it will be to ensure that information is passed speedily to those who need it and that UA92's response is coordinated (please see Appendix 5.2 for 'Guidance re Individual Responsibilities of Case Conference Members').

### **Receiving Information about a Student Death**

- 3.4 If a colleague is given information about the death of a student or apprentice, as well as expressing sympathy and understanding, they should seek to obtain the following information so relevant follow up action can be taken:
- The name, contact details and relation to the student or apprentice of the person providing the information
  - The student's or apprentice's full name
  - The cause of death (this will usually be offered but if not, this information should be requested sensitively)
- 3.5 If the person giving the information is very distressed, information obtained at this point should be minimised to (i) their contact details and (ii) the name of the student or apprentice who has died. Please offer to arrange for a colleague to call back at a later time.

### **Passing on Information about a Student Death**

- 3.6 As soon as a colleague receives information about a student death, it is important they pass this information on immediately, so appropriate action can be taken.
- 3.7 Colleagues should pass this information to the Designated Safeguarding Officer (DSO) or deputy DSO via phone (leaving a voice message if there is no response). Colleagues should follow up with an email to both the DSO and their deputy, including all information and known details, including contact numbers. In the event that both the DSO and deputy DSO are out of office, please pass the information to your line manager (please see 'Safeguarding Policy' for more details relating to UA92's DSO and deputy DSO).

- 3.8 UA92 is unable to respond outside of office hours. The colleague who received the information should follow up with the DSO and their deputy as soon as is reasonably possible during office hours to confirm they have received the information.

### **Immediate Next Steps**

- 3.9 The DSO (or nominee) should follow up with the person who reported the student death, if appropriate, followed by the student's or apprentice's next of kin. The responsibility for notifying the student's or apprentice's immediate family will always fall to the police or medical services, as set out in the Coroner's Act 1988. The DSO should, therefore, check with emergency services that this has happened before making contact with the student's or apprentice's next of kin.
- 3.10 The DSO should contact the student's or apprentice's next of kin via phone to offer condolences and appropriate support. The family may wish to travel to Manchester and where appropriate, UA92 should seek to assist with accommodation, travel arrangements, parking facilities etc. It would be helpful to allocate a contact person who can meet with and accompany the family, and who can be contactable during their visit. The family should also be asked whether they would like to receive contact and support from a member of our local multi-faith community (to be facilitated by the Head of Student Support or nominee).

### **Case Conference**

- 3.11 The DSO should call and chair a case conference to coordinate UA92's response and delegate individual responsibilities and actions. This case conference should take place within 48 hours of receiving information regarding the death of a student.
- 3.12 Those invited to the case conference should include all relevant colleagues/parties. They would usually include;
- Head of Student Support (DSO)
  - Executive Director of Student Life & Strategy (Deputy DSO)
  - Registrar
  - Chief Academic Officer (or nominee)
  - Counselling & Mental Health Manager
  - Student Experience Manager
  - Head of PR
  - Head of People
- 3.13 Each attendee at the case conference will have a number of responsibilities, which will be agreed and confirmed during the

meeting (please see Appendix 5.2 for examples of responsibilities of various roles). These responsibilities and time scales will be identified and recorded in the minutes of the case conference. The chair will have further responsibilities, following the meeting, to coordinate and liaise with colleagues to ensure they have taken the agreed actions.

- 3.14 The case conference should continue to reconvene at relevant times and as appropriate to confirm actions taken by each member and to determine any additional actions that may need to be taken moving forward.

### **Follow Up Actions**

- 3.15 At an appropriate time, the family should be consulted on how best UA92 can arrange for the student or apprentice to be remembered i.e. planting of memorial tree, a book of remembrance, charity collection or by other means.
- 3.16 At an appropriate time, the case conference should reconvene to consider the circumstances surrounding the student's death, UA92's approach and any lessons to be learned. This policy and procedure should then be updated as appropriate.

