

Transgender Policy for Students

1.0 INTRODUCTION

We aim to create an environment where everyone feels welcome and able to fulfil their potential. Everyone has a right to study and work in a safe and non-judgmental environment.

We strive to create an inclusive trans-friendly culture, workplace and learning environment, which is free from discrimination, harassment or victimisation. All transgender (hereafter 'trans') people, people perceived to be trans, and people associated with trans people, such as partners, spouses and other family members, will be treated with dignity and respect. Our inclusive environment will demonstrate respect and dignity for trans people, in terms of: their gender identity; right to study; use of our facilities; name and personal identity; their privacy and confidentiality.

We will provide support to students who wish to take, or have taken steps to change their gender identity. Transitioning is the term used to describe the process someone goes through to change from one gender to another, with or without medical intervention. We recognise the period of transition can be complex and difficult for the individual, and will act in a supportive and sensitive capacity.

This Policy is supported by the 'Guidance Framework for the administration of Transgender Students.'

1.1 Purpose

This policy contains a guidance framework for the administration of supporting transgender students who wish to take steps to change the gender identity they were assigned at birth, or who have already done so. The policy and associated guidance give more detail on how the University's Equality Framework applies to trans people and takes into account the Equality Act 2010 and Gender Recognition Act 2004.

The objectives of this policy are to promote a positive environment in which staff and students are treated fairly and with respect.

1.2 Scope

The policies and guidance aims to ensure that everyone receives appropriate support before, during and after their transition so that they can continue with their studies to achieve their educational ambitions. No member of the Keele community, visitors or contractors should be treated less favourably on the grounds of gender identity or reassignment.

We aim to anticipate and respond positively to the needs of prospective, current and former students in relation to gender identity issues, providing a professional and consistent service so that all trans members of our community feel welcome, safe, valued and supported to achieve their potential and contribute as a member of our community.

This policy applies to (but is not limited) admissions processes; teaching, learning and research provision; scholarships; awarding of bursaries, grants and any other awards; the provision of student support, University accommodation and other University facilities; health and safety policies; personal conduct; student complaints and disciplinary procedures.

Staff are required to contact Human Resources for advice and support regarding trans staff. The University also has dedicated guidance and support for cases of <u>Sexual Violence</u>

2.0 BULLYING AND HARASSMENT

We do not accept any form of bullying or harassment (link to Policy) by, or of, members of University staff or students. It is the right of every individual to choose whether to be open about their gender identity and history. To 'out' someone, whether staff or student, without their permission may amount to a form of harassment and possibly a criminal offence.

Any breach of the Equality Act will be treated as a serious disciplinary offence and can be regarded as grounds for disciplinary action under the <u>Student Discipline Procedure</u>.

If a student experiences any form of bullying or any kind of <u>hate</u> speech or criminal behaviour they should contact <u>Student Services</u> for support.

We also have a dedicated <u>helpline</u> for anyone affected by hate incidents or hate crime. This includes victims of hate crime, witnesses to incidents that could be seen as hate crimes, or anyone who is a third party in an incident that could be a hate crime.

3.0 RELATED LEGISLATION, POLICIES AND PROCEDURES

3.1 This policy seeks compliance with the following legislation:

- Data Protection Act 2018 & General Data Protection Regulations 2018
- Equality Act 2010
- Gender Recognition Act 2004

3.2 The following University Policies should also be noted:

- Bullying and Harassment Policy and Procedures
- Equality Diversity and Inclusion Strategy
- Freedom of Speech Code of Practice
- Grievance Procedures for Staff
- <u>Safeguarding Policy</u>
- <u>Student Agreement</u>
- Student Complaints
- Student Discipline

4.0 REVIEW, APPROVAL AND PUBLICATION

Monitoring of this Policy will be undertaken by Student Services and will be reviewed not less than every three years and will be reported through the Senate Committee.

5.0 DOCUMENT CONTROL INFORMATION

Document Name	Transgender Policy for Students
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	Equality Diversity and Inclusion Strategy
	Freedom of Speech Code of Practice
	Grievance Procedures for Staff
	Safeguarding Policy
	Student Agreement
	Student Complaints
	Student Discipline
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Guidance Framework for the administration of Transgender Students

We recognise that there can be differences between sex assigned at birth and gender identity/expression and will at no time discriminate or victimise as a result of the gender in which a student presents, and will offer active support throughout any transition process.

