

University of Liverpool

POLICY AND PROCEDURE FOR RESPONDING TO A STUDENT DEATH

Executive Summary	This Policy and Procedure provides guidance for staff about responding to a Student Death. The Policy sets out broad principles and approaches and recognises that the circumstances of each death are different and that the response group must respond to the specific circumstances.		
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Document Status	This is a new Policy which replaces a previous guidance document.		
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Responsible Department	Student Administration and Support		
Policy Author	Dr Paula Harrison, Director of Student Administration and Support.		
Approval Route	Committee	Submission Date	Approved?
	Senior Leadership Team	30.5.23	Yes
	Health and Safety Governance Committee	6.5.23	Yes
	Education Committee	6.5.23	Yes
Linked Documents	All relevant documents are included in the appendices		
Does this replace any previous policies?	This replaces the previous guidance and procedure for responding to Student Death		
Consultation	Accommodation Campus Support Safety Adviser's Office Schools who have recently responded to a student death Heads of Education and Student Experience Director of Studies for Online Programmes		
Equality Impact Assessment (Evidence of due regard to Public Sector Duty and Equality Act)	Completed and no equality impacts identified at this point although this will be kept under review.		
Regulatory/ Compliance	n/a		

Data Protection	None
Communication	Via Heads of Department Briefing

Guidance and Procedure for Staff Responding to a Student Death

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If you are in the sad position of using this Policy, we would appreciate feedback on how well it worked for you.

Please send your feedback to Paula Harrison at Paula.Harrison@liverpool.ac.uk.

Much of this document is concerned with steps to be taken on receiving news that a student has died. If someone discovers an apparent death on campus, the first contact should be to the Police via Campus Support on 0151 794 2222 and then follow the steps set out in Guidance for Responding to a Death on Campus on page [12](#)

1 Introduction

- 1.1 The death of a student will impact on many aspects of the University community. A supportive and compassionate approach to all elements of responding to a student death is crucial. It is also important to gather accurate information and undertake necessary administrative steps quickly and sensitively to reduce further distress to family and friends.
- 1.2 The response in any particular case will need to be dealt with flexibly and with common sense depending on the individual circumstances.
- 1.3 It is not intended that this policy be used in circumstances where the death is of a former student. However, if the student had only recently left the University or is awaiting graduation it might be appropriate to follow the spirit, if not the letter, of this guidance.
- 1.4 Throughout the policy all reference to named roles should be taken to include an appropriate delegate if they are not available. Where a student is studying through the University's online partner then the Online Programmes Academic Manager will undertake the responsibilities detailed in this document and liaise with the Director of Student Administration and Support.

2 Verification, Informing Next of Kin and Information Sharing

- 2.1 **If a student dies on campus the immediate response is to confirm next steps with emergency services and to notify the Director of Student Administration and Support as soon as possible. See Section [Guidance for Responding to a Death on Campus](#) for more detailed information. The information below applies to all other deaths and will also be relevant for deaths which take place on campus after the immediate response has taken place.**
- 2.2 It is the role of the Police or hospital to inform the next of kin of the death. No contact should be made with the next of kin until it is known definitely that they have been informed. (The Director of Student Administration and Support will act on exceptions where necessary).
- 2.3 It is important not to speculate about the cause of death and to treat information about the circumstances of the death as confidential unless advised otherwise by the Director of Student Administration and Support who will usually attempt to liaise with the family about what information they wish to share.

- 2.4 In the event of a suspected suicide no details will be shared about the means of death. However, with the family's agreement it may be appropriate to state that it appears that the student took their own life or that the death is a suspected suicide. If the family do not wish to share this information then their wishes should be respected. Staff should also be clear that only the coroner can confirm that a death is a suicide and staff should only ever reply that the death is a possible or suspected suicide.
- 2.5 If there are other health concerns associated with the student's death, e.g. in relation to communicable diseases such as meningitis the response will be guided by the UK Health Security Agency. The Director of Student Administration and Support will advise further in these circumstances.

3 Immediate Response Group

- 3.1 Following the confirmation of any student death, the Director of Student Administration and Support will establish an immediate response group. Where there are no immediate concerns regarding the circumstances of the student's death this may be convened virtually and asynchronously using a dedicated Teams channel to ensure all members have a single source of truth. Where the death occurred on campus, or in student accommodation or where it is suspected that the death may potentially be by suicide the group will meet in real time. The Director of Student Administration and Support will usually act as Chair of this group and will ensure that all relevant roles are covered.
- 3.2 The Immediate Response Group will comprise of the following:
- Director of Student Administration and Support (Chair)
 - Head of Student Services
 - Representative from the Student's School or Department
 - Deputy Director of Communications
 - Head of Student Accommodation (If the student lived in University accommodation)
 - Head of Campus Support or Manager Representative (if the death took place on campus)
 - Health and Safety Adviser (if the death took place on campus)
 - Any other staff deemed appropriate by the Director of Student Administration and Support
 - Notetaker- from Student Services
- 3.3 There are a number of key roles following a student's death, the first meeting of the immediate response group will confirm who will take responsibility for the roles listed below. An individual may take on more than one role.
- Family liaison lead
 - Support for students lead
 - Support for staff lead
 - School/department lead
 - External agency liaison lead
 - Communications lead

- 3.4 The Chair will be responsible for ensuring that all appropriate actions take place in a specified time period. The Chair may delegate specific responsibilities to named individuals but will retain overall responsibility.

