



University of
Salford
MANCHESTER

Supporting Gender Diversity with Students

A Practical Guide for Colleagues

Version 1: September 2019

Supporting materials:

- Trans & Non-Binary, and Transitioning Policy
- Colleague Guide to Supporting Trans and Non-Binary colleagues
- Glossary of Terms – Trans & Non-Binary

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This guide is designed to be used by colleagues to provide the best experience possible for students who identify outside the gender binary and/or are trans(gender). It is designed to be read with the university's Trans and Non-Binary policy / transition policy for colleagues and students as well as the accompanying glossary of terms.

University Statement

The University of Salford is committed to achieving an environment in which all colleagues and students are treated with respect and in which zero-tolerance approach is taken to bullying, harassment and discrimination. Discrimination, harassment and victimisation in relation to gender identity and expression will not be tolerated anywhere in the university – whether it is directed towards colleagues, students or visitors. The University will take all appropriate steps to protect its colleagues and students from discrimination.

All people at the university have a gender identity and we will treat that with dignity and respect. We consider any gender identity outside the gender binary as valid gender identities and we respect personal pronouns. Trans and Non-Binary people are a valued part of the University and its future and their contribution is vital.

Senior Champion for LGBT+ Colleagues

The University of Salford greatly values the diversity of experiences that our colleagues and students bring to us. We are committed to promoting equality, diversity and good relations in everything we do; we are committed to equality of opportunity throughout recruitment, employment, and study, including supporting Trans and Non-Binary employees and students through any transitioning processes. We do not tolerate any forms of discrimination, victimisation or harassment based on a person's gender identity, gender expression, or Trans* status. Here at Salford, we seek to provide a supportive and respectful environment for Trans and Non-Binary and Non-Binary colleagues and students where they can thrive.

We believe that this policy is a positive step in showing our commitment to Trans and Non-Binary colleagues and students.

“We are committed to promoting equality, diversity and good relations in everything we do”



**Neil Fowler
Dean of Students
LGBT+ Champion**

What is Gender Diversity?

Many of us often take it as read that everyone fits into one of two binary genders, male and female, because that is what we have grown up with. Most of our forms, applications and processes automatically ask if we are male or female without us even realising it; this reinforces how we think about gender. Spend a day or a week recording how many times you are asked if you are male or female or read things with only two gender options: male and female; you will be surprised!

However, when we asked our students at registration for the first time in 2018 nearly 2% of registering students did not use the traditional pronouns of he/him or she/ her, and this number will only grow.

By gender diversity, we mean:



Everyone has a gender which is personal to them and everyone has the right to define their own gender



Some people do not identify as the gender they were assigned at birth.



That gender may not be the traditional binary genders of male and female



Some people opt to transition to the other binary gender (Trans*) and others may see themselves outside the traditional binary genders (Non-Binary).

Both Trans and Non-Binary are umbrella terms that cover a whole spectrum of different gender identities. It is very complex, and we cannot possibly cover everything in this short guide to supporting these students. If you need any further information, please contact the askUS specialist Diversity Team in University House or have a look at the links to outside organisations which may be able to help. These details are at the back of the guide.

Why is gender diversity important to the University?

Quite simply we aim to be an inclusive environment where everyone can thrive academically and socially and be the best they can be. It is not our place to force someone to be someone else or make them hide their true self or discriminate because of something they cannot change or do not want to change about themselves. We are here to help them achieve academically and give them the skills to make a success of their lives.

There are legal reasons why we need to do this. One of the nine 'protected characteristics' described in the 2010 Equality Act is 'gender reassignment' (here at Salford we use the word 'gender identity' instead as it is more inclusive) and we have a legal duty under this act to take into account the differing needs of these characteristics and eliminate unlawful discrimination, advance equality of opportunity and promote good relations amongst different groups of people. However, compliance is not why we do it, we do it because we believe that everyone has the right to the best possible education, and that even today, many groups have barriers to make this a reality. We want to make a difference!

Our policies set out our commitment and duties towards Trans and Non-Binary colleagues and students, this guide is more about the practical support and processes that exist at the university for these students.

There is also a useful glossary of terms that are used both in this guide and the policy which are downloadable here as well. Remember language is important to people as it defines their identity, and this language is constantly evolving, so we will keep this glossary up to date for you. Please consider language when talking to Trans and Non-Binary students and if they correct you please use the language, they ask you to use.

Finally, we all have our own personal opinions. We are not asking you to change your opinions, we are merely asking all colleagues to be respectful of all students. Being Trans or Non-Binary isn't an easy thing for anyone and they will have thought about 'coming out' very carefully. It will be important to them, so we need to respect their identity and be student focussed. **Simple as that.**

Student choice and disclosure

The University of Salford is committed to achieving an environment in which all colleagues and students are treated with respect and in which zero-tolerance approach is taken to bullying, harassment and discrimination. Discrimination, harassment and victimisation in relation to gender identity and expression will not be tolerated anywhere in the university – whether it is directed towards colleagues, students or visitors. The University will take all appropriate steps to protect its colleagues and students from discrimination.

