

Student Death Policy

Table of Contents

1 Introduction 2

1.1 Purpose 2

1.2 Scope 2

1.2.1 To whom does the policy apply? 2

1.2.2 In what situations does the policy apply? 2

1.2.3 Who is responsible for ensuring that the policy and its associated procedures are implemented and monitored? 3

1.3 Definitions 3

2 Context 4

2.1 Legal and Regulatory Context 4

2.2 Other Context 4

3 Policy Statements 5

3.1 Principles for Student Death Policy 5

4 Related Procedures for Student Death Policy 6

4.1 Communications Procedures 6

4.1.1 Communications flowchart 6

4.2 Student Death Response Group Procedures 8

4.3 Support procedures leading up to and including the memorial or funeral service 9

4.4 Follow up procedures in dealing with the aftermath of the event 10

4.5 Aegrotat and Posthumous Award Procedures 10

4.6 Procedures for responding to a student death that occurs during a university-related activity 10

4.7 Procedures for responding to the death of an international student in Ireland 11

4.8 Record keeping 12

5 Related Documents 12

6 Document Control 12

Appendix 1: Student Death Response Group - Key stakeholders 13

Appendix 2: Summary of UL office / department responsibilities 15

Appendix 3: Memorandum to administration offices 22

Appendix 4: Sample email to class group, club or society 24

Appendix 5: Sample email to UL staff 26

Appendix 6: Repatriation Procedures 27

Appendix 7: Staff Quick Guide 30

1 Introduction

1.1 Purpose

The death of a University of Limerick student is a sad event, not only for the student's family and immediate friends but also for other students and faculty. The purpose of this policy is to organise in a systematic, sensitive, culturally appropriate and compassionate manner the University's timely response to the death of a student. The primary consideration always must be respect for the student who has died, their family, and their wishes.

The University's response to the death of a student should typically entail four steps:

1. Verify the death, determine the student's personal details, and confirm whether the deceased student's next of kin are already aware of the student's death.
2. Communicate news of the student's death to relevant sections of the University, and subsequently to the campus community and appropriate public entities, with sensitivity to the impact of the information on recipients.
3. Provide support and advice to UL students and staff before, during and immediately after the memorial or funeral service.
4. Provide follow-up support and guidance to students and staff dealing with the aftermath of the event.

1.2 Scope

1.2.1 To whom does the policy apply?

Procedures within this policy apply to all currently registered UL students, including students on a leave of absence. The policy does not apply to UL alumni or to transnational education students i.e. students registered on a UL programme in an overseas institution[1].

It is the responsibility of all staff and students to be aware of and follow this policy if they become aware of a student death under any circumstances.

1.2.2 In what situations does the policy apply?

This policy sets out standard response procedures; however, in practice the University's response may at times diverge from standard procedures, depending on the circumstances and/or the student's family's wishes. Each situation is unique and will be assessed individually. (For those staff members accessing this policy for the first time there is a quick guide available in Appendix 7).

[1] Students on such programmes are supported by the services, policies and procedures of the overseas institution.

A student death may occur in any of several circumstances, for example:

Student death on campus or on UL-managed property

- related to a University, Students' Union, club, society, sport or other academic activity;
- not related to one of the above (e.g. an accident, natural causes, or suspected suicide[2]);

  or
- within campus / university-managed accommodation.

Student death off campus

- related to an academic activity (e.g. on Coop, teaching or clinical placement, field trip, study abroad or Erasmus exchange);
- at an event arranged by the University (e.g. club or society event or Student Union event); or
- not related to University activity such as at home, travelling abroad, health-care setting, or in private accommodation.

Emergency situations

- For any situation in which the external emergency services (e.g. Fire Service, Ambulance, An Garda Síochána and the Irish Coast Guard) are involved, these services have lawful authority and therefore supersede UL policies and procedures when they are called to a scene.
- The circumstances of a student death may therefore affect the timing and implementation of some procedures included in this policy as well as in the UL Critical Incident Management Plan.

1.2.3 Who is responsible for ensuring that the policy and its associated procedures are implemented and monitored?

Responsibility for implementation of this policy ultimately lies with the Provost and Deputy President. Responsibilities are further devolved from this office to the Associate Vice President Student Engagement and the Director of Student Affairs.

See Appendix 1 for other key stakeholders who may have a role in the University's response to a student's death.

1.3 Definitions

n/a

[2] Separate postvention guidelines support the University's response to the death of a student by suspected suicide.

2 Context

2.1 Legal and Regulatory Context

The **Coroners Act 1962** (as amended) and **Coroners (Amendment) Act 2019** establish the legal requirement to report certain deaths to a coroner.

2.2 Other Context

This policy revision has been undertaken in response to learnings from student deaths in recent years, stakeholder feedback received since the last policy revision, and the alignment of the policy with the National Student Mental Health and Suicide Prevention Framework.

