

Admissions Appeals Procedure

Introduction

1. Christie's Education is committed to good practice in admissions and to ensuring applicants are provided with a fair, transparent and inclusive admissions process.
2. These guidelines cover how Christie's Education deals with appeals against an admissions decision. The following procedures have been formulated to assist applicants who believe that they have grounds to appeal a decision, and seek a formal review.
3. Christie's Education is committed to resolving appeals as promptly as possible. However, an applicant making an appeal should be aware of his/her responsibilities in responding in a timely fashion to communications about the appeal.
4. Applicants who wish to make a complaint about the admissions process should refer to the Admissions Complaints Procedure.

Appeals Procedure

5. Christie's Education defines an appeal as a request to review a decision that the institution has made. In the case of the admissions procedures, this will be a decision on an application made to Christie's Education.
6. Applicants should only use the Appeals Procedure where they believe that they have adequate grounds for doing so (see below selection). These procedures should not be used solely because an applicant has been unsuccessful in the admissions process.

On What Grounds Can I Appeal?

7. Applicants may appeal an admission decision on the following grounds:
 - a. Where the applicant has reason to believe that Christie's Education has not followed its admissions policy procedures.
 - b. Where the applicant has further pertinent information that was not provided during the original application process and has valid reasons for not previously supplying such information.
8. Appeals should be made in writing to the Director of Registry and Student Services within 10 working days of notification of the decision being appealed. Appeals should be made directly by the applicant and should clearly state the grounds on which the appeal is being made. The applicant should quote their full name on all

correspondence, and include details of the course applied for, date of interview, and any other information that they consider pertinent to the appeal.

9. Upon receipt of an appeal against an admissions decision, the Director of Registry and Student Services will forward the appeal to the International Managing Director within 5 working days and request that the application records be reviewed.
10. The Director of Registry and Student Services and International Managing Director will review the application records and establish whether the applicant has grounds for a reconsideration of the application decision.
11. Where it is established that the applicant has grounds for appeal, the Director of Registry and Student Services, in consultation with the Managing Director, will formally review the decision. The outcome of this process may result in;
 - c. an amended decision; or
 - d. the offer of a second admissions interview, to be held with staff other than those present at the first interview
12. The applicant will be notified in writing of the outcome of the appeal within 10 working days of receipt of the original request for appeal.
13. The decision of the Director of Registry and Student Services and International Managing Director is final and represents the final outcome of the admissions process.

Anonymity

14. Anonymous appeals will not be considered.
15. Applicants will not be discriminated against or suffer recrimination as a result of making an appeal.

Confidentiality

16. It is Christie's Education's expectation that the confidentiality of the documentation generated by a complaint will be respected by all parties. Any information you provide will be handled sensitively and will only be made available to staff directly involved in finding an appropriate resolution.

Who to contact?

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