All people at the university have a gender identity and we will treat that with dignity and respect. We consider any gender identity outside the gender binary as valid gender identities and we respect personal pronouns. Trans and Non-Binary people are a valued part of the University and its future and their contribution is vital.

It is entirely up to a student whether they want to tell us their gender identity, but if they do disclose, we need to act on it at a pace they are comfortable with. It is important that we don't tell them about all the support we have and start changing their personal details when they may not be ready for that pace of change. Transition is a journey and the speed of that journey differs from person to person. Listen and be supportive and ask them what they would like to happen next. They may not know because there will be many things they will have to consider. If they are unsure, list the options available to them, keep in contact with them, and be ready to act when they are ready. It will always be a good idea if they meet other Trans or Non-Binary people or get in contact with support organisations that support them, so suggest this or askUS can put them in contact with another Trans or Non-Binary student if that is appropriate and they would like to. Whatever you do, do not ignore it or question their identity.



We have started asking questions about a student's gender identity during online registration, so some students may have disclosed to us via this route. Note that information on a person's gender identity is confidential and we only use this information anonymously for our duties under the Equality Act. It is not information we can share with all colleagues without their permission. We also collect information on pronouns and title (Mx is the main gender-neutral title). This information is public.

AskUS have a small specialised team that can make the process of transitioning or gaining support much easier for students - contact us on 0161 295 0023 or lgbt@salford.ac.uk . Students and colleagues supporting students can contact us this way

How do I access further training?

We deliver a range of diversity training, online and face to face. Over the years we have delivered Trans and Non-Binary specific training and have had huge interest in this training. We will continue to do this. We are always willing to consider bespoke training in this area based on need. Please contact us using the contact details at the end of this guide to discuss your requirements.

There is also a very good free online training toolkit produced by GIRES. We recommend that you do this before requesting bespoke training as, along with this guidance, it may answer your questions. Note, that, like all toolkits, it is not perfect – for example it concentrates on Trans* women’s experiences and merely alludes to Non-Binary identities and Trans* men.

It can be accessed at:

<https://www.gires.org.uk/e-learning/transgender-awareness-for-employers-service-providers/>

If you are a line manager and think your team needs specific training in this area, please contact us at lgbt@salford.ac.uk



When things go wrong, Report it!

Transphobia is widespread in society, and discrimination and hate against Trans people is illegal.

It is important that Trans and Non-Binary people feel comfortable reporting any hate crime, bullying or harassment or sexual violence (which is also very common against Trans* people). To do this they must trust us to take it seriously. If someone tells you of an incident the most important thing is to listen to them, take it seriously and let them know what to do next.

The University is currently implementing a universal reporting system for all bullying, harassment, hate crime and sexual violence, so that we can monitor, support and take appropriate action for any incident from a colleague or a student. This will be promoted when it is launched widely so do look out for this.

In the meantime, after you have done the above, either let askUS know or give them the contact details to report the incident.

Report-It@salford.ac.uk or ring 0161 295 0023.

Note also that the University is a Third-Party Hate Crime Reporting Centre, so anyone - colleagues, students or members of the public - can come to the university and report an incident whether it happened at the University or not. Please use the contact details above to report Third Party Hate Crime.

We have trained specialists in askUS for reporting hate crime and bullying and harassment, and they are specifically trained to deal with Trans and Non-Binary incidents.

Please ensure that all incidents are reported.

Deliberate misgendering is not acceptable.

Deliberate misgendering is a hate crime. Gender identity and gender expression are not the same thing and you cannot assume that because someone presents in a certain way that they identify with a certain gender. We all make those assumptions all the time and it can take time to see gender in a different way. If someone lets you know you have misgendered them, apologise and try not to do it again. If you do misgender someone, do not make a big deal of it as this can be embarrassing. Apologise, correct your mistake and move on quickly.

Misgendering someone can be hurtful and as a university we want to ensure we are giving all students a positive experience. At tutorials, meetings and in small groups where people don't know each other, it can be a good idea for everyone who is comfortable doing so to introduce themselves with their name and their pronouns. *"Hello, my name is John Smith, I am an IT Analyst and my pronouns are He/Him"* It can make people more comfortable in the meeting and when you have done it a few times it is quite a natural thing to do.

It is always best to use gender neutral language, but we do know sometimes this may not be possible. If using they/ them/ their doesn't work for you in a specific situation then it is much easier to avoid pronouns altogether and use people's names. It is polite as well.



