

Introduction

Canterbury Christ Church University [the University] is committed to creating and sustaining a positive and supportive learning environment for our students, where all students are equally valued and respected. As a provider of education, we value the diversity of our students and remain committed to creating a culture that is inclusive of trans, non-binary, intersex, and gender diverse members of our university community, where discrimination is not tolerated and where individuals are able to reach their full potential. We do not tolerate discrimination, victimisation, harassment or bullying in any form.

This guidance is intended to outline:

- a) what support the University provides for trans and non-binary students
- b) the processes and procedures in place to help trans and non-binary students change their university records, if required

This guidance document should be used alongside the Trans and Non-Binary Inclusion Policy.

- [Trans and Non-Binary Inclusion Policy](#)

Supporting trans and non-binary staff and students

Managers, HR staff and teaching staff who are supporting trans and non-binary staff or students may find it useful to refer to the specific guidance documents aimed at staff providing support for trans and non-binary staff or students.

- [Guidance for staff supporting trans and non-binary staff](#)
- [Guidance for staff supporting trans and non-binary students](#)

This guidance is aimed at trans and non-binary students and the University also has specific guidance for trans and non-binary staff.

- [Guidance for trans and non-binary staff](#)

References to 'trans' in this guidance, refers to a broad range of people whose gender identity or expression is not the same as, or does not sit comfortably with, their registered sex at birth. This includes but is not limited to those who identify as transgender, transsexual, genderqueer, gender-fluid, non-binary, gender-variant, agender, non-gender, and other gender diverse identities. Individuals who may not identify as trans but whose gender does not match their registered sex at birth, and those with a trans history are also covered under this guidance. The University offers its full support to intersex students who are also included within this guidance, whilst recognising that intersex is not a gender identity.

The University fully recognises that protection under the Equality Act 2010 is extended to trans individuals from the moment they indicate their intention to transition. We will provide support to all trans students, irrespective of their intention to transition or not and regardless of their stage of transition. This will include students who have non-binary, non-gender, gender-fluid, and other gender diverse identities.

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How the University can support you

At CCCU it is your choice whether you wish to disclose your trans identity, trans history or trans status to the University. However, if you do choose to disclose, the University will provide a supportive environment for you.

Please refer to the University's Transgender and Non-binary Inclusion Policy to understand the University's commitment.

[Transgender and Non-binary Inclusion Policy](#)

Coming out

You may wish to speak to Student Wellbeing Services about your gender identity, trans identity, trans history, or trans status.

The Student Wellbeing Services team will encourage you to complete the following form to notify them of your gender identity, trans identity, trans history or trans status. The team will also ask about any support you would like and any changes that should be made to your University records.

[Notification of Student Transition and Name Change form](#)

The Student Wellbeing Services team can also provide additional support and signpost you to other services and communicate with departments where necessary.

Student Wellbeing Services will follow an action plan which will include liaising with the Student Records team about any changes that may be required to the students record and linked platforms / systems.

The University provides a specific guidance document for staff who are supporting trans and non-binary students. Staff at the University should be aware of this guidance. If the individual you disclose to is unaware of this document, you may want to share the link to this guidance with them:

[Guidance for Staff supporting Trans and Non-binary Students](#)

It may be useful to discuss with Student Wellbeing Services team whether you wish to receive further support. Key elements to discuss include:

- Whether and when you may want to change your name, personal details, and gender on your university records (see below for further information on how to do this).
- If you intend to medically transition, whether and when time off for medical appointments, treatments and surgical procedures may be needed.
- Whether others, such as lecturers or tutors, need to be informed about changes of name, or pronouns, the method(s) of communication, and when you may want this to happen.
- How to handle any harassment or hostile reactions if these occur.
- Whether you would like to discuss the emotional impact of transitioning with the Mental Wellbeing Team.

It is your decision whether you want to discuss these topics. The supporting staff will be led by yourself in any decisions made about what you need.

