


BEREAVEMENT POLICY & PROCEDURE

| Policy Review | | | | |
|------------------------|--|---|-------------------------------|--------------------------------------|
| Author Michelle Joy | Position Head of Student Experience | Approved by SMT Signed:  | Approval date SMT 25.11.22 | Review date 25.11.24 (2 years) |

| Document control – Revision History (Policies only) | | | | | |
|---|--|----------|---------------------------|---------|----------------------|
| Author/Owner | Summary of Changes | Date | Date last reviewed by SED | Version | 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 | | |
| Michelle Joy | Minor changes in relation to change in Chaplaincy and update from HR re some processes | 2/9/22 | | v1 | |
| | | | | | |

| Initial Equality Impact Screening | | | | | |
|---|--------------|------------------|----------------------------|--------------|--------|
| <p>Who has been consulted on this policy & procedure? the original policy has been through SED and not changed since that time other than to update and reflect minor changes and include updates re Chaplaincy and acronyms. This policy supports all in the college community and there is no adverse impact identified</p> | | | | | |
| <p>What evidence has been used for this impact screening (e.g. related policies, publications)? Equality Act 2010 Safeguarding procedures from Somerset Safeguarding children partnership</p> | | | | | |
| <p>Declaration (please tick one statement and indicate any negative impacts)</p> <p><input checked="" type="checkbox"/> yes I am satisfied that an initial screening has been carried out on this policy/procedure and a full Equality Impact Assessment is not required. There are no specific negative impacts on any of the Protected Characteristics groups.</p> <p><input type="checkbox"/> I recommend that an Equality Impact Assessment is required by the Equality and Diversity group, as possible negative impacts have been identified for one or more of the Protected Characteristics groups as follows:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender Reassignment <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input type="checkbox"/> Sexual orientation <input type="checkbox"/> Marriage & civil partnership <input type="checkbox"/> Pregnancy & maternity | | | | | |
| Completed by Author: | Michelle Joy | Position: | Head of Student Experience | Date: | 2/9/22 |
| <p><input type="checkbox"/> Reviewed by Equality & Diversity Group Date:</p> <p><input type="checkbox"/> I confirm that any recommended amendments have been made</p> | | | | | |
| Amended by Author: | | Position: | | Date: | |
| <p>Summary of Comments/Recommendations from Equality & Diversity Group Review:</p> | | | | | |

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

1. 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.

2. 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. All or some of this procedure may also serve as a useful point of reference to guide our response in other circumstances, such as the death of recent alumnus.

3. 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.

4. RELATED POLICIES, PROCEDURES, DOCUMENTS, DEFINITIONS

Data Protection Policy

5. 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 the 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 or 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.

6. AFTER THE FUNERAL

- There needs to be an awareness of the longer-term effects 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/college devices) 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 Number | |
| Address | |
| Date of Birth | |
| Curriculum Area | |
| Course | |
| Personal Tutor / Employer Engagement Officer (if WBL) | |
| Employer (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: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Principal and Senior Management Team</td> <td></td> </tr> <tr> <td>Head of Marketing and Communications</td> <td></td> </tr> <tr> <td>Curriculum Area Manager</td> <td></td> </tr> <tr> <td>Head of Student Experience</td> <td></td> </tr> <tr> <td>Student Support Services Team</td> <td></td> </tr> <tr> <td>iZone Manager (Attendance)</td> <td></td> </tr> <tr> <td>MIS Manager</td> <td></td> </tr> <tr> <td>Personal Tutor/Training Support Officer (WBL)</td> <td></td> </tr> <tr> <td>Assistant Principal Finance</td> <td></td> </tr> <tr> <td>Exams Office</td> <td></td> </tr> <tr> <td>Student Union (as appropriate)</td> <td></td> </tr> </table> | Principal and Senior Management Team | | Head of Marketing and Communications | | Curriculum Area Manager | | Head of Student Experience | | Student Support Services Team | | iZone Manager (Attendance) | | MIS Manager | | Personal Tutor/Training Support Officer (WBL) | | Assistant Principal Finance | | Exams Office | | Student Union (as appropriate) | | Designated member of SMT | Immediate | | |
| Principal and Senior Management Team | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Head of Marketing and Communications | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Curriculum Area Manager | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Head of Student Experience | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Student Support Services Team | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| iZone Manager (Attendance) | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MIS Manager | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Personal Tutor/Training Support Officer (WBL) | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assistant Principal Finance | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Exams Office | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Student Union (as appropriate) | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | <table border="1"> <tr> <td>Head of HE & Adult Learning (as appropriate)</td> <td></td> </tr> <tr> <td>Any other relevant personnel (as appropriate)</td> <td></td> </tr> </table> | Head of HE & Adult Learning (as appropriate) | | Any other relevant personnel (as appropriate) | | | | | |
| Head of HE & Adult Learning (as appropriate) | | | | | | | | | |
| Any other relevant personnel (as appropriate) | | | | | | | | | |
| 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. It may be helpful to create a list of who needs to be informed, below.</p> <p>Set up an appropriate base room for this. Include supplies of water and tissues. Consider the order in which individuals are informed, ensuring they have time and space to process the news afterwards, and ensuring as far as is possible that individuals hear the information in an appropriate way, not inadvertently finding out from a colleague / other student.</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 | Designated member of SMT | As appropriate | | | | | | |
| | <ul style="list-style-type: none"> ▪ What are the funeral arrangements and do they include the Chaplaincy: _____ | Designated member of SMT/College Chaplain | To coincide with funeral | | | | | | |
| | <ul style="list-style-type: none"> ▪ Identify who will represent the College at the funeral including student attendance: _____ _____ | Designated member of SMT | | | | | | | |