Simple practical things to do to support Trans & Non-Binary students

- ✓ **Be proud of your own pronouns!** By putting them on your email strapline this shows that you are inclusive of other people's pronouns. This is a great way to show you are Trans and Non-Binary friendly. It is best just to put:
 - ✓ **Pronouns:** He/ Him OR She/Her or They/ Their etc. Don't say 'preferred' as they are your pronouns, not what you would prefer people to use.
- ✓ When talking to groups or when you are unsure of someone's gender **try to use gender neutral** language, never phrases like 'Boys' and Girls' or 'Ladies and Gentlemen'. Never be afraid to ask someone's pronouns or even simpler, just use their name that they have given you.
- ✓ If you know a student identifies as Trans or Non-Binary, do make it clear to them that you will support them and make them feel comfortable in approaching you if anything happens. **If they trust you and your intentions, very little else matters – you will be a true ally!**
- ✓ **Don't ask personal questions about someone's transition.** It is not appropriate, and you could be making assumptions.
- ✓ Make sure that they are aware of the **range of support that is available at askUS**, and if they are nervous about contacting askUS, do it with them. It can be a big step for many people.
- ✓ **Be a visible ally**, wear a rainbow lanyard (and know what it means) , use their name and pronouns and stand up to transphobia when you see or hear it.



The main thing to remember is that it is very rarely easy to be Trans or Non-Binary, largely due to societal attitudes. The anxieties that all students face about starting university can be even worse for a Trans or Non-Binary student. Are people going to accept me? Talk to me? Misgender me? Am I going to meet other people like me? Will I be ok in my authentic gender? It is little wonder that many students face poor mental health! Our job is to be their ally. Listen to them and take them seriously. Most of all, treat them as human beings not just as a Trans identity. It is one aspect, albeit an important one, of who they are.

We have colleagues in askUS that are trained to be the main point of contact to help Trans and Non-Binary students, so please refer students on to them to ensure they are getting the right support and so that we can respect these student's privacy. askUS can arrange for details to be changed on all systems, can make introductions to other Trans and Non-Binary students, can make referrals to specialist support services both within the university and outside, help if things go wrong and be a friendly face to go to.

We have a centralised system to make it easier. We do not know if a student has a Gender Recognition Certificate and we cannot ask them as this is illegal. If they have, then sharing information about their identity without permission is also illegal, so it is best to assume they have. We have a checklist and will agree with the student, what needs to happen, who needs to know and over what timescale. And most importantly they sign this agreement to say we have their permission.

Please do encourage the student to make an appointment with a Trans* student support specialist in askUS by emailing lgbt@salford.ac.uk, telephoning 0161 295 0023 or come into University House for a chat.

Before starting University



Family/ carers

Many Trans and Non-Binary people will be rejected by their families or carers or have difficult relationships with them. It is quite common for Trans people to be estranged from their family, not accepted by their family in their new gender, or may not have told their family so be careful when you are talking to a young person you think may be Trans or Non-Binary in front of their family or carers. If they have a good relationship with their family, they are more than likely to talk about their gender identity in front of them. In this situation let them bring it up, just in case. Families may still be using 'dead names' (name assigned at birth) so that may be confusing for us as well. Always take your cue from the student not the parent. If they haven't got a parent with them, they may be estranged (this is one of the main reasons young people at university become estranged), so be aware that they may need to be signposted to askUS for support around estrangement as well (StudentDiversity@salford.ac.uk)



UCAS

UCAS are currently considering non-binary options to go live for Sept 2021 entry. At present, many young people will have to apply via UCAS in their 'dead' gender as their history up to that point may be in that gender including certification, passports, references etc. as they haven't had an opportunity to make changes. It is really important to be aware of this. The information from UCAS overrides any change of name we make before registration, daily. So even if a prospective student makes us aware of their new name and we change it, it will revert to the UCAS name the next day. At present it is best to be open with the student and explain this to them and refer them to the Trans specialists in askUS for help and support, so that their details are correct from the start of their course.



Open days

Always address the students in the name that they use, not in the name their family or carers use, which may not be the name they have applied to the university with. If this is the case, away from family tell them politely that you notice they use this name but their UCAS application is another, and ask if they want us to change this on university systems? As above, be realistic and tell them that sometimes UCAS will override these changes but that we will do our best. Let them know about all the support we offer.

Try to think about the less obvious. Will you need to change name badges or lists at the last minute? Will you need to have to hand sanitary products in case a Trans* man needs them? Are the Student Ambassadors trained in Trans and Non-Binary inclusion and feel confident delivering campus tours and the questions that may arise? Are accommodation tours appropriate? etc.

Ensure you let prospective students know not only where the gendered and accessible toilets are, but where the gender-neutral toilets are as well. Every building apart from Cockcroft has at least one. This should become normal practice. A campus map with accessible information, including gender-neutral toilets is available <http://www.salford.ac.uk/about-us/travel/campus-map>. Click on the letter of the building and the information will appear.



Summer Schools

In applications always include opportunities for applicants to declare their gender and gender identity as well as pronouns (including non-binary options) and free text about any additional requirements.