4 Communications

- 4.1 The Chair will liaise with the Deputy Director of Communications and Public Affairs in the event that there is likely to be heightened media interest in the news or that specific communications to students are required (for example in the case of criminal activity and the need to communicate safety advice).
- 4.2 Before the formal notification is sent to the Vice Chancellor's Office the Chair will ensure that the relevant Dean, Head of Department and School Head of Operations, Head of Student Experience and Education and Associate Pro Vice Chancellor for Education are informed and will identify any other key staff within the School or Department who should be informed. Where possible this will take place via phone or video call although there may be occasions where this is not possible and notification will be by email with the offer of a follow up conversation.
- 4.3 On receipt of notification from the Director of Student Administration and Support, the Vice Chancellor's Office will send a letter of condolence on behalf of the University. Schools may consider additional forms of condolence or tribute and should consult with the Press Office for support.
- 4.4 In respect of ongoing communication and actions, the overarching objective is to be sensitive to the needs and wishes of the family/next of kin (trusted contact?), reducing the number of separate contacts they have within the University and avoiding unnecessary distress.
- 4.5 The Chair will notify individuals named in 'Recipients of Notification of a Student Death' (Appendix One, page xx) and will also be responsible for confirming that the actions stated have been taken and any queries resolved. The notification will include details of the leads for each area of activity, together with pertinent information about the student.
- 4.6 All enquiries from the media such as newspaper and television, must be referred, without comment, to the Press Office.

5 Roles and Responsibilities

Please note the Chair may determine that one individual should take on more than one role.

5.1 The Chair

The Chair will:

- Convene the immediate response group and ensure that all actions are completed.
- Share relevant information with the other leads as appropriate and identify where additional advice may be needed for example from the University Secretary and General Counsel or the Health and Safety Advisers Office.

- Be responsible for identifying whether a serious incident review is required and determining in conjunction with the Director of Student Experience and Enhancement who should conduct the review.

5.2 Family Liaison Lead

The Family Liaison Lead will:

- Be the key point of contact for the family in relation to practical matters and can facilitate contact with other staff as required.
- Liaise with the relevant Student Experience Team and IT Services to ensure that material produced by the student in the course of their studies is preserved (e.g. VITAL, student's MWS account) so that it can be made available to the student's family or next of kin. Share relevant information with the other leads as appropriate.

5.3 Support for Students Lead

The Support for Students Lead will:

- Work with the communications lead to arrange for affected student cohort(s) to be informed; this may include students on the same programme, students in residences and students in societies. Ensure that support is identified and students are signposted to the most appropriate support. This may include the provision of specific debriefing sessions for those affected directly by the death.
- Brief the University's 24 hour support provider for students to ensure they are aware of the death and ensure this support is promoted to students. Where the student resided in University Halls, the Support for Students Lead will work closely with the Hall Warden and Accommodation Manager to implement appropriate support for students in halls.
- Ensure arrangements are in place for students to attend the funeral or memorial in line with the wishes of the family.
- Share relevant information with the other leads as appropriate.

5.4 Support for Staff Lead

The Support for Staff lead will:

- Ensure staff are signposted to the Employee Assistance Programme if appropriate. Liaise with the Head of HR Policy and Employee Engagement to decide whether additional onsite support is required immediately after the student's death. If a staff debrief is required liaise with Head of Student Services and/or Manager of the Counselling Service Ensure an appropriate member of staff is available to attend the funeral/memorial in line with the wishes of the family. Where the student was residing in University Halls a separate lead may be required for support for staff in Halls, this will usually be the Hall Warden who will work closely with the Head of Accommodation and the other staff support lead.
- Share relevant information with the other leads as appropriate.

5.5 External Liaison Lead

The External Liaison Lead will:

- Point of contact for any ongoing liaison with the Police, Health Authorities, Coroner and other external agencies. (Please note that if the Coroner's Office initiates contact with the University about the death of a student this must be referred to the Director of Student Administration and Support.)

- Inform Brownlow Health and any other agencies the student is known to have engaged with of the student's death.
- For international students inform the relevant consulate or embassy. If the student was sponsored by a foreign government or agency the Director of Student Recruitment, Admissions and Widening Participation will identify an appropriate person to liaise with sponsors.
- Share relevant information with the other leads as appropriate.

5.6 Communications Lead

It is increasingly common for news of a student's death to break via Social Media and to attract press interest before the University has been notified.

