

Staff Guidance - Trans Students

It is important to note that it is illegal to inform another person that someone is trans without their permission.

The Student Wellbeing Adviser should ideally have initial contact with the student to discuss this and how best to move forward. Any information relating to the student should be treated as highly confidential and staff should refer to the [Information Classification and Handling Policy](#) for further information.

We have a responsibility and a duty to support trans students under the Equality Act 2010.

Staff member supporting trans student

- If you are approached by a student who is considering transitioning, find out if they would be comfortable discussing their transition with the Student Wellbeing Adviser. The Adviser can work closely with the student on a regular basis so that the transition is as seamless as possible.
- If they are not comfortable with this, it will be important for you to discuss with the student what they would like to happen and when.
- The Action Plan to Support Students can help with this.

Please contact **Christina Kelly** or **Adrian Lui** if you would like to request further training or staff guidance within your department.

Action Plan to Support Students: Practical Support	Notes
1. Has the student told anyone else? Do they need help communicating this and managing reactions?	
2. What is the expected timescale of the transition, and are there any medical or surgical procedures to consider?	
3. Is any time off required for treatment? Do they need help coordinating this? How can we minimise disruption to studies?	
4. What will the student's name and pronouns be? Do they intend to change their name legally or only their student record?	
5. Is the student registered with a professional body or do they have existing placement paperwork/qualifications in their previous name?	
6. Are there any dress codes which need to be considered? (Do new uniforms/staff badges need to be ordered?).	
<p>7. Has the student experienced any difficulties with accessing toilets/changing facilities?</p> <p>The student has the right to access any facility, but may also seek advice about where to find gender-neutral facilities.</p> <p>Gender-neutral toilets can be found on: Level 4 of George Moore Building (beside lifts at link corridor) Level 1 of CEE Building</p> <p>The AccessAble website includes a list of all accessible toilet facilities on campus: https://www.accessable.co.uk/glasgow-caledonian-university</p>	

Action Plan to Support Students	Notes
<p>8. Does the student require a VISA to study in the UK? There could be implications for students whose student record does not match the name on their Student Visa. The Student Wellbeing Adviser would generally ask the student's permission to liaise with the Visa Team for guidance.</p>	
<p>9. Would the student like staff and peers to be informed of the transition? How?</p>	
<p>10. Actions agreed and date of next meeting arranged.</p>	

Wellbeing Support	Notes
<p>11. General wellbeing support – how is the student getting on at university – with peers, staff, work, placement?</p> <p>If the student is struggling with their mental health, please signpost them to the Wellbeing Service for support.</p>	
<p>12. How are their relationships with family and friends?</p> <p>Transgender people are more likely to be estranged from family and experience bullying/isolation. See GCU's webpages on Estranged Students for further guidance.</p>	
<p>13. Is the student engaging with any external supports/societies? Would they like to?</p> <p>See resource list at the end of this document and encourage the student to sign up to the Wellbeing newsletter and follow our social media pages for info about LGBT+ events and activities.</p>	

Staff responsibilities (Coordinated by the Student Wellbeing Adviser)

A list of named contacts in each of these departments is held on a separate document within the Student Wellbeing Service.

Student Wellbeing Adviser	<ul style="list-style-type: none"> • Meet with student to discuss timetable of transition and date for name changes, use of facilities and change of records • Ensure student is supported throughout • With permission, inform relevant parties (Programme Administrator, Assistant Academic Registrar, Library, IT-change user ID, Student's Association, Accommodation, Arc, Wellbeing Service, Graduate School, INTO) • Seek required documentation to allow Student Records to amend student file **see notes • Ensure any record within the Student Wellbeing Team is amended and old information removed
Registry: Senior Registry Officer	<ul style="list-style-type: none"> • Ensure student record is amended accordingly with updated name/gender/photograph for future reporting, transcripts, ID etc. • Issue a replacement student card at no cost to the student. This can be arranged multiple times if the student's appearance changes.
Information Services	<ul style="list-style-type: none"> • Update student email address and identifier • May be involved in updating some other IT systems
Head of Department	<ul style="list-style-type: none"> • If requested by student, inform relevant teaching and support staff • If student is on placement, liaise with professional body to ensure required changes are made and student is supported throughout.
Programme Coordinator	<ul style="list-style-type: none"> • Ensure any record of student in department is amended accordingly and no trace of old identity is kept unless essential
Visa Department	<ul style="list-style-type: none"> • Discuss any VISA implications with student and arrange for necessary changes to be made
Student's Association Manager	<ul style="list-style-type: none"> • Change any record held for the student in relation to GCUSA (ensure consent obtained)
Arc Manager	<ul style="list-style-type: none"> • Change any record held for the student and amend membership card if necessary (ensure consent obtained)

Information for Student Records/Exams Office

Records/Name Change

When a trans student requests that their student record is updated, there should be some discussion with the student about the points listed in the action plan. They should also be advised of their responsibilities; e.g. external agencies they should contact. A timescale should be agreed with the student for updating their records, and no records should be changed without written permission from the student.

Students' name changes should include student records, email details and student ID card. Where possible, information relating to a student's previous identity that needs to be retained, such as copies of qualification certificates, should be kept confidentially and separate from their current record. Please ensure that these documents are only kept for as long as necessary and in line with the [Information and Records Management Policy](#).

The student is responsible for contacting external agencies with details of any changes to personal details. This includes SAAS, the Student Loans Company, the UK Border Agency, the student's bank and the council tax office.

Degree Certificate (Applies to Graduates/Alumni)

A student will graduate with the name that is on their record at the time of graduation. To amend formal university documents such as a degree certificate, the graduate concerned will need to provide legal proof of a name change. For example: A statutory declaration of name change, Deed Poll certificate or Birth certificate to Registry to ensure their name is changed on student records. There is no cost for the student to update their certificate.

Photographic identification

An individual who is transitioning should be given the opportunity to update any photographs on their student ID and elsewhere. They may wish to make several changes, as their physical appearance changes over time. New student cards will be issued free of charge in these cases.

Resources

- **GCU Wellbeing's Self-Help section** including online module, resource list and link to sign up to newsletter:
<https://www.gcu.ac.uk/student/support/wellbeing/selfhelpresources/>
- **GCU LGBT+ Students** (Includes links to LGBT+ organisations)
<https://www.gcu.ac.uk/student/support/supportingourstudents/lgbt+/>
- **GCU Estranged Students:**
<https://www.gcu.ac.uk/student/support/supportingourstudents/estrangedstudents/>
- **TransEdu**
For further information about supporting transgender students in Higher Education, please refer to the TransEdu materials created by University of Strathclyde.
<https://www.trans.ac.uk/>
- **Advance HE's Guidance and Resources for HE and colleges:**
<https://www.advance-he.ac.uk/guidance/equality-diversity-and-inclusion/creating-inclusive-environment/trans-people>
- **Stonewall**
A full list of useful terminology is available in guidance produced by the Stonewall Scotland at: <https://www.stonewallscotland.org.uk/our-work/communityresources/transgender/key-trans-related-terminology-use-scotland>
- **LGBT Youth Scotland's Guide to coming out as Trans**
<https://www.lgbtyouth.org.uk/media/1054/coming-out-guide-for-t-people.pdf>
- **Gendered Intelligence: Achieving Trans Inclusion & Valuing Gender Diversity in Educational Settings:** <http://genderedintelligence.co.uk/education/overview>