It is best practice to mix genders in accommodation such as CLV where the accommodation is in individual rooms with en-suite. This means that there can be no issues around (mis)gender segregation. There may be issues with this approach (e.g. because of cultural backgrounds) but if this is case state that the accommodation will be mixed and if they require gender segregation, we have some accommodation that is single sex, ask people to tick a box to request this.

For sports/ changing facilities this should be in individual cubicles. If this is not available, allow all people to change in their en-suite facilities instead of just asking Trans and Non-Binary people to do this. Most schools and colleges have non-gendered cubicle changing facilities now, so this is an expectation at a Summer School from many.

Ensure that activities are not gendered and that information about support for Trans* learners is available.

Admissions

Colleagues engaged in student admissions should have awareness of Trans and Non-Binary needs. Potential applicants should be made aware of the University's support for Trans and Non-Binary people, and any specific enquiries should be handled sensitively. Telephone conversations, through which much of admissions work is conducted, can be challenging, so it important not to make assumptions about a caller's gender based on voice, etc. Best to use gender neutral language or given names.

Information for Trans and Non-Binary students is available on the University's website and in publications such as the undergraduate and postgraduate prospectuses. All written material should be written in gender neutral language and reflect the support we offer for Trans and Non-Binary students.

Ensure all direct applications have inclusive gender choices including a non-binary option.

Registration

Welcome and registration events can be difficult for all students but particularly Trans and Non-Binary students. Many will be nervous about whether their fellow students and university colleagues will accept them: how will I let people know nicely that they have misgendered me? Will my name and gender be right on university systems or how do I go about changing it? Will people know what Non-Binary is? Many will be using this opportunity of a new start to be themselves, so it may be all bewildering.... and quite scary.

The best thing you can do for Trans and Non-Binary students is welcome them as themselves to the University and include them into University life, as their authentic selves.

Unfortunately, the UCAS application system is not gender variant friendly at present, although this is currently being addressed. This means that it is quite possible that a Trans or Non-Binary student's gender and name will not be right from the outset on university systems when it has come from UCAS.

If a student asks to change their name, title or gender details during registration or welcome please contact askUS. We will ask them to fill out a template letter so we have this request in writing and we will change all details for the student. This will make it much simpler. It will also be an opportunity for the Adviser to go through the checklist (at the back of this guide) with them.

If the information is not right and you misgender or misname someone based on the information you have, and they correct you, just apologise, and ask if they would like those details reflected by the university. If they say yes then offer to contact askUS, or if they prefer, give them askUS details. The best way is to email LGBT@salford.ac.uk as it is more private with only a few people having access. If the askUS team are around at registration, introduce the student to them with their permission and an askUS Adviser can arrange everything for the student.

Don't make a big deal of it or ask any personal questions, just be understanding and make sure that they know where to get support from.

The University of Salford Trans and Non-Binary Forum will be meeting socially each September and bi-monthly from then. This is an excellent way for Trans and Non-Binary students to meet other Trans and Non-Binary students. Meetings will be advertised in the Welcome Guide and on the website and askUS will have the information about the forum.

Changing names on university systems

We have made it as easy to change names for Trans and Non-Binary people who need to do this after application/ registration to the university. AskUS have a few specialist colleagues who can do this quickly and easily. University systems are complicated, and it is not only the Student Records System (Banner) that needs to be changed but also email addresses, Blackboard, class lists, accommodation providers information, etc.

**Direct student
to contact
AskUS**

We do not ask for any documentation for changing a student's name but ask them to fill out a template letter from them to us stating that this is what they wish to happen and stating the new name, title, pronouns and gender. askUS will then arrange this for them and for the student to get a new ID card (new ID cards can be produced when they are required after this point, free of charge, for Trans and Non-Binary students).

In this system we can manage the number of people are involved in making these changes and have the opportunity to talk to the student at the same time about all the other support that we have, so we encourage all colleagues to ask the student if it is ok to contact LGBT@salford.ac.uk at askUS so we can make these changes centrally.

**We will contact
the school**

We will also, as part of this process, contact the School – usually the SOM, Programme Leader and Personal Tutor (with the student's permission) to request school records including class lists are changed and to offer support and training for colleagues who may need it. This email also lets these colleagues know that it is their responsibility to cascade this information down to all teaching colleagues. **We provide a template email for schools to adapt for this purpose.**



Top tips: for colleagues

Respect

Whilst each Trans and Non-Binary student will have specific needs, the University recognises the basic principles of respect to be upheld when working with a Trans or Non-Binary student:

- Respect a student's gender identity from the beginning and do not question it. This means using their pronouns, and chosen name, from day one, if this is what the student wants to happen.
- Respect personal boundaries. Some students will discuss their transition openly, others will want to keep this experience private. Be led by them.
- Do not disclose a student's Trans* identity or transitional status to anyone else without their explicit consent. This is illegal.
- If you are unsure how to address a student, politely ask how they wish to be known, and what pronouns they prefer.

