## Procedure flow chart- death of a learner

## Information / communication flow chart

Provider becomes aware, or is notified of the death of a learner Notify relevant staff members. Verify learner status at institution. Response team meet and select incident manager. Establish response as appropriate. Ensure family has already been notified **Verify details:** Notify relevant parties within instiby the Police before making contact. Police -investigating officer's contact # Establish the following as appropri-Director/Owner ate: International Director\* When, where, what happened, Director of Studies who was involved, how it hap-Contact deceased's family and Pastoral Care Staff pened? friends, as appropriate: Accommodation officer/ascertain Is there an investigation, has the **Parents** living arrangement and location body been identified? Spouse/partner Native speaking counsellor Has the family been notified? What Flatmates/host family/friends/ Interpreter if required is the official and legal channel of classmates communication? Is there a waiting period for releasing information? When will the body be released for death rites? To whom will it be re-Others to contact (after family and leased? **Review:** What are the procedures if the only as relevant) After each incident the Critical Incident body is to be repatriated?\* Education agent\* Response Team should meet to review **Provider to:** Teachers/lecturers the incident, to assess the plan and make Provide details of learner status Chaplain (or equivalent) changes as required. Embassy / consulate\* including course of study, visa etc. Check living situation Insurance provider\* Provide/establish next of kin details Immigration New Zealand\*

\* These are additional requirements and concerns for international learners.