3 Policy Statements

3.1 Principles for Student Death Policy

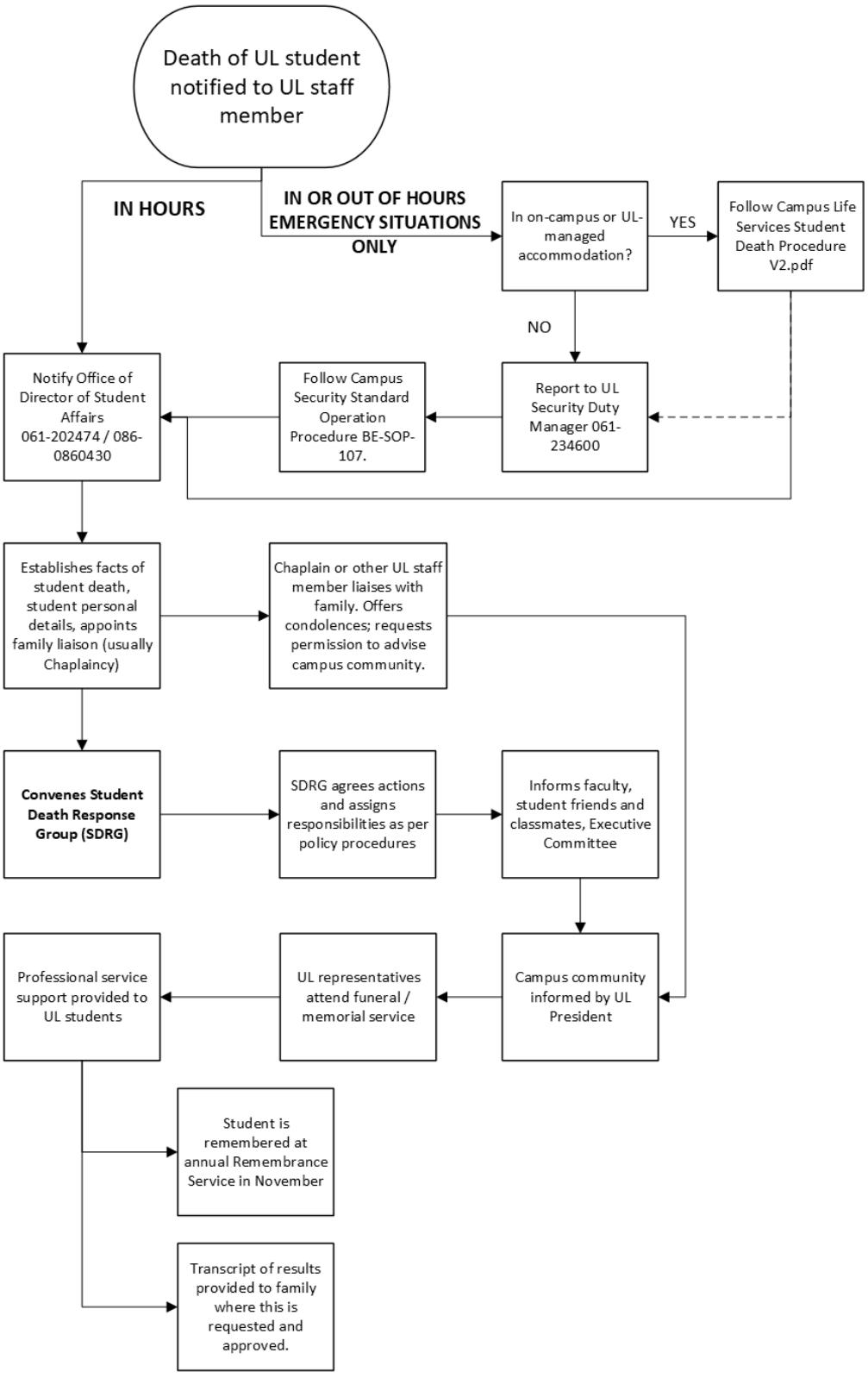
In the event of a student's death, the University will uphold the following principles:

1. Respect for the student, the student's family and friends, and sensitivity in supporting them, faculty and staff in dealing with the aftereffects of the event.
2. Dignity for the memory of the student.
3. Sensitivity to the unique circumstances of each situation, including respect for any religious and cultural norms of the deceased and their family.
4. Discretion in using and accessing information regarding the student death, limited to that which is necessary and appropriate.
5. Clarity and timeliness of communication with the student's family and friends, faculty and staff, and external individuals and groups.
6. Supporting public accountability via cooperation with Gardaí and other public officials.
7. Establishing funeral and repatriation procedures and responsibilities as required in relation to international students, or to Irish students whose death occurs while they are abroad on University business.
8. Application of inclusive practices to ensure that all communications, supports, and procedures are accessible (e.g. use of clear, plain language), equitable, and responsive to the diverse needs and circumstances of students, staff, and families.
9. Adoption of a trauma-informed approach, recognising the different psychological and other impacts of bereavement.

4 Related Procedures for Student Death Policy

4.1 Communications Procedures

4.1.1 Communications flowchart



4.1.2 The University may receive information about a student death from a variety of sources, at any time of the day or night. Once the information is received it should immediately, or as soon as is practicable, be communicated to the Office of the Director of Student Affairs, who acts as project manager of this Communications Procedure.

In emergency situations only notification of a student death which occurs on or off campus, in or out of hours, should be advised to the campus security team, who follow internal protocols for advising relevant UL staff of emergency situations. See Appendix 2.

4.1.3 The Director of Student Affairs, usually together with a representative from the Chaplaincy and Pastoral Care Service, seeks to verify information about the circumstances of the death through communication with, for example, parish officials, Gardaí, funeral director, or extended family members. The Director also verifies the student's personal details from the student records system.

Depending on the circumstances, an authorised member of UL staff may need to access the student's Emergency Contact information on the student record system. UL's Student Emergency Contact Protocol explains who may access Emergency Contact details and in what circumstances. In situations that involve formal emergency services, the relevant emergency service (e.g., Gardaí, Ambulance Service, Fire Service, Coast Guard) will typically make direct contact with the student's Emergency Contact, as per the protocol.