Telling others

The Student Wellbeing Services team will discuss what your preferred options are regarding informing academic staff, support staff, peers, and other relevant contacts. You may want to do this personally or delegate this via Student Wellbeing Services, or a mixture of these options.

The Student Wellbeing Services team will also make sure they have obtained your specific written agreement about when and how this will happen, including the details of the message(s) and who it will be shared with. Levels of disclosure may vary in detail for different types of contacts and will be agreed with you in advance.

Supporting you in your transition

We recognise that not all trans people can or want to transition medically. The University recognises that the processes for transitioning medically in the UK can be complicated and lengthy. Medical treatment of any kind related to your gender identity, gender expression or trans status, will be supported by the University, including the provision of time off study for medical appointments. These will be treated confidentially and in the same way as time off for any other medical appointments.

Some trans people need to obtain documentary evidence of living as their affirmed gender for the purposes of obtaining some medical treatments, or for obtaining a Gender Recognition Certificate. You may wish to update your University records for this purpose (see [Changing Your University Records](#)). The University can also provide a written letter stating that you have been living as your affirmed gender. Please contact the [Student Records Team](#) to discuss what you need. The University will work with you to provide any supporting documentation you might require.

Transition-related appointments

If you intend to medically transition, you should discuss whether and when you may need time off for transition-related appointments with the Student Wellbeing Services team or with your Personal Academic Tutor, in good time.

Many trans people who are medically transitioning may need to travel a long distance for appointments, and these may be given at short notice. Students may need reduced hours or duties, or other changes to usual studying and learning arrangements, for a temporary period following some treatments. The University will be as flexible as possible to accommodate this.

Transition-related treatment

If any of the treatments or procedures you plan to undertake as part of your transition means that you will have to take time off your studies, please contact the Student Wellbeing Services team who can discuss with you the support and options available to you.

Please note, all absence should be handled in accordance with the [University's Interruption Policy](#) to ensure there is no less favourable treatment for trans and non-binary students.

Support for students with a family member who is transitioning

The University recognises that you may be supporting a family member who is transitioning and that you may need to take time off to attend appointments, treatments or give assistance following medical procedures. Some of these may be at short notice and involve travelling a long distance. The University will be as flexible as possible to accommodate this.

Policies

The following policies may be useful for you to read if you are experiencing unacceptable behaviour at the University:

- [Trans and Non-binary Inclusion Policy](#)
- [Student Code](#)
- [Unacceptable Behaviour Policy](#)
- [Student Disciplinary Procedure](#)
- [Student Complaints Procedure](#)

Reporting

There are two ways to report unacceptable behaviour at the University. You can report via [Report and Support](#) which allows you to report anonymously. Or you can contact a Student Support Advisor on 01227 922675, or by [email](#).

Wellbeing

A disproportionate number of trans people experience depression, anxiety or suicide compared to the overall population. At the University you can talk to someone neutral

and independent through Spectrum Life who can provide in the moment and out of hours support.

The University also offers counselling through the Mental Wellbeing and Counselling team and e-referral and can be found [here](#).

Student Mental Health and Wellbeing – Visit the [student wellbeing pages](#) to find out about the wide variety of confidential support and advice to help you out when you need it.

Spectrum.Life – Spectrum.Life will offer students immediate online, text and telephone support from qualified professionals. They will work with you to provide initial help and will liaise with the Mental Wellbeing Team to provide ongoing support.

The free service is available 24/7, 365 days per year via:

- Telephone: 0800 0318227
- WhatsApp: Text “Hi” to 0741836 0780
- Mobile App or web platform

CCSU LGBTQIA+ Society – This [society](#) aims to create a safe space for LGBTQIA+ students at the University and raise awareness of the issues faced by LGBTQIA+ students and the wider community.

Report + Support – The [Report + Support pages](#) cover what we mean when the University talks about harassment¹ as well as how you can support yourself and others. Here you can find tailored support relating to discrimination, bullying and harassment, relationship abuse and sexual harassment.

Facilities

The University welcomes and will provide inclusive facilities for trans students and staff.

