



PROCEDURES FOR THE DEATH OF A STUDENT

Tactical Lead: Director of Student Services and Administration

Nominee: Head of Student Support and Wellbeing

Rev	Date	Purpose of Issue/Description of Change
1.	January 2011	Initial Issue
2.	September 2015	Review and Update
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Policy Officer	Senior Responsible Officer	Approved By	Date
Head of Compliance, Governance & Legal / Deputy University Secretary	Director of Student Services & Administration	Health, Safety & Emergency Management Task Group	17 th February 2022

This Procedure will be reviewed in three years

SUMMARY OF IMMEDIATE STEPS

<p>Staff member is notified of a student death</p> <p>Think carefully about who you need to inform. Only share what is necessary and accurate.</p>	
<p>On Campus</p>	<p>Notified by third a party (e.g. family member contacts University)</p>
<p>Call 999 and inform Security</p> <p><i>In this circumstance details of next of kin may be shared with the emergency services.</i></p>	<p>See Appendix i for Notification of a Student Death Form</p>
<p>Inform Tactical Lead:</p> <p>Maria Lorenzini, Director of Student Services & Administration (Nominee: Gian Fazey-Koven Head of Student Support & Wellbeing)</p> <p>and / or</p> <p>Gwenan Hine, Head of Governance, Compliance & Legal / Deputy University Secretary</p>	
<p>Tactical Lead (or nominee) to inform Senior Officers as per Section 6</p>	

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PROCEDURES FOR THE DEATH OF A STUDENT

Introduction

Though the death of a student or critical incident involving a student are rare it is important to have procedures in place to ensure that Bangor University responds in a sensitive, compassionate, and efficient manner. All circumstances and legal obligations must be taken into account whilst responding with sensitivity to the impact on those involved.

1. PURPOSE AND SCOPE

1.1 The purpose of this document is to provide clarity on the University's response following a student death or critical incident involving a student. This is to ensure:

- A sensitive handling of the situation and avoidance of inappropriately disclosing information
- The lines of responsibility are clear
- Appropriate support is provided to those individuals affected by the death
- Legal compliance

1.2 The extent of the University's involvement will depend on the location and manner of death or critical incident. These procedures apply to any notification of a student death or critical incident involving a current student* regardless of whether:

- it is or isn't believed to be suspicious
- occurs on or off University property
- occurs while the student was actively participating in their course off campus e.g., a field trip or study abroad

* For notification of the death of an applicant or a former student see [appendix ii](#)

2. RESPONSIBILITY AND AUTHORITY

2.1 The Director of Student Services & Administration has primary responsibility as the Tactical Lead to manage the University's response in the event of the death of a student, or a critical incident involving a student. If they are unavailable or should they choose to delegate, the responsibility would go to the Head of Student Support & Wellbeing as their nominee.

2.2 The Director of Student Services & Administration (or nominee) will work in close consultation with the Head of Governance, Compliance & Legal / Deputy University Secretary, Head of Student Support & Wellbeing, Communications and relevant University School(s) and services.

2.3 In most circumstances there would be no need to invoke the University's major emergency response plan in relation to the death of a student or a critical incident

involving a student. However, in the event of a major emergency being identified by the Tactical Lead (or nominee), the Executive Emergency Response Team will control and manage this incident as outlined in the [Emergency Management Policy & Major Emergency Response Plan](#).

3. NOTIFICATION

Notification about a critical incident involving a student, the death (or suspected death) of a student can come from several sources. Official notification will normally come from the Police.

If a member of staff receives information of a student death or critical incident by a third party (for example a family member, a friend or via social media) they must not disclose any details and should immediately inform the Director of Student Services & Administration and the Head of Governance, Compliance & Legal / Deputy University Secretary, who can then put the necessary processes in place to confirm the report and follow appropriate next steps. Wherever possible the reporting member of staff should provide the information requested in the form in [appendix i](#).

It may be that the University receives unconfirmed reports of the death of a student (e.g., via social media) which, if correct, would require an immediate response. Should this be the case the Director of Student Services & Administration (or nominee) will lead on verifying the information.

3.1 In circumstances where the student is on campus

Security is likely to be first notified of a student death on campus and will immediately escalate to the Head of Governance, Compliance & Legal / Deputy University Secretary, who will then inform the Director of Student Services & Administration (or nominee).

