

Example College Deceased College Learner Procedure

1. Purpose

- 1.1. To provide personal tutors and other college staff with guidance on actions to be taken/considered in the case of a death of a learner.
- 1.2. To offer support to the learner's family and to college students and staff who knew the deceased, before and after the funeral, and at any subsequent college memorial "service".

2. Scope

- 2.1. The procedures will apply in the event of any member of the college staff being informed of the death of a learner.
- 2.2. The procedures will also apply after the funeral with respect to the longer term effects on close friends (on attendance, work and behaviour) and with respect to the safe and sensitive return to the family of any of the learner's property

3. Responsibilities

- 3.1. On being informed of the death of a learner
 - 3.1.1. The member of staff who is first informed of the death should immediately inform (verbally) the Head of Learner Services (or the Senior Learner Liaison Officer, or Chaplain, in his/her absence) and Personal Tutor.
 - 3.1.2. The Head of Learner Services will inform the Principal. A letter of sympathy/condolence should be sent to the next of kin from the Principal.
 - 3.1.3. The Head of Learner Services will inform the Enrolment Team, the Learning Resource Centre (LRC) and Finance Department to avoid any mailings being sent to the family.
 - 3.1.4. The Senior Learner Liaison Officer will alert both the Chaplaincy and Counselling services in order to offer relevant help and support. There will need to be an assessment of feelings of fellow learners and therefore a need to set up offers for

counselling/bereavement support using the College services. In some cases it may be necessary to bring in outside agencies.

- 3.1.5. If appropriate, a member of the Chaplaincy Team will visit the next of kin and possibly offer to assist at the funeral.
- 3.1.6. Support will be offered to members of staff who knew the learner. Staff support services can be accessed via the HR department.
- 3.1.7. Depending on the family's wishes, members of the College staff and learner friends should be allowed to attend the funeral.

3.2. After the funeral

- 3.2.1. There needs to be an awareness of the longer term effects on close friends – their work and their behaviour (for example)
- 3.2.2. Absence from College may be required for some to come to terms with the sense of loss. A 'service' celebrating the person's life should be considered in the College – Multi-faith Chaplaincy.
- 3.2.3. A safe and sensitive return to the family of any of the learners property, including coursework will need to be arranged by the Learning Mentor/Tutor/Head of Department – likewise with any examination results/certificates
- 3.2.4. There needs to be a period of time after the funeral before the College requests the return of any College property (e.g. library books) from the learner's family
- 3.2.5. The Head of the LRC and the Head of Finance need to be informed so that requests for return of books/collecting of fines, etc. can be avoided.

4. **Related Charter and Reference**

- 4.1. Chaplaincy Charter
- 4.2. "Handling Death and Bereavement at Work" by David Charles-Edwards, Routledge (2005), ISBN 978-0415347259

5. **Procedure**

- 5.1. The Head of Learner Services should be informed of the death of any learner in the College, and will ensure that key contacts are informed and a checklist of actions is monitored and signed off.

- 5.2. The checklist of actions is provided in **Appendix 1**
- 5.3. In the absence of the Vice Principal (Staff & Student Services), the Senior Learner Liaison Officer or Chaplain will perform this role.

Appendix 1

CONFIDENTIAL

Deceased College Learner – Example College Procedures: Checklist

Name of learner: _____

Learner code: _____

Date of Birth: _____

Tutor: _____

	CHECK LIST	RESPONSIBILITY	Timescale	Signed off	Date
1	Confirm from Central records learner's next of kin and contact details Name: _____ Relationship: _____ Telephone No. _____	Head of Learner Services	Immediate		
2	Inform key personnel: <ul style="list-style-type: none"> • Principal • HoF • Learner Services Staff • Enrolment Team • Students' Union • Personal Tutor > Other teachers of learner/Learning Mentor • Exams Officer • Head of LRC • Head of Finance • Reception • Head of Marketing 	Head of Learner Services	Immediate		