The University’s policy is that trans students can use facilities (such as toilets and changing

rooms) according to their affirmed gender. There are also a number of gender-neutral facilities across the University and they can be found on the [Campus Maps](#).

The University respects everyone’s requirements for dignity and privacy in using the University’s facilities. Lockable, individual cubicles, including shower facilities, are available throughout our campuses. We recognise that these are more limited in some spaces and are committed to increase this as we upgrade and refurbish our estate. We expect everyone to treat each other’s needs for dignity and privacy with respect, including when using our facilities.

Sports and physical activities

The University takes an inclusion-based approach to sports and physical activities and is committed to the inclusion of transgender and non-binary people in sports and physical activities. We will regularly review our gendered sports and physical activity offerings to enable and encourage trans people to participate in sport of their affirmed gender. Where sports and physical activities are not gender affected, participation will not be dependent on the participant’s sex or gender identity.

Through this approach, transgender men would be able to participate in ‘men’ and/or ‘open/mixed/universal’ categories and transgender women would be able to participate in ‘women’ and/or ‘open/mixed/universal’ categories of sports and physical activities.

Where a sports governing body has specific rules about transgender, non-binary and genderfluid people taking part in competitive events, we are required to adhere to the specific rules of the relevant governing body for competition events.

¹ Harassment under the Equality Act 2010: We adhere to the definition of harassment under the Equality Act 2010 which includes the test of

reasonableness and an assessment of all circumstances.

In other circumstances where sports and physical activities are deemed gender affected, for example, where sporting fairness is not guaranteed and safety is of concern, gendered (men and women) categories and an 'open/ mixed/ universal' category will be provided wherever possible for transgender people to participate.

Learning and development

The Careers and Enterprise team provide learning opportunities for topics around Equality, Diversity, and Inclusion.

The [Careers and Enterprise Hub](#) provides a section on Equality, Diversity, and Inclusion. You can find e-learning on mental health and a module on applying for a job as a transgender individual.

University staff also have access to Trans Awareness e-learning opportunities and are encouraged in their guidance for supporting trans and non-binary students and staff to complete these.

Changing your University records

Once you have made the decision to come out or transition, you should notify the Student Wellbeing Services team by completing the following form.

[Notification of Student Transition and Name Change form](#)

It is recommended that you complete the form to notify the Student Wellbeing Services team of your gender identity or trans identity so the team can understand if you would like any University records to be changed.

Student Wellbeing Services can also provide additional support and signposting to other services and communicate with other departments where necessary.

On receiving the form, the Student Wellbeing Services team will follow an action plan which will include liaising with the Student Records team about any changes that may be required to your record and linked platforms / systems.

Your student record will be updated in a timely manner (name change, gender and title as required).

The University will not ask you to provide any proof of medical or transition history at any time.

If you receive a Gender Recognition Certificate (GRC), you have the right to request that all references to your former name and gender are removed from previous records.

The University will not ask you to provide a Gender Recognition Certificate and so any requests to amend historical records will be adhered to without further inquiry. This assumes we are already aware of the change to your legal name, gender, and title. If we were not previously aware, this can be changed by following the process set out in the next section.

Changing your title, name, and information about your sex

Once you have made the decision to come out or transition, you should contact the Student Wellbeing Services via the [Student Wellbeing Manager](#) where you can change your name, title and information about your gender as required. You will be asked to fill in the form below provided by the Student Wellbeing Services.

[Notification of Student Transition and Name Change form](#)

Care will be taken to ensure that records do not link back to former names, which may for example mean creating a new email address rather than simply changing the name on the existing email.

It is important to note that the University holds the following name fields for a student in QL:

- Preferred Name / Familiar Name
- Forename / Surname (Legal name)

A new Smartcard with the correct name and a new photograph will be issued if requested, without any replacement cost to the student.