What happens if you use the wrong pronoun? Mistakes happen. Apologise, correct yourself and swiftly move on. Do not attempt to draw attention to your mistake – this will only make the student feel more uncomfortable. Colleagues can 'practise' using more unusual pronouns (they/them, etc.) via the following webpage:
https://www.practicewithpronouns.com/#/?_k=1aw9lf



Dealing with transition related absence

- Be aware that students may take time off to attend medical appointments or treatment. In the event of absence, the University will seek to provide reasonable and appropriate support to the student. This may include the rescheduling of seminars and lectures (where available), extension of deadlines and working closely with personal tutors to allow the student to catch up on missed learning opportunities.
- If you are concerned about a student's attendance because of a transition, please contact askUS in the first instance by emailing lgbt@salford.ac.uk for advice.



Communicating support channels

At the University and in the wider Manchester area, there are networks of support available for Trans and Non-Binary and transitioning students. Students can be directed to these sources of support by academic colleagues (see list at ends of this booklet), but also remember that there are people within askUS who may be able to make referrals more easily.

Confidentiality

- Information on a person's gender identity will be treated as sensitive personal information under the Data Protection Act (1998). As part of ongoing discussions with the student, it will be agreed with whom information about the student can be shared. Casual disclosure is unacceptable.
- In specified circumstances, the Gender Recognition Act prohibits disclosure of the fact that someone has applied for a Gender Recognition Certificate (GRC). We do not know this, so it is best to assume every Trans* person has a GRC.

Always remember though that if the student trusts you and you are making their life easier, then they probably won't make a complaint because you have accidentally disclosed something about them. Mistakes can happen, but if they do complain let us know by emailing us at lgbt@salford.ac.uk

Inclusive curricula

Academic freedom is incredibly important to universities, and it is clear why. However, it is also important to be mindful of your audience and what emotions and feelings that a discussion could bring. If you had a student who had experienced genocide how would you approach teaching the subject? If you had a student that you knew had experienced sexual violence and you wanted to discuss this what would you do? Equally when approaching any protected characteristic – be it race, sex/gender, sexual orientation, disability, gender identity and expression, faith and religion, how you approach it is important and always remember that you could be reinforcing negative stereotypes or trigger something in your audience. Many Trans and Non-Binary students have poor mental health, in part, because of this.

Positive role models and discussions should be welcomed. If you plan to have a discussion that may involve gender identities, get advice beforehand either from Trans and Non-Binary students that may be participating, or if there are no Trans or Non-Binary students in your area, ask other academics, the Inclusion & Diversity Manager in HR or the Student Inclusion & Diversity Manager in askUS for advice.



Additionally, Stonewall and the University of Birmingham have produced this resource on the subject:

<https://intranet.birmingham.ac.uk/staff/teaching-academy/documents/public/lgbt-best-practice-guide.pdf>

Letting people know

Students who are transitioning need to be in control of the speed at which it happens (it is their transition, not ours), and we should never rush them. Support them at the speed they are comfortable with. Never disclose this information without gaining the permission of the student, and don't assume that because they have agreed for you to let one person know then that means you can tell others. If they see someone from askUS we will ask these questions as part of our process, so it is always best to refer on to askUS.

Many students find telling other students harder than telling colleagues, but how this happens is the decision of the student too. If they would like you to let the students on their course know, then ensure that you agree with them how this is done. In our experience most students prefer to let their fellow students know themselves and not make a big deal of it.

Salford Trans* Forum

The Salford Trans* Forum is a group made up of Trans and Non-Binary students, colleagues and members of the local community as well as cisgender allies. It meets every two months most of the year and is a forum that is responsible for co-creating the University's action plan in this area. Apart from this function it also is an opportunity to bring up any issues, and most importantly for Trans and Non-Binary people to meet other Trans and Non-Binary people.

AskUS will always ask Trans and Non-Binary students if they want to be involved in the forum but anyone interested can come along.

Please contact Arron Pile, Student Inclusion & Diversity Manager if you or any of your student would like to be involved. A.Pile@salford.ac.uk

Student union (USSU)

The Student Union are a fantastically Trans and Non-Binary inclusive organisation and the University works closely with them in supporting Trans and Non-Binary students and marking Trans* specific dates (such as Trans* Day of Visibility and Trans* Day of Remembrance). They also hold many other events themselves like coffee mornings and the weekly Trans* only swimming sessions in the Sports centre. Importantly they can hold us to account if we get it wrong!

<https://www.salfordstudents.com/>

The Student Union has a strong **LGBTQ+ Student Society** which is Trans and Non-Binary inclusive. Always encourage students to both seek support and get involved in their activities.

