

## Student Naming Procedure

<b>Enabling Policy Statement; Executive Owner; Approval Route:</b>	Our Students - Chief Student Officer - Executive Board
<b>Is the Procedure for internal use only (Non- disclosable) ?</b>	Disclosable
<b>Associated Policy Statements:</b>	Our Data - Chief Operating Officer
<b>Authorised Owner:</b>	Associate Director, Student and Academic Administration
<b>Authorised Co-ordinator:</b>	Director of Student Life
<b>Effective date:</b>	March 2025
<b>Due date for full review:</b>	March 2028
<b>Sub documentation:</b>	N/A

### Approval History

Version	Reason for review	Approval Route	Date
1.0	Migration to POPP and Review of Procedure due.	UEC, EB	25/03/2025

## **1. Purpose**

- 1.1. The overarching aim of this Procedure is to ensure the name on a student's record is accurate.
- 1.2. As per University of Surrey Regulations: The name in which a student registers or re-registers for their programme will be the name that is recorded on any transcript or certificate issued by the University.
- 1.3. To ensure that the name provided is accurate, this will be used on all official University of Surrey documents, including degree certificates and The Higher Education Achievement Report (HEAR), campus cards, notifications to external bodies such as the Student Loans Company or Home Office (where applicable), or in official financial processes.
- 1.4. A student's official name must match formal identification – for example a passport, birth certificate, or marriage certificate.

## **2. Scope and Exceptions to the Procedure**

- 2.1. This Procedure applies to all current student records held by the university.

## **3. Definitions and Terminology**

- 3.1. Student Record refers to the record held within SITS for each student.
- 3.2. Preferred name may be a shortened version of an official name, a 'nickname', or a name used before a formal change of name is submitted to the relevant authorities.
- 3.3. Formal identification refers to for example a passport, birth certificate, or marriage certificate.
- 3.4. Official Name refers to the title used within Official documentation, such as birth certificate, passport or driving license.

## **4. Procedural Principles**

- 4.1. Each student is responsible for ensuring their official name on their record is accurate and matches their formal identification.
- 4.2. All students are asked to review the details we hold during online registration at the beginning of their course, and during online re-registration each subsequent year they are registered. It is their responsibility to ensure their name is recorded correctly in Surrey Self Service. An administrative charge may apply if a reprint of any official award documentation is required as a result of providing incorrect information.
- 4.3. If a student notices an error in how their name is detailed in Surrey Self Service, they must report this as soon as possible. They can either visit the MySurrey Hive on campus with a form of identification, or create a case via <https://support.surrey.ac.uk/support/create-case/> for further advice. We will normally require formal evidence of the correct name.
- 4.4. If a student requires a visa to study in the UK, it is particularly important that the University's record of the name matches the name in their passport and visa.
- 4.5. If a student has a Student Loan from Student Finance England/Wales/NI or the Student Awards Agency for Scotland, their name on the loan application should match the name we have on their student record as this will ensure we can link the two records and any payments can then be made on time.
- 4.6. Campus cards
  - 4.6.1 A campus card will contain title, first initial, and surname. This is taken from the student's record. Students should visit the Library website for further information on obtaining a replacement campus card after a change of name or title, and how they use their campus

card whilst at Surrey.

#### 4.7. Accommodation

- 4.7.1 Name, title, and sex may be used when you apply for on campus accommodation, particularly if a student applies for single sex accommodation. The Accommodation Services team will take this information from the student record and it will be used for accommodation offers, reminders, and licences.

#### 4.8. Preferred name

- 4.8.1 The University recognises that students may wish to be known by a preferred name instead of their official name. This may be a shortened version of an official name, a 'nickname', or a name used before a formal change of name is submitted to the relevant authorities.
- 4.8.2 We are unable to use preferred names on official university documents or email addresses.

#### 4.9 Title

- 4.9.1 Title (Mr, Mrs, Miss, Ms) can be amended at any time without documentary evidence, but we ask that students are mindful of where this information appears (e.g. your campus card). Students may also choose Mx (gender neutral). Please visit the MySurrey Hive to amend this, or create a case via <https://support.surrey.ac.uk/support/create-case/>
- 4.9.2 If a student wishes to change their title they can do so at the same time as changing their name, please ensure this is requested.

