

## POLICIES AND ASSOCIATED PROCEDURES

<b>POLICY NUMBER:</b>	POS091203002
<b>PREVIOUS POLICY NUMBER:</b>	POS050301000 ( <i>amended 29/01/10 via review</i> )
<b>POLICY NAME:</b>	Deceased Student Arrangements
<b>DATE APPROVED:</b>	7 December 2009
<b>POLICY TYPE AND CATEGORY:</b>	General (Student Services)
<b>RESPONSIBLE OFFICER:</b>	Director, Student Connections
<b>FIRST EFFECTIVE DATE:</b>	9 March 2005

### 1.0 PURPOSE

The purpose of this policy is to enable the University to respond in a timely and sensitive manner when advised of the death of a student, minimizing the possibility of causing further distress to the student's family.

Further, it provides a consistent policy and procedure for the administration of student records for the deceased student, both current and past.

### 2.0 BACKGROUND

This policy replaces the existing Deceased Student Arrangements policy in respect to the action taken to ensure that all necessary areas of the university community are informed of the death of a student.

The policy has been developed and reviewed so that it provides clarity and transparency to the families of students and the university community about arrangements for deceased students. The policy encourages a culture which is respectful and considerate to the needs of the relatives of a deceased student.

### 3.0 DEFINITIONS

#### **AEGROTAT**

An Award granted to students who are unable to complete their studies due to serious illness

#### **POSTHUMOUS AWARD**

An Award granted to students who have completed their studies but have not had their award conferred prior to their death

#### **SKILLS VICTORIA**

The State Government department responsible for policy and decision making regarding VE/FE study.

#### **STUDENT**

A person who is currently undertaking studies at Victoria University, or who has completed or partially completed

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studies at VU its antecedent institutions.

#### 4.0 KEY WORDS

Student death, deceased student, dead, passed away, die

#### 5.0 POLICY

This policy aims to ensure that, when notified of the death of a student, officers of the University act swiftly and in a sensitive manner, minimising the possibility of causing further distress to relatives. This policy recognises the University's culturally diverse student population and aspires to be culturally sensitive to the needs of all students.

Advice to the University about the death of a student may come via a number of sources. These processes aim to ensure a consistent University approach, outlining the steps to be taken when notified of the death of a student. The policy clearly identifies areas of the University to be contacted and action to be taken. It also complies with reporting obligations to government departments.

#### 6.0 PROCEDURES

Once the university is notified of the death of a student the following actions must be taken by the staff member who first becomes aware of the death:

- Contact the Office of the Director, Student Connections with details of the student and, where possible, the circumstances of the death. The Director, Student Connections will ensure that the PVC Students, relevant office of the Executive Dean or Executive Director are notified and if necessary, the Office of the Vice-Chancellor.
- Depending on the student and the nature of the circumstances surrounding the death, the PVC Students will advise about contact from the University to the family and the expressing of condolences in a suitable form. The PVC Students will ensure that where appropriate, counselling or related assistance is extended to students and/or staff. All such actions are required to occur within one workday.
- When the circumstances of death result in media attention, contact should be made with the Director, Marketing and Communications, following consultation with the PVC Students, to coordinate external communications.
- The Director, Student Connections will, in a sensitive manner, seek to obtain evidence of the student death for University records. Death of a student can be verified through:
  - Copy of funeral or death notice from newspaper
  - Copy of Death Certificate
  - Copy of funeral service booklet
  - Letter from parent/s or spouse/partner
- The Director, Student Connections will, within one work day of notification of the student's death:
  - Ensure the student record on the student system is changed to reflect a deceased status which will cancel the enrolment and stop the generation of automatic correspondence to the student's household.
  - Advise the Fees Coordinator to commence procedures in relation to any outstanding monies or refunds due. If a University debt exists for the deceased student, it is removed from the student system. (Tuition fees for the teaching period are refunded; HELP debts for the teaching period are remitted.)
  - Advise the University Library to prevent automatic requests for return of library materials. Communication to recover such items must be performed in a sensitive way through the

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appropriate relative.

- Advise Student Welfare in the event that the student had a student loan or other service. Any outstanding student loan is removed.
- Advise Director, Facilities in the event the student has University keys and/or access cards.
- Advise Director, Human Resources in the event the student was also a member of staff (if known).
- Advise Director, ITS to make necessary arrangements in respect of email accounts and any lab or related information technology access.
- Advise Assessment and Graduations to amend any graduation-related activity.
- If the deceased is an International student, advise the President, Victoria University International immediately, who will coordinate the response required in a culturally sensitive way
- If the deceased is an apprentice, advise the relevant TAFE Executive Director and Secretary of University Council, who will subsequently comply with the Skills Victoria protocol. A requirement in the University's Performance and Funding Agreement with Skills Victoria is to advise its Apprenticeship Administration Branch within 1 working day of University Council being informed of the death.
- Advise Alumni Relations in the event that the deceased was a former student and member of the Alumni

The Director, Student Connections, together with the relevant Executive Dean or Executive Director, will determine whether it is appropriate for the University to consider a posthumous award, in keeping with the Policy on Conferral of Aegrotat and Posthumous Awards.

## **7.0 CONGRUENCE WITH LEGISLATION AND RELATED POLICIES**

The policy is aligned to appropriate University Statutes, Regulations and the Strategic Plan. The policy is also aligned with the University Policy on Conferral of Aegrotat and Posthumous Awards and external reporting obligations for TAFE Apprentices.

## **8.0 ACKNOWLEDGEMENT**

The Student Connections Department has developed the policy in consultation with key stakeholders.

## **9.0 CONSULTATION**

Student Connections Department.  
Student Engagement Department  
The University community via a global email

## **10.0 REVIEW**

The policy will be reviewed no later than July 2011.

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## **11.0 ACCOUNTABILITIES**

### **11.1 RESPONSIBILITY**

The Director, Student Connections Department is responsible for the implementation of this policy.

The responsible positions are as follows:

PVC Students  
Director, Student Connections Department  
Director, Facilities  
Director, Human Resources  
Director, ITS  
Faculty Executive Deans and Executive Directors  
Secretary, University Council  
Manager, Admissions and Enrolments  
Fees Coordinator

### **11.2 IMPLEMENTATION PLAN**

The implementation plan is as follows:

<b>No.</b>	<b>Key Task</b>	<b>Responsibility</b>	<b>Completion Date</b>
1	Policy formulation	Key stakeholders	May 2009
2	Reformulation of Policy based on feedback	Student Connections Department	September 2009
3	Endorsement of Policy for forwarding to Vice Chancellor for approval	VCAC	September 2009

### **11.3 TRAINING PLAN**

Following completion of the consultation of this document, it is proposed that the university community be formally advised of its implementation

### **11.4 COMPLIANCE**

The Student Connections Department manages the policy.

### **11.5 EFFECTIVENESS OF THIS POLICY**

The effectiveness of the policy will be monitored by the Director Student Connections and will be part of the annual review process.

## **12.0 POLICY ADVISOR**

Director, Student Connections

## **13.0 FORMS**

## **14.0 APPENDICES**