

# THE UNIVERSITY OF MANCHESTER

## Supporting Trans\* Staff and Students at the University

### Guidance

August 2022



<b>1. Introduction</b>	<b>3</b>
<b>2. Definitions</b>	<b>3</b>
<b>3. Legal Requirements</b>	<b>3</b>
<b>4. General Guidance</b>	<b>5</b>
<b>5. Practical Considerations</b>	
a. Gender marker and name change	
b. Dress code	
c. Facilities	
d. Informing colleagues	
<b>6. Supporting staff and Students Through Transition</b>	
a. Action plan	
<b>7. Recording Absence</b>	
<b>8. Additional Considerations</b>	<b>8</b>
<b>9. Appendix 1</b>	<b>9</b>
<b>10. Other Support</b>	<b>13</b>

## 1. Introduction and Commitment

The University has a responsibility under the [Equality Act 2010](#) to have due regard to eliminate discrimination, advance equality and foster good relations for all of the 9 protected characteristics including gender reassignment.

This document aims to raise awareness of this aspect of gender equality and provide practical guidance to our trans staff and students, as well as other colleagues, therefore helping to ensure this community is not subject to discrimination, harassment or victimisation.

We place our people at the heart of our strategy and are therefore actively committed to the inclusion of trans staff and students by creating a safe and supportive environment where people are treated with dignity and respect and are able to express and celebrate their gender identity freely and positively.

Any staff or student wishing to transition will be supported throughout the process and this document (used in conjunction with our [trans policy](#)) provides the guidance around this. We recognise that every person's transition is unique and personal to them.

## 2. Definitions

For the purposes of this document the term trans will be used throughout. The word 'trans' can be used without offence to identify people across a range of identities. Identity is personal, important and about affirmation.

People are assigned a sex at birth based on their genitalia. For example, a person born with a penis will be assigned male at birth and will be expected to grow up to be a man. Many people do not identify with this assigned sex and some of these definitions, presented alphabetically, will help:

**Agender:** denoting or relating to a person who does not identify themselves as having a particular gender

**Bi-Gender:** Bi-gender is a gender identity which can be literally translated as 'two genders' or 'double gender'. Bi-gender people experience exactly two gender identities, either simultaneously or varying between the two. These two gender identities could be male and female, but could also include non-binary identities.

**Cisgender,** often shortened to 'cis', is a word to describe people whose gender identity and expression matches the sex they were assigned at birth. 'cis' is Latin for 'on the side of', it is the antonym for 'trans' and is used as an equal term to 'trans'

**Gender Expression:** External manifestations of gender expressed through things such as: behaviour, bodily characteristics, dress, hair style, make-up, name, pronoun and voice.

**Gender Fluid:** refers to someone whose [gender](#) identity changes over time. A genderfluid person can identify as any gender, or combination of genders at any given time. Their gender can change at random or it may vary in response to different circumstances.

**Gender Identity:** The internal deeply held sense of identity felt by an individual. This is not the

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same as 'sex'. Most people will identify as 'man' or 'woman', but for some people it does not fit neatly into either of these choices.

**Gender Marker:** The male (M) or female (F) on a birth certificate, ID or passport that shows someone's biological sex at birth.

**Genderqueer:** people who do not identify within the male/female binary. They may identify as neither male nor female, or with elements of both.

**Non-binary** is a term for trans people whose gender does not fit with the expectation that people should be either men or women, also known as the **gender binary**. There are many different non-binary genders, including but not limited to genderqueer, genderfluid, agender and bi-gender.

**Intersex:** An umbrella term describing people who are born with variations of internal or external sex anatomy.

**Sex:** The biological classification of being female or male usually assigned at birth. It includes an individual's combination of bodily characteristics including chromosomes, hormones, reproductive organs and secondary sex characteristics.

**Trans:** an accepted umbrella term which describes the range of people whose gender identity and expression does not match with the sex they were assigned at birth. This includes, but is not limited to, transgender, genderqueer, agender and non-binary. For example, a trans man is a man who was assigned female sex at birth.

**Transition** refers to the steps that a trans person might take so that their presentation or body better reflects their gender. Transitioning can, but does not need to, include the following: using different pronouns, choosing a different name, wearing different clothes, using different gender facilities, changing gender or sex markers on official records, taking hormones or having surgery. Not all trans people choose to transition. Transitioning is referred to as 'gender reassignment' in law.