The Communications Lead will:

- Be the reference point for press enquiries received by the University.
- Organise contact with the Police Press Office to obtain a copy of their reactive/proactive statement in relation to the matter for reference and to provide them with our reactive/proactive statement.
- Correct any factually incorrect information that the press already has, on the basis that the publication of false information will be more distressing to the student's family and next of kin in the long run.
- Monitor social media for inappropriate comments relating to the death and take appropriate action where this is found.
- Liaise immediately with the Director of Student Administration and Support to ensure that the news can be investigated, key people informed and processes initiated.
- Liaise directly with the Director of Student Administration and Support in all cases where there is likely to be a more intense level of press interest e.g. suicide, suspicious circumstances, communicable diseases. Where a University interviewee is required, this is likely to be the Director of Student Experience and Enhancement.
- Support and advise Schools, via the School Lead, in the drafting of emails to inform staff and students, tribute comments, letters of condolence or similar, ensuring that any communications adhere to the underlying principle of meeting the preferences of the student's family/connections.
- Ensure that the Press Office is aware of the procedure to follow.
- Provide advice and support on all communications to students and staff. Respond to press and media enquiries.
- Provide support and advice to the family in respect of dealing with the media if required.
- Share relevant information with the other leads as appropriate.

5.7 School Lead

The School Lead will:

- Inform the Student's Academic Adviser and any other relevant staff within the department or School.
- Liaise with colleagues in the School/department to establish which groups of students may be most directly affected.
- Ensure that any local systems such as databases, email lists or class lists are updated so that the student's name no longer appears on the list.
- Ensure that any local communications to the deceased from Schools and Departments are stopped.

- Provide contextual information about the programme to the response group.
- Arrange for copies of the students work to be collated and made available to the family should they wish to access this.
- Ensure that an appropriate exit award is considered at the relevant Board of Examiners.
- Consider what kind of tribute might be appropriate from the School/Department.
- Arrange for departmental representation at the funeral where this is in line with the wishes of the family.

6 Administration

Practical matters can cause additional distress to the family at a difficult time. Swift action is required by all those involved in administrative processes to minimise this. The following sections highlight the central administration tasks. Schools should also ensure that any local databases, mailing lists and other systems are updated appropriately. The following will be notified of a student's death by the Director of Student Administration and Support and will discharge the responsibilities set out below.

7 Fees and Refunds

The Student Fees and Funding Manager will:

- 7.1 Immediately check system/s to ensure payments (e.g. bursaries) are stopped and invoices (e.g. tuition or accommodation fees) not issued and where appropriate, liaise with Accommodation to stop any accommodation fee invoices.
- 7.2 Arrange for fees to be refunded in accordance with the University's Payment Policy (where applicable).
- 7.3 Ensure any outstanding debt is not pursued and payments are refunded as appropriate.
- 7.4 Liaise with the Library Customer Services Manager to ensure any Library fines or other monies owing are not pursued.
- 7.5 Liaise with the Student Loans Company (where applicable) and liaise with the student's School (via named coordinator) to ensure that non SLC funders/sponsors are informed and reimbursed as appropriate.
- 7.6 Update the named lead with progress on the above actions.
- 7.7 In the event of any need to liaise with the deceased's next of kin, this should be done through the named coordinator in the School in order to limit the number of people in contact with the family.
- 7.8 Refer enquiries from media such as newspaper and television, without comment, to the Press Office.
- 7.9 Ensure that the Student Fees and Funding Team is aware of the process to follow in the absence of the Manager.
- 7.10 For students studying with an online partner this will be the responsibility of the online partner.

8 The Student Record

The priority for the Student Record is to ensure that no inappropriate communication is issued by the University. On receipt of the memo informing them of the student's death the offices named below will all ensure that no communications are sent to the student. For students studying with an online partner, the online partner will be responsible for amending their records.

The Head of Student Administration will:

- 8.1 Instruct the relevant member of administrative staff to close the Student Record and ensure that all relevant screens within the system are updated.

The University Librarian will:

- 8.2 Ensure that the Library system is updated so that the student is not sent reminders about outstanding books and or fines.

9 Recording and Monitoring

The Director of Student Administration and Support will:

- 9.1 Liaise with the Dean/Executive Dean and the Director of Student Experience and Enhancement if any issues of concern emerge regarding the circumstances of the death or the student's relationship with the University prior to the death.
- 9.2 Ensure that the [Serious Incident Background Information Form](#) is completed following a student death where there are any issues of concern.
- 9.3 Maintain a record of all student deaths verified in each academic year.
- 9.4 Annually as a reminder, circulate this guidance and supporting documentation to Heads of School, Heads of Operations and colleagues named in the notifications and key contacts lists.
- 9.5 Ensure that this guidance is reviewed every three years and remains up-to-date and fit for purpose.
- 9.6 Be the first point of contact for Freedom of Information requests related to the number and nature of student deaths.

10 Learning and Review

- 10.1 A serious incident review will be conducted where a student's death is a suspected suicide, where there were concerns about the student's health, attendance or academic progress or in any other circumstances deemed as relevant by the Director of Student Administration and Support.
- 10.2 The Director of Student Administration and Support will liaise with Director of Student Experience and Enhancement to determine who should conduct the review.
- 10.3 [The Serious Incident Review Background Information Form](#) parts 1 and 2 should be completed by staff who are first to respond to the student's death within 72 hours of the report of the student's death.
- 10.4 Part 3 of the Serious Incident Review Form should be completed by any support services who have previously supported the student and part 4 should be completed by academic departments within 2 weeks of the report of the student's death.