It is important to bear in mind that the dissemination of any information should be done in a sensitive manner to alleviate any further distress to relatives and friends. The Director of Student Services and Administration (or nominee) will be responsible for informing other relevant members of staff as soon as is practicable, by phone where possible.

Working with the Director of Student Services & Administration (or nominee) relevant Senior Officers are then responsible, within their own spheres of responsibility, for cascading the information and delegating, as appropriate and necessary, to other members of staff within their departments to take whatever action is required in the circumstances (See [section 6](#) for individual responsibilities).

- 3.1.1** The Police are responsible for contacting the next of kin. The news of a student death is sensitive and the information, beyond the immediate need to know, should only be shared after the next of kin have been informed and then at the discretion of the Director of Student Services & Administration (or nominee).

3.1.2 For any critical incident or death related to an incident which has the potential to give rise to a claim against the University, the Head of Health & Safety Services will inform the University's insurers as a matter of priority.

3.2 In circumstances where the student is not on campus

3.2.1 Notification received during normal office hours

During normal office hours notification of the death of a student (not on campus) should be made either to the Director of Student Services & Administration (or nominee) or the Head of Governance, Compliance & Legal / Deputy University Secretary as soon as practicably possible. They will then be responsible for informing other relevant members of staff, as detailed in section [1.2](#) and [4](#).

3.2.2 Notification received outside normal office hours

Normally, if notification reaches the University outside normal office hours, this would be via Security. Security will escalate to the Head of Governance, Compliance & Legal / Deputy University Secretary who will contact the Director of Student Services & Administration (or nominee) in line with this procedure. See also [appendix i](#).

3.3 Concern about the whereabouts of a student

If a student is thought to be missing in circumstances which cause concern the matter should be brought to the attention of the Head of Student Support & Wellbeing or the Student Support Manager, who will undertake further enquiries. Depending on the circumstances they will keep the Head of Governance & Compliance informed and in urgent cases raise the concerns with the Police.

4. COMMUNICATION

All information relating to the death of a student, or a critical incident involving a student, should only be disclosed on a need-to-know basis and should consider the formal legal steps which will usually follow a sudden death. In all cases the wishes of the family on what information is shared, beyond that which is a legal requirement, is paramount.

4.1 Contacting next of kin

On no account should University staff or students contact next of kin until officially notified by the Director of Student Services & Administration (or nominee) that it is permissible to do so.

4.2 Cause of death

Where a death is unexpected, it is important not to speculate about the cause or circumstances. Under no circumstances should a member of staff make a statement or comment about a cause of death. Only a Coroner can decide whether a death is suspicious or if an individual has died by suicide. Speculation about the cause of

death, particularly suicide, can be extremely distressing to relatives and those close to the deceased. Unless and until the Coroner's findings are made public, the term should not be used.

4.3 Release of official University records

No staff member should release any official University records to the police/coroner (including incident forms / case notes etc) without first consulting with the Director of Student Services & Administration (or nominee) or the Head of Governance, Compliance & Legal / Deputy University Secretary.

4.4 Communication with the press

All press enquiries should be directed to the Chief Marketing Officer.

5. SUPPORT FOR THOSE IMPACTED BY THE DEATH OR CRITICAL INCIDENT

It is the University's aim to ensure that the best possible support is offered to the deceased student's family as well as other students and staff who may be affected.

5.1 Family Contact

The Director of Student Services & Administration (or nominee) can appoint a specific member of staff to act as Family Contact for the next of kin. This would be to ensure continuity, reducing duplication of information and the number of separate contacts they have within Bangor University. Where possible this will be in consultation with the College / School or Department, particularly where an existing relationship with the family exists, or where there is a member of staff who has had contact with the student. Sometimes a staff member from Student Support and Wellbeing will take on this role.

The Family Contact will help to provide a single point of contact for the family. As with all decisions in relation to the deceased, the Family Contact will be led by the family's wishes in terms of the level of contact and support that is offered. As part of this they may:

- Establish what assistance the family needs from the University e.g. help to collect the student's personal possessions or assistance in finding accommodation if they visit the University.
- Clarify funeral arrangements and whether students and staff would be welcome to attend.
- Act as a conduit for practical information where relevant e.g., returning fees or providing a transcript.
- It may be appropriate to organise a memorial and the Family Contact may establish whether this would be welcomed by the family. This can include establishing if the lowering of the flag on the Main Arts Building to half-mast on the day of the funeral would be appreciated.

