



UCFB*

Response to Death of a Student Policy and Procedures

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*UCFB is a trading name of University Campus of Football Business Limited

1. Introduction

- 1.1. This document sets out UCFB's policy and procedures for responding to the death of a student in a lawful, compassionate and coordinated manner. The death of a student is a serious and sensitive matter and requires a clear, consistent and proportionate institutional response.
- 1.2. UCFB recognises its duty of care to students and to its wider community and is committed to acting with dignity, respect and professionalism in such circumstances. This policy provides a structured framework to guide decision-making, communication and support, ensuring that actions taken are appropriate, consistent and compliant with relevant legal, regulatory and sector expectations.

2. Purpose

- 2.1. The purpose of this policy is to:
 - set out a clear framework of roles, responsibilities and procedures to be followed in the event of the death of a student;
 - ensure that UCFB's response is appropriate, timely, coordinated and effective;
 - ensure that communication with the family or next of kin, and with relevant public authorities and external agencies, is managed sensitively and consistently; and
 - ensure that students, staff and others affected are supported appropriately, and that UCFB engages with internal and external parties in a professional and respectful manner.

3. Scope

- 3.1. This policy and procedure applies to all students who are directly enrolled with UCFB, regardless of whether the death occurs on or off campus. It applies to students studying on programmes delivered with attendance or through distance or distance-with-attendance modes of study.

4. Equality Analysis

- 4.1. This policy has been developed with due regard to equality, diversity and inclusion considerations. UCFB recognises that the impact of a student death may vary for individuals and groups.
- 4.2. The policy is intended to ensure that UCFB's response is fair, proportionate and sensitive to individual needs, and that support is offered in an inclusive and accessible manner. Actions taken under this policy will seek to avoid discrimination, promote equality of opportunity and have due regard to UCFB's obligations under the Equality Act 2010.

5. Policy

- 5.1. UCFB is committed to responding to the death of a student in a compassionate, professional and respectful manner. UCFB will be guided by the following principles:
 - 5.1.1. UCFB will act in a timely, sensitive and proportionate manner. Appropriate care and consideration will be extended to those affected, including the family or next of kin, friends, classmates and staff members.
 - 5.1.2. UCFB will cooperate fully with relevant external agencies, including the Police, emergency services and other public authorities to support any investigations or administrative processes associated with the death.
 - 5.1.3. UCFB will manage information relating to the student and the circumstances of the death with discretion and confidentiality. Any public statements made on behalf of UCFB will be subject to appropriate internal approval to ensure accuracy and sensitivity.
- 5.2. Overall responsibility for UCFB's response to the death of a student rests with the Director of Student & Academic Services across all stages of the response. The Head of Student Support, or an appropriate nominee, will normally be designated to lead the coordination of support and administrative actions during Stage 2.
- 5.3. The administrative and operational response to the death of a student will be managed in accordance with the procedures set out below.

Important Information for all staff:

- 5.3.1. Any communication with media outlets, or any public statement relating to the death of a student, must be approved in advance by the Head of Marketing & Admissions or an approved nominee.
- 5.3.2. Authorised staff may liaise with external agencies, public authorities, accommodation providers or professional services as required to fulfil their responsibilities under this policy. Any queries from internal or external parties that may result in media interest, reputational risk or public comment must be referred to the Head of Marketing & Admissions or an appropriate nominee.
- 5.3.3. Staff must take care in the language they use when discussing a student death. The term “suicide” must not be used unless and until a formal conclusion has been reached by a Coroner. Speculative or informal language must be avoided at all times.
- 5.3.4. All staff must adhere to UCFB’s data protection obligations under the Data Protection Act 2018 and UK GDPR at all times.

Standard Actions of Emergency Services:

- 5.3.5. The Police and emergency services will normally be responsible for formally confirming a death.
- 5.3.6. The Police will normally arrange for the removal of the body and any necessary post-mortem.
- 5.3.7. The Police will normally take responsibility for informing the next of kin.

6. Procedures for Responding to the Death of a Student

6.1 Discovery of a Death on Campus

This section applies only where a death is discovered on UCFB premises.

6.1.1. Immediate Actions

The person discovering a death on campus must:

- i. call 999 immediately and request emergency services, providing clear details of the situation, location, their name and a contact number
- ii. notify the campus Facilities team and Head of Facilities & Sport, providing the same information given to emergency services, including location and contact details so that they can ensure appropriate access is given to any responding emergency services
 - facilitiesMCR@ucfb.ac.uk – Manchester Campus
 - facilitieswembley@ucfb.ac.uk – Wembley Campus
- iii. ask any witnesses to remain at the scene until emergency services arrive, and record contact details if they are unable to stay
- iv. not touch the body or disturb the scene in any way

- v. not contact the family, friends or next of kin of the deceased, as formal notification will normally be undertaken by the Police.

6.2 Reporting a Death to UCFB

This section applies in all cases, including deaths occurring off campus or notified to UCFB by external parties.

