

Policy: Death of a Current Student

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Version No.	Date	Summary of Amendment	Author
2	January 2025	Digital requirements and actions added Replacement of 60 min/24 hour response with current version	C Whitmore

Document Reviewers

Name	Role	Policy Responsibility
M Goodwin	Group Chief Operating Officer	Accountable
C Whitmore	Director of Student Experience and Safeguarding	Responsible
C Whitmore	Director of Student Experience and Safeguarding	Author

Relevant Documents

Policy and Procedures
Health and Safety Policy and Procedures 2015 Safeguarding and Prevent Policy (including Child Protection) Site Leadership Emergency Management Plan Central Leadership Emergency Management Plan
Legislation and Government Guidance
https://www.gov.uk/government/publications/suicide-prevention-strategy-for-england

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/939479/PHE_LA_Guidance_25_Nov.pdf

Approved by:	Signature	Date
Mike Goodwin	M Goodwin	10/2/25

This policy includes issues relating to death, suicide and mental health. If you are affected by any of the issues raised, there are services that can help:

Staff Employee Assist Programmes:

- Support is available to UK based CEG staff through the Employee Assist Programme (EAP) 0800 030 5182. A free and confidential service
- Details for the International EAP are as follows (the numbers are different depending on the location and can be accessed once an account is created): <https://www.guidanceresources.com> ; Organisational Web ID – HealthassuredEAP

Emergency Services Contact Details:

Amsterdam: 112. From outside NL it is 0031 34 357 8844

Ireland: emergency services 999/112; Tralee Garda Station 00353667102300; 00353864085963

Paris: dial 112

UK: 999

Support services:

All: Find a Helpline Helplines recommended for you, regardless of the country you are living in.

<https://findahelpline.com/>

UK:

- <https://www.samaritans.org/how-we-can-help/contact-samaritan/> The Samaritans are open every day of the year, you can phone them for free on 116 123 or email jo@samaritans.org (response time: 24 hours)
- <https://giveusashout.org/> SHOUT is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope
- <https://www.mind.org.uk/information-support/helplines/> Mind, the mental health charity, offers support by phone at 0300 123 3393 or online
- <https://www.nhs.uk/mental-health/> The NHS mental health information and support.

EU:

- Mental Health Europe Helplines and support organisations for young people in all European countries. <https://www.mentalhealtheurope.org/library/youth-helplines/>

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1. Introduction

1.1 The death of a current student is fortunately a rare occurrence, but naturally a very distressing one to have to respond to. Notification of a student death may be reported by any member of staff (including from residences), other students, family or friends, agents, police or doctors, or we may become aware via the media.

1.2 This policy and its related procedures provide guidance to ensure that processes followed are as effective and sensitive as possible to both the family of the deceased and peers/colleagues. The policy outlines the key actions to be taken by CEG and the parameters in which staff should work to ensure:

1.2.1 Coordination of a sensitive and appropriate level of response, taking into consideration the needs of all those involved and affected

1.2.2 Clear lines of responsibility

1.2.3 That the responsibilities of CEG (including legal responsibilities) are observed.

2. Roles and Responsibilities

2.1 The Central Leadership Emergency Team (CLET) have primary responsibility for the overall management of the CEG response in the event of the death of a current student, whether that death occurs on or off campus.

Refer to CLEMP https://oncampusedu-my.sharepoint.com/:w:/g/personal/jfindley_ceg-uk/Ee6sd5E3WCxHsJkcCibYQXEB_cuOt2mt6GNIQ7xLmz0LfQ

2.2 The location and individual circumstances surrounding a death will naturally have a bearing on the response and level of involvement of CEG and its staff.

2.2 Each death will be nuanced and it is recognised that each case will be different. Each will be considered on a case-by-case basis and the response adapted where necessary.

2.3 An Emergency Response Team will be formed, in close consultation with the operations team of that division and/or centre.

3. Immediate Response Process

OnCampus: Discovery of a body or unresponsive person
If you find a person who you think has died, unless it is absolutely clear that they are beyond medical help, you should call an ambulance immediately on 999 , attempt first aid/resuscitation if you are able to and inform the campus security. You should then inform the Centre Director.
If it is clear that the person has died, do not touch the body or the surroundings. Contact the Centre Director who will action the 60-Min Alert. Inform the campus security.
Share next of kin information with emergency services if available.
Record any witness contact details for welfare follow up.

Notified of a student death by a third party, for example family member, friend, member of the public, police or other agency	
OnCampus	Digital and iheed
Record details (Appendix C)	
Contact Centre Director or CEO (OnCampus Ireland) and member of CLET as per 60-Min alert (Appendix D)	Contact Director of Commercial Operations (Digital) or General Manager (iheed) and member of CLET as per 60-Min alert
Provide background, current situation, potential impact and any actions taken	
Do not initiate contact with friends or family of the student who has died	
Trigger Central Leadership Emergency Plan	

3. CLET Conference:

3.1 A CLET conference will be arranged within 90 minutes of the incident being reported to a CEG member of staff

3.2 Only ONE set of recorded notes should be produced, and these must be agreed by the case conference group. ANY documents produced at the case conference (including any other notes taken by attendees) would be disclosable in an investigation.

3.3 Minutes from the CLET conference(s) should be recorded on the CLET Conference Record Form. This will form the basis of the case record, which will be owned by the CLET (copy on Helpdesk)

3.4 Those attending will include:

- a) CLET leader
- b) CLET Second-in command
- c) CLET Third-in command
- d) Central Operations Team
- e) In the event of a team member being unavailable, an appropriate person must be called to deputise. This will be verified by the CLET Leader.

