


 <p>CEU <i>Universidad Cardenal Herrera</i></p>	<p>ACTION PROTOCOLS OF THE UNIVERSITY GUIDANCE SERVICE (SOU)</p>	<p>BEREAVEMENT</p>
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ACTION PROTOCOL

SUPPORT TO STUDENTS WHO HAVE SUFFERED A BEREAVEMENT

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1. DEFINITION AND SCOPE

This protocol establishes the procedure for the University Guidance Service (SOU) to follow when the University becomes aware of the death of a student's parent, legal guardian, or person known to be close to him or her whose passing represents a significant loss.

This protocol is applicable to any student enrolled at CEU UCH.

2. PROCESS

Any member of the University's academic, managerial, administrative or service staff who becomes aware of the death of a student's parent, legal guardian, or person known to be especially close to him or her must notify the University Guidance Service of this, so that this protocol can be activated. Once the SOU has been made aware of the situation, the following action will be taken:

1. The guidance counsellor will write to the vice-dean responsible for the student's degree and to the Vice-Rector for Students and University Life, copying in the relevant dean's office, the faculty secretary's office, and the Vice-Rector's secretary's office, to inform them of the situation, indicating the name, campus, study programme and study year of the student concerned.
 - a. The vice-dean and the Vice-Rector will then each send condolence letters to the family.
2. Between two and five days after this event occurring, the guidance counsellor will contact the student in order to:
 - a. Express the condolences of the University Guidance Service.
 - b. Ensure that the student knows that Service is ready to support him or her as they mourn their loved one.
 - c. If the deceased is the parent or legal guardian of an undergraduate, then the guidance counsellor will also inform him or her of the existence of the CEU UCH's insurance policy for the continuity of studies (see point 5 of this protocol).

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3. MONITORING AND MEASUREMENT

The student will be monitored in the following manner.

The guidance counsellor attached to the study programme will contact the student approximately once every three months over the first year, but this may vary at the guidance counsellor's discretion and according to the student's progress.

Such contact will preferably be made during the weeks prior to or after official examination periods and the guidance counsellor will also use this opportunity to offer support in study skills, planning and coping with examinations, while also sensitively probing the student's emotional readiness for or response to these examinations.

If the deceased is the parent or legal guardian of an undergraduate, contact will also be made approximately one month after the student was informed of the existence of the insurance policy for the continuity of studies, to check whether a claim has been made or whether the student needs help to do so.

4. RETENTION OF THE INFORMATION COLLATED

The guidance counsellor will be responsible for updating a monitoring activity register for each case, recording the dates on which action is taken, and the information must be kept for at least five years.

5. REFERENCES/REGULATIONS

Insurance for the continuity of studies:

<https://www.uchceu.es/becas-universitarias/seguro-continuidad>