- The family may also wish to share the names of other students known to them to ensure they are offered support
- Facilitate contact with the Chaplaincy Team

5.1.1 International Student Support

Where the death or critical incident involves an International Student or takes place outside the UK (e.g. a Home student on Study Abroad or a field trip) the International Student Support Service will work with, or take the role of, Family Contact in offering support to the family. This can include working with local funeral directors to co-ordinate repatriation, identifying translation needs, and liaising with embassies.

5.2 Support for close friends and peers

The University will offer support to any student who is affected, from friends and peers, to students who may be witnesses. This is the case both following the initial impact of the news of a death or critical incident as well as longer term as things begin to return to normal. Though circumstances will vary it is recommended that individual and group support is offered as soon as is practicable after those affected have heard about the death or critical incident. This will normally be co-ordinated by Student Support & Wellbeing and can also be supported, where appropriate, by:

- Residential Life
- Senior Tutor and / or Personal Tutors
- The Chaplaincy Team
- Undeb Bangor Union

5.3 Support for staff

As with the support for students, the University's aim is to ensure that affected staff are supported appropriately. This will depend on the circumstances of the death or incident. The University has an Employee Assistance Program that offers counselling services to staff: <https://my.bangor.ac.uk/humanresources/eap/index.php.en> .

5.4 Chaplaincy Team

The Chaplaincy Team will be able to offer support to staff and students from both a pastoral and spiritual perspective. The Chaplaincy Co-ordinator will liaise with the Director of Student Services & Administration (or nominee) to link in with other support, if appropriate.

5.4.1 Support to the family

The Chaplaincy Team are in a position, if it aligns with the families wishes, to assist and provide guidance to the family regarding funeral arrangements. They may also be able to assist in facilitating support through an appropriate faith contact not currently represented within the Chaplaincy Team.

6. RESPONSIBILITIES OF INDIVIDUALS

It is important to recognise that this procedure constitutes a framework for responding to a student death or critical incident involving a student.

Circumstances will vary and it is the responsibility of the Tactical Lead (Director of Student Services & Administration) or their nominee to lead an appropriate, co-ordinated response. The following constitutes a broad brush and flexible outline of the probable roles and responsibilities of individuals who may be involved in the University's response.

Staff member receiving the initial report must not disclose any details and will escalate to either (who will then ensure the other is informed): Director of Student Services & Administration (or their nominee) or Head of Governance, Compliance & Legal / Deputy University Secretary		
The following should be informed as a priority		
Vice-Chancellor	Director of Communications & Brand (In their absence: Chief Marketing Officer)	Chief Operating Officer and University Secretary
May also need to be informed - this will depend on the circumstances and is at the discretion of the Tactical Lead		
Pro-Vice Chancellor and Head of College	Deputy Vice Chancellor	Head of Student Support & Wellbeing
Head of Residential Life	Head of Student Administration	Director of the Students' Union
Director of Human Resources	Head of School	Director of Digital Services
Director of Finance	Director of Estates and Facilities	Head of Security
Head of Health and Safety	International Student Support Manager	Senior Tutor
University Legal Advisors	University Insurers	President of the Students' Union

Responsibilities

	IMMEDIATE	ONGOING
Director of Student Services & Administration (or nominee Head of Student Support & Wellbeing)	<ul style="list-style-type: none"> Act as Tactical Lead Co-ordinate and manage an appropriate University response 	<ul style="list-style-type: none"> At an appropriate time, but not more than 4 weeks after the event, convene and chair incident review meeting to identify lessons learned and agree any changes to future practice and / or procedure.

