Guidance for changes to student name and personal details

## Introduction

* 1. Cardiff Metropolitan University applicants, current students and alumni who change their name, gender identity, sex, title or date of birth may request changes to the records held by the University. Such a request will start a process by which the individual will agree the detail of the changes in dialogue with the University.
  2. It is important to make sure that any corrections or changes to your legal name as it is held in the University's official student record system are altered before an award is made. The award certificate presented on successful completion of the programme (i.e. at the point of conferment, your final Examination Board) will bear that name. As this is a legal document, this cannot thereafter be changed afterwards unless it is in relation to gender reassignment as outlined in the Equality Act 2010, personal security, or other exceptional circumstances.
  3. Under the law in England, Wales and Northern Ireland, some changes require official documentation before it can be reflected in University systems and documentation, while other changes can be updated by student request. The aim of this document is to provide guidance on how the University will support requests to update names and other personal details held in its systems and on official documentation and student records.

## Change of Name

* 1. The name in which you apply to the University will be the legal name recorded into the University's student records system database and will be used throughout your academic career at Cardiff Metropolitan University, unless a change of name is formally requested. The name provided will be used on all formal correspondence, documentation and reflected in all University systems. It will appear on your official University record, your academic Documentation (HEAR), your final award certificate and Graduation Programme if you are successful.
  2. The University has a duty to prevent fraud and so can exercise the right to carry out checks as part of the process to update student records and official documentation to reflect requested name changes. For information about the process please see [section 4.8](https://www.cardiffmet.ac.uk/registry/academichandbook/Documents/AH1_04_08.pdf) of the Academic Regulations.
  3. Once you have graduated, it is not normally possible to change the name held on your official record retrospectively or produce documentation in your new name. You cannot, for example, have your award certificate re-issued in your pre-married name if you graduated in your married name and subsequently divorced after you had finished your studies at Cardiff Metropolitan University.
  4. If you want to be known by a different name throughout your studies you can change your name at any time, provided you do not intend to deceive or defraud another person. You can simply start using your preferred name. You can change your forename or surname, add names or rearrange your existing names. Both your legal name and preferred name are stored on University’s student records system. Your legal name will still however appear on all formal correspondence and documentation.

#### Change of Legal Name

* + 1. If you need to change your legal name, the University will update all your University records to reflect the change of name and it will be used from that time on.
    2. A request to change your name as recorded on the University’s student records system during your academic career must be submitted through the [Student Verification Form](https://cis.cardiffmet.ac.uk/SDVForm/authorisationFailed.aspx) or in writing to [enrolment@cardiffmet.ac.uk](mailto:enrolment@cardiffmet.ac.uk) and accompanied by documentary evidence of the relevant change (see Appendix 9.1), either in original form or as a certified true copy of the original.
    3. If you change your name within the University, you should also notify all other relevant external bodies and agencies of the change. Examples include the relevant Student Loans Company, UK Visas and Immigration and personal banking.

#### Change of Preferred Name

* + 1. A request to change your preferred name as recorded on the University’s student records system must be submitted through the [Student Verification Form](https://cis.cardiffmet.ac.uk/SDVForm/authorisationFailed.aspx) or in writing to [enrolment@cardiffmet.ac.uk](mailto:enrolment@cardiffmet.ac.uk) . This request does not require any documentary evidence.
    2. While you are not required to legally change your name, doing so will enable you to change identification documents, bank accounts and, in relation to education, degree and qualification certificates. The University will only be able to issue degree certificates in your legal name.
    3. Following an update to the preferred name field, it will take up to ***48 hours*** for amendments to pull through to all relevant systems.

#### Student Misuse

* + 1. Misuse of the name change facility will be dealt with by the University under the [Student Disciplinary Procedure](https://www.cardiffmet.ac.uk/study/studentservices/Documents/Student%20Disciplinary%20Procedure%202015.pdf).

