

3G – Student Name: Policy and Procedure

1. SCOPE AND PURPOSE

- 1.1 This policy and procedure is for BU staff and students.
- 1.2 This policy and procedure is to ensure that the recording of a student name is accurate and correct throughout the student journey.

2. KEY RESPONSIBILITIES

- 2.1 BU as an institution have statutory and regulatory duties and a duty to prevent fraud, so we require evidence before accepting any name amendments.
- 2.2 It is the student's responsibility to ensure that the names submitted on their original UCAS application form, and at the point of enrolment matches that on their passport, driving licence or birth certificate. All students must provide identification at the point of enrolment to verify their identity and correct spelling of their name. Where the order of given names as displayed on passports or driving licences differs from that shown in the BU record, it is the student's responsibility to ensure that BU are made aware of this to ensure names are recorded accurately.
- 2.3 Students must notify their Programme Support Office or AskBU in writing as soon as possible if there is any misspelling or discrepancy in the spelling of their name.
- 2.4 It is fundamental that the student name recorded throughout the student journey is correct, i.e. it is verified as a complete match with that on the student passport, driving licence or birth certificate, for purposes of records management, prevention of fraud and effective auditing across all sections of BU.
- 2.5 BU staff are responsible for verifying the correct spelling of student names at the point of enrolment and amending any inconsistencies where the name previously provided on the UCAS application does not match that on the student passport or birth certificate.
- 2.6 BU staff should maintain the student record system with any name changes or amendments in accordance with these procedures and after receipt of supporting evidence of identification. These requests should originate from the student and can come via Partner Institutions.

Policy

3. RECORDING STUDENT NAMES

- 3.1 When students register at BU they are required to provide proof of identify. Except where this policy provides otherwise, the name used on the proof of identity documentation is the one that is registered on the University's systems, will be used for all direct communication with the student and will also be the name that all transcripts and certificates are issued in. It is

necessary to link our records and award certificates with official proof of identity in order to manage risks of fraud and meet record-keeping requirements in connection with immigration legislation and professional regulation. It is fundamental that throughout the student journey the student name recorded and used in these ways is verified by reference to proof of identity documentation.

- 3.2 Some students will change their name during their time at the University. There are a number of reasons why they may wish or need to do so, including a change in marital status, a change to gender identity, or because they choose to adopt a new name for other personal reasons. This policy applies to any request by a student to change their name within University records (which would be the name used on any award certificate issued after the name change takes effect) and any request to re-issue an award certificate in a new name.

Procedure

4. APPLICATION AND ENROLMENT

- 4.1 In order to fulfil our obligations and prevent fraud, every applicant is required to apply using their correct full and legal name as it appears on their passport, driving licence or birth certificate.
- 4.2 Student names are stored and maintained on the student record system.
- 4.3 There is an obligation on students to check this record once it has been created by the University and if there are administration or spelling errors to contact the University so that the appropriate amendments can be made.

5. CURRENT STUDENTS

- 5.1 When students register online, they are given the option to enter a 'Preferred Forename'. This is a name that they may choose to be known as instead of their legal first name (for example, 'Rebecca' might prefer to be known as 'Becky'). BU will use their preferred forename on some internal communications such as Brightspace.
- 5.2 Where a student wishes to change the name used in relation to them in day to day communications with University staff, they may wish to manage this informally themselves through discussions with relevant staff. Alternatively a student may notify such a request to askBU@bournemouth.ac.uk following which a member of staff will contact the student to discuss how best to communicate and manage this change.
- 5.3 Where a student wishes to change their name as shown in the University's systems and records, they should send this request to askBU@bournemouth.ac.uk indicating the new name to be used and whether they wish to request any retrospective change to records. The changes made in response to a change of name will not usually include retrospective changes to the content of records already held by the University. For further information see section 6.
- 5.4 To guard against fraud, before accepting a request to change the name used in systems and records the University will need to satisfy itself that the new details are correct and relate to the student in question. For this reason the student will be required to provide documentation confirming their new name. Examples of documentation that the University will accept include:
- Birth certificate
 - Driving Licence
 - Marriage certificate
 - Decree nisi
 - Passport
 - Deed poll
 - Statutory declaration of change of name

Exceptionally other documentation may be accepted depending on the student's circumstances.

