

DECEASED STUDENT POLICY & 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

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.

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 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.

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NEXT OF KIN ADDRESS	
NEXT OF KIN CONTACT NUMBER	
RECORD THE INFORMATION BELOW AND THEN NOTIFY THE SIS TEAM & IT TEAM TO BLOCK STUDENT ACCOUNT risis@reading.ac.uk its-registration@reading.ac.uk	

Has family

acmo@reading.ac.uk

Ext 7601

AND Hall Warden Team

Via s.j.wallace@reading.ac.uk

Ext 6593

enquiries. Do this in liaison with Press Office and update regularly.

See Annex F.

Chaplaincy

To advise on the appropriateness of marking the death with a memorial event and to advise on what shape such a memorial might take.

	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.
Head of Corporate Communications	To provide strategic and tactical advice to senior management to minimise reputation risks, in partnership with Police Press Office as required. Draft and advise on messaging, statements and lines to take to ensure consistency – as required. Coordinate all University communications to staff, students, stakeholders, press, and broadcast online and social media – as required. Handle reactive / incoming queries from external press, broadcast, online and social media on behalf of the University – signposting to case officer where required. Provide intelligence and monitoring external media and social media – as required.
Head of School/Dean of HBS/School Director of Academic Tutoring/Academic Tutor	Discuss with the CO and Corporate Communications how the student's academic cohort will be informed To liaise with Corporate Communications re informing staff and students in the School. To liaise with HR to ensure appropriate support is available to staff affected To remind staff of the support available through Employee Assistance Programme (EAP). To send information about the student to the CO for the VC to write a letter of condolence. To discuss with the Teaching and Learning Dean the level of award that may be awarded posthumously to the deceased student
Head of International Student Advisory Team and Home Office Compliance	For International Students: To inform the Home Office regarding the deceased's UK visa. Inform the Home Office and facilitate any immigration record to be closed by the Home Office. 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.
Insurance Officer	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. 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.

Head of Student Financial Support and Customer Service	To ensure notification of appropriate authorities, i.e. Student Finance, US Federal Aid, local Council, Transport for London and National Rail. Ensure short-term loan liability is cancelled and advise Student Credit control to stop reminders.
Head of Exams and Graduation	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. 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. 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.
SIS Team/IT Team	Close the student's account to prevent access. Ensure, where possible, no emails, communications or unnecessary contact is made.
Director of Legal Services	To be aware of the death and to provide advice on the University's obligations if the circumstances require it. To advise colleagues where appropriate. To advise on matters relating to RIDDOR and any criminal investigation.
Library	Library User Services Manager to liaise with CO if books have been borrowed and are outstanding. Decision to be made whether to approach family to try to retrieve books or to write off any charges.

	Possibility of Death in Service if in a pension scheme (possible for mature/PhD students).
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CLOSURE TASKS	TICK WHEN COMPLETED
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