## **4. Related Documentation**

- 4.1 Safeguarding and Prevent Policy  
4.2 Suicide Safer Strategy  
4.3 Exceptional and Mitigating Circumstances Policy and Procedure

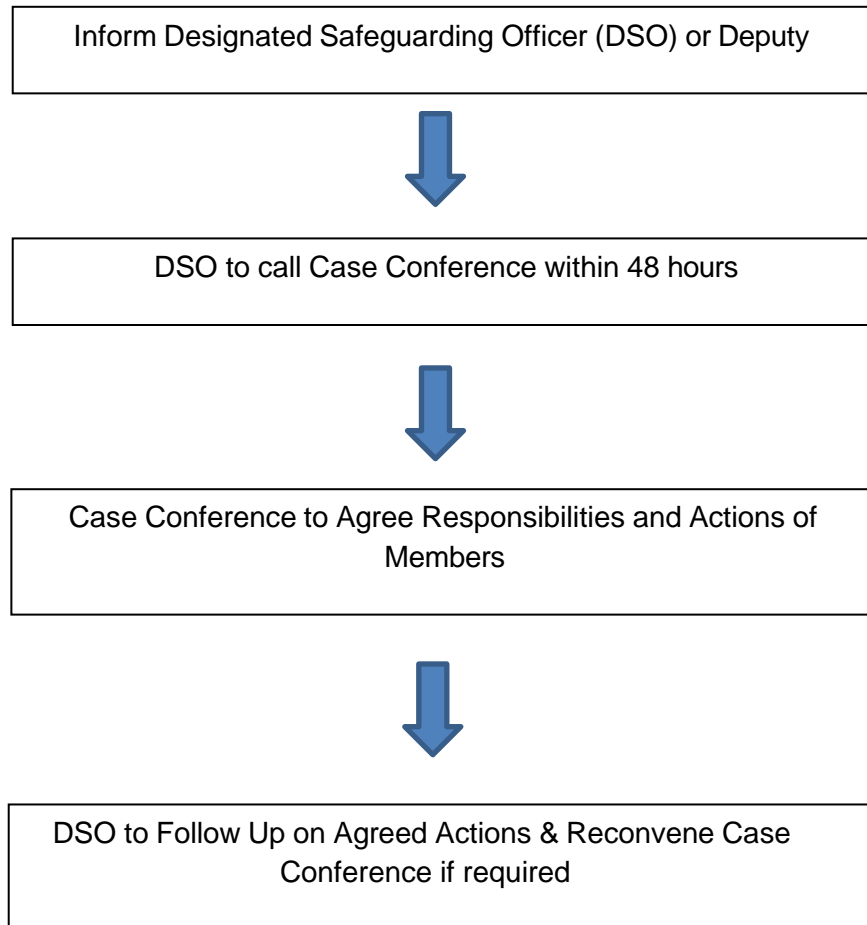
## **5. Appendices**

- 5.1 Flowchart: what to do in the event of a student death  
5.2 Guidance re Individual Responsibilities of Case Conference Members

