



Deceased Learners – Notification and Administration Procedures

Purpose

The purpose of The Deceased Ākonga – Notification and Administration Procedures is to ensure Unitec attends to the required actions for deceased ākonga

Scope

The Deceased Ākonga – Notification and Administration Procedures are relevant to all current Unitec ākonga who are enrolled in a formal credit-bearing programme and have passed away

When Unitec is informed of deceased ākonga who have not been enrolled over the previous two years, only step 1 below applies

Procedure

1. Internal Communications and Actions

- i. Record the ākonga's name, student ID number, the programme of study, who provided the information, evidence/proof, and contact the Student Central Manager
- ii. Ensure that all appropriate areas are notified that a Learner has died. Student Central Manager to withdraw the deceased ākonga, update Student Program/Plan in PeopleSoft Campus Solutions, and advise the following teams by email:
 - Director, Student Success
 - Counselling and Chaplain
 - Library
 - Copy Centre
 - Student Finance
 - Academic Registry
 - Security
 - Maia Māori Development Centre (if Māori Learner)
 - Pacific Centre (if Pasifika Learner)
 - International Business Support (if International Learner, including Pathway and Study Exchange)
- iii. Director, Student Success to advise the Head of School of the deceased ākonga
- iv. Academic Registry to ensure appropriate actions are undertaken in PeopleSoft Campus Solutions and other ākonga databases
 - Appropriate authorised kaimahi to manually add a Negative Service Indicator for the deceased ākonga
 - To ensure that the deceased ākonga receives no further correspondence from Unitec, amend the contact details in PeopleSoft Campus Solutions to:

Email: study@unitec.ac.nz

Phone number: 09 8154321

All addresses must be inactivated

Previous contact details should not be removed

2. Communicate to the ākonga's whānau

Ensure Unitec communicates with the family by sending a letter from the Head of School with as much detail as possible about the ākonga. The letter from the School should include information about contacting StudyLink if ākonga is domestic. Refer to the Executive Assistants who support the Executive Leadership Team for the condolence letter template

Unitec can provide the deceased ākonga's work and information to their whānau if requested, if:

- i. the ākonga's information does not disclose the affairs of another individual; and/or
- ii. the health information of the deceased ākonga

If unsure, check with the Legal Advice team

3. Representation from Unitec

The School ensures appropriate representation at the funeral/tangi of the ākonga

- i. The School to facilitate attendance at the funeral/tangi by ākonga (where appropriate)
- ii. The School may desire to send representatives to funeral/tangi (where appropriate)

Responsibilities

Role	Responsibilities
Student Central Manager	<ul style="list-style-type: none"> To notify all appropriate Unitec support teams
Director, Student Success	<ul style="list-style-type: none"> To notify the Head of School
Head of School	<ul style="list-style-type: none"> To send a condolence letter
Counselling and Chaplain	<ul style="list-style-type: none"> To provide grief counselling to the affected current ākonga
Library	<ul style="list-style-type: none"> To record unreturned books if applicable
Copy Centre & Student Finance	<ul style="list-style-type: none"> To refund to Learner if applicable
Academic Registry	<ul style="list-style-type: none"> To apply a service indicator and update contact details
Security	<ul style="list-style-type: none"> To remove existing access to rooms/buildings
Maia Māori & Pacific Centre & International Business Support	<ul style="list-style-type: none"> Representation at the funeral/tangi (where appropriate)

Definitions

Term	Means
Ākonga	A (current, past, and future) domestic tertiary learner, international tertiary learner, or industry trainee or apprentice
Campus	means all land and premises in possession or occupation of Unitec Institute of Technology, excluding premises leased to other organisations
Deceased ākonga	means a person who is currently enrolled in a course or programme offered at Unitec and has passed away
Kaimahi	Te Pūkenga staff member, includes kaiako, learning advisor (WBL), ākonga support, and allied services
Learner	means a person who is currently enrolled in a course or programme offered at Unitec
Unitec	Unitec Institute of Technology

Approval Details

Version number	6.0	Issue Date	August 2022
Version History	Date of amendment/s: <ul style="list-style-type: none"> 11 April 2022 4 August 2022 2 December 2022 28 April 2023 	Amendment/s: <ul style="list-style-type: none"> Redefined the Scope Added Copy Centre, Student Finance, and Security to step 1.ii Updated the process for step 1.iv Added information on how Unitec can respond to requests from the whānau of Deceased Ākonga Student Central Manager to update Student Program/Plan Academic Registry to inactivate all addresses Replaced words with Ākonga and Kaimahi Removed watermark 	
Approval authority:	Deputy Chief Executive, Learner Experience and Success	Date of Approval	December 2022
Procedure Sponsor (Has authority to approve minor amendments)	Director, Student Success	Procedure Owner:	Manager, Student Central
Contact Person	Jeffrey Wu	Date of Next Review	May 2023