

Deceased Student Procedure

Purpose

The purpose of the Deceased Student Procedure is to provide clear guidance on the roles and responsibilities of staff when a student has died.

Scope

This procedure applies to staff that administer student information and other systems relevant to current students, including research and non-award.

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1. Protocol

When a member of UNSW staff is informed of a student's death, they should immediately advise the Head, Student Life in the Office of Pro Vice-Chancellor Student Success within the Division of Education and Student Experience, who will confirm the deceased student report. The Head, Student Life will notify the Head, Student Lifecycle in the Office of the Registrar and Student Services within the Division of Education and Student Experience.

The Head, Student Lifecycle will apply a deceased flag to the student record in the student information management system (SiMs) and update the mailing address to ensure that any future correspondence automatically sent to the student will be diverted to the Student Lifecycle team.

The Head, Student Life will provide advice to other areas including notification of any formal media released as follows:

- The relevant Head of School, Associate Dean for Education, Director, Wellbeing, Pro Vice-Chancellor Student Success, Pro Vice-Chancellor Education, Director, Future Students, Registrar and Director, Student Services, Deputy Vice-Chancellor Education and Student Experience, and the Office of the Vice-Chancellor for all deceased students.
- The Deputy Vice-Chancellor Research and Enterprise, Pro Vice-Chancellor Research Training, Dean of Graduate Research where the deceased student is a higher degree research candidate.
- The Student Administration Services Manager at UNSW Canberra where the deceased student is a UNSW Canberra civilian student, and the Rector at UNSW Canberra where the deceased student is a UNSW Canberra Defence-

condolence letter and other official documentation to the Deputy Vice-Chancellor Education and Student Experience for review. The Deputy Vice-Chancellor Education and Student Experience will forward the reviewed official documentation and condolence letter to the Office of the Vice-Chancellor to send to the next of kin. The formal communication is sent from the Office of the Vice-Chancellor. However, when staff have engaged in significant research or educational activities with the deceased student, they may express their condolences informally, using a sensitive approach in coordination with the Head of Student Life.

Staff or students who are grieving following the death of the student may seek support using the contact information provided at the end of the [Code of Conduct and Values page](#).

2. Media and UNSW-wide Communications

- Production of credentials to be presented to the next of kin
- Arranging any refunds required
- Organisation of the presentation of the posthumous degree at a graduation ceremony (if required)

6.2.

Student Life is responsible for:

- Centrally coordinating all activities
- Advising key UNSW staff
- Confirming the deceased student report
- Contacting the next of kin of the deceased student to express the condolences of the University and confirming the next of kin details so that relevant information can be sent to the next of kin.
- Confirming to the Pro Vice-Chancellor Student Success, Deputy Vice-Chancellor Education and Student Experience and relevant Dean that the next of kin has been contacted.
- Reaching out to the Head of School to request anecdotal information on the student to be included in the letter of condolence.
- Preparation of a draft condolence letter to be sent from the Office of the Vice-Chancellor.
- Providing draft communications to the Dean and/or Head of School to send to the deceased student's peers and to staff advising of support services available.
- In some instances, there may be other next of kin or close friends who are students. If this is the case, the Head, Student Life will ask the Student Support Team to reach out to affected next of kin and friends within the UNSW community.
- Update the enrolment status of the student in PRISMS where appropriate.
- Liaising with the Director Wellbeing in the event of the death of an international student, to determine whether the student's health care provider/insurer should be engaged and to agree upon responsibilities in case management.
- Contacting the Arc CEO to confirm if the deceased held an executive position in any of the Clubs or Societies and if so, to ensure the student is removed from all the mailing lists and Club members are provided with information about support services.
- Contacting the UNSW Fitness and Aquatic Centre to ensure the student is removed from mailing and billing lists.
- Contacting the Director, Wellbeing and Head, Psychology and Wellness in the event the death was suspected suicide.
- Liaising with the Head, UNSW Colleges in the event the student was a UNSW or affiliated college or apartment resident, to agree any engagement with the next of kin and communication to other college or apartment residents.

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Appendix

Legislative compliance

This policy does not have any relevant legislation that UNSW is required to comply with.

Supporting documents

- [Academic Progression and Enrolment Policy](#)
- [Graduation Procedure](#)
- [UNSW Major Incident Plan](#)
- [Thesis Examination Procedure](#)

Definitions and acronyms	
Certificate of Attainment	A document which outlines the academic achievements of a deceased student signed by the Vice-Chancellor and the Deputy Vice-Chancellor Education and Student Experience.
Conferral	The act of bestowing a degree upon a person qualified to receive it. Of all the
SIMS	Student information management system.