Despite increasing public awareness of trans issues, a student, or applicant, may be worried about how we or fellow students will respond. Students who feel unsupported may:

- feel they cannot express their gender identity openly;
- feel they have to leave without completing their programme of study and make a fresh start to coincide with their new gender identity;
- experience higher levels of anxiety, emotional distress and have a higher risk of suicide attempts and self-harm;
- be more likely to be the victims of hate crime; both on and off campus.

Each individual trans experience will vary depending on a range of factors. It is not necessary for an individual to be under medical supervision, or to undertake reassignment surgery, to benefit from the legal protection under the Equality Act 2010. Protection begins once a trans person first indicates an intention to transition.

Informing us:

Students wishing to transition can seek support from a staff member with whom they feel comfortable. This might be a Personal Tutor, academic/administrative staff member, Counsellor or a member of Student Support.

It is very important that the student is encouraged to talk to a Student Support Coordinator in <u>Student Services</u> to discuss their intent to transition who will work with them to develop an action plan over the period of their transition.

The Gender Recognition Act 2004 allows individuals who have undergone gender reassignment to obtain a Gender Recognition Certificate (GRC) meaning they are legally recognised for all purposes in their acquired gender.

The following steps are typical of a transition:

- realising a person's sex assigned at birth is not the same as their gender identity;
- a person seeks medical advice and receiving a diagnosis of gender dysphoria;
- they inform us of the intention to transition and commence living in the gender role consistent with a new identity;
- a deed poll or statutory declaration is undertaken resulting in a change of name.

For some trans people further steps are taken these may include some/all of the following:

- being prescribed hormone therapy;
- undertaking surgical reassignment procedures;
- receiving a GRC (requires two years of living in the gender role prior to an application being made and enables a person to have their birth certificate altered to reflect their actual gender identify).

Confidentiality

We will respect the confidentiality of trans people and will not reveal personal information without the prior agreement of the individual.

If a student notifies us in writing of their intention to transition, we will agree what steps will be taken to support the process. A trans person's file will reflect their current name and gender. Any material that needs to be kept related to the person's trans status, such as records of absence for medical reasons, should be stored confidentially. No records will be changed without the permission of the staff member or student concerned.

Transition Arrangements

The action plan will identify an approximate time scale and steps to be taken during the transition. The plan will enable us to make arrangements for time off study and to agree when changes to records should be made. The plan and timescales will be flexible in response to the student's needs.

An action plan may address:

- any time off a student may need for medical appointments or procedures, and/or possible side-effects of any medication;
- any support arrangements and adjustments during the transition;
- when and how to inform the academic department and/or students on the programme if appropriate;
- any emotional support to be put in place such as counselling or referrals to other relevant agencies;

(See 'supporting plan')

Changing Records

We understand that a student may want to change their name at an early stage of the transition process, and that this change be reflected across all University documents, lists and registers.

After a student informs us of their intent to transition, we will update our records as soon as possible after a legal name change is made. If there is a pressing need to update some records, such as class lists for a field trip, we will do so *ad hoc*.

Making a name change:

- through a student statutory declaration or deed poll;
- On receipt of a statutory declaration or deed poll, we will change the student records to the new name, gender pronouns and gender role marker in records.
- We will inform the student of the changes, and reissue relevant documents as required e.g. Keele card, class lists etc
- Links may be maintained to former records, but these are highlighted as secure within electronic records.

Gender Recognition Certificate (GRC)

If a student acquires a GRC they should contact <u>student services</u> to ensure their former name and gender is removed from any outstanding records.

Managing Identity change

A number of identity cards/name badges may need to be changed during the transition period such as:

- Keele Card;
- NUS card;
- Club and Society cards;
- Volunteer/mentor ID badges;
- Other ID badges;
- Gym membership cards;
- Placement ID cards;
- Email Address.

The following documents will also need to be changed (if appropriate):

- online records, e-portfolio/record of achievements, academic biographies;
- UCAS forms;
- all student records and databases, enrolment forms, finance records;
- programme and module lists;
- personal tutor records;
- welfare/disability/counselling records;
- volunteering and mentoring records;
- certificates, for example, council tax exemption, training attendance, degree;
- club and society membership records;
- finance and banking details;
- student loans company/local education authority informed.

