

## Protocol: Trans students and Student Records

1. Any queries or correspondence from trans students regarding their record should be directed and dealt with by the Student Records Manager and deleted from any multi-user inboxes.
2. Students can request in writing that their 'known as' name is changed on their SITS record. This change does not require any legal documentation.
3. Staff across the University have been directed to use students' known as names in all circumstances (for example, examination lists and attendance registers).
4. Students can request that their IT, Moodle and Mahara accounts be amended to their 'known as' name. The Student Records Manager will facilitate this change with the relevant teams.
5. Students can also ask for a new ID card which can show their 'known as' name and surname and an updated photo (this is provided free of charge).
6. Students can also choose to change their title to whichever they prefer (this includes the option of 'Mx').
7. Students can select 'female', 'male', 'non-binary' or 'other' in the gender field on their record. This information will be visible to staff who have access to the student record. 'Non-binary' and 'other' will be reported to HESA as 'other'.
8. Students can request an informal meeting with the Student Widening Participation Adviser for trans students, and/or their academic tutor. The Student Records Manager will invite the student to contact these members of staff if they wish.
9. New students must enrol in the official name which matches their photographic identity (usually a passport or driving licence) at the point of confirming their enrolment. We would normally require photographic identity to enrol students but in exceptional cases, a statutory declaration of name change or deed poll will be accepted evidence of official name provided that the student can answer some verification questions.
10. The enrolment task which asks a student if they consider themselves to be trans will be strictly locked down and only available to a select number of staff. Support/contact details will be embedded in to the task (as we currently do for care leavers and those disclosing a disability).
11. If a student wishes to change their official name on their student record it is current University policy that we require legal proof of a name change such as:
  - a deed poll;
  - statutory declaration of name change;
  - or subsequent official identity documents such as a passport or driving licence in the new name.
12. Formal documents attached to the student's SITS record use the official name. If documents are particularly sensitive, the student can make a request to the Student Records Manager that they be

held in a locked folder. The folder can be accessed by the Registrar and the Student Records Manager only.

13. Students are reminded that the degree/award certificates have legal status and we ask for this documentation to protect our academic creditability to avoid any potential cases of fraud.

14. Requests to change a name on a certificate and/or transcript for a reason related to gender identity after the Exam Board would be referred to the Chair (with supporting legal evidence) as an exceptional case. If a certificate/transcript was re-issued in the new name then the University would ask for the old document to be returned and destroyed. If students started their degree before 2006, then they will be signposted to the University of Leeds for a new certificate. The University can still issue a new transcript.

15. Requests to change a name on a student's final HEAR record (a digital statement of their achievements whilst studying at York St John University) would not normally be actioned. However exceptional cases will be considered (such as an official name change being initiated for a reason related to gender identity) in line with our policy on certificates and transcripts.