

# Providing a Student Reference

*Guidelines for staff dealing with requests for student references*

## General Guidelines

Before you supply a reference you should be sure of the identity of the organisation or person requesting the reference. If you receive a reference which you did not expect, you might consider checking with the student you have been asked to supply the reference for and confirm:

- a) They have put you down as referee;
- b) The name of the organisation which will request (or has) requested the reference;
- c) The position they have applied for.

If you are not aware that a student has cited you as a referee, you should consider checking the validity of the request.

Where you give a verbal reference on behalf of New College Durham you should not make any statements that you would not be willing to make in writing.

The College Data Protection Privacy Notice informs students that we hold their basic details for long enough to enable to College to provide references when requested.

## Academic References

If you receive a request for an academic reference relating to a student (ie one that requests that you confirm either the receipt or grade of an academic award, or where you are asked to confirm student status), you should refer the request to the Academic Registrar via [records@newdur.ac.uk](mailto:records@newdur.ac.uk).

When supplying a reference you should:

- ensure the information contained in the reference is **FACTUALLY** correct and can be supported;
- not disclose sensitive data (eg details of health reasons for absences);
- avoid unsupported or subjective opinion, decline to supply information if necessary;

For any other request for personal data about a student you may refer the requester to [records@newdur.ac.uk](mailto:records@newdur.ac.uk), [exams@newdur.ac.uk](mailto:exams@newdur.ac.uk) or [cishelpdesk@newdur.ac.uk](mailto:cishelpdesk@newdur.ac.uk)