#### 4.10 Formal name change

- 4.10.1 For a student to change a name (either forename(s), surname, or both) whilst studying at the University of Surrey, we will require documentary evidence of the name change. This may include but not be limited to:
- Passport
  - A marriage certificate,
  - Decree absolute/divorce documents,
  - Change of name deed (deed poll)
  - Police report in the case of a change for personal safety reasons
- 4.10.2 We will not change a name where the intention is to commit fraud or evade detection.
- 4.10.3 Name changes can not normally be requested by a third party, nor actioned by staff at the University of Surrey without the student's permission.
- 4.10.4 If the student does not require a Visa to study they may exceptionally request to change their forename without evidence upon request. To change forename with the University, the student should create a case via <https://support.surrey.ac.uk/support/create-case/> in the first instance. If the student wishes for their certificate to show their legal name they will need to inform the MySurrey Hive 3 months prior to graduation date to have their forename reverted.
- 4.10.5 If a student changes the name under which they are registered at the institution, whether legally or informally, they may need to inform the student loans company, their local authority, any sponsor, and their bank to ensure payments are not delayed. For support with issues of this kind, please create a case via <https://support.surrey.ac.uk/support/create-case/> in the first instance.

#### 4.11 Students from outside the UK:

- 4.11.1 For students who are nationals of a country that does not recognise changes to gender, and will not issue a replacement passport with new details, we will also accept an updated immigration status verification from [gov.uk](https://www.gov.uk) as evidence, in addition to the other

documents listed in section 2.9.1.

- 4.11.2 Students who hold immigration permission in the UK and who change any part of their legal name must [inform the UK Government of their new details](#). The University accepts no responsibility for consequences arising due to failure to notify appropriate external bodies.

4.12 Historic records:

- 4.12.1 The University will keep a record of any previous name(s) on the student record unless it falls under the gender recognition certificate (GRC) where there must be no link to the original data. This is important, for example, when linking records but will not be used on formal documentation.

4.13 Post-award changes:

- 4.13.1 We will not normally change a name on a degree certificate or HEAR after the degree has been awarded. Exceptionally, we are able to change the name in the case of gender re-assignment or where the law requires the University to do so.

## 5 Governance Requirements

### 5.8 Implementation: Communication Plan

- 5.8.1 This Procedure will be published on the University website.

### 5.9 Implementation: Training Plan

- Student Records will provide support and guidance, as necessary.
- Student Records will provide a training session each time that significant changes are made to this Procedure.

### 5.10 Review

- 5.10.1 This Procedure will be reviewed triennially by Executive Board.

### 5.11 Legislative Context and Higher Education Sector Guidance or Requirements

- The University approach to changing names is consistent with the criteria set by the UK Home Office for updating official documents and eVisas. By setting the same requirements for our international students, we ensure individuals avoid the risk of invalidating their ongoing immigration permission. [Government Change of Name guidance](#)
- The accuracy of student records will help to ensure that the University complies with, and is able to monitor compliance with, all legislative and regulatory requirements.
- Data Protection Act 2018
- EU General Data Protection Regulation 2016/679
- Equality Act (2010)

### 5.12 Sustainability

- This Procedure has no impact on carbon emissions or on energy consumption.

## 6 Stakeholder Engagement and Equality Impact Assessment

6.8 An Equality Impact Assessment was completed on **10/12/2024** and is held by the Authorised Co-ordinator.

6.9 Stakeholder Consultation was completed, as follows:

Stakeholder	Nature of Engagement	Request EB Approval (Y/N)	Date	Name of Contact
Governance	Review of Document	N	16/12/24	Kelley Padley, Governance Officer
H&S	Review of Document	N	17/12/2024	Matthew Purcell, Director of Health and Safety
Sustainability	Review of Document			Martin Wiles
Academic Freedom of Speech	Review of Document	N	7 January 2025	Abigail Bradbeer
Data Protection Officer	Review of document	N	18/12/2024	Ewan Robson