Ongoing Support

Our <u>Counselling and Mental Health Service</u> is available to support students at any stage of transition, from pre transition to ongoing counselling throughout studies. The service can also offer advice to any students regarding issues around transition.

A student under medical supervision who has time off studies relating to transition has the right to be treated in the same way as someone who is absent for reasons of sickness.

If time off is required support and/or adjustments are needed, this must be agreed with <u>Student Services</u>. It may be necessary to reduce study hours or take an interruption of studies for a temporary period.

Telling People

If appropriate, and with the agreement of the student, relevant colleagues in the following services may need to be informed:

- Programme teams such as tutors, demonstrators and support staff;
- Fellow students;
- Student Loans organisations;
- Financial Support;
- Records and Exams;
- Appeals and Discipline;
- International (for International Students);
- Student Services;
- Accommodation;
- Library;
- Sports Centre;
- Volunteer placements;
- Work based study placements;
- Genuine Occupational Qualification posts.

If there are any Genuine Occupational Qualification (GOQ) requirements during the student's programme of study such as volunteer placements or work based study communication with these organisations will also need to be agreed with the student.

Award Ceremonies

A student must legally change their name before a degree certificate can be issued in their new name, but it may be possible to have an award presented under their new name even if it has not yet been changed legally. See Student Records and Examinations for retrospectively changing degree certificates.

Practical Issues

1. Appropriate Language

The following informal guidelines on how to interact with people who are gender transitioning may be helpful for staff and fellow students.

- treat people how they present;
- use the name and pronoun that the person prefers. If you aren't sure what the right pronoun is, ask or don't use pronouns. If you make a mistake with pronouns, correct yourself and move on. The important thing is not to make a big deal out of it;
- respect people's privacy. Do not ask a trans person about their birth given or (dead) name;
- do not tell others about a person's trans status unless permission has been granted and/or it has been agreed as part of a support plan for the individual student. If documents have to be kept referencing a trans person's birth name, they must be kept confidential.
- Respect people's boundaries. If you feel it is appropriate to ask a personal
 question, first ask if it is ok to do so. Personal questions include anything to do
 with one's sex life, anatomy (not just genitalia) and relationship status past,
 present or future. Questions such as 'Are you on hormones?' can be considered
 personal.
- Listen to the person, and if necessary ask how they want to be treated.

2. Accommodation

It is preferable to offer a student who is transitioning, or intending to transition, accommodation in a mixed gender block. At the point they begin to live day-to-day in their new gender role, their accommodation arrangements should be assessed for appropriateness and a room transfer offered if necessary and available.

If a person's gender identity changes take place whilst living in halls, Accommodation Services should move the student to the most appropriate type of accommodation as soon as possible. If there is no suitable alternative on campus, releasing them from their contract should be considered and assistance provided to find a suitable alternative.

3. **Confidentiality**

Inappropriate, casual discussion of a trans student is unacceptable, as is disclosure that has not been agreed with the student. The action plan agreed with the student should make clear where disclosure will happen, and arrangements can be changed at any time if the student so wishes.

In most circumstances, the Gender Recognition Act prohibits disclosure of the fact that someone has applied for a Gender Recognition Certificate (GRC). Such disclosure constitutes a criminal offence liable to a fine.

4. Sports and Leisure Activities

The Gender Recognition Act and the Equality Act should recognise in some circumstances, it may be appropriate to restrict a trans person from participating in certain competitive sports. This is to ensure fair competition and the safety of all competitors. Such considerations are dependent on a number of physiological factors and should be decided after careful consultation with the involved parties. The Equality Act makes clear a trans person should be given the same access to sports clubs as any other student. In addition, single-sex clubs should admit trans members, provided they can show identification in the appropriate gender.

5. Toilets and Changing Facilities

A trans person should have access to 'men-only' and 'women-only' areas – such as changing rooms and toilets where possible – according to the gender in which they present. This may mean that a person changes the facilities they use at the point of transition. In some situations, it may be helpful to explain the situation to other students who use the facilities; however, this should only be done following full consultation with the trans person, and if the trans person concerned wants this conversation to take place. It is not acceptable to restrict a trans person to using disabled toilets or other gender neutral facilities.