Health provision



Trans and Non-Binary healthcare is important in many Trans and Non-Binary people's lives at some time, especially in the early stages of transition, if they do decide to undergo a transition as part of their gender identity. It is a necessity if they want to undergo any medical interventions. Not only is it a difficult topic of conversation to have, many G. P's are not knowledgeable in this area, and/ or are not Trans or Non-Binary friendly. To access useful healthcare students will have to let their G.P know for things like referrals to Gender Recognition Clinics, access to hormones and bridging prescriptions, mental health referrals, but also to day to day healthcare which could be impacted by a transition as well. If they use their family or carers' G.P this can also be awkward, and many choose to change G.P when starting university. In Greater Manchester look for G. P's that have been awarded '[Pride in Practice](#)'

[The University Medical Centre](#) in Maxwell building has two G. P's at present who are particularly good with Trans and Non-Binary healthcare knowledge, and we are working with the other colleagues to ensure that this knowledge is shared amongst all colleagues.

Our Counselling and Wellbeing team in askUS have generic knowledge of Trans* mental health issues and we are looking to upskill one person in the team to have a specialism in this area.

Finally, the Trans* askUS specialist advisers have knowledge and can make external referrals to Trans and Non-Binary friendly health care specialist, so please ask us!

Mental Health

A very large percentage of Trans and Non-Binary students have poor mental health. The most important thing to remember is that it is not their gender identity that is responsible for their poor mental health but society and other people's views on what gender and identity should be. The best way to improve mental health for these students is to not impose our ideas of gender on them and to respect their gender. It really does make a difference!

Urgent mental health issues should always be referred to the [Counselling & Wellbeing team](#) in the normal manner and a mental health crisis should follow the normal processes.

However, sometimes it is useful, if it is not a crisis, to refer directly to the askUS specialist team (lgbt@salford.ac.uk) who can make referrals to both the Counselling & Wellbeing team and specialist external organisations such as [42nd Street](#).

Trans* student ambassadors

We are always eager to recruit Trans* Student Ambassadors who will work with us to carry out things like training, school events and other events and celebrations – and get paid for it! It is important for the University to have Student Ambassadors that reflect the University's diverse student population.

Meeting people

One of the most asked questions we get is 'How do I meet other Trans and Non-Binary people'.

The askUS specialist team will, if requested, arrange for Trans and Non-Binary students to meet another Trans and Non-Binary students in an informal mentoring arrangement. We have found this very useful in reducing isolation and creating wider social friendships. There is also several Trans* specific groups that meet in Greater Manchester that we can also suggest. And, of course, the Salford Trans Forum (see above) at the University is a great way to meet other people.

Uniforms (e.g. nurses)

There are a few courses at the University which have placements for which a uniform is required (e.g. Nursing). The associated Trans and Non-Binary Policy sets down our general stance on the wearing of uniforms and should be referred to initially. We recommend that the student speak to their programme leader or personal tutor, who should normally be able to sort it out. In Nursing for instance, the student nurses' uniform varies slightly in the design of the neckline. Trans and Non-Binary students can choose which one suits their identity best. If there are any problems with issues around uniforms, colleagues and students can contact askUS at lgbt@salford.ac.uk for advice.

Placements/ working with external people

As there is a great variety of placement types and university partnerships in which students could be involved, if there is a problem with an external organisation and the student's Trans or Non-Binary identity, it is best to seek advice from the askUS specialist team. In an ideal world we would expect all our partners to have the same ethos as the University, but we know that this is not always the case, so please contact us so we can act if needed.

Toilets

In an ideal world we would have one type of toilet, - a toilet. This is what we have on trains, in small cafes, in our homes, in homes we visit and on aeroplanes. However, we do provide choices at university and **one** of these is a gender-neutral toilet, marked as "All Genders" ,in every university building. A map of accessible facilities can be found [here](#) .

People should always use the toilet that aligns with their own gender identity, so never instruct Trans and Non-Binary people to use gender neutral toilets, they are there as an option for everyone. It is good to let people know they exist and when explaining where the toilets are you should always explain that we have gendered, accessible and gender-neutral toilets in every building.

Some of the gender neutral toilets are not ideal, as many of our buildings are old and not easy to adapt. However, all new builds and major refurbishments, as a non-negotiable feature in the campus masterplan, will include best practice gender neutral toilets. These are secure cubicles, with toilet, mirror, handwashing and drying facilities in the cubicle. We think this works better not just for Trans and Non-Binary people but also for most cis(gender) people!



Sports facilities

We recognise that participation in sport is low amongst the Trans and Non-Binary community and that combined with our ageing, not fit for purpose, sport facilities, does not make it any easier to encourage Trans and Non-Binary people to get involved with sport. Despite this, both the Student Union and the Sports Centre actively want to encourage participation from Trans and Non-Binary people.

The Student Union has been instrumental in setting up weekly Trans and Non-Binary only swimming sessions on Friday evenings and are looking at campaigning for further participation in the future.

Please note though that despite the 'wet side' having non-gendered individual changing cubicles, the 'dry-side' changing facilities are gendered with open, non-private changing and showering facilities (on the 'male' side).