Other attendees could include:

- OnCampus: Centre Director, CEO Unihaven and Castel (or other nominated member of staff to lead the centre response as detailed in the SLET procedure)
- Digital: Director of Commercial Operations (or other nominated member of staff)
- Iheed: General Manager
- Any other involved member of staff required by CLET

3.5 The CLET conference will inform those attending of the known facts of the case and related activities, such as communications and report to insurance service and other regulatory bodies if required.

3.6 A key liaison will be identified for communication with the main stakeholders. This person will take responsibility for all communications, including communicating with the parent/guardian(s) of the deceased student, coordinating any letter of condolence to be sent (usually from the CEOs, with

support from the Director, Global Engagement, and other communication with/from all stakeholders (including the family, partner university, accommodation provider) as required. Further guidance for next of kin liaison can be found in Appendix E.

3.7 If the death of a student is reported by an external person, the CLET will agree the method by which this report will be verified. This is likely to be through the emergency contact or next of kin. At all times, a sensitive approach is needed. In the case of:

- Digital and iheed students; the key liaison person will communicate with the partner university to obtain the emergency contact details for the student. If the death has been reported by the emergency contact, the contact details held on the university system will be used to verify their authenticity. If the death has not been reported by the emergency contact and the student has not responded within an hour to all efforts to make contact with them, the key liaison person will contact the emergency contact.

- OnCampus students and Castel; if the death has been reported by the parent/guardian or emergency contact, the contact details held in EBS will be used to verify their authenticity. If the person reporting the death is not a parent/guardian or emergency contact:

- Under 18 student; the parent/guardian(s) must be contacted immediately
 - Students aged 18 and over; if the student has not responded within an hour to all efforts to make contact with them, the key liaison person will contact the emergency contact.

3.7 Once confirmation of the student death, or otherwise, is received, the CLET conference will determine how and when to communicate this to the inner circle within CEG who are likely to be most directly affected, to include:

3.7.1 staff – academic tutors and wider staff team

3.7.2 students – this will include those on the same programme and, in the case of OnCampus, include arrangements for flatmates (whether in residences or private accommodation)

3.7.3 central functions, including marketing, finance and sales

3.7.4 if known, any student clubs / societies of which the student was a member

3.7.5 agent if applicable

3.7.6 partner university representative

3.7.7 the consulate or embassy if appropriate.

All communication must remind students and staff of the support available to them. Email and communication templates provided in Appendix F.

3.8 An attendee at the CLET conference will be tasked to ensure the student's record is updated as required, and to contact other services across CEG (including marketing, finance and sales) to ensure that no further communications are sent to the student's email or postal addresses. Consideration must also be made regarding communication with the agent.

3.9 Discuss fee refund - if a refund is agreed then a copy of the death certificate and refund request form will be required. Normally the money will need to be returned to the account from which it was paid.

3.10 Agree support for affected students and staff (EAP), including those whose details were captured at the scene of the incident.

3.11 In the case of OnCampus students, Visa Compliance to liaise with UK Visa and Immigration (if a Tier 4 visa student) regarding if a copy of death certificate is needed, repatriation etc. For ICAS students, the university will be informed.

3.12 Wider message from CEOs or nominee in time, to be emailed to CEG community (or relevant divisions) if deemed appropriate. Corporate communications to support.

3.13 Active monitoring of social media channels by Director, Global Education.

3.14 Longer term remembrance such as memorials may be considered at follow-up meetings.

3.15 If the death has occurred in an OnCampus centre, a representative from CEG may be invited to an inquest. The Coroners' Courts would be directed to the CLET leader regarding representation.

4. Communication:

4.1 Next of kin:

4.1.1 If required, next of kin or emergency contact details may be given to a third party operating in a verifiable official capacity, such as the Police or a medical professional. UK data protection legislation permits the release of personal data about an individual in an emergency, e.g. for medical, accident or next-of-kin situations etc, in order to protect the vital interests of that individual or another individual. Staff should follow the procedure for disclosing personal data to third parties and liaise with the DPO Team for advice.

4.1.2 DO NOT CONTACT NEXT OF KIN. In the case of a student death, the designated CLET member will check that the police (or hospital authorities) are informing the next of kin and will ascertain which persons have been informed (to be recorded as part of the case file in the CLET Conference Log). Next of kin notification may be assigned to the consulate or embassy if the next of kin is abroad. No attempt to contact the next of kin should be made by any member of CEG until they have been informed of the death or condition of the student by the appropriate authorities

4.1.3 In the event that the deceased's next of kin makes contact with CEG before they have been informed of the death, their name and query should be taken down with a reassurance that it will be looked into, whilst noting that we cannot share any information about a student with a third party without their consent. The point of contact for the relevant emergency team (for example hospital, police) will be shared.

4.1.4 In all cases, care should be taken to ensure that the cause of death is never presumed or stated until confirmed by the coroner. This process takes some time and will be managed by the family. Any requests for disclosures of information should be forwarded to the CLET Lead given the highly sensitive nature of such information.

4.2 All CEG communication should be managed through and with the Director, Global Education in conjunction with the external consultant. Please also refer to the guidance on DOs and DON'Ts for communication in the event of a student death (Appendix G).