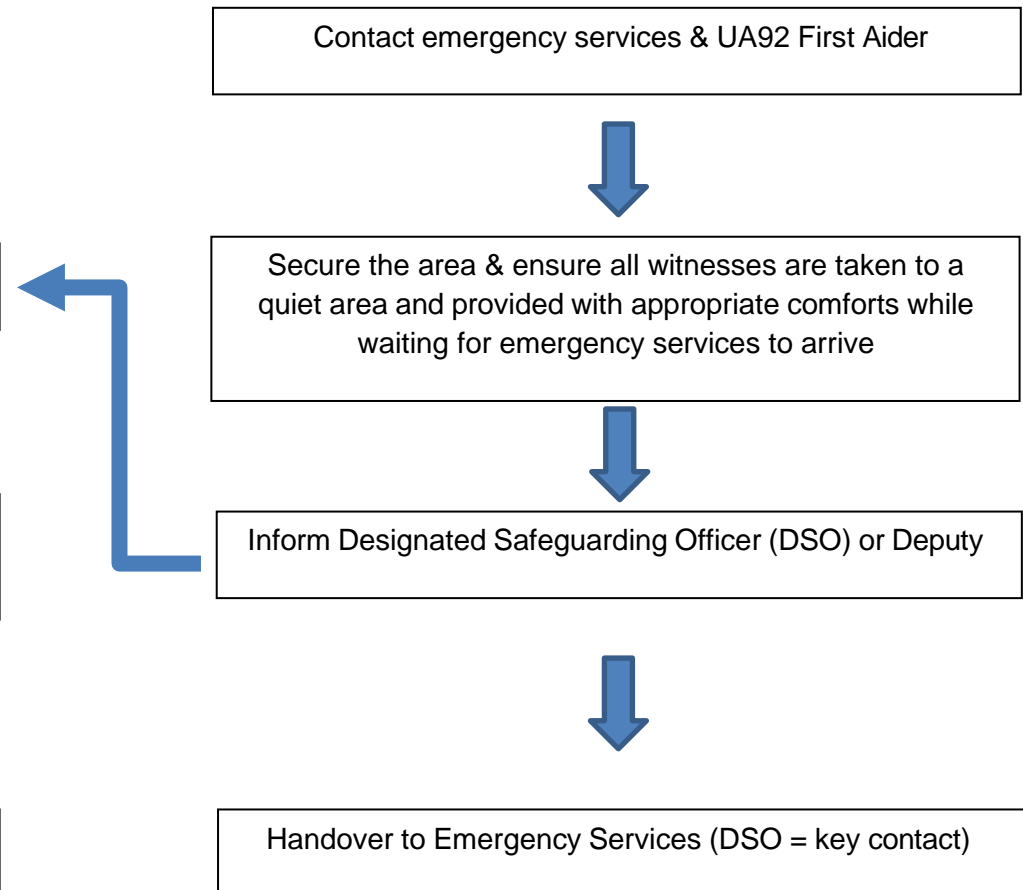


# Flowchart: what to do in the event of a student death

## Notification of Student Death Off Campus



## Discovery of Student Death On Campus



## **Guidance re Individual Responsibilities of Case Conference Members**

The areas of responsibility listed below are to be used as a guide only and roles may be delegated to a nominee or other colleagues, as appropriate. Additional responsibilities may be required, depending on the circumstance surrounding a student's death.

### **Chair of Case Conference/Head of Student Support**

- Contact emergency services and NOK to offer condolences and support
- Co-ordinate UA92's response; call and chair case conference, follow up with members to ensure all actions have been completed; re-convene case conference as necessary
- Act as key contact, providing regular liaison with family re UA92's response and funeral arrangements (once details are known, liaise with Head of People and Organisational Development and Executive Director of Student Life & Strategy before disseminating to students and colleagues)
- Liaise with the Police, Coroner's Office, Embassy/Consulate and any other external agencies as appropriate

### **Executive Director of Student Life & Strategy/Head of PR & Partnerships**

- Assist with specific communications to UA92 students and colleagues
- Draft any required press release and liaise with the media as required
- Monitor social media response and control message
- Offer to assist by shielding family from excessive media attention

### **Registrar**

- Send letter of condolence and arrange for flowers to be sent to family
- Liaise with NOK on any specific study queries
- Arrange for all student records to be updated
- Process award for posthumous qualification, if appropriate
- Liaise with Chief Academic Officer re consideration for EMCs if assignment deadlines are imminent
- Send a final letter to family at the appropriate time
- Provide family with advice re financial matters e.g. cancellation of loans from Student Loans Company, reimbursement of overpaid fees if appropriate.

### **Counselling & Mental Health Manager**

- Ensure offer of pastoral support to affected students, including; additional appointments and drop ins, information re bereavement and support agencies, local multi-faith support etc.
- Organisation of critical incident debrief sessions for students and staff where appropriate
- Help organise memorials or similar events for the UA92 community

### **Student Experience Manager**

- If student is living in student accommodation, liaise with accommodation provider to inform them and arrange termination of tenancy, removal of belongings etc., ensure accommodation records are updated
- Arrange transport for any students who wish to attend the funeral, subject to the wishes of the family

### **Chief Academic Officer**

- Liaise with Head of People to notify course leader/tutors and other colleagues, liaise with Executive Director of Student Life & Strategy re informing students
- Arrange further academic student support as required; consider imminent assignment deadlines and provision of extensions via Exceptional and Mitigating Circumstances if appropriate (liaise with Registrar and Secretary re EMCs)

### **Head of People**

- Coordinate comms and support for affected colleagues
- Arrange immediate support for affected colleagues; re- issue information re counselling available via Employee Assistance Programme
- Share details of funeral arrangements with colleagues once known, co-ordinate transport arrangements for colleagues who wish to attend the funeral, subject to the wishes of the family