4.1.4 When relevant information is verified, the Director of Student Affairs notifies the Head of External Communications. The Head of External Communications and Director of Student Affairs inform all relevant internal stakeholders, including the UL President, Provost and Deputy President, Associate Vice President for Student Engagement, Academic Registry, UL Student Life President and Postgraduate Students' Union President, Head of Student Counselling and Wellbeing Service, Head of School / Department / Course Director / Principal Supervisor(s) (if a research student) and other relevant departments, depending on the student's programme, their year of study, and their background. Minimal details about the death and its circumstances are communicated at this stage, usually for information only.

4.1.5 The Head of External Communications informs the President who in turn informs the Executive Committee by email at an appropriate time. The external communications team will also manage all media-engagement relevant to the circumstances, should any arise. Informing the campus community via notice from the UL President will take absolute priority ahead of any potential response to media and this would be limited to the information provided by the President in

any event. This is overseen and coordinated by the Head of External Communications, the Communications Manager or a designated member of the communications team.

4.1.6 The Head of School or Department informs all relevant staff within the faculty (academic, professional support, teaching assistants, tutors – internal and external). A designated faculty member, together with a representative from the Chaplaincy and Pastoral Care Service and/or Student Counselling and Wellbeing Service, arranges to inform the student's friends and class, in person when possible. Outside of term, the Head of School/Department/Course Director sends an email to the wider student group to advise them of the student's death, signposting supports available within the university. See Appendix 4.

4.1.7 The UL President informs the campus community of the student's death via All Staff/All Students email after key stakeholders above have been informed and after the deceased student's family or next of kin consents to the public notification.

4.1.8 The Chancellor of the University issues a formal letter of condolence to the bereaved family on behalf of the University.

4.1.9 All communications are provided in accessible formats and written in clear, plain language. Reasonable accommodations (e.g. translation, interpretation, alternative formats) are made available as required.

4.2 Student Death Response Group Procedures

4.2.1 The Director of Student Affairs convenes the Student Death Response Group (SDRG) – see Appendix 1 – as soon as relevant details are obtained and confirmed, and key actions are identified, ideally within 24 hours of being notified of the student death. This Group:

- Agrees any additional UL representatives that need to be involved, depending on the circumstances of the student's death.
- Identifies and agrees a university representative to communicate directly with the student's family. This is normally a representative from the Chaplaincy and Pastoral Care Service. However, an alternative representative may be nominated including where language, cultural, religion, disability-related or accessibility needs are identified.
- Agrees communications and welfare supports for students and UL colleagues where indicated.

- Agrees liaison roles with external agencies and partners, where indicated. See Appendix 1.
- Members of the SDRG are encouraged to engage in relevant and regular trauma-informed training.

4.2.2 The Director of Student Affairs usually leads the SDRG, but another university representative may take on this role. The key responsibilities of SDRG members are outlined in Appendix 2. The SDRG develops a plan to ensure all relevant actions are taken in a timely, considered and sensitive manner.

Immediately following the student's death, the SDRG meets as often as is necessary to ensure it fulfils its responsibilities swiftly and comprehensively.

4.2.3 In complex situations—such as a coroner's case, suspected foul play or infectious disease, public safety risks, or multiple victims—emergency services are likely to be involved; see 1.2.2 for guidance on their role. The University's Critical Incident Management Plan may be actioned prior to, or in tandem with, an SDRG response in such situations.

4.2.4 Where suicide or suspected suicide is involved, the Student Counselling and Wellbeing Service and Chaplaincy and Pastoral Care Service will provide suicide-specific support to classmates, friends, or any fellow students impacted by the student's death. This may involve the support of external agencies.

4.2.5 A student death learning review meeting is held twice a year, typically at the end of each semester, for all relevant SDRG members for student deaths that have occurred during the previous time period. This group meets to review their responses, ensure ongoing support where indicated, and note any learning from the events, capturing insights for continuous improvement.

Additional reviews may be held earlier in complex or specific cases. For cases involving external investigations, a longer-term follow-up review may also be required.

4.3 Support procedures leading up to and including the memorial or funeral service

The normal support responsibilities of the core SDRG members are outlined in Appendix 2. The SDRG will discuss and allocate these responsibilities to ensure that all relevant actions are completed swiftly and sensitively. In summary, these responsibilities include:

- Liaising with the student's family
- Liaising with the student's academic department
- Ensuring the student's classmates, friends, and housemates are informed and supported.
- Communicating with university staff and students
- Ensuring university representation at the funeral or memorial service; arranging transport for students where this is required.

4.4 Follow up procedures in dealing with the aftermath of the event

- Longer-term or ongoing support may be provided to classmates and friends of the deceased student, depending on the circumstances. Responsibility for such support provision is agreed by the SDRG. Support may include academic accommodations, financial guidance, peer support, and practical assistance, in addition to counselling and pastoral care.
- Provide the deceased student's results or transcript to family members, where this is requested, in accordance with Academic Registry's internal procedures.
- Include deceased students in the annual UL Remembrance Service that is held in November. Procedures for this service are coordinated by the Chaplaincy and Pastoral Care Service.
- The UL memorial garden commemorates all deceased students and staff but does not facilitate commemoration of individual names. Family members and friends of deceased students and staff are invited to visit the garden at any time.

4.5 Aegrotat and Posthumous Award Procedures

Regulations governing the approval and awarding of aegrotat and posthumous awards are outlined in UL's Handbook of Academic Regulations. Where a student had not completed their programme of study at the time of their death but had completed sufficient credits to be considered eligible for an aegrotat or posthumous award, this may be conferred. These procedures are led by the Ceremonies Office; detail is available in Appendix 2.