- 10.5 All staff who have been involved in supporting the student or responding to the student's death will be invited to complete the Serious Incident Reflective Feedback Form. They will also be offered the opportunity to meet with the reviewer.
- 10.6 The review should be completed within twelve weeks of the student's death. The reviewer will ask the student's parent and/or trusted contact if they wish to participate in the review. The report and any recommendations will be shared with staff who contribute to the review and the student's parents and/or trusted contact. The report will be sent to the Health and Safety Governance Committee.
- 10.7 The Director of Student Administration and Support will include progress against recommendations in the annual report on the Student Mental Health and Wellbeing Strategy which is presented to the Personal Success Board and the Health and Safety Governance Committee.

11 Guidance for Responding to a Death on Campus

- 11.1 In addition to the steps outlined in the guidance above there are additional considerations if a student dies on campus.

If someone discovers an apparent death on campus, the first contact should be to the Emergency Services via Campus Support on 0151 794 2222

- 11.2 The person reporting the suspected death should follow the instructions from the emergency services in the first instance. They will advise about whether to attempt resuscitation and any other immediate steps.
- 11.3 The area surrounding the student should be cleared and isolated if possible. If the suspected death is in student accommodation, students in the flat should be provided with an alternative space to wait whilst emergency services conclude their work. Flatmates should also be offered alternative accommodation locating them together or with existing friends where possible.
- 11.4 Campus Support will liaise with the emergency services directing them to the appropriate part of campus and assist with securing the scene.

If the suspected death occurs during office hours Campus Support will inform:

- the Director of Student Administration and Support
- the Head of Student Services
- the Head of Accommodation
- the Director of Facilities, Residential and Commercial Services
- the Director of Estates Management
- the Head of Campus Support
- the Hall Warden (if appropriate)
- the Hall Manager (if appropriate)

If the student died in halls or has a room in halls then the Hall Warden and Head of Accommodation will be invited to the immediate response group.

Out of Hours Student Death on Campus

11.5 If the suspected death occurs outside of office hours staff must inform:

- the Campus Support Manager who will contact the following using the relevant out of hours rotas
 - the Student Experience and Enhancement contact
 - the FRCS out of hours contact using the out of hours contact rota
- the Head of Accommodation (if death is in our accommodation)
- the relevant Hall Manager (if death is in our accommodation)
- the relevant Hall Warden (if death is in our accommodation).

The Student Experience and Enhancement out of hours contact will:

11.6 Liaise with the FRCS out of hours contact who will provide on the ground support to staff.

11.7 Inform the Director of Student Experience and Enhancement, the Director of Student Administration and Support or the Head of Student Services by phone and agree with one of them who will take on the role of Family Liaison Lead, Support for Student Lead and Immediate Response Group Chair.

The FRCS out of hours contact will:

11.8 Act as a point of contact for staff in the Halls to provide support and liaise with the FRCS Head of Operations accordingly.

11.9 Liaise with the SEE out of hours coordinator about response to and support for students.

11.10 Arrange a handover meeting between staff involved in out of hours support and office hours services.

11.11 Inform the HR Business Partner for the area of the student death and impacted staff on the next working day.

The Hall Warden supported by the Head of Accommodation will:

11.12 Once the death is confirmed, discuss with the Chair the best means of informing students.

11.13 Inform Halls staff and Residential Advisers about the death.

11.14 Support Residential Advisers and other Halls staff to inform students and provide initial support to those affected.

11.15 Contact other Hall Wardens to ask for support in discharging their responsibilities.

11.16 Identify any students who need alternative accommodation and liaise with the Hall Manager to identify alternative rooms.

11.17 Liaise with the Chair about matters relating to the family of the deceased.

Halls staff supported by the Head of Accommodation will:

11.18 Assist with providing support to staff and students in line with advice from the Student Support Lead.

11.19 Liaise with Hall Warden and identify alternative accommodation for students who require it.

11.20 Identify a suitable location for students who want to come together for mutual support.

11.21 Provide support for the Warden as required.

Appendix One Checklists to Assist with Responding to Student Death

Information to be Recorded in an Initial Call About a Student Death

The person taking the call should record as much of the information below as possible and contact the Head of Student Services or Director of Student Administration and Support as soon as possible. If the death occurs out of hours contact the Student Experience and Enhancement out of hours contact

Information Required	Details	Notes	Completed
Time/date and location of incident			
Is the incident still live and ongoing?			
Have the emergency services been called?			
Student name			
Student number			
Programme			
Date of birth			
Names, student numbers and contact details of any other students involved			
Names and contact details of any staff members involved in the incident			
Caller's name, role, contact details and any other relevant information			

Appendix One Checklists to Assist with Responding to Student Death

Collating and Sharing Information

The following information should be collated as soon as possible after receipt of the notification of the student's death, usually within 72 hours. These two sections also form the first two parts of the serious incident review form should this be needed. Section 1 and 2 of the form should be completed by the staff who receive the initial information about the incident. The form will be used by the Immediate Response Group.