6. Discrimination and Harassment

Bullying, harassment and discrimination are unlawful and will not be tolerated. Our policies protect the rights of trans student to dignity whilst living and studying at Keele. Some examples of unlawful direct discrimination include:

- refusing to support a student who is trans;
- verbally or physically threatening a trans person or spreading malicious gossip about that person;
- refusing to associate with or ignoring someone because they are a trans person
- sexual harassment of a trans person;
- revealing the trans status of a person to others, either by disclosing information to individuals or groups;
- passing judgment on a trans person's performance or gender;
- refusing to acknowledge the rights of a trans person and failing to acknowledge that a transition has occurred.

7. Graduates Requesting Change of Status

Before documents can be changed retrospectively, the University will need:

- A copy of Deed Poll /Statutory Declaration of Change of Name noting the ex-student's change of name, OR a Gender Recognition Certificate/Birth certificate.
- The returned original degree certificate, or a signed affidavit stating that the original certificate is no longer in your possession and that you are unable to recover it.

We will need to:

- Scan the deed poll name change document and/or the Gender Recognition Certificate/Birth certificate and file.
- Amend the full student record surname, forenames, sex, title, initials as applicable.
- Add a confidential note to the student's record explaining and documenting the change.
- Amend the Final Examinations and Preliminary Examinations files, again, making a note of the new details in the relevant place if the surname has changed.
- Amend the main Graduation List in the Graduation Office

The relevant administrator should write to the following bodies explaining that the student has changed their name:

- The relevant School Office (together with a copy of the relevant documentation outlined above) for their paper files to be amended.
- Student Records and Examinations (together with a copy of the relevant documentation outlined above) for any paper files to be amended.
- The Alumni Office for their paper and electronic files to be amended

Gender recognition certificates (GRC) are issued under the Gender Recognition Act 2004 by the gender recognition panel. The holder of a full GRC is legally recognised in his or her acquired gender for all purposes.

Respect and Terminology

The following informal guidelines on how to treat people who are transitioning may be helpful for a Transgender person's colleagues and fellow students (ECU, 2010).

- ✓ Think of the person as being the gender that they want you to think of them as.
- ✓ Use the name and pronoun that the person asks you to. If you are not sure of the right pronoun, ask. If you make a mistake with pronouns, correct yourself and move on. Don't make a big deal of it.
- ✓ Respect people's privacy. Do not ask what their 'real' or 'birth' name is. Transgender people are often sensitive about revealing information about their past, especially if they think it might affect how they are perceived in the present.
- ✓ Similarly, respect their privacy. Do not tell others about a person's transgender status.
- ✓ Respect people's boundaries. If you feel it is appropriate to ask a personal question, first ask if it is OK to do so.
- ✓ Listen to the person, and ask how they want to be treated and referred to.

Explanation of terms

The language used in relation to trans issues evolves, and reflects changing position and perspectives of trans people in society and its use can be highly individualised.

The definitions of the terms 'gender', 'gender variance', 'intersex', 'non-binary', 'transitioning' and 'transphobia' have been taken from the <u>equality challenge unit's</u> <u>guidance 'trans staff and students in he and colleges: improving experiences'</u> & <u>Stonewall glossary of terms</u>

Acquired gender the new gender of a person who has socially transitioned and had their gender reassigned and/ or legally recognised. It is possible for an individual to transition and receive legal recognition of their acquired gender without medical assistance.

Androgyne someone who identifies as gender non-binary/asexual. May possess traits that are simultaneously feminine and masculine or neither.

Androgyny/Androgynous is having both female and male characteristics or intentionally presenting as neither masculine or feminine.

Ally is a (typically) straight and/or cis person who supports members of the lgbt community.

Ace is an umbrella term used to describe a variation in levels of romantic and/or sexual attraction, including a lack of attraction.

Bi is an umbrella term used to describe a romantic and/or sexual orientation towards more than one gender.

Biphobia the fear or dislike of someone who identifies as bisexual is based on prejudice or negative attitudes, beliefs or views about bi people.

Cissexual or Cis someone whose gender identity is the same as the sex they were assigned at birth. Non-trans is also used by some people. Cisgender, which is more common, refers to a cissexual person who is comfortable with gender norms.

Coming out when a person first tells someone/others about their identity as lesbian, gay, bi or trans.

Deadnaming calling someone by their birth name after they have changed their name; often associated with trans people who have changed their name as part of their transition.

Gay refers to a man who has a romantic and/or sexual orientation towards men. Also a generic term for lesbian and gay sexuality - some women define themselves as gay rather than lesbian.