4.6 Procedures for responding to a student death that occurs during a university-related activity

When a student death occurs during a UL-related activity in Ireland or overseas, such as work or clinical placement; a field trip, conference, study abroad or other academic activity; or while engaging in sports or society-related activities, one of any range of sources may notify the University. Standard protocols will apply as per 4.1 and 4.2. Depending on the circumstances additional procedures, such as those below, may also be implemented.

Where Irish services or processes are referenced below, the local equivalent is relevant where the student death occurs outside of Ireland.

- When a sudden, unnatural or violent death occurs, there is a legal obligation to report the death to the Coroner in the district where the death occurred by a member of the Garda Síochána, not below the rank of sergeant. The Coroner arranges for the body to be moved to a mortuary facility and for a medical examination (post-mortem) to determine the cause of death. The Garda Síochána assists the Coroner in arranging a formal identification of the body by a family member or a nominee of the family.

- The SDRG meets as soon as possible after notification of the student's death, with all relevant department representatives. These may include, for example, UL Sport, Clubs and Societies, Cooperative Education and Careers, Clinical Placement Manager, Legal, and/or Insurance, to coordinate a response, appoint liaison representatives and provide support for students and staff affected by the death. Immediate funding may be required from the Provost and Deputy President's Office to support this response, for example where students, staff, and/or family members need to be supported with unexpected travel or accommodation costs.

- Immediate practical and emotional support may be provided to affected students and staff members involved and present on the ground. The University Critical Incident Management Plan may be actioned prior to, or in tandem with, an SDRG response. See 1.2.2 for guidance on the role of emergency services.

- Repatriation procedures may be required – see Appendix 6.

- When an inquest or other form of enquiry is undertaken, a University representative may be appointed as a liaison with relevant authorities for the duration of the investigation.

4.7 Procedures for responding to the death of an international student in Ireland

When dealing with the death of an international student in Ireland, additional responsibilities may be assigned to SDRG members, including liaising with the student's home university, implementing repatriation procedures, and contacting the student's or UL's insurance company. Responsibilities are set out in the SDRG checklist. Where Irish services or processes are referenced, the local equivalent is relevant where a UL (international or national) student death occurs outside of Ireland.

See Appendix 6 for information on Repatriation Procedures, including information on circumstances for which students are covered by UL's insurance, and when students are required to have their own insurance cover (6.2.7).

4.8 Record keeping

Records directly associated with this policy and its related procedures are maintained by all relevant areas in the University in accordance with UL's Records Management Policy and Schedule.

5 Related Documents

- How to respond to students in distress
- Student Emergency Contact Protocol
- Critical Incident Management Plan
- Student Death Response Group checklist (internal document)
- Postvention Guidelines (internal document)

6 Document Control

Document Version	2
Document Owner	Provost and Deputy President
Approved by	Executive Committee
Date	2 September 2026
Approved by	Student Experience Access and Equality Committee
Date	17 September 2026
Approved by	Governing Authority
Date	22 September 2026
Effective Date:	22 September 2026
Formal Review Date:	22 September 2031

Appendix 1: Student Death Response Group - Key stakeholders

The UL Student Death Response Group (SDRG) consists of representatives from key academic, student support, administrative, and communications functions within the University. The goal of the group is to ensure coordinated, sensitive, and timely action.

Core Members	
Role / Department / Name	**Contact Details**
Director of Student Affairs (SDRG Lead)	Rhona.McCormack@ul.ie / 086-0860430 OR 061-202474
Head / Deputy Head of Student Counselling	Lucy.Smith@ul.ie / 061-202332 OR 086-7807579 Hayley.OGorman@ul.ie / 061-234624 OR 086-1370662
Chaplain / Pastoral Care Worker	John.Campion@ul.ie / 086-2632458 Francis.OToole@ul.ie / 086-1074445
Head of External Communications	Alan.Owens@ul.ie / 087-9086633
Customer Service Manager, Academic Registry	Marc.Poole@ul.ie / 086-1203040 OR 061-213005
Head of School / Faculty / Department associated with the student	
Course Director and/or Research Supervisor associated with the student	
Invited members, as relevant to the circumstances	
Provost and Deputy President or nominee	Insurance Office
Associate Vice President for Student Engagement	Cooperative Education and Careers Division
Vice President Global and Community Engagement / Director UL Global and/or nominee	Human Resources representative

Director of Residential & Hospitality Services / Residence Life & Operations Manager and/or nominee	UL Sports representative
Campus Security Manager	Head of Student Engagement, Student Life (Clubs and Societies)
Health and Safety Officer	Other University representatives as deemed necessary
University Solicitor	UL Student Life President / Welfare Officer and Postgraduate Students' Union President
Liaison representatives from the group above may need to be appointed with external agencies	
Garda liaison	Off campus accommodation provider liaison
Coroner / Medical Examiner Liaison	Funeral Home Liaison
Embassy Liaison	Insurance Company Liaison

Appendix 2: Summary of UL office / department responsibilities

A. Core Members of Student Death Response Group

Group members identified below are not intended to be exclusive or exhaustive. Other members may be invited, depending on the circumstances.

Academic Registry

- Support with confirming student's details from the Student Records System, when necessary.
- Confirm to Office of Director of Student Affairs when student status has been changed on Student Records System.
- Advise on class or exam scheduling that may be affected, depending on the time of year.
- Communicate required supports or accommodations within AR team e.g. informing relevant invigilators if student death occurs during exam period.
- Advise on impact on grading for deceased student, where relevant.
- Liaise with Chaplaincy or appointed family liaison to respond to requests from a student's family for a copy of their results and/or parchments in accordance with internal procedures.
- Inform the Ceremonies Office about a candidate eligible for an aegrotat or posthumous award, where this has been approved by the family.