Serious Incident Review Background Information Form

Section 1 Student Details

Complete within 72 hours of receipt of report of the student's death

Name of student	<i>(If more than one student involved please replicate this section of the form)</i>
Student number	
Date of birth	
Gender	
Programme	
Department	
School	
Faculty	
Mode of study	
Level of study	
Year of entry	
Year of study	
Fee status (e.g. home/international)	<i>(If this is an international student then inform relevant embassy only when it's been confirmed the family/trusted contact have been informed)</i>
Status (e.g. active/suspended/withdrawn)	
Home address	
Term-time address	
Disability declaration	<i>(If yes insert details)</i>
Was student involved in any conduct processes?	
Was student a member of any Guild or Sport Liverpool Societies?	<i>(If yes insert details)</i>
Was student on placement?	<i>(If yes insert details)</i>
Trusted Contact's details	
Family information where known/relevant	<i>(e.g. are parents separated, was student estranged)</i>

Appendix One Checklists to Assist with Responding to Student Death

Serious Incident Review Background Information Form

Section 2 Incident Details

Complete within 72 hours of receipt of report of the student's death

Date, time and location(s) of the incident
Type of incident
Summary of the incident
Was the student's emergency contact or another 3rd party contacted prior to or after the incident?
If yes, then summarise these interactions
Staff directly involved in responding to the incident
Students directly involved in responding to the incident
Name and contact details for any outside agencies involved in responding to the incident
Any other 3rd parties involved in the incidents (include contact details)
Names of any staff or students who may require ongoing welfare support as a result of the incident:
Details of any communications issued:
<i>Provide link to Teams file if appropriate</i>
Details of any media and social media coverage
<i>Provide links to screenshots if appropriate</i>

Appendix One Checklists to Assist with Responding to Student Death

Serious Incident Review Background Information Form

Section Three

For Non-Academic Areas of the Higher Education Institution

Complete within 2 weeks of receipt of report of the student's death

What contact did the individual/s have with your service/team?
Please produce a timeline of interactions in chronological order, noting in particular any concerns that had been raised about the student and the action taken as a consequence:

- i** The student's application form and any declarations made at registration should be collated.
- i** Where a death by suicide is suspected, review of emails and any other information relating to the student will be required.

Appendix One Checklists to Assist with Responding to Student Death

Serious Incident Review Background Information Form

Serious Incident Review Section 4

For Academic Areas of the Higher Education Institution

Complete within 2 weeks of receipt of report of the student's death

What contact did the individual/s have with your professional services colleagues?
What contact did the individual have with their academic advisor?
Please produce a timeline of interactions in chronological order, noting in particular any concerns that had been raised about the student and the action taken as a consequence:
Please provide a summary of this student's attendance, including details of any contacts made as a result of low or non-attendance:
Please provide a summary of any applications for mitigating circumstances, noting whether these were successful and the mitigation applied:
Please provide a summary of this student's academic performance:

i Where a death by suicide is suspected, a full disclosure of emails and any other information relating to the student will be required

Appendix One Checklists to Assist with Responding to Student Death

12 Immediate Action Checklist for on Campus Death at the Scene of the Incident

For use by those providing an immediate response. Please note these actions will not occur sequentially. This checklist is designed as a prompt of things to consider. Not all actions will be applicable in all situations, those involved will need to use their judgement alongside the checklist. A more detailed version of these checklists are available in the UUK Suicide postvention guidance [which can be found here](#)

Actions and considerations	Completed/Notes
Managing the scene	
Identify staff who can support with an immediate response. During working hours, a senior staff member of Student Services should attend. At weekends/out of hours, Hall Wardens and/or Senior member of Campus Support will be first point of response. The Student Experience and Enhancement out of hours contact should also be notified and will confirm who may be available to attend from Student Services.	
Staff should take information about Student Services and the University's 24-hour 24/7 telephone support line to give to any affected student.	
Staff should identify themselves to emergency services and to other University staff at the scene and explain they are from the university and their primary task is to support students and staff affected. Staff should at all times follow the guidance of emergency services staff.	
Ask Police/Coroner's Officers at the scene for confirmation that the Police have informed the next of kin. If this cannot be confirmed ensure they have details of a key university contact who can be informed when this has taken place (usually a Student Services contact but this will depend on who is at the scene/ aware of incident). Take details of the Senior Police Officer, name contact number/ collar number.	
Campus Support will secure the area and keep it clear until emergency services confirm this is no longer needed.	
If safe to do so and only with agreement of the emergency services, members of staff can support moving affected students and staff away from the incident to a safe recovery space. Staff should remember to: <ul style="list-style-type: none"> • Speak calmly and remain patient and sensitive • Acknowledge they have experienced a shock and that emotions will be heightened • Normalise responses 	

