Deceased Student Procedure

<table>
<thead>
<tr>
<th>Version</th>
<th>Approved by</th>
<th>Approval date</th>
<th>Effective date</th>
<th>Next full review</th>
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</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Deputy Vice-Chancellor Academic and Student Life</td>
<td>19 August 2022</td>
<td>19 August 2022</td>
<td>August 2025</td>
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Procedure Statement

**Purpose**

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

**Scope**

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

**Are Local Documents on this subject permitted?**

☐ Yes, however Local Documents must be consistent with this University-wide Document

☐ No

Procedure Processes and Actions

Contents

1. Protocol ........................................................................................................................................................... 1
2. Media and UNSW-wide Communications ....................................................................................................... 2
3. Enrolment and Refund of Tuition Fees ........................................................................................................... 2
4. Issuing of Credentials ..................................................................................................................................... 2
5. Responsibilities ............................................................................................................................................... 2

1. **Protocol**

When a member of UNSW staff is informed of a student’s passing, they should immediately advise the Head, Student Lifecycle in the Office of the Registrar & Student Services.

The Head, Student Lifecycle will update the student information management system (SiMs) and provide advice to other areas to minimise the distress to relatives of the deceased student, as follows:

- Apply a deceased flag to the student record in SiMS.
- Update the mailing address to ensure that any future correspondence automatically sent to the student, will be diverted to the Student Lifecycle team.
- Advise the relevant Head of School, Associate Dean for Education/Associate Dean Research Training, Faculty Dean, Pro Vice-Chancellor Research Training & Entrepreneurship (PVCRT) and Dean of Graduate Research, Pro Vice-Chancellor Education and Student Experience (PVCESE) and the Office of the Vice-Chancellor.
- Advise the Scholarships Team.
- Advise the Head of Student Life in the Office of the PVCESE who will liaise with the family and draft a letter of condolence and arrange for support for any affected family or friends in the UNSW community.
- Provide the condolence letter and other official documentation to the Deputy Vice-Chancellor Academic & Student Life (DVCASL) for review. The DVCASL will forward the reviewed official documentation and condolence letter to the Office of the Vice-Chancellor to send to the next of kin.
- Where the deceased student is a UNSW Canberra student, the Student Administration Services Manager at UNSW Canberra will be advised and will liaise with the Military where necessary.
2. Media and UNSW-wide Communications

The Media Office will be briefed by the Head of Student Life and Student Lifecycle and other colleagues as appropriate. If required, the UNSW Media Office will respond to the media, issue any formal statements, and coordinate the media presence.

3. Enrolment and Refund of Tuition Fees

If the student is enrolled in the Term in which they pass away, unless they have completed all assessment tasks and been awarded a final mark and grade:

- the enrolment for that term will be dropped from the student’s record
- the student will not be liable for tuition fees for their enrolment for the Term in which they pass away.

Refunds will be sent to the next of kin or the deceased student’s estate whichever is appropriate.

Where the fees were paid directly to UNSW by a sponsor, then any refund will be in line with the contract between UNSW and the sponsor.

4. Issuing of Credentials

If the student did not complete their studies before passing away, the Student Lifecycle team will produce a Certificate of Attainment.

If the student did complete their studies before passing away, or is eligible for a posthumous degree in line with the Graduation Procedure, the Graduations & Prizes Team will arrange the conferral of a posthumous degree.

The Graduations & Prizes Team Manager will coordinate all documentation, including the letter of condolence, transcript, Certificate of Attainment or Testamur. These documents will be sent from the DVCASL to the next of kin of the deceased student unless the Graduations & Prizes Team are otherwise informed by the School, PVCESE/PVCRTE and Dean of Graduate Research. The family of the deceased student may wish to attend a graduation ceremony to receive a posthumous award, or the Head of School may choose to present a posthumous award at a separate event/occasion.

5. Responsibilities

5.1 Student Lifecycle

Student Lifecycle is responsible for:

- Updating SiMS
- Advising key UNSW staff
- Production of credentials to be presented to the family
- Arranging any refunds required
- Organisation of the presentation of the posthumous degree at a graduation ceremony (if required)

5.2 Student Life

Student Life is responsible for:

- 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 family.
- Confirming to the PVCESE and relevant Dean that the family 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 DVCASL
- Providing draft communications to the Dean and/or Head of School to send to the deceased student’s peers and to staff, to advise of support services available.
- In some instances, there may be other family members or close friends who are students. If this is the case, the Head of Student Life will ask the Student Support Team to reach out to affected family and friends within the UNSW community.
- Update the enrolment status of the student in PRISMS where appropriate.
- Liaising with the Head of UNSW Health 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.
- Contacting the Head, UNSW Health in the event the death was due to suicide.
- Liaising with the Head of UNSW Colleges in the event the student was a college resident, to agree any engagement with the family and communication to other college residents.

### Accountabilities

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Head, Student Lifecycle, Registrar &amp; Student Services</th>
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<tbody>
<tr>
<td>Contact Officer</td>
<td>Manager, Graduations &amp; Prizes Team</td>
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### Supporting Information

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<tr>
<th>Legislative Compliance</th>
<th>This Procedure supports the University’s compliance with the following legislation: Nil</th>
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<tbody>
<tr>
<td>Parent Document (Policy)</td>
<td><a href="#">Academic Progression and Enrolment Policy</a></td>
</tr>
<tr>
<td>Supporting Documents</td>
<td><a href="#">Graduation Procedure</a></td>
</tr>
<tr>
<td></td>
<td><a href="#">UNSW Major Incident Plan</a></td>
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<tr>
<td>Related Documents</td>
<td><a href="#">Thesis Examination Procedure</a></td>
</tr>
<tr>
<td>Superseded Documents</td>
<td>Nil</td>
</tr>
<tr>
<td>File Number</td>
<td>2022/043107</td>
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### Definitions and Acronyms

<table>
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<tr>
<th>Certificate of Attainment</th>
<th>A document which outlines the academic achievements of a deceased student signed by the Vice-Chancellor and the Deputy Vice-Chancellor Academic and Student Life.</th>
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<tr>
<td>Conferral</td>
<td>The act of bestowing a degree upon a person qualified to receive it. Of all the University’s awards, only degrees can be conferred.</td>
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<tr>
<td>SiMS</td>
<td>Student information management system.</td>
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<td>Term</td>
<td>Term is the collective noun for all types of academic calendar periods of study at UNSW, (e.g., Term, Semester, Hexamester) in which Teaching Periods are defined, students enrol and for which students are charged fees or student contributions. These time periods differ based on campus and level of study.</td>
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<tr>
<td>Testamur</td>
<td>The official certificate of a student's completion of a degree or award.</td>
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<tr>
<td>Transcript</td>
<td>A certified record of a student/graduate’s full enrolment history which includes all courses attempted, results achieved, and awards conferred, across all careers.</td>
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<tr>
<td>Tuition Fees</td>
<td>Fees payable by domestic and international fee-paying students for enrolment in a unit of study (course).</td>
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### Revision History

<table>
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<tr>
<th>Version</th>
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<tr>
<td>1.0</td>
<td>DVC Academic &amp; Student Life</td>
<td>19 August 2022</td>
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<td>New procedure</td>
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Version: 1.0  Effective 19 August 2022