



University of
Salford
MANCHESTER

Student Name Change Policy and Procedure

Version Number 1.1

Effective from 17 May 2017

Author: Customer Service Manager – Student Records

Student Administration

Document Control Information

Revision History incl. Authorisation: (most recent first)

Author	Summary of changes	Version	Authorised & Date
Sarah Donaldson	<i>Updates to Student Records and Diversity Team phone numbers</i>	V1.1	Michael Taylor Interim Head of Customer Service 21 March 2023
Ross Heaviside	<i>New policy with contributions from members of DSAS</i>	V1.0	SELTEC 17 May 2017

Policy Management and Responsibilities:

Owner:	This Policy is issued by the Customer Service Manager in the Student Records team, who has the authority to issue and communicate policy on 3 rd May 2017 and has delegated day to day management and communication of the policy to all members of the Student Records team.
Others with responsibilities (please specify):	Student Records team – members of team to action name changes as outlined in this policy; Diversity team – members of team to provide support to affected students where applicable

Author to complete formal assessment with the following advisory teams:

Equality Analysis (E&D, HR) Equality Assessment form	1. <i>Equality Assessment form submitted 27/4/17 – approved with no amendments</i>
Legal implications (LPG)	2. <i>Christa Price 3/5/2017 – approved with minor amendments</i>
Information Governance (LPG)	3. <i>Matthew Stephenson 28/4/2017 – approved with minor amendments</i>
Student facing procedures (QEO)	4. <i>Alison Jones 27/4/2017 – approved with minor amendments made</i>
UKVI Compliance (Student Admin)	5. <i>Richard Melia 27/4/2017 – approved with no amendments</i>

Consultation:

Staff Trades Unions via HR Students via USSU Relevant external bodies (specify)	1. <i>Rhiannon Roberts/Luke Newton 2/5/2017 – approved with amendments throughout document</i> <i>Student policy only so Trade Union not consulted, no external bodies consulted.</i>
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Review:

Review due:	12 months by May 2018
Document location:	University Academic Handbook Page

<https://www.salford.ac.uk/governance-and-management/academic-handbook>

The owner and author are responsible for publicising this policy document.

1.0 Purpose

- 1.1 The University is required to provide all students that have attained the required number of credits with a certificate that bears the title and classification of the award they were conferred, and the legal name of the award holder. This policy defines the University's approach to amending the name of the award holder should the requirement arise.
- 1.2 The University must ensure that a clear framework has been established so that any current or former student is able to make the required changes to any official University documents. This policy is based on elements of the following legislation:
 - Data Protection Act 1998
 - The Enrolment of Deeds (Change of Name) Regulations 1994
 - Equality Act 2010
 - Equality Challenge Unit Guidance for HEI's
 - Home Office Change of Names Guidance
- 1.3 The University must ensure that all student records relate to the person that studied at the University, and that all documentation issued by the University reflects this. Any requests to change the name and/or title on official documentation must be clearly documented and should only be undertaken if all elements of the policy have been adhered to.

2.0 Scope

- 2.1 The scope of this policy applies to all current and former students of the University that wish to change their recorded name on the student information system and any documents produced by the University for these students.
 - 2.1.1 There are no exclusions regarding who this policy applies to as it covers current and former students. Once a student has been awarded (taken to mean when their exam board has met and conferred a student's award) not all former students will be eligible to make amendments for the reasons outlined in this policy (see points 3.9 to 3.11), and the University reserves the right to request payment where applicable.
 - 2.1.2 This policy does not apply to University employees wishing to change their given name therefore this policy will not affect staff members.
- 2.2 Information on the requirements for a name change, the reasoning for these requirements, and the process on how to go about enacting this are all included below.

3.0 Policy Statements

The University of Salford will manage requests to change a student's name by considering the following:

- 3.1 Under the law in England, Wales and Northern Ireland, if a person wants to be known by a different name then they can change their name at any time, provided that person does not intend to deceive or defraud another person. There is no legal procedure to

follow in order to change a name, one can start using the new name. A person can change their forename or surname, add names or rearrange their existing names.

3.1.1 For reasons of security and data protection, all name change requests must be made by students and graduates themselves; requests on their behalf cannot be accepted from third parties.

3.1.2 Multiple name change applications by the same student are permitted, but each application to change their name will be treated as an individual case.