Appendix One Checklists to Assist with Responding to Student Death

<ul style="list-style-type: none"> • Encourage students and staff to use their own support networks as well as advising about the support the University offers • Answer questions as openly as possible but do not provide details about the death other than 'a student has died'. 	
<p>Work with staff on the scene to minimise distress caused by the location e.g. by restricting access or creating alternative routes.</p> <p>Once it is possible to return to the location of the student's death, check that items which may cause distress e.g. those discarded by the ambulance service or packets of tablets or ligatures have been removed.</p>	
<p>Communicating with students and staff</p>	
<p>Try to identify students who were close to the deceased and speak to them separately. This could be by asking flatmates and known friends who else the student was close to. Keep a record of any individual's contact details and identify any concerns they raise- Record concerns or questions students have and ensure follow up contact the next day by the relevant member of staff.</p>	
<p>Establish if any students affected require alternative accommodation. Halls managers and the accommodation office will be able to assist with securing suitable alternative accommodation.</p>	

Sharing News with Students

<p>Sharing news with students</p> <p>There may be certain groups of students who need to be informed of a student death, how should they be informed</p> <p>Informing students in halls may be most effectively achieved by speaking to students in their flats or by meeting as a group in an agreed location within halls. In other cases it might be more appropriate to bring students together in a meeting or use a lecture to make an announcement to students. For some groups of students an email could be the most appropriate method.</p>	
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Appendix One Checklists to Assist with Responding to Student Death

<p>Check if the student was involved in Guild societies, Sport Liverpool or worked for the University.</p> <p>Before contacting identified student cohorts consider which is the most appropriate means of communication.</p> <p>Identify the different support needs of different groups of students and how these can best be met. This should be done in consultation with the Head of Student Services who can arrange for onsite support from Student Services staff.</p> <p>Ensure students likely to have been affected are made aware of existing services and specific support arrangements.</p>	
<p>Considerations for staff who are to inform students Who will communicate the news to the students? In halls this may be a combination of RAs and wardens. In the academic department this may be the Head of Department.</p> <p>Do all those who are asked to communicate the news know that they do not have to do so and know who to tell about this?</p>	
<p>Do those communicating the news about the student death know what support is available to affected students? If possible they should have leaflets with the appropriate information on them to leave with the students.</p>	
<p>Do those communicating the news to students know who to contact with any immediate concerns about individual students?</p>	
<p>Has a debrief for those communicating the news to students been arranged?</p>	

Appendix One Checklists to Assist with Responding to Student Death

Support for Staff and Students Affected by a Student Death

<p>Supporting staff who are affected</p> <p>The Counselling Service offer Critical Incident Debriefing and can provide support for staff who are immediately affected. Ongoing support for staff is available through the Universities Employee Assistance provider. Staff should be reminded of the number 0800 58 48 58.</p> <p>Have staff had opportunity to discuss the impact of the student's death? Provide regular meetings for staff in the period following the incident. This will provide an opportunity to share any further information and to check how staff are coping and provide support as appropriate.</p> <p>Inform HR of any staff who are impacted by the death.</p>	
<p>Supporting students who are affected</p> <p>Students should be reminded that Health Assured can offer phone Support 24 hours a day.</p> <p>The Counselling Service Offer Critical Incident Debriefing and can provide support for students who are immediately affected.</p> <p>Do students need a space to gather to absorb the news and spend time together? Where possible provide a quiet area or meeting room which can be used for this purpose. This allows those who wish to gather to do so without taking over a student flat.</p> <p>If possible provide tea, coffee and light refreshments.</p>	
<p>Contact the chaplaincy to provide support in the quiet space. Chaplains can be a support for students who are religious but also for those who are not. Chaplains details can be found at https://www.liverpool.ac.uk/hr/diversityandequality/faithfacilities/</p>	

Appendix One Checklists to Assist with Responding to Student Death

<p>Gather names, student numbers and programmes details of students who are affected. Check if they have lectures/deadlines/exams which may be missed as a result of the incident and inform department if required.</p>	
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Ongoing Support for those Impacted by the Student Death

Considerations and Actions	Notes
<p>The Student Support Lead will arrange ongoing support for those affected by the death. This could include: Individual/group follow up in the week following the death. And further follow up as and when required.</p> <p>Providing support for students to attend the funeral/memorial in line with the wishes of the family.</p> <p>Ensuring advice and support is available to students who may be asked to give statements to the Police.</p> <p>Identifying any students who may require enhanced support and liaising with other departments as appropriate e.g. accommodation, academic department.</p> <p>Signposting to resources and support in relation to bereavement and where appropriate suicide.</p> <p>Liaising with the School Lead about beginning a book of condolence and making students and the wider university community aware of this.</p> <p>Contacting the students affected at key dates such as ahead of an inquest, near the anniversary of the student's death and any other key dates identified by those affected.</p>	
<p>The Head of HR Business Partnering will arrange ongoing support for staff impacted by the student's death.</p>	

