

Student References

Guidance on providing references to current and former students of Arden University

Classification – *Internal*

AUGUST 2026



Introduction

This policy applies to all references relating to employment and academic study provided to/about current and former students at Arden University.

About this policy

The policy aims to:

- Ensure that colleagues at Arden University understand the different reference types which are available to students, and who is responsible for providing them.
- Provide examples for colleagues to use as best practice when providing academic references.
- Provide guidance for colleagues when there is difficulty in providing a reference.
- This policy should be read in conjunction with Arden University's [Data Protection Policy](#)

Who is covered by the policy?

This policy applies to all persons working for us or on our behalf in any capacity.

Policy responsibilities

- Our Board of Directors has overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control comply with it.
- The *Deputy Provost* has primary and day-to-day responsibility for implementing this policy, monitoring its use and effectiveness, dealing with any queries about it, and auditing internal control systems and procedures to ensure they are effective.
- Management at all levels are responsible for ensuring those reporting to them understand and comply with this policy.
- All workers are required to comply with this policy

Compliance with this policy

You must ensure that you read, understand and follow this policy.

Policy Detail

Different types of reference

- I. Confirmation of Enrolment Letter (Dealt with by Faculty Administration Teams)

This document is provided to current students who are seeking a reference and contains the following information:

- Student's details (Student number/Name/Date of Birth/Home address).
- Course details (Campus/Course title/Study Intensity/Date of first registration/Expected date of completion).

- II. Reference Letter (Dealt with by Faculty Administration Teams)

This transcript-style document is provided to former students who are seeking a reference and contains the following information:

- Student's details (Student number/Name/Home address)
- Programme
- Location
- Programme intake
- Study Mode
- Mode of delivery
- All module results (but not degree classification) and the dates they were achieved. This includes the academic year the student was first registered on the module, the module name, the level of study, the mark, the grade, and the credit value.

This document can also be provided for current students, if a third party requires more than just basic enrolment details.

- III. Detailed Reference (Academic Reference) (Written by an academic but administered by the Faculty Administration Teams)

These references are only provided in cases where students are applying directly, or via UCAS, for study at other academic institution. In these cases, the relevant member of the academic team is permitted to comment more widely on a student, or former student's, academic ability, character, motivation, and suitability for the course they are seeking admission to. Such references must be sent back to the reference inbox for sign off by a Dean before submission.

If an academic receives such a request directly from student/alumnus, they should forward it to the reference@arden.ac.uk inbox so that the student can be asked to complete the standard consent form before the reference is prepared. Consent forms will be stored for six months on a private MS Teams

channel, which is only accessible to the two Faculty Administration Teams. Forms will be deleted once the six months have passed.

On rare occasions an academic colleague may not be able to provide such a reference, if asked, because they do not feel they know the student well enough to comment on their abilities and character. In this instance, this should be communicated to the reference@arden.ac.uk inbox at the earliest opportunity so the team can inform the student.

Please see Appendices for examples of detailed references (academic references)

Procedure

All reference requests should be sent to the 'Reference Inbox' (reference@arden.ac.uk), which is managed by the Faculty Administration Teams. They will check the student is not a debtor (as references cannot be provided to debtors) and obtain consent from the student for the reference to be provided. Consent must be obtained via Arden University's approved consent form.

Safeguarding

- **Under no circumstances**, should a colleague of Arden University comment on safeguarding or disciplinary queries relating to current or former students. Should this scenario occur, please refer the request to The Faculty Administration Team (reference@arden.ac.uk) who will respond explaining that the University does not comment on such issues.

Legal and Data Protection

This policy should be read in conjunction with Arden University's Data Protection Policy.

Please include the following paragraph at the end of the reference:

This reference is given in accordance with Arden University 's normal practice. Arden University is a distance and blended learning organisation and therefore I may not have met [student name] face-to-face. The reference is strictly confidential and is provided to you only in connection with [student name]'s application and should only be used for that purpose. The above

information is given in confidence and in good faith. No responsibility, legal or otherwise, is accepted by Arden University or the author, for any errors, omissions or inaccuracies in the information or for any loss or damage that may result from reliance being placed upon it.

Communication and Awareness of this policy

- This policy will be available to all employees within the SharePoint intranet.

Breaches of this policy

Any employee who breaches this policy may face disciplinary action, which could result in dismissal for misconduct or gross misconduct. We also reserve our right to raise any breach with the appropriate authorities.

- We may terminate our relationship with other individuals and organisations working on our behalf if they breach this policy.

Policy Name:	Student References
Policy Reference:	QA59
Approval Authority:	Academic Framework, Regulation and Policy Committee
Last Approved:	June 2026
Version:	2.0
Responsible SMT Lead:	Deputy Provost
Responsible Department:	Academic Office
Policy Contact:	Faculty Admin Manager, FOSST
Review Frequency:	3 year (review after 1st year)
Policy Classification:	Academic

Record of Amendments			
Date	Version Number	Details of Change	Approval
	1	Approved	

Appendix 1 – Example of detailed reference (academic reference)

Academic Reference – STUDENT NAME

To whom it may concern,

I am writing this reference at the request of STUDENT NAME who is applying for the BSc Computing programme at the University of Nottingham. I have known Joe for over one year in my capacity as a Lecturer on the CertHE Computing programme and as his tutor for the 'Introduction to Web Authoring' module.

STUDENT NAME is suitable and well prepared for undergraduate study. He is articulate, motivated, and capable, with strong analytical and problem-solving skills. He communicates clearly in both written and oral work and engages positively in workshops and group activities. STUDENT NAME works well with others, is reliable, and is always willing to support his peers.

STUDENT NAME has demonstrated a good level of knowledge and understanding across core areas of computing. He has excellent time-management skills and has submitted all assessments within the required deadlines.

I am confident that STUDENT NAME has the academic ability and commitment to succeed on the BSc Computing programme and to make a positive contribution to the academic community.

If you require any further information, please do not hesitate to contact me.

Best Regards,
Dr AN Other
Lecturer – Computing (Birmingham)
Arden University

Appendix 2 – Example of detailed reference (academic reference)

Dear Admissions Team,

Re: STUDENT NAME

STUDENT NAME is a student at Arden University where he commenced an academic MSc Psychology programme in October 2024. I understand that he has applied to train as a Registered Mental Health Nurse of your programme.

I have been requested to provide a reference for STUDENT NAME as a Lecturer teaching upon our Individual Differences & Mental Health Module between May 2025 and January 2026. He successfully completed a case-study assignment mirroring a real-life clinical scenario which required him to apply his learning about models of mental health, its assessment and treatment.

STUDENT NAME is making good progress on the MSc Programme and is now commencing work on his Dissertation. Beyond the Individual Differences & Mental Health Module, he has successfully completed modules in Social Psychology, Lifespan Development, Behavioural Neuroscience and Research Methods.

STUDENT NAME has a particular interest in research and practice related to substance addiction, actively following new developments in this field. He is passionate about supporting others' mental wellness. He has displayed a very empathetic stance towards people experiencing mental health challenges.

STUDENT NAME wishes now to apply some of this learning in clinical practice and is keen to gain experience of direct work with patients. He has clearly show good capacity to persist with his learning whilst maintaining other life commitments. I believe that he has the motivation and enthusiasm to benefit from Mental Health Nursing training.

Best wishes,
John Smith
Lecturer in Psychology
Nottingham Campus
Arden University