



**STUDENT
SUPPORT
SERVICE**

Responding to Student Death

The Student Support Service is responsible for coordinating UEA's response when the University is informed of the death of one of its current students or recent graduates. Responsibility for action rests with the Director of Student Services, or in his/her absence his/her deputy, and the Senior Management Team PA.

The aims of these guidelines are to ensure that all appropriate action is taken to minimise the difficulties and distress faced by the student's next of kin, family and friends, particularly their UEA friends and peer group, and that this action is appropriately coordinated.

Appropriate immediate action is taken by the Director of Student Services or his/her representative as soon as the Service is informed about a student death.

Guidelines for action:

1. Student Support Services Senior Management Team meet to determine if any complicating factors exist and if necessary convene appropriate task and finish group.
2. Work through the Responding to Student Death Checklist (App. A)

Student Support Service Protocol for Student Death

Name:		Student Number:	
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Date Reported:		Reported By:	
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Date of Death:		School:	
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Cause of death:

Action points	Date/time	By whom	Information
Screen shot e:Vision Profile			
SSS electronic file?			
Brief SSS staff immediately via staff group email.			
Appoint University contact for NoK/Police/Coroner etc			
Inform emergency contact list. Use Student Death Circulation Email Template. Please see contact list below.			
Liaise with Accommodation and Security to make sure student room is secure (if on campus).			
Book accommodation for NoK if needed.			
Make contact with other students living with deceased.			
Offer support to students and staff affected.			
Work with Communications Team and Head of School on letter and tribute.			
Provide VCO with Next of Kin details for VC to send letter of condolence.			

Arrange with NoK collection of student's belongings.			
Outstanding invoices? Discuss with Finance Department.			
Arrange for student's post to be forwarded to SSS. This to then be sent to NoK.			
Student Death Debrief Meeting			

Title/Division	Email
Vice-Chancellor	
Vice-Chancellors' PA	
Relevant Dean of Faculty	
Director of SAS or Head of PGRS	
CRO & COO	
Senior Assistant Registrar (VCO)	
Communications Team	communications@uea.ac.uk
Finance Office (Head of Debtors)	
Student Records	student.records@uea.ac.uk
Graduation Office	graduation@uea.ac.uk
LEA/SLC Liaison	
Students' Union (CEO)	
Multifaith Centre (Co-ordinating Chaplain)	
Health Centre	umsuea@nhs.net
Security	security@uea.ac.uk
Library (Head of User Services)	
Student Support Service Manager	Dr David Thurkettle (if in residences)
Accommodation Office	accom@uea.ac.uk (if in University residences)
Cleaning Services Manager	(if in University residences)
Head of School	
Student's Adviser	
Relevant Hub or PGR Service Team	

Contacts

Name	Address	Email	Phone