Appendix One Checklists to Assist with Responding to Student Death

<p>This is likely to include individual and group follow up in the week following the death and if required follow up one month after the death.</p> <p>Ensure that line managers are aware of the impact of the incident on individuals.</p> <p>Ensure that staff involved in responding to the incident are thanked.</p> <p>Identify colleagues who would benefit from enhanced support and ensure they are aware of the support available to them.</p>	
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Family Liaison Lead Checklist

This checklist may be of use to the Family Liaison Lead to assist discussions with the family

Considerations	Decision/Action
<p>Would the family like to visit? Do they require accommodation?</p> <p>Provide accommodation within an agreed time period at University expense</p>	
<p>Liaise with Head of Accommodation to coordinate access to student's accommodation.</p> <p>Note that if the death took place in a University Hall, arrangements may already be in place and efforts should be made to coordinate with them.</p>	
<p>What was the student involved in outside of their course?</p> <p>Check if the student was employed by the University, whether they were involved in Guild societies and/or Sport Liverpool. If they were talk to senior staff in the area to find out more about the student's involvement and who may be impacted by the death.</p>	
<p>Who would the family like to meet?</p>	

Appendix One Checklists to Assist with Responding to Student Death

<p>Families will generally wish to meet with a member of academic staff who can discuss their loved one's academic life and it is unlikely to be appropriate to delegate this responsibility to a member of administrative staff.</p>	
<p>Can examples of the student's work be given to the family?</p> <p>Consider archiving any CANVAS materials in case the family would like them. The Head of Operations should be able to assist with this.</p> <p>If access to the student's M:drive is required, either for the family or in the event that access is required for purposes of research etc. an Information Access Request will be needed (see https://www.liverpool.ac.uk/media/livacuk/computingservices/regulations/security-investigation-policy.pdf)</p>	
<p>Would it be appropriate to send a formal letter of condolence to the family/next of kin from the School?</p> <p>University Communications will be able to help. Note that the Vice Chancellor's Office will have sent something on behalf of the University, but this will be necessarily short and you are likely to want to include more information, depending on the length of time the student has been studying at the University.</p>	
<p>Consider whether the School would like to make a more detailed external tribute comment or other form of recognition.</p> <p>What are the wishes of the family in this regard? Some families may specifically want a public form of recognition and this should be ascertained. If you decide the answer is 'yes' you MUST contact University Communications for advice; University Communications can help you ask the family whether they would be happy for the University to make a comment and establish whether they would wish to see any</p>	

Appendix One Checklists to Assist with Responding to Student Death

<p>copy in advance.</p>	
<p>Consider funeral attendance and the provision of an appropriate tribute. What are the wishes of the family in this regard? Will students or staff wish to attend?</p> <p>Ideas to consider might include a book of condolence or a wreath. You may wish to seek the views of fellow students.</p> <p>If members of School staff are to attend the funeral, this should include an appropriate representative of the academic staff of the School.</p> <p>Student Services can assist with practical arrangements for students wishing to attend the funeral e.g. organise a coach.</p> <p>The team of chaplains are available to conduct a memorial or remembrance service or a funeral if that is the wish of the family.</p> <p>Inform staff and students of funeral arrangements as appropriate.</p> <p>Travel expenses, expenditure on wreaths or similar tributes to mark the death of a student may be made from University funds but must conform to the relevant Financial Regulations and Procedures.</p>	
<p>The student may be eligible for a posthumous award. Establish if they have met the criteria and then discuss with the family to ascertain their wishes in this regard.</p> <p>Contact the Head of Student Administration.</p> <p>Liaise with the other leads as and when appropriate</p>	

Appendix One Checklists to Assist with Responding to Student Death

1. Recipients of Notification of a Student Death

This document lists those who automatically receive notification of a student death from the Director of Student Administration and Support, and the actions for which they are responsible.

Notification will only be made by the Director of Student Administration and Support or their delegate.

Notification will include:

Name of Student (in full)

Student ID Number

Subject Studied

School

Name of Chair of response group and details of who is taking on each role within the group

In addition, the Vice Chancellor's Office, Pro Vice Chancellor Education, Director of Student Experience and Enhancement, Dean, Head of Department and where relevant Executive Dean, Deputy Director of Communications and Head of Accommodation (where appropriate) will receive:

Next of Kin Contact Details

Brief Circumstances of Death (where known)

Hall of Residence/Residential arrangements

Recipient	Name (May 2023)	Action
All		To refer enquires from the media, e.g. newspaper and television, without comment, to the Press Office.
Vice Chancellor's Office	Lindsey Sergeant lindsey.sergeant@liverpool.ac.uk	To send a letter of condolence on behalf of the University. Schools may give consideration to additional forms of condolence or tribute. The School Lead will liaise with the School and Press Office for advice and support.
Head of Accommodation		To liaise with named coordinator and Hall Warden in respect of family visits and access to student's personal effects.
Student Fees and Funding Manager	Margaret Colleran collmarg@liverpool.ac.uk	To coordinate actions in relation to Section Three, Fees and Refunds, updating the named School coordinator of actions taken.
Head of Student Administration	Phil Leonard leonardp@liverpool.ac.uk	To coordinate actions in relation to section four, Student Record, updating the named School coordinator of actions taken.

