



UCFB*

Policy – Response to Death of a Student

Owner:	Head of Student Support
Author:	Head of Student Support
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*UCFB is a trading name of University Campus of Football Business Limited

1. Purpose

- 1.1. The purpose of this policy is to:
- Set out administrative responsibilities in the event of the death of a student;
 - Ensure that the response to such an event is appropriate, timely and effective;
 - Ensure that UCFB communicates effectively with the family and all public authorities involved in the incident
 - Ensure that UCFB acts in a supportive way to all involved both internally and towards external organisations.

2. Scope

- 2.1. This policy and procedure will apply only to those students who were enrolled directly with UCFB and who were either studying with attendance, or through a distance learning course.

3. Equality Analysis

- 3.1. This policy is neutral in terms of equality-related issues.

4. Policy

- 4.1. UCFB is committed to responding to the death of a student in a compassionate and respectful manner. UCFB will be guided by the following principles when responding to such incidents:
- 4.1.1. UCFB will act in a timely and sensitive manner with respect and compassion. Care will be extended to those closely involved with the student or the incident leading to the death, including the family or next of kin, friends, classmates and staff members.
- 4.1.2. UCFB will seek to collaborate and cooperate with external officials to facilitate any investigations or administrative activities related to the death.
- 4.1.3. UCFB will act discretely when dealing with information relating to the student and the incident. Any public statements made for or on behalf of UCFB will only be released after they have been checked for accuracy and approved by the Head of Marketing and Admissions. Any staff involved in responding to the incident will use discretion at all times.
- 4.2. Overall responsibility for UCFB's response will be the Director of Student and Academic Services for Stage 1 and the Head of Student Support (or nominee) for stage 2.
- 4.3. The administrative response to a student's death will be conducted in accordance with the Procedure below.

Important Information for all staff:

- 4.3.1. All staff should ensure that they do not undertake any external Communications, outside of those with emergency services, unless this is sanctioned by the Head of Marketing and Admissions (or nominee). You should continue to strictly observe the same protocols of data protection as set out under the Data Protection Act 2018.
- 4.3.2. Please be careful of the language used when communicating with others. The term 'suicide' should never be used as this classification of death can only be used after it has been ruled such by a Coroner. It can also be incredibly upsetting for family.
- 4.3.3. Please ensure that you refer any queries to the Head of Marketing and Admissions.

Standard Actions of Emergency Services:

- 4.3.4. The Police and Emergency Services will confirm the death.
- 4.3.5. The Police will normally arrange for the removal of the body and any necessary post-mortem.
- 4.3.6. The Police will normally arrange for the next of kin to be informed.

5. Procedure for responding to student death

Stage 1 - On campus death

- 5.1.1. The person discovering a death on campus should:
 - a) Call 999 and request an ambulance and the police. Tell the emergency services exactly where you are and who you are. Give them your mobile or extension number so that they can reach you.
 - b) Notify Facilities of what has happened. Give Facilities the same information that you provided to the emergency services so that they will know when/where to expect them. Please be specific so that Facilities can arrange for emergency services to get to the scene as soon as possible. Give Facilities your mobile or extension number so that they can reach you.
 - c) If there are witnesses, please ask them to wait until Facilities/Police arrives. Please be aware that both you and other people on scene may be experiencing shock. Please try to be patient and considerate when dealing with others. If they cannot wait, please take their contact details.
 - d) Please do not touch the body, move anything at the scene or allow anyone else to until Facilities/Police arrive.
 - e) Please do not contact relatives or friends of the deceased if these are known to you as notification of death should normally be undertaken by the Police.

Staff roles and responsibilities

5.1.1.1. Facilities Office should:

- a) Notify and liaise with emergency services
- b) Notify Director of Student and Academic Services
- c) Send Facilities staff to secure the scene and help the person who discovered the death and try to make any witnesses comfortable while they are waiting to be interviewed by the police.
- d) If during office hours, call the main UCFB number and ask to speak to a member of the Student Support team. A member of the team will come and support those involved.
- e) Facilities Officers should not make any public announcements regarding the death.

5.1.1.2. UCFB Management should:

- a) Notify the Director of Student and Academic Services who will:
 - Appoint an onsite manager to liaise with the police at the scene if this is appropriate. The Director of Student and Academic Services will also appoint a formal Incident Response Manager to co-ordinate all additional activities on the day
 - Inform any other staff required to support the incident
 - Liaise with the Head of Marketing and Admissions to agree a response to the incident
 - Liaise with Partner Accommodation if the death occurred on site regarding actions to be taken to support or temporarily re-house any students sharing the accommodation.
- b) Notify the Head of Marketing and Admissions who will:
 - Liaise with the Director of Student and Academic Services as above
 - Liaise with the Press
 - Inform Switchboard of the contact name of the member of the Marketing and Admissions Team to direct media enquiries to.
- c) Notify the Head of Student Support who will:
 - Notify the appropriate Registry Team to prevent any UCFB contact being attempted or responses made to open tickets and to prevent any correspondence.
 - Notify the Student Support team to co-ordinate support for students and staff involved.