- 5.5 For students who hold a visa, BU will also require evidence that the passport and visa have been updated to match the new name.
- 5.6 Where evidence of a name change is provided as set out above, the request to change the student's name within the University's systems and records will be accepted. All future correspondence and certificates will be in the new name, the student's existing individual records within the University's IT systems will be updated to use the new name, and new records and documents created within University systems will use the new name. The University will discuss with the student the arrangements for the changes, including the date on which the changes will become effective and any liaison with third parties which will be necessary.
- 5.7 Amendments to names can only be made prior to the degree certificate being printed. This timing corresponds to the deadline for registering to attend graduation, which is advised in the invitation to graduate and the Graduation FAQs, but will be earlier if the graduate requests their certificate before this deadline under the early release procedure.

6. RETROSPECTIVE CHANGES

- 6.1 The changes made in response to a change of name will not usually include retrospective changes to the content of records already held by the University at the date on which a name change is notified. This reflects the need to maintain a full audit trail which shows the name in use by an individual at any given time and the level of resource required to implement a full retrospective name change within University records.
- 6.2 However, for any student who has a Gender Recognition Certificate issued under the Gender Recognition Act 2004, the University will take the steps required under that legislation to ensure confidentiality around the student's transition.
- 6.3 Where retrospective record changes are requested by a student who has changed their name as part of gender transition (whether or not the student has a Gender Recognition Certificate), the University will take such steps in response to the request as it considers reasonable and proportionate. The University will need to take into account relevant technical, legal and regulatory considerations and the resource impact of implementing changes, as well as the student's interests.
- 6.4 In all cases where a retrospective change is requested, the University will discuss the request with the student with a view to agreeing the actions to be taken in response. Following these discussions the University will provide the student with information about the steps which will be taken.
- 6.5 The University operates multiple IT systems which include individual student records or accounts, all of which will need amending consistently. In order to implement a name change it will be necessary for the University staff to access and amend the student's record within each system.

7. REISSUE OF AWARD CERTIFICATES

- 7.1 Award certificates issued by universities are relied on by a wide range of individuals and organisations. Therefore, as indicated above it is essential that there are appropriate controls to manage risks of fraud or inaccuracy in relation to the issue or use of award certificates.
- 7.2 The University will issue any award certificate in the name of the graduating student as shown on the official record held by the University. This means that the award certificate will be printed using the forename, middle name and surname of the student as recorded on the student record system at the time the certificate is printed.

7.3 Once a certificate has been issued in the name of the student as they were registered with the University at the time, it is not normally possible to reissue that certificate in a different name. However, an award certificate will be re-issued in a different name if:

- there are errors on the certificate due to a mistake on the University's part;
- the student changed their name and notified the University with the required evidence prior to the deadline described in 5.7 but there was a delay in updating the student record;
- the student has changed their name as part of gender transition since the certificate was issued, and they provide evidence of the change of name as provided in paragraph 5.4 above. In these circumstances a new certificate will only be issued after the original certificate has been returned to the University.

8. SUBU

8.1 The Students' Union at Bournemouth University is a separate legal entity. Students who wish their SUBU records to be amended should email subu@bournemouth.ac.uk.

9. DISCLOSURE & BARRING SERVICE (DBS) CHECKS

9.1 Please note that the students who need to request a DBS certificate may be asked to provide additional evidence of their name change. The DBS Service provides a confidential checking service for transgender applicants. Contact sensitive@dbb.gsi.gov.uk for further information.

10. REFERENCES AND FURTHER INFORMATION

10.1 Transgender Inclusion Policy and Procedure

10.2 This policy was reviewed according to the University's [Equality Analysis Procedure](#) in March 2023.