4.3 All media enquiries should be directed to the CLET Leader and the Director, Global Education .

4.4 The use of social media means that information may get into the public domain before family members have been properly informed of a student emergency or death. This can be extremely hurtful and damaging, regardless of well-meaning intentions. Social media will be managed as per the usual protocol by the Director, Global Education.

4.5 See Appendix F for additional protocol for cases of suspected suicide, particularly around language used.

4.6 Once the news has been made public, students may use social media to express sorrow and it is recognised that some may find social media plays a role in helping them to work through their grief and to come to terms with their loss. There may be ways in which CEG may support them to find a safe and constructive place to use this medium if they so wish. The Director, Global Education can advise on this as appropriate.

5. Support

5.1 When a student dies there will typically be a close circle of friends and possibly a partner who are deeply affected, then a wider circle who are shocked and upset. Grief and mourning are expressed very openly in some cultures; death is public, often involving whole communities grieving in public spaces together. In Western societies it is still generally a very private affair, but we should be aware of the different cultural and religious traditions of grieving and mourning in order to assist students:

- Grief describes the emotional and psychological response to loss and is experienced by people of all cultures;
- Mourning denotes the act of portraying such grief and can be varied in its expression depending on culture and religion.

Refer to Appendix I.

5.2 It is a mistake to expect people to move too quickly. Shock, grief, or anger and a range of strong emotions are normal responses to a death, especially if it is unexpected. Students and staff showing these responses will not necessarily require counselling but they will need support, understanding and the opportunity to process the loss with peers and members of the student community, or family and friends.

5.3 The primary support systems within CEG are as follows:

- Staff Wellbeing resources, include EAP and Mental Health First Aiders
- Student Wellbeing resources:
 - OnCampus and Castel, including Mental Health First Aiders and the centre Wellbeing Team
 - Digital, including Student Advisors and the university wellbeing resources
 - Iheed, including Programme Managers and the university wellbeing resources

5.4 It is recommended that group and/or individual support be offered to affected members of the CEG community in the event of an unexpected death. This will provide a structure for individuals to

come together, share emotions and understand their reactions as well as facilitate their seeking individual support, if required. The timing of such support will be at the discretion of the local leader and will be supported by a member of the CLET team. The support should normally be provided as soon as is practical after the individuals concerned have heard about the death – discussed and arranged as part of the CLET Conference.

5.5 In some cases, grief may impact on the ability of a student to complete assessments or take examinations. Support should be offered should any work require a mitigation submission.

5.6 In the case of OnCampus students in out-of-university or rented accommodation may have to bear much of the responsibility for the practicalities that occur when a housemate has died. In such cases, it's important to be aware of and responsive to the emotional impact of the death on the student's friends and housemates.

Appendix A: OnCampus Death of Student Procedure

1. Discovery on site of an unresponsive person: immediate response

1.11 If anyone discovers an unresponsive person on OnCampus premises, they should first call the emergency services (phone 999) to request an ambulance. They should then notify the campus security and Centre Leader who will action the 60-Min Alert (Appendix D). The Centre Leader is the primary contact (or other nominated staff member if the Centre Leader is not available).

1.12 The Centre Leader will alert the relevant university escalation point where appropriate.

1.13 Security should ensure the area is kept clear for the emergency services to attend. Depending on the decisions of the emergency services, the body may be removed relatively quickly on confirmation of death, however, if further investigation is required the emergency services will remain on site for a number of hours before the body is removed. It is important that throughout this period, and until the emergency services (generally involving the police) take charge, that nothing is moved or touched other than what is necessary to secure the scene of the incident.

1.14. If the incident occurs in a building and other people are in the location, they should be moved as a group to another location, where a record of their names, student ID numbers and contact information should be compiled by the primary contact for follow-up with welfare support (usually the Centre Director or other primary contact if they are not available). Statements should not be asked for or taken from students or staff – this is the role of the police.

1.15 Once this information has been collected the witnesses will normally be free to leave, subject to confirmation by the emergency services.

1.16. If the police are present they will take their own records and statements as required, and the Centre Leader (or other primary contact if they are not available) should take the contact details of the police officer(s). We should not attempt to take our own statements as the police may accuse us of interfering with an investigation. The primary contact should maintain contact with the police and/or coroner to understand how matters are progressing and to ensure suitable retention of records.

1.17 The area should be secured to prevent anyone accessing it. The scene of any death should be treated as a scene of crime until the police advise it is to be treated otherwise. If the death is suspicious, it may be necessary to close off a wider area (the police would advise about this). These

actions will support the police in their immediate enquiries. The Health and Safety Lead will be familiar with the risk assessment for each centre and will be able to support those on the scene in managing these arrangements.

3. CLET Conference

NB All actions will follow the procedures and timeline recorded in the Central Leadership Emergency Plan or CLEMP (Helpdesk)

APPENDIX B: Responsibilities

The Central Emergency Leadership Team
Contact details for each member of the team in

CLET leader – [xx]

Second-in-command – [xx]

Third-in-command – [xx]

Team Members	

In the event of a team member being unavailable, an appropriate person must be called to deputise. This will be verified by the CLET Leader.

[xx] Are designated spokespeople, with [xx] as backup.