Director of Student Affairs

- Coordinate the work of the Student Death Response Group and manage communications procedure.
- Appoint a family liaison on behalf of the University.
- Issue formal notification of the student's death to all relevant University administration offices requesting confirmation of the amendment of all records to note the deceased status of the student (see Appendix 3). This is done after confirmation is received from Academic Registry that the student's status has been changed on the Student Records System.
- Convene the Student Death Learning Review Group.

Chaplaincy and Pastoral Care Service

- Confirm the details of the death of a UL student, if in Ireland. This may involve contacting for example, parish officials, Gardaí, funeral director, or extended family members.

- The Chaplain or Pastoral Care Worker is usually the appointed family liaison on behalf of the University. Contact the family at an appropriate time to offer condolences on behalf of UL and request permission to share notification of a student's death with the University Community.
- Determine the student's religious affiliation (if any) and, where appropriate, contact the religious leaders of that church, denomination or faith community to seek advice and offer assistance.
- Working with other relevant services, meet with the student's class and/or friends, in a suitable location, to advise of available supports. If out of term, contribute to email communications from academic department to student groups.
- Arrange Books of Condolence for signing by campus community members at SL/PSU, Department Buildings, and/or Teach Fáilte. These are given to the student's family at an appropriate time. This may be done by the Chaplain or another UL staff member.
- When possible, visit the family at the time of death or at a time suitable to the family.
- Attend the removal and/or funeral service.
- Where appropriate, and with the family's consent, organise a memorial service for the deceased student.
- In conjunction with SDRG members, ensure that the student's belongings are returned to their family. A family member may be invited or supported to gather the student's belongings from their residence.
- Where a copy of the student's results is requested by the family, liaise with Academic Registry to present or send these to the student's family.
- Arrange a fee rebate or fee waiver with the Student Fees Office.
- Offer bereavement support to affected UL students; this may be one-to-one and/or group-based support.
- Contact all bereaved families on the first anniversary of a student death and at Christmas.
- Invite bereaved families to attend the annual Remembrance Service in November.
- Some bereaved families keep in contact with the Chaplaincy and Pastoral Care Service as part of their grieving process. Where appropriate Service staff visit families and/or keep in communication by phone, post or email.
- Where a posthumous or aegrotat award is being conferred, accompany the bereaved family at the formal gathering or private presentation.

Faculty Deans / Heads of School / Course Directors

The faculty nominee(s):

- Inform all relevant staff within the faculty (academic, professional support, teaching assistants, tutors – internal and external), and staff in other faculties or schools who may have taught on the student's course.

- Inform the student's friends and class, with support from Chaplaincy and Pastoral Care Service and/or Student Counselling and Wellbeing Service. Where possible, this should be done in person. Outside of term, an email is sent to students offering the supports available within the University (See Appendix 4).
- Where appropriate, and at the discretion of relevant staff, cancel classes including to support students' attendance at a funeral or memorial service.
- Consider extension to course work and assessment deadlines, where possible.
- Liaise with Student Life (SL) and Postgraduate Students' Union (PSU) to arrange transport for attendance of students at funeral, where appropriate or if requested, and for provision of refreshments and condolences afterwards.
- Represent the Faculty at the funeral.
- Refer students to support services as needed; liaise with these services on a longer-term basis regarding the wellbeing of the student's classmates and friends.
- If the student was on a clinical or other non-cooperative education placement, or expected to commence placement soon, contact the student's employer to notify them of the student's death. Liaise with the employer regarding the return of any personal items belonging to the student.
- If the student had already completed their clinical or other non-cooperative education placement, inform their former employer of the death of the student.
- If the student is eligible for an aegrotat or posthumous award as per UL's Academic Regulations, liaise with the appointed family liaison to confirm the family's approval for the award to be conferred.

Head of External Communications

- Assess and manage the flow of information, including early identification of information that has already been shared internally or externally via different media
- Advise the Student Death Response Group on what information should be shared and with whom.
- Coordinate communications to the University Executive Committee.
- Coordinate communication from the UL President to the UL community.
- Prepare an institutional response to answer any queries from the media, where circumstances require this. Advise staff, including UL Reception, on an appropriate response to any media queries.

Head / Deputy Head of Student Counselling

- Advise the Counselling team of the student's death, in preparation for providing support to their classmates and friends.

- Working with members of the SDRG, identify insofar as possible UL students who were most affected by the student's death. These may be classmates, students in shared accommodation, students in relevant clubs and societies, or students in other courses from the same home area. Meet with the student's class and friends, in a suitable location, to advise of available supports. If out of term, contribute to email communications to student groups.
- Where a student has died by suspected suicide, arrange specific supports for their classmates and friends. This may include bringing in external agencies for immediate and/or longer-term support under a postvention response.

B. Invited Members of Student Death Response Group

Associate Vice President for Student Engagement

- Lead the SDRG in the absence of the Director of Student Affairs or where more complex circumstances indicate the requirement for senior management involvement and advocacy.

Campus Life Services (CLS) - Director of Residential & Hospitality Services / Residence Life & Operations Manager

- Respond to a death in CLS managed accommodation in accordance with both this policy and CLS Student Death Procedure V2.pdf.