- Notify Library & Learning Development to prevent any notifications being sent regarding book return or fines.
 - Prepare for Stage 2 of the procedure
- d) Notify the relevant Student Administration team (or nominee) who will:
- Provide the next of kin details to the Facilities team & Director of Student and Academic Services
 - Update the Student Record to prevent any automated letters or notifications being sent out.
 - Notify the relevant Dean(s)
 - Notify Finance to stop any letters being sent out
 - Notify the relevant validating partner to prevent any automated letters being sent out
- e) Co-operate with the emergency services to ensure that any evidence (including CCTV) is made available and the site is secured once emergency services have left.
- f) Ensure that contemporaneous notes are taken of actions and decisions made during the incident.

Stage 1 - Informing UCFB of the Death of a student:

- 5.1.2. If you are a student informing UCFB of a death, please inform an appropriate member of staff, this could be your Course or Module Leader, Dean or the Head of Student Support.
- 5.1.3. If you are a member of staff, please notify the Head of Student Support who will:
- a) Inform the Director of Student and Academic Services who will:
- Liaise with the Head of Global Marketing and Communications to agree a response to the incident.
 - Liaise with Residency Services if death effects students living on site regarding actions to be taken to support or temporarily re-house any students sharing the accommodation of the deceased.
- b) Notify the Head of Marketing and Admissions who will:
- Liaise with the Director of Student and Academic Services as above
 - Liaise with the Press
 - Inform the switchboard of the contact name of the member of the Marketing, Recruitment and Admissions Team to direct media enquiries to.
- c) Notify the appropriate Registry Team to prevent any UCFB contact being attempted, or responses made to open tickets and to prevent any correspondence.

- d) Notify the Student Support team to co-ordinate support for students and staff involved.
- e) Notify Library & Learning Development to prevent any notifications being sent regarding book returns or fines.
- f) Notify the Applications team to disable the IT account to avoid access by friends or relatives and will remove all of the email addresses from the account to stop all email activity. This will prompt an “undeliverable” response back to the sender.
- g) Notify the Student Administration team who will:
 - Provide the next of kin details to the Facilities Manager
 - Update the Student Record to prevent any automated letters being sent out.
 - Notify the relevant Dean. The Dean will decide who would be the
 - appropriate member of staff to report the death to the deceased student’s cohort. The Wellbeing Team can be consulted or asked to offer support with this if appropriate.
- h) Co-operate with the emergency services/external agencies where required.
- i) Prepare for Stage 2 of the Procedure.

Stage 2 - Deaths that occur on or off campus

5.1.4. The Director of Student and Academic Services will designate a Lead staff member to co-ordinate the UCFB response. This will usually be the Head of Student Support (or their nominee), but may be another member of staff depending on what is appropriate for the situation.

5.1.5. The following actions will then be taken:

- a) The Head of Student Support will:
 - Contact the family approximately 24 hours after the death has been confirmed by the police and next of kin informed.
This call will focus on offering UCFB’s condolences and extending support. If the family wish to make the details of the funeral service available, arrange for contact details to be made available to those who the family have agreed can be invited. Ask if it would be acceptable for UCFB to send flowers or if they are receiving donations to a preferred charity.
 - Arrange for any floral tributes/charitable donations or for UCFB representation at the funeral if this is deemed appropriate.
 - Arrange for a commemorative service (Via Student Support) if this is deemed appropriate (i.e. this may be a request from the family, the School of Study or from friends of the deceased)

- Arrange a date (and contact name(s) if appropriate for any additional contacts relating to collection of personal items.
- b) The Dean will identify the most appropriately placed member of staff to inform the deceased's cohort.
- c) Arrange for the Student Support team to organise for any immediate or ongoing support to be provided as required to:
- Co-habitees of the deceased
 - Friends, team or classmates of the deceased
 - Ensure that staff who need support are aware of how to access this from HR services
 - Co-ordinate with relevant Dean/Director of other services relating to any academic support arrangements required to support highly impacted students
- d) Arrange for the Student Support team to co-ordinate activities to close the deceased's records and make recommendations to ELT relating to any outstanding financial issues or awards.
- e) Liaise with the appropriate Registry team if the student is an International Student and be responsible for making any support available. This may include:
- Informing the relevant funding body to ascertain whether they wish to take responsibility for the arrangements
 - Informing the Home Office, and relevant Embassy, Consulate or High Commission. This agency will normally assist in informing the next of kin.
- f) Make arrangements in conjunction with the Accommodation Provider, in liaison with the family, for personal effects to be stored ready for repatriation.
- g) Provide advice and guidance relating to financial matters such as closing bank accounts, return of deposits etc.
- h) Where a UK student has died whilst studying abroad, liaise with the relevant department to:
- Inform the host institution (if appropriate) and liaise with relevant individuals at the host institution.
 - Liaise with the Student Support team and the host institution to look at what support can be provided to other home students who may be affected by the incident whilst overseas.
 - Inform and liaise with Foreign and Commonwealth Office (or relevant Embassy in UK if EU national).
- i) Be the main liaison between emergency services or other agencies in any ongoing investigations until these bodies have finalised and closed their cases.

- j) Liaise with the Head of Facilities Management regarding any Health and Safety issues/lessons learned that arise relating to the death or our response.