

BEREAVEMENT POLICY & PROCEDURE



THIS PROTOCOL RELATES TO THE PROCESS AND PROCEDURE TO BE ADOPTED IN THE CASE OF THE DEATH OF A STUDENT OR A MEMBER OF STAFF

PURPOSE OF THE POLICY & PROCEDURE

To provide college staff with guidance on the actions to be taken/considered in the case of the death of a student or a member of staff. This can be a very distressing time for staff and students and there is a need to ensure that the situation is handled in a professional, sympathetic, appropriate and sensitive manner.

SCOPE

This applies to all members of staff and students who attend both onsite campus and those who teach/deliver off site. It also includes all students who are part of the College but do not attend the main campus.

RESPONSIBILITY AND AUTHORITY

Yeovil College respects the impact that the death of a member of the college community can have on both staff and students, the College recognises the need to manage the situation and the need for empathy and understanding whilst informing relevant parties and ensuring all legalities are adhered to. The College recognises the need for ongoing support for Staff and Students that are affected by the death and will liaise directly with them to provide all available support. The College also recognises the need for those affected to be able to share their feelings and emotions and will provide an appropriate time and format for this to be carried out including liaising with the bereaved family with regards to their wishes and also providing internal opportunities to share grief and memories. The College will seek advice and guidance with faith providers to ensure that any Religious/humanist needs are met as appropriate.

RELATED POLICIES, PROCEDURES, DOCUMENTS, DEFINITIONS

Data Protection Policy

PROCESS:

Information about the death should be accurately recorded, including name of person providing information, dates and any reasonable information surrounding the circumstances of the death, so as to not cause distress at a later stage. On receipt of information about the death, the following should take place:

- The member of staff who is first informed of the death should immediately inform the member of the Senior Management Team (SMT) responsible for the related curriculum or business support area.
- The member of SMT will inform the Principal, other members of the Senior Management Team as appropriate and the Head of Marketing & Communications. In the case of a student death, the Head of Student Experience, Personal Tutor/Employer Engagement Officer for WBL and relevant teaching staff should also be informed.

- SMT members will inform their managers to avoid any mailings being sent to the family.
- The member of SMT will identify the most appropriate person to liaise with the bereaved family.
- The Head of Student Experience will alert the Student Support Services Team, including a member of the local Chaplaincy, in order to offer relevant help and support. If needed they will contact other Faith providers for further guidance to support staff and students. There will need to be an assessment of the level of distress so that appropriate offers for counselling/bereavement support, using both the College and external services, can be made. In some cases, it may be necessary to engage the assistance of outside agencies e.g. Cruse, Suicide Bereavement Service. Information regarding seeking support will be shared on internal systems for staff and via social media and Moodle for students.
- Support will also need to be offered to members of Staff. This can be accessed via the HR Department and appropriate external agencies.
- Depending on the family's wishes, College staff and students should be allowed to attend the funeral.
- A letter of sympathy / condolence should be sent to the next of kin from the College Principal.
- Consideration for people's emotional well-being is paramount as everyone responds differently to bereavement. Line Managers must ensure staff are supported appropriately.

Appendix 1 (Student) and Appendix 2 (Staff), show a checklist pro-forma which should be completed in order to ensure all actions are completed in a timely manner.

AFTER THE FUNERAL

- There needs to be an awareness of the longer term affects on close friends and staff.
- Absence from College may be required.
- A 'service' of celebrating the person's life should be considered in the College.
- A safe and sensitive return to the family of any property, including coursework, will need to be arranged by the Line Manager/Tutor/Curriculum Area Manager. 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 family.

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Death of a College Student Procedure: *Pro Forma*

The appropriate member of the Senior Management Team should be informed of the death of any student in the College and will ensure that key contacts are informed and a checklist of actions is monitored and signed off.