3.2 As the University has a duty to prevent fraud, in line with other public organisations and institutions in the United Kingdom, it can exercise the right to make certain requirements mandatory. Therefore in order to minimise the risk of fraudulent applications and enrolments the University requires every applicant, whether applying through an external organisation such as UCAS or directly to the University, online or on paper, to apply using the name shown on their passport, birth certificate or marriage certificate. If an applicant's culture does not use the style of separate forename/given name(s) and surname/family name, then they are advised to insert their complete name on the surname field of any form and a full stop in the first name field.

3.3 The name used in a student's application will be logged into the University's student records database and will be used on all official documentation e.g. degree certificate, academic confirmation, throughout their academic career at the University of Salford, unless a change of name is formally requested.

3.3.1 For Trans* students, the University offers support to the student through the Diversity Team which is part of AskUS, and a student may access this support at any time should they choose to do so. If accessed, the Diversity team support a student with all matters relating to Trans* students, including changing their name. The University respects a person's choice whether or not to disclose their gender identity or to seek support, and will adhere to all relevant legislation regardless of whether support is accessed or not.

3.4 The recorded name will be used on any acceptance letter and visa documentation that the University issues before the completion of the enrolment process. Any discrepancy between official documents presented to the University and what appears on any University correspondence to the student is likely to cause delays in subsequent processes outside the University. Therefore any misspelling that may have occurred, however minor, must be notified to the University immediately so it can be corrected before any further correspondence is issued. All students can check what is held in their record by looking at their [contact details online](#), or if the student is unclear, they should contact a member of the Student Administration team to assist further (see Related Documentation point 5.2 for contact information).

Before a student is awarded:

3.5 A student's formally recorded name will appear on all documents issued by the University, therefore this will appear on their academic transcript and final award if the student is awarded. If a student requires a name change, the University will change all

of a student's records to reflect the new name, so the new name will become the name in use on all University records and will be used from that time on.

3.5.1 The University commits to making all efforts to process name changes as quickly as possible, however correspondence may still be issued in the student's former name whilst these changes are taking place.

3.5.2 The Student Administration team will amend the student records system only to reflect a name change. If a student chooses to amend their University email account to their new name they may do so, but they will need to contact the IT Service Desk directly to request this change.

3.6 The official documentation issued and validated by the University during a student's period of study shows the name under which that student enrolled, studied and graduated, and will be used once an award is conferred. Therefore any corrections or changes to a student's name as it is held in the University's official student record are enacted before an award is conferred. This is because these documents are official, definitive statements of facts at the date of a student's award, and as a student's degree certificate is an official legal document the University must ensure that this record is true and accurate prior to issue.

3.7 The University accepts no responsibility for any consequences arising from the change of name which occur outside the University; all students are responsible for ensuring that their records are kept accurate and up to date during their period of study.

3.7.1 If a student changes their name within the University the student should also notify all other relevant external bodies of the change.

3.7.2 If a student holds a non-United Kingdom passport, the University would advise that student to change their official name on their passport with their home nation in the first instance. This step is advised to allow the Home Office to update other associated documents e.g. Biometric Residency Permit (BRP), leave to remain, prior to a student requesting a change of name on their University record, in line with Home Office guidance (see Related Documentation 6.4). This is because all persons should use the same name for all official purposes.

3.7.2.1 If a student's home nation does not recognise a change of name and/or gender and will not change that student's passport, please contact the University's Diversity team who will provide additional guidance.

3.7.2.2 If a student does not have a passport, then they should apply to the Home Office for either a Transfer of Conditions (if they have temporary leave) or a No-Time Limit (if they have indefinite leave) in the first instance.

3.8 A student request to change their name as recorded on the University's student information system during their academic career must be submitted to the Student Records team and accompanied by evidence of the relevant change, either in original

form or as a certified true copy of the original. Valid forms of identification that will be accepted to enact any change of name for a current student of the University are:

- Passport
- National Identity Card
- Driving Licence
- Birth certificate
- Change of name deed/Deed Poll certificate
- Marriage certificate
- Divorce certificate
- Police report or solicitor's letter: if you have to adopt a pseudonym for personal reasons (including personal safety) while you are a student at the University, you should provide a police report or solicitor's letter as evidence of the change
- Gender Recognition Certificate – the University will never ask for this to be presented but evidence will be accepted if the student chooses to present this voluntarily
- Student Letter Template Authority to Share Info

3.8.1 If a student is under the age of 18 when changing their name, they will require parental/guardian consent in addition to the above to enact a name change.