Accommodation

Our partner accommodation provider, [Campus Living Villages](#) is working towards being Trans and Non-Binary inclusive. If a student comes to the specialist colleagues in askUS and live in CLV accommodation, we will be able to arrange for any changes to their systems as well.

For any problems in any type of accommodation (private rental of university accommodation) please talk to either the Accommodation specialist or the Trans specialist in askUS and they will try to help the student.

Degree certificates

A degree certificate will be issued in the name that the student is registered with at the time of completion of their studies. If they have changed their name with askUS, it will be this name that is used. A degree certificate is a legal document and legal proof of change of name (such as statutory declaration of name change or a birth certificate) is required to reissue a certificate in a different name to which the student originally registered. As we do not ask for evidence of a name change at the time of changing the name, askUS will contact the student in their final semester to ask for a Deed Poll or other evidence. We let students know this is the case when we first meet them. **Requiring a student or alumni to provide a GRC is unlawful and not appropriate.**



The checklist that askUS use when initially seeing students....

Checklist when seeing students around Gender & Identity

Remember the timescales need to be owned by the student not us. Don't rush them into things they are not ready for. This is a guide of things that could be mentioned.

Introduce yourself	Using your name and gender, including pronouns you wish them to use.	✓
Ask them to introduce themselves	Using the name and gender including pronouns they wish you to use. This makes the whole meeting easier because you will be able to address them as they want to be addressed.	
Give them time to tell their story	This gives you an idea of what the immediate issues are and be guided by that – so the order of this list may change based on what they tell you! It also lets you assess what might be useful to mention. Remember they may just want someone to listen and nothing else. You could be the first person. They may not be ready to talk about name changes and systems!	
Changing Records & Systems	Explain what we can do and how we do it and who needs to be involved	
	Show them the letter template and read it through with them so they understand it before they sign it. Explain that we do not ask for any other evidence apart from this letter to change gender and name information	
	Explain the order of changes – first the Student Records team for Banner changes, then the Digital IT team for email and Blackboard and other system changes. Then a new ID card. We will keep them informed	
	Ask if they are in accommodation and if they would like us to organise for these records to be changed	
	Explain that we cannot change records like UCAS or SFE but they should contact these organisations to inform them if they would like these changed.	
	Go through other non-university systems to see if they have or are thinking of making those changes as well (don't force them, it should be at their pace, this acts as a reminder, not that they must do it straight away). e.g. banks, Tax office, NUS, passports, drivers licence, reward cards, NHS, part time jobs, National Insurance etc	
G.P Registration	Ask if they registered at a GP and if their GP is helpful. Recommend that they register with our GP, and ask to see either Dr Rebecca Thomas or Dr Owain Thomas, both have knowledge of the gender identity referrals and bridging hormones etc.	

The checklist that askUS use when initially seeing students....



Telling people	Ask them who they have ' <u>come out</u> ' to if they have done this: Their parents and their relationship with them? Friends? Other students at uni, teaching colleagues etc. This will give you some idea about how isolated they could be and for you to be able to manage risk	
Telling their School	Ask them if and how they would like to tell the colleagues in their school and their fellow students. It is their decision. Say that we can contact their tutor, programme leader and SOM on their behalf by email to inform them of new name/gender/ pronouns and to change things like class lists and records that exist in the school. Get their permission if they want us to do this; most will want this. The template email also offers support for colleagues and training if needed. Ask them if they think there are any training needs. Fellow students – ask how they want to approach this and help them achieve this. Most want to tell students themselves.	
Meeting other Trans and Non-Binary people	Ask if they would like us to help them meet other Trans* people at university. Would they like us to contact the LGBT Society to get someone to meet them before a meeting? Would you like us to set up a meeting with another Trans or Non-Binary student for them to talk about things? <i>Mention that we have a Trans* Forum at University and would they like to receive information about this. This is important as it is their opportunity to meet people and to make real changes at the university.</i>	
Mental Health	It is important not to tie this into their gender identity, but it is also important to ask about their mental health and any support they may be getting. By this stage of the meeting you will probably have some idea anyway and feel comfortable approaching this. It is ok to ask about self-harm and if you think they are high risk refer on via existing processes as normal. If they are not receiving counselling and would like to refer on to our services or for more specific Trans* wellbeing services use 42 nd Street online referral http://42ndstreet.org.uk/referrals/ and mark it FAO of Scott Laughlin-Ford. Also LGBT Foundation https://lgbt.foundation/talkingtherapies	
Bullying/ Harassment/ Hate Crime	Stress that this is rare but it is illegal to target someone because of their gender identity and we have zero tolerance to any discrimination and to tell us immediately through Report-it@salford.ac.uk and we will act.	
Closing	Assure them that we are here if they need us and to contact us if they need to anytime. Summarise the actions from this meeting and the timelines.	