Changing your legal name

The Notification of Student Transition and Name Change form can also be used to update your legal name with the University. You will also be asked to provide a scan or photograph of one of the following documents:

- Passport (and immigration permission for international students)
- Driving Licence
- Deed Poll
- Marriage Certificate
- Divorce Certificate

You will be invited to email or scan a photograph of the official documentation after completing the form to the [Student Records team](#).

If you wish to update your preferred / familiar name, you can do this without the need for any supporting documentation and you will not need to complete the Student Notification of Change Form as this is not a change to your legal name or legal status. We appreciate this can all seem a little overwhelming and confusing. The Student Wellbeing Services can support you with the process and guide you through what's required.

Updating your Smartcard

If you wish to have a new student Smartcard printed to reflect title, name, or photo

changes, this can be done by completing the following form:

[Notification of Student Transition and Name Change form](#)

Once you have completed this form and received notification that the changes to your student record have been completed, you will be notified by the Student Wellbeing Team on where you can pick up your new Smartcard.

Graduation certificates and alumni

Once an award has been issued, a name change on a certificate can only be made to correct an administration error or due to name change following your transition.

Once a student/graduate informs the University of their transition, all academic records will be changed to ensure that academic references refer to your affirmed gender. Any reference to the previous gender would constitute a breach of confidentiality and could be a criminal offence.

Data protection and confidentiality

Under the General Data Protection Regulations (GDPR) 2018, trans identity and medical transition constitute 'special category' data for the purposes of the legislation. Therefore, it is important to note that, information relating to a person's trans status cannot be recorded or passed to another person unless conditions under Article 9 of the GDPR for processing special category data are met.

Further Information

Support for students

This guidance should be used alongside the following documents:

- [Transgender and Non-Binary Inclusion Policy](#)
- [Guidance for Supporting Trans and Non-binary Students](#)

You can contact any of the following services, networks, and teams for support:

- [Student Support Advisors](#) If you would like to talk to someone in confidence, our advisers are a good place to start and can signpost students to any help they might need. They can also provide practical support and guidance e.g., how to change a student's gender on the University record system.
 - Telephone: 01227 922675
 - Email: studentsupport@canterbury.ac.uk
 - Drop-ins available at Canterbury and Medway.
- [Student Wellbeing Services](#) provides students with a variety of confidential support and advice including mental health and wellbeing and more.
- [CCSU LGBTQIA+ Society](#) this society is a 'safe space' society where students celebrate being part of the Lesbian, Gay, Bisexual, Transgender and Other community and support one another.
- [The People, Culture, and Inclusion team](#) produces strategic Equality, Diversity, and Inclusion initiatives as well as, supporting on LGBTQIA+ campaigns and training.

External support

Below is a list of websites that provide guidance for universities and related institutions on supporting trans individuals:

- [GIRES](#) – Gender Identity Research and Education Society, who provides guidance on the correct use of names and pronouns, how to react positively to the disclosure of a trans individual to you, confidentiality & informing others and how to support trans individuals
- [Government Equalities Office](#) provide legal advice and guidance on current legislation surrounding transgender people and equality in employment including the Equality Act 2010
- [The Be You Project](#) - connects young people in Kent and Medway who are lesbian, gay, bisexual, trans, non-binary or are questioning their sexual orientation and / or gender identity. They offer a safe, welcoming, and non-judgemental space where young LGBTQ+ people can meet to socialise, have fun and help each other.
- [Mermaids](#) – Mermaids supports transgender, nonbinary and gender-diverse children and young people until their 20th birthday, as well as their families and professionals involved in their care. Mermaids also currently offer web chat support to students up to the age of 25.
- [Stonewall](#) - a charity who campaign for many LGBTQIA+ causes including the rights and freedoms of trans people provide a quick guide to starting out on trans inclusion in the workplace
- [Advance HE](#) provide guidance, case studies, and statistics around trans inclusion in Higher Education
- [Gendered Intelligence](#) is a trans-led charity which aims to increase understandings of gender diversity.

Glossary of terms

The trans community has many terms that relate to the people within it and a more comprehensive list can be found via [Stonewall](#) or via [Inclusive Employers](#).