Name of Student: _____ ID No: _____

Address: _____

Date of Birth: _____ Curriculum Area _____

Personal Tutor/Employer Engagement Officer (WBL): _____

Employer (in the case if Apprentice/WBL): _____

	CHECK LIST	RESPONSIBILITY	TIMESCALE	SIGNED OFF	DATE
1	Confirm student's next of kin and contact details from MIS data: Name: _____ Address: _____ _____ Relationship: _____ Telephone: _____	Designated member of SMT	Immediate		
2	Inform key personnel: <ul style="list-style-type: none"> ▪ Principal and Senior Management Team ▪ Head of Marketing and Communications ▪ Curriculum Area Manager ▪ Head of Student Experience ▪ Student Support Services Team ▪ Student Customer Services Team (Attendance) ▪ Head of College Information Services ▪ Personal Tutor/Training Support Officer (WBL) ▪ Finance ▪ Exams Office ▪ Student Union (as appropriate) 	Designated member of SMT	Immediate		

3	<p>In consultation, as appropriate between Curriculum Area Manager/Student Services Team/College Chaplaincy links put in place arrangements for informing affected students/staff.</p> <p>Set up an appropriate base room for this. Include supplies of water and tissues.</p> <p>Put in process arrangements for informing parents/carers or guardians of students affected by the death, who may return home in a distressed state and require support.</p>	Designated member of SMT/ Head of Student Experience	Immediate		
4	<p>Identify within College the most appropriate person to liaise with the bereaved family:</p> <p>Name: _____</p> <p>Contact Details: _____</p> <p>This may be a member of staff or an appropriate member of the Chaplaincy Team.</p>	Designated member of SMT	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: _____ _____ ▪ Identify who will represent the College at the funeral including student attendance: _____ _____ ▪ Arrange transport if necessary (e.g. bus/car sharing) for staff/students ▪ Are flowers appropriate, or a donation to a specific charity – make arrangements accordingly: _____ 	<p>Designated member of SMT</p> <p>Designated member of SMT/College Chaplain</p> <p>Designated member of SMT</p> <p>Designated member of SMT</p> <p>Designated member of SMT</p>	<p>As appropriate</p> <p>To coincide with funeral</p>		

	<ul style="list-style-type: none"> ▪ Consider the need for a service/ ceremony of thanksgiving/ remembrance within the College ▪ Consider cancelling classes for those students who are not attending the funeral, as a mark of respect. Offer alternative indirect learning. Consultation with employer if an apprentice. 	<p>Designated member of SMT</p> <p>Curriculum Area Manager/ Director of Curriculum</p>			
6	Arrange to return any possessions to student's family.	Personal Tutor/ Employer Engagement Officer (WBL)/ Curriculum Area Manager	Timing on advice Designated member of SMT		
7	Prepare press statement or response to media.	Head of Marketing & Communications	As required		
8	<p>Draft letter of condolence from Principal.</p> <p><u>Note:</u> This should be the only official letter from the College – all others should be of a personal nature.</p>	PA to Principal	Immediate once all facts are known		
9	<p>Admin checklist – confirmation to be given once action has been carried out:</p> <ul style="list-style-type: none"> ▪ <u>Immediately inform MIS</u> that no further correspondence should be sent without prior reference to the Curriculum Area ▪ Process withdrawal on Registry ▪ Inform Finance - request confirmation that no further invoices will be sent. ▪ Process student details on any other College databases ▪ Inform any placement/clinical work experience areas/sponsors/ employers (phone and then follow up by letter). ▪ Inform Learning Centre. ▪ Inform relevant student funding body. 	<p>Curriculum Area Manager</p> <p>Registry</p> <p>Registry</p> <p>Registry</p> <p>Curriculum Area Manager/Work Based Learning Manager</p> <p>Curriculum Area Manager MIS</p>			

	<ul style="list-style-type: none"> ▪ Inform any student registration body, e.g. BTEC, OCR etc. ▪ Claim any units of certification, if appropriate. 	Exams Office Curriculum Area/Study Programme Manager/ Exams Office			
10	Liaise with Student Support/Human Resources on appropriate bereavement counselling for students and/or staff, including the possibility of referral to the likes of Cruse.	Head of Student Experience/Student Support Services Team/Chaplaincy	Immediate or as appropriate		
11	Establish whether ongoing support of College is needed by bereaved family.	Head of Student Experience, Student Support Services Team/Chaplaincy	After funeral has taken place		
12	In the case of an apprentice/student with Work Placement, establish whether any support from College is needed by the work placement or employer.	Work Based Learning Manager/Curriculum Area Manager/Head of Student Experience			

Signed: _____

Date: _____

NB. IF THE DEATH OCCURS DURING A HOLIDAY PERIOD, THE ABOVE PROCEDURE MAY HAVE TO BE ADAPTED IN ORDER TO TAKE ACCOUNT OF STAFF ABSENCES AND PROBLEMS WITH CONTACTING STUDENTS AND STAFF.

THE PROCESS FOR WORKING WITH STUDENTS AND STAFF ON THEIR RETURN TO COLLEGE WILL NEED TO BE REVIEWED ACCORDING TO THE CIRCUMSTANCES.