Gender often expressed in terms of masculinity and femininity, gender is largely culturally determined and is assumed from the sex assigned at birth.

Gender Binary describes the classification of sex and gender into two distinct forms of masculine/male and feminine/female.

Gender dysphoria is used to describe when a person experiences discomfort or distress because there is a mismatch between their sex assigned at birth and their gender identity.

Gender expression is how a person chooses to outwardly express their gender, within the context of societal expectations of gender. A person who does not conform to societal expectations of gender may not, however, identify as trans.

Gender fluidity Gender identity that refers to a gender that varies over time. A gender fluid person may at any time identify as male, female, neutral, or any other non-binary identity, or some combination of identities.

Gender queer is a term for someone who identifies other than female or male. People who identify as gender queer may think of themselves as being both female and male or as being neither. Others may consider themselves to be 'third' gender, identifying as genderless.

Gender identity a person's innate sense of their own gender, whether male, female or something else (see non-binary below), which may or may not correspond to the sex assigned at birth.

Gender reassignment a way of describing a person's transition. To undergo gender reassignment often involves undergoing some sort of medical intervention, but it can also mean changing names, pronouns, and living in accordance with self-identified gender.

Gender recognition certificate (GRC) this enables trans people to be legally recognised in their affirmed gender and to be issued with a new birth certificate. Not all trans people will apply for a GRC and you currently have to be over 18 to apply. You do not need a GRC to change your gender markers at work or to legally change your gender on other documents such as your passport.

Gender Recognition Panel was set up by the Gender Recognition Act 2004 and consists of lawyers and doctors who assess whether an individual is able to satisfy the Act's evidence requirements for the issuing of a GRC.

Heterosexual / straight refers to a man who has a romantic and/or sexual orientation towards women or to a woman who has a romantic and/or sexual orientation towards men.

Homophobia the fear or dislike of someone, based on prejudice or negative attitudes, beliefs or views about lesbian, gay or bi people. Homophobic bullying may be targeted at people who are, or who are perceived to be, lesbian, gay or bi.

Intersex a term used to describe a person who may have the biological attributes of both sexes or whose biological attributes do not fit with societal assumptions about what constitutes male or female. Intersex people may identify as male, female or non-binary.

Lesbian refers to a woman who has a romantic and/or sexual orientation towards women.

Non-binary an umbrella term for people whose gender identity doesn't sit comfortably with 'man' or 'woman'. Non-binary identities are varied and can include people who identify with some aspects of binary identities, while others reject them entirely.

Outed when a lesbian, gay, bi or trans person's sexual orientation or gender identity is disclosed to someone else without their consent.

Pan refers to a person whose romantic and/or sexual attraction towards others is not limited by sex or gender.

Pronoun words we use to refer to people's gender in conversation - for example, 'he' or 'she'. Some people may prefer others to refer to them in gender neutral language and use pronouns such as they/their and ze/zir.

Queer is a term used by those wanting to reject specific labels of romantic orientation, sexual orientation and/or gender identity. it can also be a way of rejecting the perceived norms of the LGBTQi community (racism, sizeism, ableism etc). Although some lgbt people view the word as a slur, it was reclaimed in the late 80s by the queer community who have embraced it.

Questioning is the process of exploring your own sexual orientation and/or gender identity.

Sex assigned to a person on the basis of primary sex characteristics (genitalia) and reproductive functions. Sometimes the terms 'sex' and 'gender' are used interchangibly.

Sexual orientation a person's romantic and/or sexual attraction to another person.

Trans an umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth.

Trans people may describe themselves using one or more of a wide variety of terms, including (but not limited to) transgender, transsexual, gender-queer (gq), gender-fluid, non-binary, gender-variant, crossdresser, genderless, agender, nongender, third gender, bi-gender, trans man, trans woman, trans masculine, trans feminine and neutrois.

Transgender man a term used to describe someone who is assigned female at birth but identifies and lives as a man. This may be shortened to trans man, or female to male.

Transgender woman a term used to describe someone who is assigned male at birth but identifies and lives as a woman. This may be shortened to trans woman, or mtf, an abbreviation for male-to-female.

Transitioning the steps a trans person may take to live in the gender with which they identify. Each person's gender transition will involve different things. For some this involves medical intervention, such as hormone therapy and surgeries, but not all trans people want or are able to have this.