**Transmisogyny** is the intersection of transphobia and misogyny that is experienced by trans women and other trans people who were not assigned female at birth.

**Transphobia** is the system of oppression and discrimination towards trans people that exists in society and its institutions. The term transphobia is also used to refer to hatred, prejudice and acts of violence towards trans people by individuals.

### 3. The Law and legislation

Trans people are protected by two key pieces of legislation:

**[Gender Recognition Act 2004](#)** - Gender Recognition Act 2004 allows people who meet certain criteria to apply for a Gender Recognition Certificate. This certificate allows people to obtain certain specific legal documentation, for example birth, death, and marriage certificates, in their new legal gender. The Gender Recognition Act makes it illegal to disclose someone's trans status to someone else without explicit permission from the trans person in question.

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[The Equality Act 2010](#) - Gender reassignment is one of the nine distinct protected characteristics covered under the Equality Act. A person has the protected characteristic of gender reassignment if that person is proposing to undergo, is undergoing or has undergone a process for the purpose of reassigning the person's sex by changing the physiological or other attributes of sex.

In addition to these two pieces of legislation, the Human Rights Act 1998 and the General Data Regulation (Data Protection Act 1998) are also relevant to trans staff and students.

#### 4. General Guidance

The University places its people at the very centre of its strategic plan. The University recognises that each trans person will have an individual experience and journey and that there can be many nuances of gender expression and identity and this document sets out the framework for how the University will support all trans staff and students.

The University aims to create an inclusive and trans-friendly culture, workplace and learning environment, free from discrimination, harassment or victimisation, where all trans people are treated with dignity and respect.

There are many ways the University aims to achieve this, this includes, but is not limited to:

- Ensuring this guidance is disseminated to all staff and students – including those based off site or without access to electronic versions - through the normal communication channels
- Respecting the confidentiality at all times of trans staff, students, visitors and prospective staff and students
- Taking a zero tolerance approach to any form of transphobia or harassment e.g. continual or intentional misgendering, use of slurs, outing an individual, use of someone's former name, discrimination on basis of gender identity or trans status. This is achieved through our [Speak Up Stand Up campaign](#)
- Providing a supportive environment for staff and students who wish their trans status to be known. It is the right of the individual to decide whether they want to be open about their trans status or gender identity.
- Ensuring anyone involved in any part of the recruitment process (from drawing up job specifications to appointment) is fully trained in Equality, Diversity and Inclusion issues – this will be achieved by mandatory taking of online modules [Diversity in the Workplace](#) and [Unconscious Bias](#)
- Encouraging all staff and students to undertake the online training '[Diversity in the Workplace](#)' or '[Diversity at Study](#)' which covers trans equality
- Positive support given to staff and students undergoing or considering undergoing gender reassignment to meet their individual needs during this period and agree how they wish to manage their transition.

No prospective or current student or member of staff will be treated less favourably than any other on the grounds of their gender identity and/or gender reassignment. The University aims to do this by:

##### 4a. In relation to staff:

Ensuring that trans staff are not treated any less favourably than any other member of staff on

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the grounds of their gender identity and/or reassignment in relation (but not limited) to:

- the advertisement of jobs, shortlisting, interviewing and selection;
- induction into the organisation;
- collection and reporting of data;
- training and development;
- opportunities for promotion;
- conditions of service, benefits, facilities and pay;
- health and safety;
- access to facilities;
- access to support services;
- conduct at work including grievances and disciplinary procedures;
- reporting of instances of bullying, harassment and discrimination;
- termination of employment;
- exit interviews;

#### **In relation to students:**

Ensuring that trans students are not treated any less favourably than any other student on the grounds of their gender identity and/or reassignment in relation (but not limited) to:

- applications and admissions;
- teaching;
- learning and research provision;
- the award of scholarships, grants and other awards under the University's control;
- access to student support and related services;
- access to University accommodation and other facilities;
- health and safety;
- student complaints and disciplinary procedures;
- graduation;

### **5. Practical Considerations**

There are many practicalities of working and/or studying at the University that everyone should be aware of that have an impact on trans staff and students

#### **5a. Gender Marker, name change and pronouns**

*“When an individual requests the University will support the individual in making the necessary amendments to all relevant records, including email and student ID cards, with no requirement for official documentation. This will be for the purpose of participation in University life.”*

One of the main concerns for trans people at the university is how to safely update their name and gender markers on all University systems. We endeavour to make this as simple as possible, but there are some areas where we have to comply with legal requirements.