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Death of a Member of College Staff Procedure: *Pro Forma*

The Senior Management Team and the Head of Human Resources should be informed of the death of any member of College staff. The Head of Human Resources will ensure that key contacts are informed and a checklist of actions is monitored and signed off.


Name of Staff: _____ ID No: _____

Curriculum Area/Business Support Area: _____

Line Manager: _____

	CHECKLIST	RESPONSIBILITY	TIMESCALE	SIGNED OFF	DATE
1	Confirm member of staff's next of kin and contact details from HR file: Name: _____ Address: _____ _____ Relationship: _____ Telephone: _____	HR	Immediate		
2	Inform key personnel: <ul style="list-style-type: none"> ▪ Principal and Senior Management Team ▪ Head of HR ▪ Head of Marketing and Communications ▪ Line Manager 	HR	Immediate		
3	Identify within College the most appropriate person to liaise with the bereaved family: Name: _____ Contact Details: _____ This may be a member of staff or an appropriate member of the Chaplaincy Team.	HR	Immediate		

4	<p>Establish:</p> <ul style="list-style-type: none"> ▪ What are the funeral arrangements: _____ ▪ Identify who will represent the College at the funeral: _____ _____ ▪ 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>Person appointed in Section 4</p> <p>SMT member</p> <p>Person appointed in Section 4</p>	<p>As appropriate</p> <p>To coincide with funeral</p>		
5	<p>Arrange to return any possessions to member of staff's family.</p>	<p>Person appointed in Section 4</p>	<p>As appropriate</p>		
6	<p>Prepare press statement or response to media.</p>	<p>Head of Marketing & Communications</p>	<p>As required</p>		
7	<p>Draft letter of condolence from Principal.</p>	<p>PA to Principal</p>	<p>Immediate once all facts are known</p>		
8	<ul style="list-style-type: none"> ▪ Inform relevant pension schemes to instigate 'death in service' benefits. ▪ Confirm correspondence with the pension scheme to the family. ▪ Process 'end of service' on HR database to ensure appropriate ▪ College systems are updated. 	<p>HR</p>	<p>Immediate and as appropriate</p>		
9	<p>Liaise with Head of Student Experience and Student Support Services Team/ Human Resources on appropriate bereavement counselling for students and / or staff, including the possibility of referral to the likes of Cruse.</p>	<p>Head of Student Experience/ Student Support Services Team/ Chaplaincy/HR</p>	<p>Immediate or as appropriate</p>		
10	<p>Establish whether ongoing support of College is needed by bereaved family.</p>	<p>HR in conjunction with person appointed in Section 4</p>	<p>After funeral has taken place</p>		

Policy Review				
Author	Position	Approved by SMT	Approval date	Review date
Michelle Dennett	Head of Student Experience	Signed: 	09.07.19	2 years

Document Control – Revision History (Policies only)

Author/Owner	Summary of Changes	Date	Date last reviewed by SED	Recommend to SED Y/N
Michelle Dennett	Minor changes in relation to change in Chaplaincy arrangements	17.05.19	18.03.16	N
Mark Bolton	Minor changes	28.06.19	18.03.16	

Initial Equality Impact Screening			
Have you consulted on this policy? No Details: This is an update to roles and job titles but no significant change to content.			
What evidence has been used for this assessment?			
Could a particular group be affected differently in either a negative or positive way? Indicate Y where applicable			
Group	Negative impact	Positive impact	Evidence
Age Disability Gender (incl. Transgender) Race (incl. Gypsy & Traveller) Religion or belief Sex Sexual orientation Marriage & civil partnership Pregnancy & maternity Other groups (see guidance)			
Please give details:			
If any negative impacts are identified, are there any related policies, services, strategies, procedures or functions that need to be assessed alongside this screening? If yes, please detail below:			
Should the policy proceed to a full Equality Impact Assessment? No If no, please give reasons: no negative impacts identified.			
Declaration We are satisfied that an initial screening has been carried out on this policy and a full Equality Impact Assessment is not required. We understand that the Equality Impact Assessment is required by the College and that we take responsibility for the completion and quality of this assessment			
Completed by Author: Michelle Dennett		Position: Head of Student Experience	Date: 08.01.16
Reviewed by Safeguarding, Equality & Diversity Group:			Date: 18.03.16
Comments from Safeguarding, Equality & Diversity Group Review:			