#### Name Change Following Marriage during Study

* + 1. IIf you decide to marry, your surname will stay the same unless you choose to take your partners name (see the [Deed Poll Office Website](https://deedpolloffice.com/advice/woman-getting-married)). Provided your marriage certificate records both your surname and your partner’s surname, the marriage certificate is sufficient evidence of your change of name.
    2. If​‌‌‌​‌‌ ​‌‌‌​‌​you​‌‌‌​‌​ ​‌‌‌​‌‌and​‌​‌‌‌‌ ​‌‌​​​​your​‌‌​​‌‌ ​‌‌​​‌‌partner​‌‌​​​​ ​‌‌‌​​‌want​‌‌‌​​‌ ​‌‌​‌‌​to​‌‌‌‌​​ ​‌‌‌​‌​take​‌‌​​‌‌ ​‌​‌​‌‌each​‌‌‌​‌‌ ​‌​‌​‌​other’s​‌‌​‌​​ ​​​‌‌‌name​​‌‌‌​ ​​‌‌​‌as​​‌​​‌ ​​​‌‌​a​​‌​​‌ ​​‌​​​double-barrelled surname and it’s clear how the name is derived, then your marriage certificate is sufficient evidence of your name change — you don’t need a deed poll. If it isn’t clear how the double-barrelled surname is derived, then the name will be considered a new surname, and you’ll need a deed poll as evidence of your name change.
    3. To support any changes the University will ask for the relevant documents such as the marriage certificate and/or passport.

## Your University ID Card

* 1. Your name will appear on your University ID card as it is recorded on the University’s student record system. This can be either legal name or preferred name. If changes are made to the student name held in the student record system this will automatically be updated on a new University ID card. The Print Studio team are able to update photographs on request. For any queries, contact [Metcard@cardiffmet.ac.uk](mailto:Metcard@cardiffmet.ac.uk).
  2. The University cannot provide additional University cards in alternative names and an individual can only be issued with one card at a time.

## Change of Gender Identity

* 1. The University aims to recognise you in the gender in which you identify. Individuals may also choose to define their ‘Preferred gender’ on their student record as male, female or other, which may be a useful option for students who are not in a position to commence a formal process of gender transition, or for students who do not wish to identify as male or female. This information can be updated on an annual basis as part of student enrolment. No medical evidence or other documentation is required.

## Change of Sex

* 1. The University needs to keep a record of your legal sex to share with external organisations where required to do so for purposes such as visas and statistical returns.
  2. The University will change your recorded legal sex, as required by law, if you have obtained a Gender Recognition Certificate. University Officers are not permitted legally to ask to see the Certificate, but may ask for documentary evidence, such as a birth certificate or passport.

## Change of Title

* 1. The titles Mr, Miss, Ms, Mrs, Mx are social titles and have no legal status. You do not need to provide any documentary evidence to support a request to be addressed by your preferred title. You may choose any of these options, regardless of your legal sex or preferred gender.
  2. Titles of (British) nobility are different — they are considered part of your name and identity. If you have a title of nobility and you use it as part of your name, HM Passport Office will include it in your passport.
  3. All other titles are not considered part of your name, although generally HM Passport Office will include it as an observation, provided you submit some sort of documentary evidence. HM Passport Office will make an [observation for some titles](https://deedpolloffice.com/change-name/changing-your-title).

## Change of Date of Birth

* 1. In the rare circumstances that your date of birth is held incorrectly on University records, it can be updated following the presentation of any formal document (e.g. passport, driving licence). The University holds this information in the UK format (Date/Month/Year).
  2. If you wish to change your date of birth, e.g. for personal security reasons, your University records will be updated on presentation of documentation that evidences your new date of birth or a letter from a Government Agency or Embassy confirming the change.

## Requesting a Change of Personal Details

**Current Students**

* 1. Requests can be submitted directly through the [Student Details Verification Form](https://cis.cardiffmet.ac.uk/SDVForm/authorisationFailed.aspx)  for personal details changes, including preferred or legal name changes.
  2. If you are a transitioning student and would like to talk to a member of the Wellbeing Team, please email [wellbeingsupport@cardiffmet.ac.uk](mailto:wellbeingsupport@cardiffmet.ac.uk). Alternatively you can request support and advice contact our [Disability, Wellbeing and Counselling Support Triage](https://methub.cardiffmet.ac.uk/students/login?ReturnUrl=%2fForm.aspx%3fid%3d375393). Confirm the intention to change your name or other personal characteristic, at which point a meeting will be arranged. A Wellbeing Advisor will arrange to view your supporting documentation (see Appendix 9) but no copies will be retained. Your advisor can also discuss ongoing support.
  3. All appropriate University record systems will be updated with your requested changes once processed. Such systems include MetHub, Office 365 (Microsoft Teams) and Moodle.

**Past Students**

* 1. If you believe that your circumstances indicate the need for exceptional consideration, or is in relation to personal security or gender transition, requests for a certificate to be reissued in your preferred name should be made to [graduation@cardiffmet.ac.uk](mailto:graduation@cardiffmet.ac.uk) with supporting documentary evidence (Appendix).
  2. Please note that replacement of official documents will carry an associated administrative cost.
  3. If you are a member of Cardiff Met alumni and wish to make a change to your personal details, whether this is preferred or legal you can contact our Alumni team at [alumni@cardiffmet.ac.uk](mailto:alumni@cardiffmet.ac.uk)
  4. Please note that all data held by the University in connection with any change of personal details will be treated in confidence.

