Provider becomes aware, or is notified of the death of a student

Verify Details:
Police – investigating officers phone number?

Establish the following as appropriate:
- When, where, what happened, who was involved, how it happened?
- Is there an investigation, has body been identified?
- Has the family been notified? What is the official and legal channel of communication? Is there a waiting period for releasing information?
- When will the body be released for death rites? To whom will it be released?
- What are the procedures if the body is to be repatriated?

Provider to:
- Provide details of student status including course of study, visa etc
- Check living situation

Notify relevant staff members Verify student status at institution

Response team meet and select manager

Establish response as appropriate

Notify relevant parties within institution:
- Director / Owner
- International Director
- Director of Studies
- Pastoral Care staff
- Accommodation officer/ ascertain where living
- Native speaking counsellor
- Interpreter if required

Contact deceased’s family and friends, as appropriate:
- Parents
- Spouse / partner in New Zealand
- Flatmates/ host family /friends/classmates

Others to contact (after family and only as relevant)
- Agent
- Teachers / lecturers
- Chaplain
- Embassy / consulate
- Insurance

Ensure the family has already been appropriately notified by the Police before making contact

Review: After each incident the Critical Incident Response Team should meet to review the incident, to assess the plan and make changes as required