Letter used by askUS to change information

Date:

'Dead' Name (name on Student Records at present):

Roll Number:

Date of Birth:

TO WHOM IT MAY CONCERN

I am writing to notify the University that I am intending to / already have changed my gender identity since enrolling at the University. I understand that legally I must tell the University in writing to ensure that you have the opportunity to put support in place for Trans and Non-Binary students and I am advising you that I plan to change my name at the University as of this date.

I understand that Arron Pile is the named contact for Trans* students at the University, and I am happy to share information with Arron and the team that work with Arron so that the right support can be put in place for me as necessary.

I understand that I can request permission to opt in or out of this support should I choose to do so. This support will include, but not be limited to, matters relating to changes to University records, how this may affect my studies, disclosure to others and provision available to me both externally and internally to support my decision to transition.

I understand that it may take some time to put in place the appropriate arrangements, but I would appreciate that this can be done as quickly as possible.

I understand that a record of this letter will be kept by the University on a secure server, solely for the purpose of providing the University with notification of my decision.

I hereby give you my explicit written consent to notify people on a need-to-know basis only to change my records at University and accommodation providers and to inform relevant colleagues so that they are aware to use the correct pronouns and name. I can request a record of these notifications if I wish to do so.

From the date of this letter my personal details, for University purposes, will be:

Title (inc. mx):

First names(s):

Family name (if applicable):

Gender:

Pronouns:

I welcome the opportunity to discuss changing records so that we can discuss my support programme and agree on a reasonable timescale to implement this.

Yours sincerely

We hope that this has provided a useful guide to supporting Trans and Non-Binary students at the University of Salford. The most important thing to remember is that the team in askUS are here to support you as well as the students, so if you are unsure or need further clarification please just contact us at lgbt@salford.ac.uk.

Please remember that this guidance is to be read in conjunction with the **Trans & Non-Binary Policy (including Policy on Transitioning)** and the **Glossary of Terms**.

Resources and external help

There are many Trans and Non-Binary organisations and LGBT organisations with specialist Trans and Non-Binary services that provide support outside the University. Here are some of the best ones. We have links with most of these organisations. If you want to know more about these partnerships, please contact lgbt@salford.ac.uk



Proud Trust

A youth focussed organisation that have amazing Trans and Non-Binary training, resources, groups ... and a lovely café!

49 - 51 SIDNEY ST, MANCHESTER, M1 7HB | 0161 660 3347

INFO@THEPROUDTRUST.ORG | [FACEBOOK](#) | [@THEPROUDTRUST](#)

<https://www.theproudtrust.org/>



LGBT Foundation

For counselling, Trans and Non-Binary groups, and campaigning.

Visit: 5 Richmond Street, Manchester M1 3HF **Tel:** 0345 3 30 330 **Email:**

info@lgbt.foundation

<https://lgbt.foundation/>



42nd Street

Perfect for mental health referrals and work in Salford.

The Space 87-91 Great Ancoats Street Manchester M4 5AG

0161 228 7321 (Mon – Friday 9.30am – 5.00pm) theteam@42ndstreet.org.uk

Twitter: @42ndStreetmcr

<http://42ndstreet.org.uk/>



Gendered Intelligence

They work with the Trans* community and those that impact in the community, particularly young people. Their training is some of the best available.

VAI, 200a Pentonville Road, London N1 9JP Tel: 0207 832 5848

<http://genderedintelligence.co.uk>



GIRES

Gender Identity Research & Education Society. Great for a big picture of the research that is going on, training and particularly useful for trans healthcare

Melverley The Warren, Ashted, Surrey KT21 2SP Tel: [01372 801 554](tel:01372801554)



Mermaids

Mermaids are an amazing organisation who work with young Trans and Non-Binary people and their families to empower, support and lobby for their rights.

HELPLINE: 0808 801 0400 Monday - Friday; 9am - 9pm

<https://www.mermaidsuk.org.uk/>



TELI

Trans Equality Legal Initiative. TELI was founded as a coalition of Trans and Non-Binary people and allies bringing together passionate people to deliver change through the medium of law and justice.



SPARKLE

The National Trans Charity - and based in Manchester ! Organise the Sparkle festival annually and campaign for Trans Rights <https://www.sparkle.org.uk>

Further information on Gender Diversity

If you want to find out more about Gender Diversity and Identity, you can access some further resources below:



[Salford Proud Video Series](#) on YouTube search: "LGBT+ Video Series Salford University"



[Stonewall](https://www.stonewall.org.uk/): <https://www.stonewall.org.uk/>

Contact askUS Specialist team for Questions and referrals around Gender Diversity:



If it is about a student, contact:

AskUS Diversity Team at 0161 295 0023 or lgbt@salford.ac.uk

If it is a general question about gender diversity or a training need, contact:

Arron Pile, Student Inclusion & Diversity Manager at 0161 295 2152 or a.pile@salford.ac.uk



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