SPECIFIC RESPONSIBILITIES

CLET	<ul style="list-style-type: none"> • Initiate crisis management procedures • Ensure that all necessary crisis management skills and competencies are available to the CLET at all times • Ensure that appropriate minutes and chronology is kept; these are to be hand written clearly on the relevant sections of the manual or in shared location on SharePoint that can be later shared with CLET These must be kept together in a folder at all times along with the Business Continuity Plan (BCP). A copy should be kept on site with the team leader, and a second copy kept off site
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	<p>with the deputy and an electronic copy should be stored on the Health and Safety SharePoint site</p> <ul style="list-style-type: none"> • Ensure that a responsible person or persons is identified to speak to the media and customers • Contact your insurance company if situation is applicable.
Site Leadership Emergency Team – Centre Director/ Group Director of Operations	<p>Ensuring that updated site plans showing the following are freely available in a known location.</p> <ul style="list-style-type: none"> • Layout of office • Business critical resources and details of back up facilities (i.e. most employees to work from home, with backup at Madano offices for CMT) • Utilities and isolation points • Hazardous materials • Emergency equipment • Fire plans including exits, fire appliances, assembly points, emergency lighting, and polystyrene panels • Ensure that there is an up to date contact list and availability of keys to access all areas.
CLET Members - xx	<ul style="list-style-type: none"> • Ensure that the Central Leadership Emergency Plan is reviewed and updated as required, especially around contact numbers and contact lists • A formal review is carried out bi-annually • Ensure that an up to date version of the Central Leadership Emergency Plan is available for use in the event of an emergency • Confirm that Site Leadership Emergency Management Plans are up to date and that in turn Emergency Management Guidance for employees is updated with Centre Directors / Key/Operational Staff.
ACTION IN THE EVENT OF A CRISIS/POTENTIAL CRISIS	
1	<p>Person identifying the potential crisis will notify the CLET group of the potential or actual incident, the CLET Leader will then take the next steps forward.</p> <p><i>If the leader is not available, contact a deputy, or any other member of the CLET.</i></p>
2	<p>CLET Leader to decide whether the incident constitutes a crisis.</p> <p><i>If yes, move to point 3.</i></p>
3	CLET Leader to advise co-CEOs if incident constitutes a crisis.
4	CLET Leader to advise Madano if incident constitutes a crisis.
5	CLET Leader to contact the emergency services if applicable.
6	CLET Leader to take immediate action to contain the incident.
7	<p>CLET Leader to assemble the CLET Room with appropriate facilities. Likely to be Head Office Meeting room 1.</p> <p><i>Madano has been identified as backup location for employees to work from.</i></p>

8	CLET Leader to initiate IT protocols from Business Continuity Plan depending on the nature of the incident.
9	CLET Leader to designate a spokesperson depending on the nature of the incident.
10	CLET Leader to have a copy of the manual and complete checklist, event details and team leader action checklist.
11	CLET leader to nominate a person to complete and maintain the working documents 'meeting log' and 'action log' at every meeting.
12	At the end of the crisis, the CLET Leader must complete 'lessons learned' and 'crisis review; action plan' ensuring that all identified actions are followed up and completed.

Appendix C: Reporting the death of a student

The following details should be completed if receiving a report of the death of the student. This information should be sent immediately by email to CEG60@CEG-UK.COM. In the case of:

- An OnCampus student, please include the Centre Director and in the case of OnCampus Ireland, the CEO
- A Digital student, please include the Director of Commercial Operations
- An iHeed student, please include the General Manager

Please mark the email with the subject line 'Urgent attention – report of student death'. During evenings, weekends and centre closure periods, the CLET will monitor emails.








If circumstances at the time of notification prevent access to email, a telephone call in the first instance.

Date of call	
Time of call	
The source from which you have been notified of the death	
Name of caller	
Full name of student	
Student ID (if known)	
Course of study (if known)	
Deceased date of birth (if known)	
Caller's contact details	Include telephone and email address
Manner of death (if known)	
Location of death (if known)	
Whether parents/ family/next of kin are already aware	
If you are aware let us know if parents/ family/next of kin would like us to contact them	
Any other information:	
Information completed by:	

Contact details:	
Date:	■

Appendix D: CEG 60-Minute Alert Card

- To be triggered by employee working in role of Centre Head or Senior Management team or an employee instructed by this role.
- Determine if the issue fits in one of the categories below.
- Ensure that you inform your line manager that an alert is to be sent.
- If it does contact one of the employees by phone as indicated below within 60 minutes
- Once phone call is made, send email to email as indicated below including any relevant Documentation.
- This alert does not replace or supersede any existing regulatory process i.e., safeguarding.

Death of an employee, student, or person on site Any event resulting in serious injury or harm to any person, damage to property, or any serious safeguarding or PREVENT concerns.		<div><u>EMERGENCY TELEPHONE NUMBERS</u></div> <div>Executive Team<ul style="list-style-type: none">• David Johnston +447584145637• Brendan Webb +447818514763• Mike Goodwin +447083 012895• Adrian Booth +447368850806• Liam Flynn +447974 581628</div> <div>Operations<ul style="list-style-type: none">• James Findley +447939073254</div> <div>Safeguarding and Prevent<ul style="list-style-type: none">• Claire Whitmore +447834 526059</div> <div>Centres and Students<ul style="list-style-type: none">• Chris Hooper + 447974 581628</div> <div>Legal<ul style="list-style-type: none">• Dominic Will +447964 058207</div> <div><u>EMAIL</u> <u>CEG60@CEG-UK.COM</u></div> <div> *By emailing CEG60@CEG-UK.COM this will alert all the above group by way of email.</div>
Any event that ceases or threatens the operation al ability of the site or services of the site. I.e., Fire, bomb threat, Server shutdown		
Unplanned or inappropriate staff/student/ contractor physical/verbal behaviour on CEG site I.e., Gross misconduct, could be considered a criminal act		
Media inquiry or media event or aggressive social media attack		
Non-routine regulatory agency visits (i.e., UKVI; local Council; Health & Safety Executiv e, ISI, British Council, PREVENT team etc.)		
Unplanned law enforcement visit		
Imminent threat of protesters or demonstrators		