Campus Security

- In the event of a sudden, assumed death on campus being brought to the attention of or discovered by UL Campus Security, the Emergency Services (Gardai, Fire Services, Ambulance, Coast Guard) are immediately contacted.
- The Standard Operation Procedure BE-SOP-107 "Notified Death or Serious Injury on Campus" procedure will be actioned without delay. UL Campus Security will be the main liaison with the Emergency services until such time as the Emergency services arrive on Campus and ownership of the scene is transferred.
- The Security incident escalation process will be followed by the UL Campus security team as per BE-SOP-107.
- It is the role of An Garda Síochána or the hospital to inform the next of kin of the student's death. If required by emergency services, this information will be provided from the Student Records System in accordance with the UL Student Emergency Contact Protocol.

Ceremonies Office

- Coordinate the inclusion of a deceased student who is being awarded an aegrotat or posthumous award, in a conferring ceremony.

- Initial identification of a student who is eligible for an aegrotat or posthumous award is undertaken by the relevant academic department. The appointed family liaison is advised, who contacts the family to obtain their consent to the award. Academic Registry is advised if proceeding, who in turn inform the Ceremonies Office.
- Include the student in the relevant conferring ceremony; inform the Faculty Dean and the Chaplaincy and Pastoral Care Service.
- Make amendments and accommodations to conferring documentation and ceremony as necessary.
- The President's Office issues an invitation to the student's family to attend the conferring ceremony and lunch on the day, and Ceremonies Office confirms the details.
- Appoint a family liaison for the day, normally a representative of the Chaplaincy and Pastoral Care Service.
- Advise the President and Provost and Deputy President on the day of the conferring ceremony of family members attending and identify the person who will receive the parchment on behalf of the deceased student.
- Where the family's preference is to receive the award privately, this may be arranged separately.

Cooperative Education and Careers Division

- If the student was on a work or school placement, or expected to commence placement soon, contact the student's employer to notify them of the student's death. Liaise with the employer regarding the return of any personal items belonging to the student, where relevant.
- If the student had already completed their work placement, inform their former employer of the death of the student.

Human Resources

- Provide additional support for staff to deal with the death of a student, where circumstances indicate the need for such support. This may include provision of Critical Incident Stress Management (CISM) / Debriefs (CISD) for staff through the contracted provider's[3] network of qualified facilitators.

Provost and Deputy President

- Provide administration and coordination assistance to the Student Death Response Group, as needed, for responding to complex or crisis cases.

[3] At the time of policy revision this provider is Lena By Inspire.

- Provide financial support, as needed, for costs related to e.g. professional interpreter, short-term accommodation, flights, repatriation, funeral home costs for the family of the student and/or for UL staff members travelling to support a student's family or other UL students, following the death of student.
- Meet with family members attending a conferring ceremony or private event for presentation of an aegrotat or posthumous award.
- Attend the removal or funeral / memorial service, as appropriate.
- Attend the annual Remembrance Service in November, as appropriate.

Student Life (SL) and Postgraduate Students' Union (PSU)

- In the event of a student death at a SL/PSU organised activity, the General Manager contacts the Director of Student Affairs and notifies the AVPSE.
- Liaise with SL/PSU insurance company.
- A representative from the Student Life Advice Team together with a Student Officer, where appropriate, accompanies the Head of Counselling and a representative of the Chaplaincy and Pastoral Care Service to meet with the class of the deceased student and outline to them what support services are available.
- Arrange transport for family members of deceased student to and from accommodations, where appropriate and where the student death is related to a Clubs and Societies event.
- Arrange transport to funeral for student mourners, where appropriate.
- SL/PSU President or designee represents the student body at the funeral.
- Mount long-term awareness campaigns to students on improving safety, if appropriate.

UL Global

- Where student was on study abroad or exchange programme in UL, liaise with the student's home university and/or agent, including confirmation of that University's internal procedures.
- Where student was a UL student on Erasmus or Study Abroad, liaise with UL Socrates or exchange academic coordinator.
- Advise UL support services on how to contact students from the same country / group.
- Assist with identification of interpreter, where this may be required for liaising with deceased student's family.
- Appoint representative(s) to Student Death Response Group to assist with practical and other support arrangements.

UL Sport

- In the event of a student death at a UL Sport organised activity, Director of UL Sport contacts the Director of Student Affairs and notifies the AVPSE.
- Arrange transport for family members of deceased student to and from accommodations, where appropriate and where the student death is related to a UL Sport event.
- Director of UL Sport or representative attends the funeral.

Appendix 3: Memorandum to administration offices

MEMORANDUM

To: .....
From: Provost and Deputy President and Registrar
Date:

Subject: Student Death Protocol – Confirmation of Amended Records

Student Name:

Colleagues,

Following the death of [Student Name] a [Year] student of the [Course Name], the Provost and Deputy President is contacting relevant University personnel. This is to ensure that the appropriate procedures are put in place to deal sensitively with [Student Name] death and to prevent any distress caused by notices about debts, fees, reminders or other correspondence being sent out to their family.

Please complete, sign and return this Memo within five working days to the Director, Student Affairs Office, email susan.niven@ul.ie to certify that your Division/Department has amended all records – both paper and electronic – to list [Student Name] as 'Deceased'. **Please return this memo within 5 working days.**

I.D. Number
Home Address:

May [Student Name] rest in peace.

Confirmation that all records have been amended to list [Student Name] as 'Deceased':

Authorisation Signature: _____

Division/Department: _____

Immediate action is required on this; when complete please return electronic copy to the Director of Student Affairs Office, email susan.niven@ul.ie

The Student Counselling and Chaplaincy services are available to offer support to students who have been impacted by [Student Name] death. Should you or any of your

team meet with a student or students who you think may need support, please refer them to either service.