	<ul style="list-style-type: none"> • Convene, where appropriate, a tactical meeting with key individuals. • If needed, and in consultation with the College, School or Department, appoint a Family Contact to liaise with the next of kin • Liaise with the Director of Communications and Brand (in their absence: Chief Marketing Officer) in relation to any statement or announcement • Liaise with the Director of Communications and Brand (in their absence: Chief Marketing Officer) to agree a strategy if press interest is likely and notifying staff that no information should be given to the press and that all press enquiries should be directed to the Press Office. • Ensure staff and students are informed appropriately after formal confirmation by the Police that the next of kin have been informed • Ensure staff and students are aware of the support available to them • Ensure the student's central record is amended • Formally notify Head of Department and Heads of Professional Services Departments to ensure 	<ul style="list-style-type: none"> • Make recommendations on a suitable memorial, subject to the wishes of the family • If appropriate ensure any posthumous award is in line with the family's wishes.
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	<p>no unnecessary communications are received by the student's next of kin</p> <ul style="list-style-type: none"> • Ensure a letter of condolence is written to the family from the University (normally from the Vice Chancellor or Deputy Vice Chancellor) • Ensure appropriate University representation at the funeral, subject to the wishes of next of kin 	
<p>Head of Governance, Compliance & Legal / Deputy University Secretary</p>	<ul style="list-style-type: none"> • Key contact for the Police • Liaise with Director of Student Services & Administration (or nominee) to ensure that specific legal requirements are followed and protected • Informing the University Insurance Officer as a matter of priority (for any death related to an incident which has the potential to give rise to a claim against the University). 	<ul style="list-style-type: none"> • Key contact for the Police • Key contact for the Coroner • Liaise with Director of Student Services & Administration (or nominee) to ensure that legal obligations and requirements are met.
<p>Key contact for next of kin / Family Contact</p> <p>Appointed by the Director of Student Services & Administration (or nominee) either independently or as part of a Tactical Meeting discussion.</p>	<ul style="list-style-type: none"> • To keep the Director of Student Services & Administration (or nominee) up to date with the family's expressed wishes • To establish what the family need, for example, providing assistance in concluding University business, help gathering personal items, 	<ul style="list-style-type: none"> • It may be that the Family Contact is asked to talk to the family about any proposed memorials, including whether they are comfortable with them taking place, if they wish to attend and if there are any specific faith or cultural practices which should be considered.

<p>NOTE: This can be a member of staff who knew the student (but not someone who was close to the student or their family) or a member of Student Support & Wellbeing. In the case of an International Student, it may be most appropriate for a staff member from International Student Support to fulfil the role.</p>	<p>contact with the Chaplaincy team or to visit the department or other part of the University</p> <ul style="list-style-type: none"> • Clarify funeral arrangements and establish whether the family would welcome students and staff attending • Provide a conduit for practical information e.g. returning fees, providing a transcript or if any posthumous award is given • To note the names of students known to the family as they may know about peers close to the student 	<ul style="list-style-type: none"> • To liaise with the Director of Student Services & Administration (or nominee) should there be future queries or contact with the family (e.g. to acknowledge anniversaries or key dates)
<p>Chief Marketing Officer and Vice President International</p>	<ul style="list-style-type: none"> • Co-ordinate any communication with the media and ensure that all staff who may be contacted by the press are briefed on how to handle those inquiries • At the request and direction of the Director of Student Services & Administration (or nominee) ensure draft statements are prepared defining facts and what can be said to whom. • Ensure social media is monitored and liaise with Director of Student Services & Administration (or nominee) around any issues of concern 	<ul style="list-style-type: none"> • Ensure social media is monitored and liaise with Director of Student Services & Administration (or nominee) around any issues of concern • On rare occasions and if practicable, assist with shielding next of kin and close contacts from press enquiries

Head of Student Support & Wellbeing	<ul style="list-style-type: none"> • Ensure that no Student Support & Wellbeing communications are sent, or inappropriate contact is made (eg from support workers, MHP's, advisers, Access Centre) • Ensure the Wellbeing Service is briefed, and students affected have access to support in a timely and effective manner. This may include group support, individual counselling, referral to specialist services • If necessary, ensure International Support Service is briefed and resources are appropriately deployed 	<ul style="list-style-type: none"> • If the student was not in University Residences assistance to liaise with private landlords can be offered to the family through the Housing Officer and the Student Support Service. • Liaise with Director of Student Services & Administration to ensure that the support offered continues to be responsive to changing needs.
Director of Human Resources	<ul style="list-style-type: none"> • Oversee the response in relation to the impact on staff • Ensure staff affected have information on support available to them 	
Chaplaincy Team	<ul style="list-style-type: none"> • Be available for pastoral and faith support for staff and students where requested • Provide advice, guidance, and support with funeral arrangements where requested • Provide advice, guidance, and support with memorial arrangements where requested 	