EMAIL: CEG60@CEG-UK.COM

Appendix E: CEG 24 Hour Alert

CEG 24 HR Alert

- Triggered by employee working in role of Centre Director or Senior Management team or an employee instructed by this role
- Determine if the issue fits in one of the categories below
- Ensure you inform your line manager that an alert is to be sent
- If it does please send an email to the address below to raise an alert and attach any relevant documentation within 24 hours
- This alert does not replace or supersede any existing regulatory process i.e. safeguarding

Notices or routine inquiries from
Regulatory Bodies (i.e. Home Office, Council,
PREVENT team)

Solicitor letters of contact or threats to
contact a solicitor

Non-life threatening student/employee
medical issue and or serious behaviour
issues
i.e. pandemics, arrests, vandalism

Student/Employee involved in a crime
situation – Non-life threatening
i.e. mugging, assault

Missing students

Significant employee HR issue and/or
compliance concerns

Financial impropriety or crime believed to
have been carried out

Email: CEG24@CEG-UK.com

Appendix F: Next of Kin Liaison

1. As part of the CLET conference an individual member of the CLET will be appointed as the next of kin liaison for the purposes of continuity; this will reduce the number of separate contacts they have within CEG and to avoid unnecessary distress and the need to repeat the same information a number of different times to different people.
2. Part of the responsibilities is to recommend whether it is appropriate for a letter of condolence to be sent to the close family of the deceased, formally from CEG. This decision should be taken in discussion with the Centre Leader to ensure no duplication. NB Liaise with external stakeholders (eg partner university, accommodation provider) as required.
3. The person responsible for next of kin liaison may wish to discuss with the following if appropriate for the deceased:
 - a. How any personal belongings of the student held within the centre and accommodation should be dealt with (Appendix G)
 - b. The details of the insurance policy, if this has been purchased
 - c. Where the student's postal mail should be directed
 - d. Whether the family wishes to visit the centre and, if so, whether they need help finding accommodation and who they would like to meet
 - e. Whether a memorial service for the student should be held and how this should be arranged
 - f. Informing the family of any reimbursement of fees, and relaying to the family the logistics of this
 - g. It is often felt appropriate to organise a memorial and to facilitate methods of condolences to the wider community. Options often include opening a book of condolence for students and staff to sign
 - h. Depending on student progress and the timing of the death within an academic year, it may be appropriate to grant a posthumous award – the decision on this should be led by the family
 - i. Arrangements for repatriation if the student is from overseas. This is subject to strict regulation, so if this is to happen a funeral director will need to be involved at an early stage. If ashes are to be taken to another country to be scattered, it is best to check with the airline about their policy on whether ashes need to be checked as hold luggage or whether they can be carried as hand luggage. This may also include student belongings.
 - j. One of the university Chaplains may be well placed to advise on any cultural or religious observances relevant to the student and their next of kin which should be respected or taken into consideration
 - k. It is important to note that any contact with the next of kin should be based on the facts as they are released and not speculation. This is particularly important where there may be evidence of suspicious circumstances.

Appendix G: Email and Communication Templates

Email to the student cohort:

Dear student,

We're very sad to write to let you know of the death of one of your fellow students [] who was studying [].

Some of you may have already heard this news and some of you may have known [] well. We are very sorry for your loss. It's important at this time that you look after yourselves and each other, but please also remember that we can provide support. You may wish to talk to your personal tutor or a member of your centre Wellbeing Team. You may not have known the student, but may still feel upset by this news. Please do still reach out for support.

Support is also available from the university team by contacting....

In time we will consider how best to remember

Email for staff:

Dear Colleagues,

I'm writing to let you know the very sad news of the death of [], who was studying []. I will shortly be sending out a message (below) to our students and it may well be that close friends and others who knew them will contact you, as someone that they feel able to talk to.

If you struggle with this, particularly in these extraordinary times, the Employee Assistance Programme is available to you. Please see the Helpdesk for more information.

It is important for those grieving and external stakeholders to have only one point of contact. Should you receive communication from anyone outside the organisation, please do not reply. Instead, in the first instance please contact..... who will be coordinating the response on behalf of us all.

In time we will consider how best to remember

Email for housemates and/or close friends:

Dear

It is with great sadness that I write to let you know the very sad news of the death of [], who was studying [].

Some of you may have already heard this news and we are so sorry for your loss. It's important, particularly at this time, that you look after yourselves and each other, but please also remember that the centre team are here for you to provide support. You may wish to talk to your Personal Tutor or a member of the Wellbeing Team during this difficult time.

You can access the following range of support at any stage, individually or as a group:

- emotional support

- practical support and advice if you are experiencing any mental health concerns following the incident
- advice about any financial or housing concerns as a result of what had happened

Support is also available from the university team by contacting....