Department	Name	Email	Phone No.
Student Counselling and Wellbeing Service	Dr Lucy Smith Hayley O'Gorman	counselling@ul.ie / Lucy.smith@ul.ie Hayley.Ogorman@ul.ie	061-202332 OR 086-7807579 061-234624 OR 086-1370662
Chaplaincy and Pastoral Care Service	Fr John Campion Francis O'Toole	John.campion@ul.ie Francis.otoole@ul.ie	086-2632458 086-1074445

Appendix 4: Sample email to class group, club or society

Dear student

Sadly, we have learned of the death [when] of [Student Name], a student in your [class / year / club / society / team]. [Student Name] was studying for a [Course Name] and UL staff were recently advised of their passing. Details of [Student Name] funeral arrangements will be made available soon and we will share these with you when we can / are available on .....

This news will come as a huge shock to many in the UL community, and in particular to those closest to [Student Name]. The passing of a loved one and a good friend can affect people in different ways. For many, having the support of family and friends is very important, so that feelings can be shared and talked about. For others, a more private and confidential support may be what is required. We are conscious that the academic year has finished and that many of you are likely off campus, travelling or working and we want to ensure that anyone who needs support from UL at this time knows what is available should you feel the need to reach out.

UL's Student Counselling and Chaplaincy Services are available to meet with you at any time. To contact either service, you can phone 061-202327, email counselling@ul.ie, or john.campion@ul.ie. Alternatively, you can contact studentaffairscontact@ul.ie, seso@ul.ie or 061-202613 and one of the Student Affairs team will respond to you as soon as possible. Our thoughts are with [Student Name] family and friends at this time, and we hope that all who knew them will keep them in their thoughts and prayers.

Ar dheis Dé go raibh a [h]anam dílis
Yours sincerely
[Course Director / Senior Manager UL Sport / Head of Student Engagement ULSL]

OR

Dear Students

We are all shocked and saddened by the death of [Student Name]. Our thoughts and condolences are with their family and all who were their friends. We know that this is an incredibly difficult time for everyone who knew [Student Name] and, for those who did not know [Student Name] well, it is still a huge shock to lose someone in our community so suddenly. You do not have to go through this alone. There are people who can help here in UL.

[Student Name] family has asked that we, as a community, respect their privacy at this time, especially when sharing news on social media. Making sure you post safely and responsibly can also encourage others to seek help. If you are concerned about anything you see or hear on social media, or about your own or the safety of any of your friends, please contact [insert name]. We want to make sure that everyone who is struggling at this time can get the help they need.

Once the funeral details have been made available by the family, we will let you know.
May [Student Name] Rest in Peace.

Yours sincerely
[Course Director / Senior Manager UL Sport / Head of Student Engagement ULSL]

Appendix 5: Sample email to UL staff

Those teaching staff closest to the student should be informed face-to-face in the first instance, if possible. The purpose of this note is to inform wider staff groups, to offer support to them and to provide advice when dealing with possible student reactions to the news and to inform staff of the support available.

Dear Colleagues

We are shocked and saddened by the sudden death of [Student Name if permission is granted]. Our thoughts and condolences are with their family and friends. All students have been informed, and support has been made available. We are monitoring student reactions carefully and will put in place additional support where needed. Currently, students can access support through .....

This is an incredibly difficult time for everyone in our community. We would ask that you remain aware of how your students are reacting to this news over the coming weeks and months and continue to signpost them to support. If you are concerned about the safety of anyone, please contact ..... directly.

[Student Name] family has asked that we, as a community, respect their privacy at this time, especially when sharing news on social media. Making sure you post safely and responsibly can also encourage others to seek help. If you are concerned about anything you see or hear on social media, or about your own or the safety of any of your colleagues, please contact your HR Business Partner. We want to make sure that everyone who is struggling at this time can get the help they need.

We have a plan in place to support everyone who has been affected by [Student Name] death. That includes supporting our entire staff, so if you or a colleague is finding the news difficult to cope with, we are here for you. Please remember that the UL Employee Assistance Programme (EAP) is a confidential service for UL staff.

This will be a challenging time for us all over the coming weeks and months, but please be assured that UL will provide whatever support is needed, for as long as it is needed.

Appendix 6: Repatriation Procedures

Repatriation procedures may be required when a student death occurs in Ireland whose family home is outside the country and when a student death occurs in another country, but whose family home is in Ireland.

6.1 A student death which occurs in Ireland

When someone from another country dies in Ireland, formal procedures must be followed before the body is sent to another country for burial or cremation. A Funeral Director in Ireland can help with the formalities and can make the necessary arrangements for repatriation. The relevant embassy may also provide assistance. A Funeral Director from the student's country may arrange for the body to be returned home. Because repatriation can be very costly, the family may consider cremation in Ireland.

The SDRG will assign responsibility for some or all of the following actions according to the family's wishes.

6.1.1 Death Registration

- When a person dies from a natural illness or disease for which a doctor treated them, within one month of their death the doctor will issue a Death Notification Form. This is required to register the death and obtain a death certificate from the local Registrar of Births, Marriages and Deaths.
- When a Coroner requests a post-mortem investigation, the death is automatically registered, and receipt of a death certificate will likely be delayed.

