

## UNIVERSITY STUDENT IDENTITY CARDS PROCEDURE

### Introduction

The following procedure relates to Student Identity (ID) cards and lanyards and provides clear guidelines for staff and students on the conditions of use. The purpose of the ID card is to provide a means of personal identification that can also serve as eligibility to access and use University services and the Library.

The University is committed to provide a safe learning environment and to this end students are required to wear the card, in the lanyard provided, on the outside of clothing so the card is visible when on University premises.

### Conditions of use

New students are issued with an ID card, which is also a library card, at the beginning of their first academic year, usually at enrolment/ID verification sessions, and the information on the card is extracted from the student record system. The ID card is valid for the entire duration of study.

The main function of the ID card is to identify individuals as students whilst on University premises. Students who are not wearing their ID card in a visible location may be challenged. If a student is challenged by University staff or security on three or more occasions for not wearing their ID card they may be subject to disciplinary procedures. Students are expected to cooperate with University staff or security in the event of being challenged, unreasonable behavior or noncooperation may result in disciplinary action.

The ID card also serves as identification at the University e.g. when collecting your official letters, when sitting examinations and for access to University facilities such as the Library and Sports facilities.

### ID card Conditions of Use

1. The student ID card is the property of the University.
2. All students are required to wear their student ID card in the provided lanyard when accessing the University facilities, the lanyard must be worn on the outside of clothing to ensure the ID card is visible.
3. A student whose ID card is not visible or a student who is not wearing an ID card may be challenged by staff/security and will be required to present their ID card as proof of identity whilst on University premises. Failure to present a valid ID card may result in Security asking you leave the building and or the instigation of university disciplinary processes.
4. A student who is challenged on three or more occasions for not having their ID card visible may be referred to disciplinary processes.
5. The student should not allow anyone else to use their student ID card or disciplinary procedures will be imposed.
6. The student ID card will act as the Library card and users of the Library must comply with Library Regulations.

7. ID cards are mandatory when students attend all University examinations and failure to wear and show a valid ID card could result in the student not being able to sit their exam.
8. A student will need to be in possession of their ID card in order to gain access to the Library out of hours, certain rooms on campus, and student carparks.

All students must be in possession of a valid ID card for the duration of their study, if a student leaves the University the student must return the card and lanyard to Student Services. Personal Tutors when conducting exit interviews with a student who is leaving the University are encouraged to remind the student to return their ID card to Student Services. At the beginning of term, there may be a slight delay between enrolment and the student details appearing on the Library computer systems.

### **Virtual Student ID card on MyBolton app**

Students are able to access a “virtual” student ID card through the MyBolton app once a suitable picture has been submitted by the student and approved by Student Services. The Virtual ID Card is primarily to assist students whilst they wait to receive their physical card in the post once their online enrolment and remote ID verification is complete. **The virtual ID card has limitations to its use and cannot be used as a substitute for the physical card at formal examinations, or on the following systems as they need to read the smart chip in the physical card and cannot read the barcode on the app/Virtual ID Card:**

- All University buildings door entrance sensors;
- Student car park barrier sensors – all locations;
- Out of hours Library entrances – all locations;
- Multi-Function printer/scanner/copier devices – all locations;
- Library Self-Service machines – all locations;
- Library print account top-up kiosks – all locations.

### **Religious observance**

Female students who wear a veil or headscarf may be expected to remove their veil/headscarf in order to have their photograph taken for an ID card. Such issues will be dealt with in a sensitive manner with a full discussion taking place with the student. In all cases a female member of staff will take the photograph, if a female member of staff is not available at the time of the photograph a suitable appointment will be arranged with the student.

All students will be required to remove any caps or hats for the ID card photo along with any sunglasses or items which obscure the face that are not worn due to a religious belief.

### **Distance learning students**

Distance learning students are supplied with information, as part of their online enrolment instructions that explains how to supply an appropriate image for their ID card via the University Photo Upload system. If this is not possible we can accept a standard passport-style photograph sent by email to [studentadvisers@bolton.ac.uk](mailto:studentadvisers@bolton.ac.uk) in jpeg format, or by post to: Student Services, Student Centre, Chancellor’s Mall, Deane Road, Bolton, BL3 5AB. The name of the student and the student number

should be written in ink on the back of the photograph. Any unsuitable photographs will not be accepted and will be returned to the Student or the partner organisation.

The photograph should be:

- in colour
- taken against a light background so that a student's features are clearly distinguishable against the background
- full face without sunglasses and normally without any head covering

All photographs should be forwarded by the student or partner organisation to the Student Advisors in Student Services.

### **Card and Lanyard Replacement**

In the event that an ID card and or Lanyard is **lost or stolen**, it is the responsibility of the student to notify Student Services and the Library. Lost cards are frequently handed in to Student Services and we will return this to the card holder. In order to cover administration costs, a card replacement fee of £10.00 is charged to replace lost or damaged cards and a fee of £5 is payable for replacement lanyards. Students are asked to pay the fee/s at Financial Services then bring their payment receipt to Student Services who will then produce a new ID card and or issue a replacement lanyard.

If a student ID card is damaged a card replacement fee of £10 is charged, unless it is deemed fair wear and tear due to the age of the card. The student must bring their damaged card with them and exchange it for their new card, paying the card replacement fee where applicable. If a student is unable to do this then they will be charged the £10.00 card replacement fee.

In cases where the ID card has been stolen, the card replacement fee is waived providing the student has reported the theft to the Police **and** produces a crime reference number from the Police at the time of requesting a new ID card/lanyard.

### **Student Identity cards and examinations**

All students are required to display their Student ID Card at formal examinations and write their student number on the front of any answer booklet. Students may not be able to sit the examination if they fail to bring their Student ID card with them. If a student does not have their ID card they should obtain a replacement card from Student Services before sitting an examination. The card replacement fee of £10 will apply for an ID card and £5 for a Lanyard. Temporary cards cannot be issued. Invigilators will not accept a passport or driving licence as alternative forms of ID for the purpose of the examination.

Female students who wear a veil or headscarf may be expected to remove their veil/headscarf before sitting their examination in order to have their identification verified. In these cases, a female member of staff will check the identification of the student in a private room prior to sitting the examination. If a female member of staff is not available at the examination the invigilator should, where they deem it necessary, ask Student Services to arrange a female member of staff to attend in order to confirm the student's identity.

### **Change of Programme of study**

If a student transfers onto a new programme of study the ID card will remain valid and a replacement card is not required.

### **Student Withdrawal & Interruption of study**

If a student temporarily interrupts their study the student should retain their ID card.

If a student withdraws from their course on a permanent basis he/she must hand their ID card and lanyard to Student Services; their Library and computing services account will then be automatically closed. Personal Tutors in exit interviews should encourage students withdrawing from the University to return their ID card to Student Services.

### **Further information**

If you have any other questions about your University Student ID Card please contact Student Services, e-mail: [studentadvisers@bolton.ac.uk](mailto:studentadvisers@bolton.ac.uk) or telephone 01204 903733.

### **Reference to University Policies**

Examination Procedures 2019/20

Conditions of Enrolment 2019/20

Student Non-Academic Conduct and Disciplinary Policy and Procedure 2019/20