

PROCESS FOR DEATH OF A STUDENT (OFF CAMPUS)

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DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	University Compliance, Audit & Quality Assurance Office	Deputy Vice-Chancellor	2024

1. PURPOSE

This Procedure has been developed to support British University Vietnam (BUV)'s Student Engagement Department in particular to manage the procedure of processing student's death during their study time at BUV.

2. SCOPE

This process is applied for all students studying BUV programmes, BUV dual programmes and franchised programmes with partner institutions.

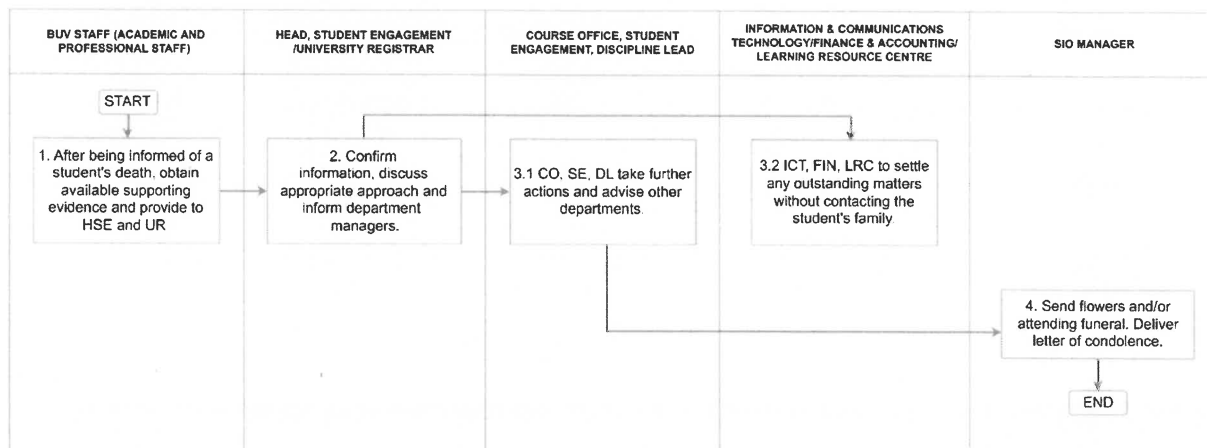
3. DEFINITIONS

Definitions of abbreviations used throughout the policy and related references are as follows

Abbreviations	Definitions
BUV	British University Vietnam
VC	Vice Chancellor and President
UR	University Registrar
DL	Discipline Lead
HSE	Head, Student Engagement
SE	Student Engagement
CO	Course Office
AO	Admissions Office
LRC	Learning Resource Centre
FIN	Finance & Accounting
ICT	Information & Communications Technology

4. PROCESS

a. Flowchart



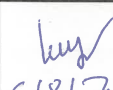
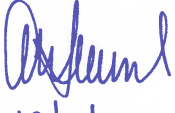
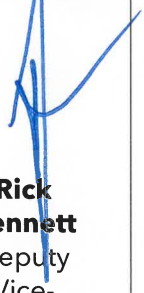
b. Roles & Responsibilities

Step	Process Activities	Turnaround time	Output	PIC
1	After being informed of a student's death, BUV staff (academic or professional staff) obtain available supporting evidence and provide to HSE and UR	3 hours (if during working hours) or by 12:00 PM the next day (if after working hours)	Inform of death with evidence	BUV staff
2	HSE and UR verify information and seek proof otherwise then discuss appropriate approach to support and communication with student's family. Inform department managers (CO, SE, DL, ICT, FIN, LRC).	1 day after Step 1	Email to department managers	HSE/UR
3.1	CO, SE, DL take further action following HSE and UR's advice. - CO to cancel student enrolment, inform partners, advise LRC, FIN, ICT. - SE to prepare letter of condolence, signed by VC/DVC/Dean to the family	10 days after step 2	Email to partners, Email / meeting with students / staff	CO, SE, DL

	- HSE to offer students and staff close to the student appropriate support services. - DL to inform relevant staff and ensure student removal from lists.		Email from DL to faculty	
3.2	ICT, FIN, LRC to settle any outstanding matters (fees/loan books/student emails, etc...) without contacting the student's family.	10 days after step 2	Disenrolment of student in the system	ICT, FIN, LRC
4	SIO Manager to send attend the funeral & deliver letter of condolence and/or remembrance book.	During the funeral	Funeral attendance	SIO Manager

5. APPROVALS

- Policy development or review will be endorsed by HSE and approved by DVC prior to implementation and execution.
- Any exceptions to this policy shall be submitted in writing, using the exception template for appropriate approval.
- This document is approved and effective from the date of signing:

Prepared by	Checked by	Checked by	Confirmed by	Confirmed by	Approved by
 Nguyen Le Vy Officer, UCAQA 6/8/2024	 Hoang Linh Chi Senior Officer, UCAQA 7/8/2024	 Tran Duc Trung Deputy University Registrar 8/8/2024	 Ta Ha Lan Head, Student Engagement	 Tony Summers University Registrar 12/8/24	 Rick Bennett Deputy Vice-Chancellor & Vice-President

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period
Death student obituary/ Death certificate	Soft copy	SE	5 years
Letter to the family			

7. REFERENCES

Document Ref

03/2024/SE/BUV-SE

Document Title

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