## Student Support

* 1. Wellbeing Services offer confidential advice and support to ensure that you can get the most from your studies. We are here to support all members of the student community and value diversity. We will be led by you as to what support you require and what is appropriate for your situation. We can work with you to manage any disclosure to the university and complete any necessary processes associated with this. We can also provide welfare and mental health support, liaise with, or make referrals to external services, and we can support you to communicate your wishes or needs to your course. [[wellbeingsupport@cardiffmet.ac.uk](mailto:wellbeingsupport@cardiffmet.ac.uk) or [MetHub Login (cardiffmet.ac.uk)](https://methub.cardiffmet.ac.uk/students/login?ReturnUrl=%2fForm.aspx%3fid%3d375393)]
  2. You can also speak to a member of the Equality, Diversity & Inclusion Team by contacting [equality@cardiffmet.ac.uk](mailto:equality@cardiffmet.ac.uk)

## 10. Data Protection and Records Management

* 1. The University has a [Data Protection Policy](https://www.cardiffmet.ac.uk/about/structureandgovernance/Documents/Data%20Protection/Data%20Protection%20Policy%20(GDPR).docx) which is a statement of the University's commitment to comply with the Data Protection Act, and a [Records Management Policy](https://www.cardiffmet.ac.uk/about/structureandgovernance/Documents/Records%20Management%20Policy.pdf).
  2. All information pertaining to this document will be processed and kept strictly confidential and in accordance with data protection principles and legislative requirements.

1. **Data Protection and Records Management**
   1. Post-award changes to University Transcripts, Certificates and Verification of Awards may incur a charge. Further information can be found at: <https://www.cardiffmet.ac.uk/registry/Pages/Transcripts,-Certificates-and-Verification-of-Awards.aspx>

## Appendix – Acceptable Supporting Documentation

* 1. **Change of Legal Name**

**For international students:**

**Passport**

It is a requirement that your name in our records matches that shown on your passport.

**National Identity Card**

European staff with settled or pre-settled leave can use their identity card in these cases as an acceptable form of evidence.

**For UK students:**

**A marriage certificate or divorce decree absolute**

If you are wishing to revert from your married name to your previous name we will need to see the above documents, together with your birth certificate and a statement from you confirming the reversion to your previous name for all purposes.

**A certified copy of a birth or adoption certificate**

A certified copy of a birth or adoption certificate showing your preferred name will be evidence of a change of name.

**Public announcement**

You may decide to record your name change by placing an advertisement in a local or national newspaper. This should state that you have stopped using your previous name and have assumed a new one. A copy of the advertisement can then be used as evidence that you have changed your name.

**Statutory declaration**

A statutory declaration is a statement recording your intention to adopt a

new name. For most purposes, a statutory declaration is generally accepted as evidence of your change of name.

**Change of name deed (previously known as a ‘deed poll’)**

A change of name deed is a formal statement to prove that your name has been changed.

If you are a young person under 18 you can only have your change of name recorded by a change of name deed by a person who has parental responsibility for you, although if you are over 16, this can only be done with your consent.

Changing your name by change of name deed can be complicated. If you want to use this as evidence of change of name you should consult an experienced adviser such as a member of the University’s Wellbeing Team, or an adviser at a Citizens Advice Bureau ([https://www.citizensadvice.org.uk](https://www.citizensadvice.org.uk/))

**Police report /Agency letter**

The University is aware that some staff may choose to adopt a pseudonym for personal reasons (including personal safety). If you are in this situation, the University will require a police report or solicitor’s letter for example as verification of the change.

* 1. **Change of gender identity**

No formal documentation is required to support a change of gender identity in student records. The University will change your recorded gender identity in your student records on receipt of written confirmation of your request.

* 1. **Change of sex**

The following documentation showing your sex will be evidence of a change of sex:

* Gender Recognition Certificate
* Certified copy of a birth or adoption certificate
* Current valid passport
* A letter from your doctor or medical consultant confirming your change of sex
  1. **Change of Date of Birth**

The following documentation showing your date of birth for a correction or amendment of your current date of birth;

* Certified copy of a birth or adoption certificate
* Current valid passport
* Driving Licence
* Government Agency/Embassy documentation