CHECK LIST		RESPONSIBILITY	Timescale	Signed off	Date
3	In consultation as appropriate between Senior Learner Liaison Officer/College Counsellor/Chaplain, put in place arrangements for informing affected learners/staff e.g. all staff email	Senior Learner Liaison Officer	Immediate		
4	<p>Identify within College the most appropriate person to liaise with the bereaved family</p> <p>Name:</p> <p>_____</p> <p>Contact details</p> <p>_____</p> <p>This may be a member of staff or an appropriate member of the Chaplaincy team</p>	Senior Learner Liaison Officer	Immediate		
5	<p>Establish:</p> <ul style="list-style-type: none"> • whether or not family need support from College and make arrangements accordingly • what are the funeral arrangements and do they include the Chaplaincy: <p>_____</p> <p>_____</p> <ul style="list-style-type: none"> • identify who will represent the College including learner attendance: <p>_____</p> <p>_____</p>	<p>Learning Mentor/ Tutor/Chaplaincy</p> <p>Learning Mentor/ Tutor/Chaplaincy</p> <p>Learning Mentor/ Tutor/Chaplaincy Senior Learner Liaison Officer</p>	<p>As appropriate after notification of death</p> <p>To coincide with funeral</p>		

	CHECK LIST	RESPONSIBILITY	Timescale	Signed off	Date
	<ul style="list-style-type: none"> • arrange transport if necessary (e.g. bus/car sharing) for staff/learners • are flowers appropriate, or a donation to a specific charity – make arrangements accordingly • consider the need for a service/ceremony of thanksgiving/remembrance within the College 	<p>Learner Services</p> <p>Learner Services</p> <p>Learning Mentor/ Senior Learner Liaison Officer /Counsellor/ Chaplaincy</p>			
6	<p>Arrange to return any possessions to learner's family – check with Students' Union and/or HoDs if learner had a locker</p>	<p>Learning Mentor/ Personal Tutor/ HoF</p>	<p>Timing on advice from Senior Learner Liaison Officer</p>		
7	<p>Prepare press release or response to media</p>	<p>Vice Principal/ Head of Marketing</p>	<p>As required</p>		
8	<p>Draft letter of condolence from Principal</p> <p>Note: this should be the only official letter from the College – all others should be of a personal nature.</p>	<p>Principal</p>	<p>Immediate once all facts are known</p>		
9	<p>Admin checklist – confirmation to be given once action has been carried out</p> <p><u>Immediately flag Enrolment Team</u> that no further correspondence should be sent without prior reference to the Head of Learner Services</p>	<p>Head of Learner Services</p> <p>Enrolment Team</p>	<p>Immediate</p>		

CHECK LIST	RESPONSIBILITY	Timescale	Signed off	Date
<ul style="list-style-type: none"> • Process withdrawal on Unit-e • Inform Finance – request confirmation that no further invoices will be sent • Process learner details on any other College databases, e.g. LRC • Inform any placement/clinical work-experience areas/sponsors/employers (phone and then follow up by letter) • Inform LRC (library) • Inform LEA/Connexions or any other learner funding body • Inform any learner registration body, e.g. BTEC, OCR etc. 	<p>Enrolment Team</p> <p>Learning Mentor/ Personal Tutor/Course Tutor</p> <p>Learning Mentor/ Enrolment Team</p> <p>Learning Mentor/ Personal Tutor/ Course Tutor Learning Mentor/ Personal Tutor/</p> <p>Course Tutor Learner Services</p> <p>Exams Officer</p>			
10	Liaise with Learner Support/Human Resources on appropriate bereavement counselling for learners and/or staff inc. possibility of referral.	Counsellor/ Chaplain	Immediate or as appropriate	
11	Establish whether ongoing support of College is needed by bereaved family, learners, or staff	Senior Learner Liaison Officer / Learning Mentor/ Counsellor/ Chaplain	After funeral has taken place	

Signed: _____
Head of Learner Services

Date: _____