Head of Student Services	Julia Purvis Julia.Purvis@liverpool.ac.uk	To arrange to contact named coordinator, and Head of Accommodation (where applicable, Residences) to assess support needs of students.
Deputy Director of Communications and Public Affairs (Interim)	Rich Durber Richard.Durber@liverpool.ac.uk	To coordinate actions in relation to internal and external communications.
Head of Internal Communications	Kate Mizen kspark@liverpool.ac.uk	For information/dissemination (in liaison with Deputy Director of Communications and Public Affairs).
Director of Student Recruitment, Admissions and Widening Participation (where a student is sponsored by a foreign government or agency)	Ian Roberts ianrob@liverpool.ac.uk	To liaise with the sponsors/High Commission/Consulate as appropriate.
Director of Libraries, Galleries and Museums	Matthew Greenhall Matthew.Greenhall@liverpool.ac.uk	To stop any communications related to the Library being sent to the student.
University Secretary and General Counsel	Kevan Ryan ryank@liverpool.ac.uk	For information. To advise the Director of Student Administration and Support, to determine whether there is a need for an internal review and identify an individual to carry out such review. To liaise with the Director of Student Administration and Support if any issues of concern emerge regarding the circumstances of the death or the student's relationship with the University prior to the death. To review annually, with Director of Student Administration and Support, the record of all student deaths verified in each academic year.
Guild of Students Chief Executive	Tricia O'Neill oneill@liverpool.ac.uk	To check whether the student was involved in Guild societies. To inform the coordinator of the nature of the student's involvement and identify any particular issues about which the coordinator should be aware. To ensure membership records are updated and

		the deceased student is not invited to participate in elections and other activities.
Director of Sport Liverpool	Andy Craig a.b.craig@liverpool.ac.uk	To check whether the student was involved in Sport Liverpool. To inform the coordinator of the nature of the student's involvement and identify any particular issues about which the coordinator should be aware. To ensure membership records are updated and the deceased student is not invited to participate in activities.
HR Payroll	payroll@liverpool.ac.uk	To check whether student was also employed by the University. If so to stop any outgoing payments and to inform the coordinator of the location and nature of the student's work with the University.
Head of HR Business Partnering		To inform the relevant HRBP(s) so that they can liaise with relevant managers to offer support to staff. To inform the Director of Student Administration and Support who are the relevant HRBPs.
Pro-Vice-Chancellor for Education	Professor Gavin Brown gmbrown@liverpool.ac.uk	For information.
Director of Student Experience and Enhancement	Dr Paul Redmond redmondp@liverpool.ac.uk	For information.
Faculty Executive Pro-Vice-Chancellor	HLS: Professor Louise Kenny Louise.Kenny@liverpool.ac.uk HSS: Professor Fiona Beveridge fionbev@liverpool.ac.uk S&E: Professor Wiebe van der Hoek kbwjf2@liverpool.ac.uk	For information.
Faculty Associate Pro Vice Chancellor for Education	HLS: Francine Watkins fwatkins@liverpool.ac.uk HSS: Lisa Anderson Lisa.Anderson@liverpool.ac.uk S&E: Liz Sheffield lizsheff@liverpool.ac.uk	For information.
Faculty Director of Operations	HLS: Niki Sandman nsandman@liverpool.ac.uk	For information.

	HSS: Kate Jones Kate.Jones@liverpool.ac.uk S&E: Laura Lightfoot L.D.Lightfoot@liverpool.ac.uk	
Faculty Head of Education and Student Experience	HLS: Gloria Latham donegang@liverpool.ac.uk HSS: Caroline Wathen cwathen@liverpool.ac.uk S&E: Emma Carter-Brown Emma.Carter-Brown@liverpool.ac.uk	For information.
Academic Manager Online Programme	Nick Greer ngreer@liverpool.ac.uk	Online students only. Will inform relevant staff at online partner.
Head of Campus Support	Andrew Molloy	To ensure campus support staff are aware of the death in case of enquiries.
Campus Support Manager	Shared email account Campus.support.managers@liverpool.ac.uk	To ensure campus support staff are aware of the death in case of enquiries.
Campus Support Team Leader	Shared email account Campus.support.team.leaders@liverpool.ac.uk	To ensure campus support staff are aware of the death in case of enquiries.
Occupational Health Manager	Kerry Ashton Kfashton@liverpool.ac.uk	For information and to update records if required
Dean for XJTLU	Professor Simon Jones Simon.Jones2@liverpool.ac.uk	XJTLU students only so can liaise with relevant staff.
XJTLU Team Leader Student Records and Systems Team Registry	Xiaoning Wang Xiaoning.Wang@xjtlu.edu.cn	XJTLU students only so XJTLU staff are aware of death and can amend records as required.
XJTLU Student Affairs	Chi Lu Chi.Liu@xjtlu.edu.cn Hao Wang Hao.Wang02@xjtlu.edu.cn	XJTLU students only so XJTLU staff are aware of death and can provide support to students at XJTLU as required and support with liaising with family.

Department

Policy Reference Number