6.1.2 Preparation of the body for repatriation

- Consult the UL Procurement Office about the procedures for appointing a Funeral Director.
- Appoint a Funeral Director to support repatriation. The Funeral Director and/or Embassy will advise on embalming, which must only occur if it is appropriate for the deceased's religion or culture. Jewish and Muslim faiths do not allow embalming unless it is required by law.
- In case of a post-mortem, the Coroner can release the body to the Funeral Director. The body must be formally identified by a family member or their appointed representative.
- The Funeral Director can assist in making travel arrangements for the body and will advise the appointed UL liaison and/or family members on international regulations regarding transport of coffins across international boundaries and required documentation. The relevant Embassy should be notified of the travel arrangements so that they can inform the authorities in the deceased's country.

- A Funeral Director must be identified in the deceased's country who will liaise with the relevant authorities and arrange the removal of the body for burial or cremation.

6.2 A student death which occurs outside Ireland

When the death of a UL student occurs abroad while on university-related activity, the following procedures for bringing a body to Ireland for burial or cremation should normally be followed. Assignment of responsibility for the following actions will be agreed by the SDRG, depending on the student's family's wishes.

6.2.1 Notification that a UL student has died abroad

- When UL receives notification of the death of student abroad, a nominated member of the SRDG will contact the Irish embassy/consulate for that country immediately for advice and support. Where the deceased UL student is a national of another country, consular services should be sought from that country's embassy or consulate.

6.2.2 Formal identification

- Before planning to return a body to Ireland, the remains must be formally identified, in line with the laws in that country. These can vary, but usually identification may be completed by a travelling companion or business colleague. However, it may be necessary, or be the wishes of a family member, to travel to the place where the deceased is, to confirm the student's identity.

6.2.3 Appoint a Funeral Director overseas

- A Funeral Director in the country where the death occurred must be appointed for the body to be released and repatriated. This Funeral Director may receive advice and support from an Irish Funeral Director or by the Irish Embassy / Consulate for that country.
- The local Funeral Director prepares the body for repatriation, obtains necessary documentation, and makes transport arrangements. The Irish Funeral Director or Embassy can assist in obtaining the death certificate or medical reports.

6.2.4 Clearance from the Coroner

- The Coroner in the district of Ireland where the body will arrive must be notified. The Funeral Director overseas will contact the Coroner with the required documentation to ensure that the Irish Coroner will issue clearance for repatriation.
- If there are concerns about the circumstances of the death, the Coroner in Ireland may arrange a post-mortem examination.

- Funeral arrangements in Ireland should not be confirmed until the Coroner's office has issued clearance for repatriation.

6.2.5 Registering the death

- If the death is registered in the country where the person died, it is not normally registered in Ireland. If the country where the student died does not have a death registration system or it is not possible to obtain copies of the relevant civil registration record (death certificate), a nominated member of the SDRG will contact the General Register Office in Ireland to see if the death can be registered in Ireland.

6.2.6 Costs

- Repatriation costs may be expensive depending on the distance travelled and transport arrangements.
- If the deceased student had insurance, contact the insurance company as soon as possible to determine costs that are covered (see 6.2.7).
- The University may cover some or all other costs involved, which may include travel and accommodation costs for UL representatives and/or for family members.

6.2.7 Insurance

- At the time of policy revision, the UL travel insurance policy applies to PhD students, outgoing Erasmus and Architecture students only, whilst travelling on the business of UL. A bespoke travel policy applies to UL Global Minds students on the Erasmus Mundus programme. Reasonable costs for repatriation of the Insured Person’s remains and personal effects to the Republic of Ireland or to the Insured Person’s Permanent Country of Residence are covered. Contact the UL Insurance Office for full detail on all costs covered.
- With respect to UL Student Life Clubs and Societies trips, repatriation costs of the Insured Person’s remains, and personal effects are covered to Ireland only, under the Student Travel Policy.
- Students undertaking Co-op abroad are required to take out their own insurance to cover wherever relevant: travel insurance (including damage or loss of luggage), third party liability (including, wherever appropriate, professional indemnity or insurance for responsibility), accident and serious illness (including permanent or temporary incapacity), death (including repatriation in case of projects carried out abroad).
- All visa-requiring students must have their own insurance.

Appendix 7: Staff Quick Guide

If you hear about a student death

- Immediately inform:
    - Director of Student Affairs
    - If urgent/out of hours emergency: Campus Security

Your priorities

- Be calm, respectful, and sensitive
- Follow official communication procedures
- Support students – don't try to manage alone
- Refer students to appropriate services
- Do not share unverified information
- Do not give details beyond official communications
- Respect privacy of the student and family

What happens next (University response)

- Death is confirmed
- Key staff are notified
- A Student Death Response Group (SDRG) is formed
- Communication is shared (with family consent)
- Support services are activated

Supporting students – what you should do

- Acknowledge the situation simply e.g. "I'm really sorry for your loss."
- Listen without judgement
- Offer a moment of pause in the classroom if needed
- Encourage students to seek support
- Remind students about responsible social media use
- Be flexible where possible (attendance, assessment deadlines)
- Signpost supports:
    - Student Counselling & Wellbeing Service
    - Chaplaincy and Pastoral Care Service
    - Student Affairs

If a student is very distressed or at risk

- Stay with the student if possible
- Contact:
    - Student Counselling and Wellbeing Service
    - Campus Security (if urgent)
- If immediate danger:
    - Contact Emergency Services

Looking after yourself

It's normal to be affected.

- Talk to a colleague or manager
- Use Employee Assistance Programme (EAP)
- Seek support if needed

Key contacts

Director of Student Affairs:	086-0860430 OR 061-202474
Student Counselling and Wellbeing Service	086-7807579 OR 086-1370662
Chaplaincy and Pastoral Care Service	086-2632458 OR 086-1074445
Campus Security	061-234600
Emergency	112 OR 999

See also Communications flowchart in Section 4.1.1.