The process is slightly different for staff and students.

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## STAFF INFO

### How do I change my name and gender marker?

As with some name changes for staff (i.e. marriage) certain documents may have to be presented either by email or in person, depending on the change required.

For a gender marker or name change on the HR system, no documentation is required. This can be done by [email to HR Services](#), or by visiting HR Services Reception in person. HR will update the personal information on Resourcelink, which will filter through to other University systems. A list of these will be included here as they are updated.

#### Please note:

- i. Some systems may take up to 24 hours to update.
- ii. Some systems are separate and do not receive a feed from Resourcelink and so you will need to ask for a manual update. These include: DASS records, Chaplaincy Registration, Counselling Service and other third party databases you may be part of. The [Equality and Diversity Team](#) can help connect you with these services.
- iii. For an email address to be updated staff should complete [this form](#) from IT Services – this is necessary as e-mails are on a separate system and do not update automatically. (you will need to be logged in to the IT Support Portal before clicking on the link as you will need to complete the DUO element of the authentication before the Support Portal will open.

At any stage during your time at the University, you can check your personal and equality data using the self-service tool [MyView](#). You will also find the full list of gender markers available on MyView.

For pensions records, the process is slightly different. This can be done by contacting the [Pensions Office](#) with official documentation stating the updated/new name. ID must be one of the following;

- Passport
- DEED POLL confirmation
- Gender Recognition Certificate
- Marriage Certificate
- Driving Licence
- Other Governmental Identity cards

- A copy of your official documentation will be scanned and kept in a secure location as part of your Pensions record.

## Student Info

### How do I change my name, gender marker and pronoun?

Students should email the Equality and Diversity Team ([equalityanddiversity@manchester.ac.uk](mailto:equalityanddiversity@manchester.ac.uk)) who will guide individuals through the current process.

- The member of staff will update the personal information on Campus Solutions, which will filter through to other University systems. Please note: some systems may take up to 24 hours to update.

- The Student Services Centre will contact the Data Quality team to assure that the record

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stays updated.

2022: We are currently experiencing some technical related issues with records staying updated with the correct info – this has been raised as an urgent issue and we ask for patience whilst this is rectified

**Please Note:** if a student would like their email address to be updated they can complete [this form](#) from IT Services – this is necessary as e-mails are on a separate system and do not update automatically. There may also be other systems within students' schools that may need updating separately with the relevant school/faculty.

## Graduate/Alumni Info

Where a graduate or alumni wishes to change the name on their certificate, our guidance is as below:

*Before records can be changed retrospectively, the University will need:*

- Either a copy of a Statutory Declaration of Name Change/ Deed Poll, noting the graduate's change of name and/or gender;
- Or a copy of the individual's new Birth Certificate;
- The returned original degree certificate, or written confirmation that it has been lost or destroyed.
- The individual should contact [Student Services](#) in the first instance
- As with all name changes, there will be a charge for this

## Pronouns

We use pronouns to address people depending on their gender. Pronouns used correctly are one way to show respect for someone's identity. People may use 'he' or 'she', a gender neutral pronoun such as 'they' or a neo pronoun such as 'ze/zie'.

Everyone should be addressed using the pronouns they have requested to be used. All colleagues are encouraged to display their pronouns on e-mail signature and video calls where possible.

More guidance is available on pronouns from [Equality Diversity and Inclusion](#).

Intentionally or persistently using the incorrect pronoun, or a trans person's previous name, constitutes harassment and instances of this nature will be handled through the [Dignity at Work and Study Processes](#).

## Facilities

To accommodate a diverse community, our campus is equipped with a mixture of single gender and mixed gender facilities. The University is committed to providing suitable toilet and changing facilities (changes are not always possible in some building, but people are signposted to their closest all-gender or single gender toilet) and is committed to these being included in all new builds:

- [EPM PM28 Design Guide for WC Refurbishments and Installations](#)

Trans staff and students should use the facilities which best corresponds with their gender identity. Trans staff and students will never be asked to use accessible facilities unless they are preferred by the individual.