Transitioning also might involve things such as telling friends and family, dressing differently and changing official documents.

Transphobia the fear or dislike of someone based on the fact they are trans, including the denial/refusal to accept their gender identity.

Transsexual this was used in the past as a more medical term (similarly to homosexual) to refer to someone whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth. This term is still used by some although many people prefer the term trans or transgender.

Key Contacts and Further Information

Student Services

Phone: (01782) 734481

Email: student.services@keele.ac.uk

Web link

Counselling and Emotional Wellbeing

Phone: (01782) 734187

Email: counselling@keele.ac.uk

Web link

Keele Equality and Diversity

Phone: 01782 733807

Email::student.services@keele.ac.uk

Web link

Gender Recognition Certificate

Further information can be found at: www.gov.uk/apply-gender-recognition-certificate/overview

<u>The Beaumont Society</u> is a support network that promotes better understanding of the conditions of transgender, transvestism and gender dysphoria www.beaumontsociety.org.uk

<u>Depend</u> offers free, confidential and non-judgmental advice, information and support to all family members, partners, spouses and friends of trans people. **www.depend.org.uk**

<u>The Equality and Human Rights Commission</u> is a statutory body with responsibility for protecting, enforcing and promoting equality across nine protected characteristics – age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, and sexual orientation. **www.equalityhumanrights.com**

The Forum on Sexual Orientation and Gender Identity Equality in Post-School Education promote equality and good practice in employment and the provision of post-school education, with a specific focus on sexual orientation and gender identity, or transgender, equality issues.

www.aoc.co.uk/en/Policy_and_Advisory_Work/employment/representation/forum_so_a nd_gi_equality.cfm

<u>The Gender Identity Research and Education Society</u> initiates, promotes and supports research, particularly to address the needs of people who have a strong and ongoing desire to live and be accepted in the gender in which they identify, although different from that assigned at birth. www.gires.org.uk

<u>The Gender Trust</u> is recognised as an authoritative centre for professional people who encounter gender identity-related issues in the course of their work. In particular, this group

includes employers, human resources officers, health workers and information services. National helpline: 0845 231 0505.

www.gendertrust.org.uk

Gender Identity Clinic accept referrals from all over the UK for adults with issues related to gender. They accept referrals for patients who are aged 17 years and older onto their waiting list. Patients will not be offered an appointment before their 18th birthday. Their team includes psychologists, psychiatrists, endocrinologists, speech and language therapists and nurses who work together in order to provide holistic gender care, focusing on the biological/medical, psychological and social aspects of gender. https://gic.nhs.uk/

<u>Mermaids UK</u> provides support and information for children and teenagers who are trying to cope with gender identity issues, and for their families and carers.

www.mermaidsuk.org.uk

<u>Trans-Staffordshire</u> is a grassroots organization to bring the Trans community of Staffordshire and Stoke together providing several safe and confidential spaces which will provide opportunities for Trans people to meet socially, provide support and offer peer advice for trans people navigating the legal and medical obstacle course surrounding transition.

http://trans-staffordshire.org.uk/

<u>Transgender Zone</u> is an online resource that covers all aspects of transgender issues, including a section specifically for female-to-male trans people.

www.transgenderzone.com

Planner for supporting a student during transition

Action plan for first meeting	(adapt as necessary)		
Area for the student to consider	Notes on discussion (dates for clarity)	Who is responsible / when	Completed
Have I settled on a preferred name and gender?			
Do I need more support and information on gender identify?			
Do I want to formally transition (or already started?)			
What name/gender would I like to be known by?			
Do I want to be known by my preferred name/gender for general purposes?			
Do I want to change my ID badge name/photo?			
Do I want to change my email?			
Do I still have the same address?			
Do the family know?			
Who have I told: -family -friends, colleagues -Tutors, Student services/records -SU/clubs/Societies -work, social groups, -Accommodation services -Student finance? -Bank? -Medical services/Dr etc? -Anyone else?			
Which toilet facilities do I want to use?			

What policies might apply and who should I speak to about support? Do I have any medical appointments due?		
Are there any known timescales for appointments?		
How do any medical issues fit with studies?		
Will I need time off/EC's or leave of absence?		
Will there be a legal change of name? if so how?		
Is there a dedicated support link?		
Who to contact out of hours?		
Who will the plan be shared with?		