After a student has been awarded:

- 3.9 A student will be deemed as a former student following the final exam board of the student's final Academic Year, or if the student has withdrawn from the University and has accepted an Intermediate Terminating Qualification (ITQ). Applications after this point will fall into the category of after a student being awarded (see point 2.1.1).
- 3.10 Once a student has graduated it is not possible to retrospectively change the name held on their record or produce documentation in the new name, except in the circumstances outlined below. Academic transcripts and degree certificates will not be reissued in another name because these documents are official, definitive statements of facts at the date of a student's award. If a graduate wishes to present their documents to an external body that their University documents belong to them, then it is the student's responsibility to provide supporting evidence to demonstrate their change of name. Any requests made to the University to meet another organisation's requirements cannot be fulfilled, except in cases of an administrative error or a change of gender identity.
- 3.10.1 If an administrative error has occurred, then the student will need to present the University with an official form of identification valid at the time of the student's award date showing the discrepancy in names. Once this identification has been presented and validated by the Student Administration department, the University will reproduce affected documents for the student free of charge.
- 3.10.2 In the event of a change in gender identity, the University will process the change of name for a student that has graduated. There will be no charge for this service in line with the requirements of the Equality Act 2010, however in line with all

other name change requests, the University will request one form of identification to confirm the new name of the applicant (see point 3.8).

3.10.2.1 The previous degree certificate must be returned to the University and a new original certificate will be issued to the student. A corrected transcript will also be issued without any requirement to return any original copies.

3.10.2.2 The student's previous name will remain on the University's student information system but will not be released or referenced in any way after the name change has been processed. This will purely be for internal use, and any and all data held by the University in connection with any name change will be treated in confidence and will never be disclosed to a third party without your permission.

3.10.3 A student cannot, for example, have their University documentation re-issued in their maiden name if that student graduated in their married name and subsequently divorced after they had finished their studies at the University of Salford. If a student believes that their circumstances indicate the need for exceptional consideration, they can apply in writing with the relevant supporting documentation to [Student Administration](#).

3.10.4 This document covers University policy relating to name changes made to official documents. The name carried on other communications issued by the University will be amended according to a person's wishes for the purposes of Alumni relations.

3.11 A student's previous name will remain on the University's student information system but will not be released or referenced in any way after the name change has been processed. This will purely be for internal use, and any and all data held by the University in connection with any name change will be treated in confidence and will never be disclosed to a third party without your permission. This policy is in place to ensure that the University has a full archive of previous names should there be a request relating to the student's record, then the University is able to service this. If a student wishes to discuss their records being kept in this manner, they can request a meeting with the Student Records team to outline their case.

4.0 Policy Enforcement / what happens when the policy/procedure is not followed

4.1 The Student Records team will be in charge of managing requests for name changes, and will also receive and produce any documents that are relevant to the name change process.

4.2 If a student wishes to appeal a decision taken around changing or not changing a student's name, this will be handled by the Student Records team in the first instance.

4.2.1 If a student wishes to appeal further, their case will be escalated to the Director of Student Administration. This will follow the University's complaints procedure (see point 5.2)

- 4.3 If the University does not follow the outlined policy then a student may be able to take legal action against the University under discrimination legislation as outlined in the Equality Act 2010.
- 4.4 If a student does not follow the outlined policy then the University will be unable to fulfil the student's name change request.

5.0 Related Documentation

5.1 University Policy

The following can be found on the University website.

[Student Complaints Procedure](#)

[Fair Processing of Student Personal Information](#)

[Academic Regulations for Taught Programmes](#)

[University of Salford Student Hub](#)

5.2 University Contacts

Student Records team: +44 (0)161 295 0023 (Option 5, Option 2) / sa-studentrecords@salford.ac.uk

Diversity team: +44 (0) 161 295 0023 (Option 1, Option 3) / lgbt@salford.ac.uk

5.3 External Guidance

- Trans* staff and students in HE and colleges: improving experiences –

<http://www.ecu.ac.uk/publications/trans-staff-and-students-in-he-and-colleges-improving-experiences/>

- Equality Act 2010 –

<https://www.gov.uk/guidance/equality-act-2010-guidance>

- University LGBTIQ support –

<https://www.salford.ac.uk/askus/topics/diversity-and-inclusion/lgbtiq-students>

Home Office Use and Change of Names guidance –

<https://www.gov.uk/government/publications/change-of-name-guidance>

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/550968/Home Office Use and Change of Names revision 060916.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/550968/Home_Office_Use_and_Change_of_Names_revision_060916.pdf)