A full list of all gender and all gender accessible toilets are available on our interactive map:

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- [Campus Interactive Map](#)

Changing facilities and showers in our buildings are also available and a list of these can be seen here:

- [Shower and changing facilities](#)

Our Athletic Union is committed to full trans inclusion and their guidance includes details of inclusive changing facilities for students who participate in any sporting clubs and associations. Please [contact](#) the AU for more details.

## Dress Code

Flexibility may be required in dress codes while someone is early in transition, new clothes will often have to be purchased. A conversation between a line manager and the individual should happen, taking into account what they are required to wear to work and in line with any health and safety dress codes that the University has. These are applicable to all staff and students. Where a uniform or specialist clothing has to be worn, the University will ensure the staff member has access to a new uniform well ahead of their transition.

## Supporting Staff and Students Going through Transition (care plan)

The University will support any staff member or student who identifies as trans and whatever stage of the process they are at. We recognise that only a small number of trans people will undergo surgery and so we will treat each case on an individual basis.

Not all of the following information in this section will be relevant to every trans person, but we hope it assists in creating a care plan that can be used by those concerned.

It may be useful to meet with a line manager/HR/tutor or school admin team to discuss this and draw up a plan. This meeting can be attended with a trusted colleague or other representative if this is required. The meeting and subsequent plan can be used to discuss various elements such as:

- determining who should be told what and when and how this should occur. This decision should be led by the trans staff member or student in question.
- drawing up a confidential plan for the period of transition and thereafter. The implementation of the plan should be reviewed regularly and reassessed at each significant part of the process. The plan could include the following issues:
  - Confidentiality – the University will respect the confidentiality of all trans staff and students and will not reveal information without their prior agreement;
  - Whether the individual wishes to inform line managers, co-workers/fellow students themselves, or would prefer this to be done on their behalf. When and how this should be done;
  - Whether training or briefing of co-workers, fellow students or service users will be necessary, at what point and by whom this will be carried out;
  - Preferred time for change of name and/or title, personal pronouns, personal details, gender and other relevant required amendments to records and systems.
  - The expected timescale of any medical and/or surgical interventions (if

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- there are to be any) and procedures and the time off required;
- Any time off required for treatment and/or possible side effects from any medication and how this will affect job/study;
- Whether a student wants to continue their course of study, defer for a set amount of time or come to some other arrangement
- Whether there is an opportunity for a member of staff to switch to a different role, if they would feel this was more appropriate for them
- Discussion and signposting to additional services at the University such as Staff and Student Network Groups, Occupational Health and the Counselling Service

[Appendix 1](#) provides a useful checklist that covers most of the issues that need to be considered when an individual is going through this process.

### **Support for Staff Managing Absence**

If you decide to undergo gender reassignment surgery, then the University will support you through this. You will be given a reasonable amount of time off work for appointments to do with your transition, so use the meeting with your line manager/tutor to agree the time that might be needed. This time will be treated separately to any sickness absence – more information can be found on [The People and Organisational Development website](#).

Should you wish to discuss this with someone other than your line manager, then please contact [ALLOUT](#) who will be able to discuss this and signpost appropriately

### **Reporting Transphobia**

The University has a zero tolerance approach to any form of bullying, harassment or discrimination. These issues can be discussed with a line manager or supervisor where it is appropriate.

Any incidences of transphobia can be reported through our [Report and Support](#) Platform. Incidents can be reported anonymously or with the option to receive support from a trained harassment advisor. There is additional advice on steps individuals can take as part of this process on the above pages which should be read in conjunction with making a report, but Harassment Support Advisors will also offer this guidance.

There is additional support for external reporting on the [Support Pages](#) and in the section 'Additional Support'.

As with all instances of reported bullying, harassment and discrimination, where a formal procedure is invoked, resulting action can include dismissal.

### **Training**

There are several training possibilities to help everyone understand and support trans colleagues wherever they may be on their transition.

Information including definitions can be found on our [intranet pages](#)

Online and DVD training resources are also available:

[Supporting Trans Staff in the workplace](#)  
[Talking Transgender](#)

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We also have the possibility to offer further training with regular faculty and university wide training sessions. Please contact Staff Learning and Development for more details of the availability of these sessions.