In time we will consider how best to remember

Appendix H: Protocol for cases of suspected suicide

There are important legal reasons and other sensitivities that mean that it is important not to speculate on the cause of death which may be particularly relevant in cases of suspected suicide. However, there are also other issues that mean additional action should be taken if it is suspected that a student has died by suicide.

In particular, support services should be aware of additional resources available via the Samaritans Step by Step service which provides information and support to HEIs after a suspected death by suicide <https://www.samaritans.org/how-we-can-help/schools/universities/>. If a death is confirmed as a suicide, the terms and phrases used when communicating it to others are important. The Samaritans make the following recommendations regarding the language used:

1. Inappropriate or careless use of language can perpetuate stigma or sensationalise a death, while careful use can help minimise distress to bereaved family members and friends.
2. Avoid labelling a death as someone having 'committed suicide'. The word 'commit' in the context of suicide is factually incorrect because it is no longer illegal. With this in mind,

Samaritans recommends:

Phrases to use:	Phrases to avoid:
A suicide	Commit suicide
Take one's own life	Cry for help
Person at risk of suicide	A 'successful' or 'unsuccessful'
Die by/death by suicide	Suicide victim
Suicide attempt	Suicide 'epidemic', 'craze' or 'hot spot'
A completed suicide	Suicide-prone Suicide 'tourist'

3. When communicating with the centre community, it is important to convey the message that people may have a range of reactions to suicide, including guilt, anger and sadness amongst others; that this is normal and, with support, they will cope. Asking for help can be a positive step towards moving on.

4. Postvention support will be provided in cases of suspected suicide in order to provide any additional support that might be needed and to avoid 'contagion'.

5. Recommended Do's and Don'ts for communication in the case of suspected suicide

NB: No actions to be taken until agreed as part of the CLET action plan, including person(s) responsible for the actions

DO:

- As soon as the next of kin have been informed, if at all possible, first let close contacts know in person and ensure that a follow up is scheduled to check that they are ok (see CLET Conference summary for further information).
- As soon as possible after that, inform the wider cohort with basic factual information about what has happened. A decision on the appropriate cohort will be taken on a case-by-case basis but is likely to be within subject
- Establish clear lines of responsibility and communication within CEG, the centre and relevant external bodies (eg partner university, accommodation provider)
- Involve the student body as appropriate in plans and communication, explaining what you are doing (or not doing) and why, so that they can work to support your lead.

DON'T:

- Minimize the impact by appearing to hide the information away. This is only likely to arouse anger and speculation.
- Describe a death as 'suicide' or give the cause of death until this has been confirmed by the Coroner even if this is suspected.
- Give excessive detail about the time and method of death or give information in a way that others may identify with the person who died.
- Disclose the contents of any communications left by the deceased.
- Leave the communication of the news, or the follow-up support, to the student body.

Appendix I: Student Belongings

The student's room should be locked with restricted access. Sensitivity must be shown to any flat mates who might be in the accommodation at this time.

The person responsible for next of kin liaison will discuss with the parent/guardian(s) how any personal belongings of the student held within the centre and accommodation should be dealt with. If agreed that ONCAMPUS staff will handle the student's belongings, the following procedure should be followed:

1. Two personnel go into the room to pack up the belongings: one to pack, one to write a list for the inventory (see template below).
2. Once everything is listed, both team members sign it. If there are more people in the room everyone must sign the list. You may type it up or photocopy it, but do not throw out the original handwritten list.
3. One list in the boxes, seal the boxes.
4. One list held with the Centre Director, together with the handwritten lists.
5. One list for the parents (they may not want it all).
6. Secure all items in restricted storage
7. If there is a laptop, that is not password protected or digital camera, they should have a sticky label with two signatures on them then placed over the catches or on button to prevent opening/viewing.
8. If the student has items stored in a communal kitchen, these should be removed following the same process as 1-8.
9. Make sure the list is descriptive, do not leave anything out or sanitize anything, some parents/guardians want to see everything.
10. Our policy is not to launder any clothing or bedding, but record on the inventory.
11. If it is known that the student has lent anything to their friends – someone will need to ask. The same as if they borrowed someone else's clothes, CDs etc.

Student Belongings: Inventory

Package	Item	Description		Number		Condition	
Eg 1 of 3	T shirt	Black		2		Unwashed	
Eg 2 of 4	Duvet cover	Red and blue stripes		1		Unwashed	
Eg 2 of 4	Pillow case	Red and blue stripes		2		Unwashed	
Signed		Full Name		Position		Date	
Signed		Full Name		Position		Date	

Restricted contents

The following items are prohibited from being packed and shipped with personal items:

1. Unlicensed controlled drugs; water pipes (bongs).
2. Any large amount of prescription-based medicines that are not accompanied with a current valid prescription and covering the quantity of medicine prescribed.
3. Firearms (including gas pistols, gas canisters etc.) ammunition and explosives.

4. Flick knives, bayonets, double sided swords, double sided knives, butterfly knives, belt buckle knives, push daggers, hand and foot claws, death stars, blowpipes, blowguns, sword sticks, knuckle dusters, telescopic truncheons and some types of martial arts equipment
5. Indecent and obscene material featuring children.
6. Meat, poultry and most of their products (whether cooked or not), including ham, bacon, sausage, pate, eggs and milk.
7. Plants and plant related produce including trees, shrubs, soil, vegetables, fruit, bulbs and seeds.
8. Most animals, whether alive or dead (for example stuffed animals) and certain articles from protected species including fur skins, ivory, reptile leather, stony corals and goods made from them Consideration should be given to a deceased student's privacy when deciding which items to send to parents. This will need to consider age and culture of the individual student.