<p>Pro Vice-Chancellor and Head of College / Head of School / Head of Department</p>	<ul style="list-style-type: none"> • In consultation / at the request of Director of Student Services & Administration (or nominee) identify contacts within the department who need to be informed • Help to identify students who may be most vulnerable immediately after the incident • Identify named departmental contact to liaise with either the Family Contact or Director of Student Services and Administration (or nominee) 	<ul style="list-style-type: none"> • Liaise with Director of Student Services & Administration (or nominee) around any students who may be vulnerable or of concern.
<p>Head of Student Administration</p>	<ul style="list-style-type: none"> • Ensure the student's records are updated • Ensure that no University communications are sent to the student's address. 	<ul style="list-style-type: none"> • If appropriate, provide a transcript for the family of the student's academic achievements
<p>Director of Students' Union</p>	<ul style="list-style-type: none"> • Ensure registrations and other memberships are cancelled and that no communication is sent to the student's address • Identify groups of students (e.g. within clubs and societies where the deceased student was a member) who may be affected and ensure they have access to information about the support available to them 	
<p>Director of Digital Services</p>	<ul style="list-style-type: none"> • Ensure Library and IT accounts are rendered inactive. 	<ul style="list-style-type: none"> • In some circumstances access to accounts may be required by the Police or Coroner. This

		<p>should be done in liaison with Director of Student Services & Administration as the Tactical Lead (or nominee) and the Head of Governance, Compliance & Legal / Deputy University Secretary</p> <ul style="list-style-type: none"> • If necessary, advise on the most appropriate way of returning outstanding library items
Director of Finance	<ul style="list-style-type: none"> • Ensure systems are updated to ensure no inappropriate communication is sent to the student's address • Where relevant ensure information on the repayment of fees is shared with the Family Contact and / or Director of Student Services & Administration (or nominee) 	
Senior Tutor	<p>At the request and direction of the Director of Student Services & Administration (or their nominee):</p> <ul style="list-style-type: none"> • Ensure that other students on the course are informed appropriately in a timely and sensitive manner. • Inform students of the support available to them, in particular any special arrangements that have been put in place for them (e.g. 	<ul style="list-style-type: none"> • Communicate the support available to students as appropriate • Should future need arise in terms of additional support ensure that is raised with Student Support & Wellbeing • Ensure that affected students are highlighted within the school's engagement and monitoring processes, referring students to

	<p>additional access to Wellbeing Services, drop-in sessions)</p> <ul style="list-style-type: none"> • Ensure appropriate notes on affected students are recorded in MyBangor for the ongoing monitoring within the school of engagement and support needs 	<p>central support, and discussing any concerns with Student Support & Wellbeing staff.</p>
<p>Head of Health, Safety and Campus Wellbeing</p>	<ul style="list-style-type: none"> • Ensure that the Health and Safety implications of any incident are assessed and take appropriate action. • Follow the reporting procedures laid down by the Health & Safety Executive 	
<p>Head of Residential Life / Head Warden</p>	<ul style="list-style-type: none"> • Brief relevant Senior Wardens • Where relevant liaise with Head of Security to secure room • Ensure administrative systems are updated so that no inappropriate contact is made • Liaise with the Family Contact or the family regarding the collection of personal belongings from the student's residence • Offer welfare support for other students affected within halls and ensure that students are aware of the support on offer 	

<p>International Student Support Manager</p>	<p>Subject to the family's wishes (in consultation with the Family Contact):</p> <ul style="list-style-type: none"> • Liaise with the consulate/embassy • If applicable and practicable source a translator to assist the family, particularly where one is not available through the embassy • Arrange, where appropriate, the involvement of University representatives in the country where the student has died / student's home country • Liaise with the student's family on making appropriate arrangements for funeral/repatriation (from experience it is sensible to seek advice from Funeral Directors as early as possible). This could be either to return the student's remains to the UK or to their home country. 	
<p>Development and Alumni Relations Office</p>	<ul style="list-style-type: none"> • Ensure systems are updated to ensure no inappropriate communication is sent to the student's address 	

7. LONGER TERM SUPPORT

People experience grief in different ways and there are no set timescales with bereavement. Likewise, individuals who have been involved in a traumatic event will respond in different ways. Bangor University recognises that this is something that may need to be part of its longer-term response to such incidents, which, in the case of a student death, would normally be post-funeral. This section details some of the approaches that can be taken to support individuals and the University community to do so. It will be important to ensure that:

- Students and staff who have been affected have access to ongoing support if needed
- The wishes of those who have been affected are responded to appropriately and effectively

7.1 Longer Term Support for Students

Students may need different support at different times depending on how they have been affected and support is always available to them through [Student Services](#), the [Chaplaincy Team](#), their personal tutor and a variety of [external support agencies](#). This may be a students' first experience of bereavement and therefore they and their peers may have little knowledge of the grief process.