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|----------|---|--|--|--|--|
| | <ul style="list-style-type: none"> Arrange transport if necessary (e.g. bus/car sharing) for staff/students | Designated member of SMT | | | |
| | <ul style="list-style-type: none"> Are flowers appropriate, or a donation to a specific charity – make arrangements accordingly: <hr/> <hr/> | Designated member of SMT | | | |
| | <ul style="list-style-type: none"> Consider the need for a service/ ceremony of thanksgiving/ remembrance within the College | Designated member of SMT | | | |
| | <ul style="list-style-type: none"> 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. | Curriculum Area Manager/ Director of Curriculum | | | |
| 6 | Arrange to return any possessions to student's family. | Personal Tutor/ Employer Engagement Officer (WBL)/ Curriculum Area Manager | Timing on advice of designated member of SMT | | |
| 7 | Prepare press statement or response to media. | Head of Marketing & Communications | As required | | |
| 8 | Draft letter of condolence from Principal. <u>Note:</u> This should be the only official letter from the College – all others should be of a personal nature. | PA to Principal | Immediate once all facts are known | | |
| 9 | Admin checklist – confirmation to be given once action has been carried out: | | | | |
| | <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. | Designated member of SMT | | | |
| | <ul style="list-style-type: none"> Process withdrawal with MIS. | MIS / YCUC | | | |
| | <ul style="list-style-type: none"> Inform Finance - request confirmation that no further invoices will be sent. | Finance | | | |
| | <ul style="list-style-type: none"> Process student details on any other College databases (this includes informing the YCUC office if learner was a HE student). | MIS / YCUC | | | |
| | <ul style="list-style-type: none"> Inform any placement/clinical work experience areas/sponsors/ employers (phone and then follow up by letter). | Curriculum Area Manager/Work | | | |

| | | | | | |
|-----------|--|--|-------------------------------|--|--|
| | | Based Learning Manager | | | |
| | ▪ Inform Learning Centre (student to be removed from LRC databases). | Curriculum Area Manager | | | |
| | ▪ Inform relevant student funding body. | MIS / YCUC | | | |
| | ▪ Inform any student registration body, e.g. BTEC, OCR etc. | Exams Office / YCUC (as appropriate) | | | |
| | ▪ Claim any units of certification, if appropriate. Curriculum Manager or Assistant Principal to check and confirm the most appropriate place or address to send certification | Curriculum Area/Study Programme Manager/ YCUC / 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 ▪ Line Manager ▪ Head of Student Experience if student facing ▪ Other depending on the persons role please list | 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 Chaplaincy | HR | Immediate | | |

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|----|--|---|---|--|--|
| 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</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. ▪ Decision on when pay ends HR to follow leavers process. | <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> | | |