6.2.1. Any student who becomes aware of the death of a UCFB student should inform an appropriate member of staff, which may include a Course or Module Leader, Dean, Student Support Team.

6.2.2. Any member of staff who becomes aware of the death of a student must notify the Director of Student & Academic Services or a member of the Executive Leadership Team without delay. Having the following information helps to facilitate a timely response, but should you be missing anything from the list below please do not let this delay you from making a report:

- Name of the deceased student
- Student ID number or Date of Birth
- Course details
- The circumstances of the death if you have been offered this information
- Name and contact details of the person who reported the death to you and their relationship to the student

Staff should not attempt to verify the death or establish the cause of death, which will normally be confirmed by the Police or other relevant authorities.

6.3. Staff Roles and Responsibilities

The following responsibilities apply throughout the response.

6.3.1 Facilities

Facilities will:

- i. liaise with emergency services and secure the scene where a death has occurred on campus;
- ii. notify and update the Director of Student & Academic Services and Head of Student Support;
- iii. deploy staff to manage access and support those present where a death has occurred on campus;
- iv. ensure that no public announcements are made from those present;
- v. where necessary, liaise with accommodation providers regarding support and temporary arrangements for cohabitees;
- vi. where necessary, liaise with security, facilities, accommodation or other commercial partners regarding access, operational arrangements and local procedures, to ensure a coordinated and aligned response.

6.3.2 Director of Student & Academic Services

The Director of Student & Academic Services will:

- i. retain overall responsibility for UCFB's response;
- ii. appoint an on-site liaison where appropriate;
- iii. designate an Incident Response Manager if required;
- iv. coordinate senior oversight and staffing;
- v. notify relevant senior managers with responsibilities under this policy;
- vi. liaise with the Head of Marketing & Admissions regarding communications;
- vii. liaise with Dean of Education, Faculty and Resources to identify the most appropriately placed member of staff to inform the deceased's cohort
- viii. ensure that contemporaneous notes are taken of actions and decisions made during the incident.

6.3.3 Head of Marketing & Admissions

The Head of Marketing & Admissions will:

- I. liaise with the Director of Student & Academic Services to manage all media and public communications;
- II. liaise with the press where required;
- III. ensure Switchboard is briefed on handling enquiries.

6.3.4 Head of Student Support

The Head of Student Support will:

- i. coordinate staff to support the incident response where an on-campus death has occurred
- ii. support the development and distribution of student-facing communications;
- iii. coordinate student and staff support, liaising with People and Culture services where necessary;
- iv. ensure Registry (Student Support, Student Administration, Employability and Career Planning, Library and Learning Development) actions are taken to prevent inappropriate communications;
- v. prepare, oversee and coordinate the ongoing response where designated to do so.

6.3.5 Student Administration

Student Administration will:

- i. manage the changes to student records and accounts to prevent automated correspondence;
- ii. inform relevant Academic colleagues and validating partners;
- iii. support compliance with regulatory requirements.

- iv. make recommendations to ELT regarding academic posthumous awards where appropriate;
- v. liaise with UKVI, embassies or funding bodies where international students are affected.

6.4 Deaths Occurring Overseas on UCFB Organised Activity

Where a student death occurs overseas during a UCFB organised activity, the Lead Organiser of the activity will:

- i. liaise with local emergency services and authorities, where required;
- ii. inform the Director of Student & Academic Services to support with a coordinated institutional response;
- iii. inform and liaise with the Foreign, Commonwealth and Development Office (FCDO), or the relevant Embassy in the UK;
- iv. liaise with the host institution, accommodation provider or local partner organisation, where applicable;
- v. ensure appropriate support is provided to other UCFB students and staff who may be affected; and
- vi. coordinate communication, support and practical arrangements in accordance with this policy.

6.5 Ongoing Response Following a Confirmed Student Death

This section applies once a death has been formally confirmed, whether the death occurred on or off campus.

6.5.1 Lead Coordination

The Director of Student & Academic Services will designate a Lead Coordinator for the ongoing response, normally the Head of Student Support (or nominee).

6.5.2 Family and Next-of-Kin Engagement

The Lead Coordinator will ensure that:

- contact with the family or next of kin is made once notification has been completed by the Police;
- condolences and offers of support are extended sensitively;
- any wishes regarding funeral attendance, memorials or donations are respected.

6.5.3 Student and Staff Support

Appropriate support will be coordinated for:

- cohabitees, friends, classmates and teams;

- staff directly affected; and
- students requiring academic flexibility or additional support.

6.5.4 Accommodation and Personal Effects

Arrangements will be made, in liaison with the family, Facilities and accommodation providers, for the secure handling and repatriation of personal effects.

6.5.5 External Liaison and Review

- i. Liaison with external services, the Coroner or other agencies will continue as required.
- ii. Any health and safety issues or learning points will be reviewed with Facilities and relevant senior staff.