The Director of Student Services & Administration (or nominee) will appoint an appropriate key point of contact for those students who have been identified as most affected by the death or incident. This is likely to be through Student Support & Wellbeing and the point of contact can either be an individual or a service. They will be responsible for ensuring ongoing support is available to students as appropriate, including the pro-active follow up of any students identified as being most at risk.

7.2 Longer Term Support for Staff

Staff have access to an Employee Assistance Program which can be accessed through the HR pages <https://www.bangor.ac.uk/humanresources/eap/index.php.en>. Staff may also choose to speak to a member of the Chaplaincy team: <https://my.bangor.ac.uk/studentservices/faith/meet-the-team.php.en> and there are several external charities and organisations who offer different support. A list of useful sources of support can be found in [appendix iv](#).

7.3 Contact with next of kin

In the longer term it may be appropriate for the Family Contact, or another member of staff, to maintain contact with the family. This could be to facilitate acknowledgement by the University of associated anniversaries or to ensure the family are involved in any memorial arrangements. This can be important not only to the family but also to those from within the University most closely affected. More information about the importance of ongoing contact with families of deceased students can be found here: <https://www.bacp.co.uk/bacp-journals/university-and-college-counselling/november-2019/student-death-and-the-university-response/>

Appendix i Information form (notification of the death of a student)

This form should be completed if receiving a phone call reporting the death of a student.

Please complete this form and send by email, marked urgent and confidential, to m.lorenzini@bangor.ac.uk and gwenan.hines@bangor.ac.uk with the subject line **URGENT ATTENTION Report of student death**. During evenings, weekends and University Closure periods contact Security who will be able to contact Gwenan Hine to alert her that this has been sent.

Date and time of call	
Name of caller	
Caller's contact details	
Phone number	
Email address	
Student details	
Full name of student	
ID number (500 number) (if known)	
School / Department (if known)	
Deceased date of birth (if known)	
Any other information	
Form completed by (please also include contact details)	

Appendix ii Procedures in the event of a death of a former student or an applicant

Death of an alumna

Alumni deaths may be notified directly to the Development & Alumni Office who will liaise with the Director of Student Services & Administration (or nominee). The Director (or nominee) will make a judgement as to who needs informing using the list in [Section 6](#) as a guideline. Depending on the circumstances it may be more appropriate for the Development & Alumni Office to manage communications with the family and any other contact with the University. In the case of a very recent graduate the Director of Student Services & Administration (or nominee) may decide to apply sections of this procedure due to the potential impact on current students and staff who may be affected.

Death of an applicant

If the University is made aware of the death of an applicant, the Head of Student Administration will work with the Director of Student Services & Administration (or nominee) to apply the principles of this procedure as appropriate.

Appendix iii Useful sources of support

[Cruse Bereavement Support](#)

A free helpline on **0808 808 1677** that is open 7 days a week (see website for times) staffed by trained volunteers and an online chat with expert grief counsellors. They offer information on understanding and managing grief, as well as how to support someone who is grieving.

[Sudden](#)

Sudden is charitable service for people who have been bereaved by a death that happened suddenly or too soon in someone's life. They have several online resources including guidance on how to support someone who is bereaved in conversation: <https://sudden.org/help-for-friends-and-communities/dos-and-donts-when-helping/>

[2Wish](#)

2Wish is a Welsh charity that offers support to those affected by sudden death in young people.

[The Compassionate Friends UK](#)

Available for support and information daily from 10.00am to 4.00pm and 7.00pm to 10.00pm. TCF is a charitable organisation of bereaved parents, siblings and grandparents dedicated to the support of and care of other bereaved parents, siblings and grandparents who have suffered the death of a child. **0845 123 2304**.

[Winston's Wish](#) is a national helpline which offers support, information and guidance to all those caring for a child or young person who has been bereaved. **08452 030405**.

[Survivors of Bereavement by Suicide \(SOBS\)](#)

Focuses on meeting the needs and break the isolation of those bereaved by the suicide of a close relative or friend. Their helpline can be reached at **0300 111 5065** between 9am and 9pm every day.