### **Additional Support (internal and external)**

We have compiled a list of additional support available. Please note that the information contained in these websites will change from time to time. Additionally, we cannot be held responsible for the content of external websites:

Other Support Available – internal:

- [Equality, Diversity and Inclusion](#)
- [People and Organisation Development Partners](#)
- [Managers How to...Supporting A Member of staff who is Transitioning](#)
- [Counselling Service](#)
- [Student Support](#)
- [Student Advisors in Schools](#)
- [LGBT+ Staff Network Group](#)
- [Occupational Health](#)
- [Dignity at Work & Study Policy](#)
- [Supporting Trans staff training](#)
- [All Gender Toilet Map](#) (part of Interactive University campus map)

Other Support Available – external:

- [Sparkle](#)
- [Action for Trans Health](#)
- [LGBT Foundation](#)
- [The Proud Trust](#)
- [Mermaids](#)
- [Gendered Intelligence](#)

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## Appendix 1

### Suggested checklist when discussing a student or staff member's transition

For each section of this suggested checklist timescales and dates and who is responsible should be considered.

#### Name change

Identification cards/name badges that may need changing (including, but not limited to):

- University ID card
- Library card
- Student Union card
- National Union of Students card
- Trade Union membership card
- Club and society cards
- Professional membership cards
- Accommodation access card
- Volunteer or mentor identification

Documents/materials that may need to be replaced or altered (including, but not limited to):

- online records, academic biographies, staff & student directory
- all student/staff records and databases, enrolment forms, finance records
- programme and module lists
- personal tutor records
- occupational health/disability/counselling records
- committee minutes and records, e.g. boards of study, academic boards
- certificates, e.g. training attendance, degree
- club and society membership records
- payroll (and banking details)
- pension: death in service and dependents' benefits
- student loan company/local education authority
- company insurance
- volunteering or mentoring records

Some of the above may require legal proof of name change before amendments can be made.

When a trans person has received a Gender Recognition Certificate, they have the right to request that all references to their former name and gender are removed and replaced with their current name and gender. Given that it takes time to obtain a Gender Recognition Certificate, it is good practice to regard those who have changed their gender as if a GRC was held, from the date of transition onwards (subject to any other legal requirements).

## Process

You should also think about who should inform the following:

- students and other colleagues
- Human Resources
- support departments (finance, student records, accommodation, etc.)
- committee chairs/secretaries
- club and society members
- Volunteer or mentor groups

## Questions to consider:

Are there any professional requirements or attendance requirements that may be affected by the person's absence for medical treatment? For example, absence trigger points, or number of hours in a school or on a hospital placement? How will students be supported to ensure they can complete their programme of study on time?

If the student/staff member is, or will be, undergoing surgery, do they know dates?

If the student/staff member requires time off for surgery and recovery, what process/support/adjustments are needed to ensure the student/staff member remains on their programme of study/in employment, or can return when they have recovered? Will it have any impact on their studies or work?

Will additional cover be required during times of absence?

A person who is absent because of gender reassignment must not be treated less favourably than another person who is absent due to sickness or injury.

## Training

What training is available from Equality, Diversity and Inclusion ([ED&I](#)) and Staff Learning and Development ([SLD](#))?

Will there be a need to arrange training for fellow students, immediate team members and other university colleagues?

Who will deliver this training (SLD, Equality, Diversity & Inclusion, LGBT Staff Network Group, External)?

## Genuine Occupational Requirements (GOR's)

Schedule 9 of the Equality Act provides exceptions where the requirement not to be a trans person is a "proportionate means of achieving a legitimate aim".

In general, a requirement that restricts an occupation to persons of a particular sex should also be open to trans people of that acquired gender. The onus is on the employer to prove that the exception applies and they will generally be rare and on a case by case basis.

Are there any genuine occupational requirements during the student's programme of study or staff

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member's work, e.g. counselling, social care, NHS, charities, schools?

Are there any GOR's volunteer placements or work-based learning?

### **Ceremonies**

During awards ceremonies, if the individual has not legally changed their name or is not out to everyone, which name would they prefer to be used?

### **Discrimination and harassment**

Are staff and students aware of the Dignity at Work & Study Policy? Do they know how to report bullying harassment and discrimination using [Report and Support](#)?