Appendix J: World faiths – a perspective on death, dying and bereavement

When a student dies at university, especially if the death is sudden or unexpected, it may be very important for the family to know that the body has been treated appropriately according to their faith and /or cultural background. Similarly, when students suffer a bereavement but are, for reasons of distance or time, unable to attend the funeral, care must be taken to ensure that it is possible for them to access the right spiritual and/or cultural support, and perform any rituals of remembrance that may be required of them. This appendix endeavours to look at some of the possible issues which may be experienced by students or their relatives from particular cultural and faith groups, in order to resource the university to respond appropriately.

Bereavement manifests itself in many ways. The bereaved person may need time and space to perform certain rituals, to tell the story of their loss (sometimes repeatedly) and to be assured that their relationship with the person who has died continues in some way. This will be true even for those of no explicit faith background. Faith, or the customs associated with faith, may provide particular comfort as performing accepted rituals gives a sense of ‘doing the right thing’ by the deceased, and provides structure to begin to manage the bereavement experience.

Most current bereavement theory has been researched and written from within a Western and broadly Christian cultural framework which may fail to meet the needs of other individuals or groups. A person’s culture or faith may affect the response to bereavement; what looks callous or uncaring to one culture may be a deep sign of respect to another. Conversely, reactions which appear extreme or inappropriate in a Western context may be culturally necessary; for example, in Chinese and Hindu families it is a sign of respect to respond to a death with loud wailing. Some students may find themselves caught in tension between the custom of their family, faith or ethnic community, and the expectations of other students or university staff about what is appropriate.

Faith and culture can deeply influence beliefs about the value of life itself. For those with a religious faith, their attitude to a bereavement will be affected (consciously or not) by their beliefs about life after death. Most faiths share a basic belief that this life is not the end of a person’s existence but they vary a great deal in what they believe happens to the soul after death. It is also important to remember that within these general parameters, individual members of faith or cultural groups will respond differently to the same situation. The majority of British people consistently claim to believe in some form of life after death and/or the prospect of reunion with the deceased in some unspecified way, even where they adhere to no formal religion. This belief is a comfort to many in time of bereavement. Praying for the deceased person (perhaps but not exclusively at the time of the funeral, for those unable to attend) is a way of stressing that bonds of love and care do not end with death. It may also be something tangible to do in a situation of extreme powerlessness and vulnerability.

For members of some faiths (for example, Jewish or Muslim) the way in which the deceased’s body is treated, and the rites which are performed at the time of death and at burial/cremation, may be held to make a difference to the eventual destination of the soul; in the case of the Chinese community, if the normal rituals are not performed it is thought to bring shame and ill fortune upon the family of the deceased. For other faiths (for example, Hinduism), the person’s fate after death will be determined by how they have acted in life, and the sense that it is wrong to protest or interfere with this karma can affect the extent to which it is felt appropriate to express grief. It is not uncommon for people of faith, perhaps especially those from cultures where death is more ‘everyday’ and less sanitised than it is in the West, to express the view that the death must have been God’s will and, therefore, be unwilling to speak openly about grief in case it is construed as protest against the divine order. To encounter this attitude may be a

particular shock to university staff in the event of the death of a student or young person, where a sense of outrage or wrongness at a premature death would be considered normal.

NB: When Jews and Muslims die, time may be an extremely important factor, as burial is supposed to take place within 24 hours. This may have implications for those involved with issuing a death certificate, especially if the death occurs over a weekend, or if a post mortem needs to take place. The need to observe the correct proprieties within a short timeframe may preoccupy the family of the deceased to such an extent that they do not appear to want to engage with what other cultures might see as the required 'norms' of grieving.

Decisions about how much a bereavement may count as a mitigating circumstance have to be taken on a case by case basis. Judgements as to how far bereavement has affected a student's performance may need to take into consideration the requirements of their faith or culture, for example, a male Jewish student in the first year after the death of a parent would be under extra ritual obligation, on top of the pressures such a situation would be expected to place on any individual.

Whatever their faith or cultural background, there will be a wide range of 'normal' practice depending on the individual's degree of adherence, their denomination and background. It will always be good practice to be guided by what the individual or family says they need. It may not be in the university's power to provide for those needs itself, but it is important for those university staff who are likely to deal with bereavement to have an awareness of the issues which may arise, and how they might access the necessary services to deal with them.

Some specific points to be aware of in different faiths/cultures

Buddhist/Taoist

- The Chinese funeral customs described below belong largely to the Buddhist/Taoist tradition.
- Christianity is growing very fast in mainland China. For information and support: <https://ccil.org.uk/en/>
- Cremation is uncommon in China.
- In Buddhism, it is thought that not only will 'improper funeral arrangements' bring shame on the deceased's family, they will also imperil the next stage of the soul's journey to rebirth.
- Respect is shown by younger to old people in China, but not the other way round. It is, therefore, normal for the funeral of a child or young person to take place in silence, and with minimal ceremony.
- Both the house and the body of the deceased must be carefully prepared.
- Gifts of food are placed by the coffin. Paper money and paper models of other possessions are burnt. Buddhist or Taoist scriptures are chanted.
- Prayers will continue for at least 7 days after the funeral, and if possible for 49 days.
- The deceased's soul is expected to return to its former home after a week. The family should stay at home to await the soul's return. It may, therefore, be very important for a family to see a student's room after a death, in case the soul returns there.

Christianity

- Christians believe in eternal life. The resurrection of Jesus Christ symbolises the ultimate triumph of life over death for all human beings.
- As death approaches, or just after death, prayers may be said and the dying person anointed with oil. These are often called 'The Last Rites' and are most familiar in, but are not restricted to, the Roman Catholic tradition.

- In some cultures, for example, Afro-Caribbean and Indian, the coffin will be left open during the funeral service and the congregation will be invited to pay their respects. At Eastern Orthodox funerals, a flower may be placed on the coffin.
- Christian funerals take many forms. A funeral for a 'practising' Christian will take place in church, followed by cremation or burial. A 'nominal' or 'cultural' Christian ceremony is more likely to take place in a crematorium.
- Christian funerals have become increasingly tailored to the personality of the deceased and may include music, readings and a eulogy reflecting their life. An explicitly Christian funeral will also include Scripture readings, prayers and possibly also hymns. In some Christian traditions, the funeral will also include a celebration of Holy Communion (Jesus' last supper with his disciples).

Hindu

- The dying person should be placed on the floor. Special leaves and Ganges water should be placed in the mouth by a Hindu priest and mantras chanted.
- It is a sign of respect for as many people as possible from the extended family to visit the dying person, and to comfort the bereaved. Loud wailing is a conventional public expression of grief.
- The body is ritually washed and dressed in a white cloth. Embalming is not permitted.
- Hindu funerals take place by cremation, believed to release the soul from 'entrapment' in the body.
- It may be that the family will want to accompany the body from the crematorium chapel right into the furnace room itself, as the nearest equivalent of watching the cremation outside, as is normal practice in India.
- An offering of food will be made before the cremation and placed in the coffin.
- Hindus believe in reincarnation. One's conduct in life affects the next incarnation.
- Shraddha, an 11 day ritual to ensure the safety of the soul, takes place after the funeral.
- Rice balls called pindas are ritually offered each day.
- The ashes should be placed in a river (traditionally the Ganges) along with garlands of flowers.
- Official mourning (which lasts about a month) makes the bereaved ritually unclean, and prohibits them from taking part in some normal social activities.

Islam

- If there is a warning that death is imminent, the Shahada (declaration of faith) should be said with the dying person, or on their behalf if they are unable to speak.
- Muslims normally insist on burial. Shipping a body overseas would require embalming, which is contrary to Muslim law as it may involve alcohol.
- It is usually preferable to avoid a post-mortem unless absolutely required by law, as it is thought to be a violation of the body. Similarly, Muslims prefer to avoid leaving the body in a mortuary.
- The burial should take place within 24 hours if at all possible, or as soon after death as possible.
- The body must be washed, dressed and prepared for burial by members of the same sex (relatives if possible) and the correct prayers said. It is preferable to do this at home, in a mosque or the funeral parlour rather than in the mortuary.
- The funeral service is normally attended by males only. Some Muslim burials will take place without a coffin.
- The Hendon Mosque and Islamic Centre has a very comprehensive website covering all areas of procedure: <http://www.hendonmosque.co.uk/funerals/>.

Judaism

- Customs vary across the different traditions, for example, Liberal, Orthodox. Not all Jews believe in bodily resurrection, but all believe in the immortality on the soul.
- Contact with the body of a dead person contaminates the living.
- A Jewish burial society (Chevra Kadisha) can be called in to provide the proper ritual care for the body after death: <https://www.theus.org.uk/arrangingaburial>.
- On hearing of the death of a close relative, tearing your clothes is a normal response which demonstrates respect.
- Cremation and embalming are forbidden.
- Post mortem may take place if it is a requirement of the law of the land. Organ donation is permissible within certain circumstances.
- The burial should take place as soon as possible after death.
- A coffin will not always be used, so that the body may be closer to the earth. If there is a coffin, it will always be closed.
- The support of the community for the bereaved is very important. An intense seven day mourning period (Shiva) will take place after the burial, in which members of the community visit the family and prayers are said. Normal activities, including study, shaving and bathing, do not take place during this period.
- Formal mourning continues for 11 months. If a parent dies, the eldest son will have particular responsibility for reciting the mourner's Kaddish every day during that time.

Sikh

- Sikhs believe in reincarnation. Mourning is, therefore, discouraged.
- At the moment of death, passages from the Sikh scriptures (Guru Granth Sahib) should be read.
- The body is bathed in yoghurt, washed and dressed in clean clothes, as well as the '5 Ks' which symbolise the adult baptised Sikh (uncut hair, dagger, comb, special underwear and a steel bracelet), while prayers are recited.
- The body may be taken home for public viewing before the funeral, as a reminder of the transience of life.
- Sikh funerals take the form of cremation; to destroy the physical body frees the soul for its next stage of life. Families may wish to accompany the body from the crematorium chapel into the cremator.
- The funeral service will consist of a prayer for the salvation of the soul, a short eulogy, the Sohila ('bedtime' prayer) and Ardas (formal prayer).
- Ashes are usually disposed of in the river where this is permissible, but may otherwise be buried. Sikhs generally prefer not to erect permanent memorials to the deceased.
- A ten day recitation of the Sikh scriptures should take place after the ceremony, either at home or at a Sikh temple (Gurdwara). Family members take part in the recitation.
- Charitable donations are made and hospitality offered.