

How does the University of Melbourne approach education?

The University of Melbourne works within a framework of nine principles, which guide teaching and learning at the University. These principles are:

1. An atmosphere of intellectual excitement
2. An intensive research culture permeating all teaching and learning activities
3. A vibrant and embracing social context
4. An international and culturally diverse curriculum and learning community
5. Explicit concern and support for individual development
6. Clear academic expectations and standards
7. Learning cycles of experimentation, feedback and assessment
8. Premium quality learning resources and technologies
9. An adaptive curriculum

The process for making complaints:

As a mentor, it is good for you to know the complaints process for students. If your mentee feels that the teaching and learning at the Faculty of Economics and Commerce does not reflect the above principles, then there are avenues for complaint. This particularly includes situations where a student has a concern about a particular tutor, lecturer or other member of staff.

If a student has a complaint, then the process to follow is:

1. Initially the problem may be addressed with **the relevant tutor or lecturer**. In many cases the problem can be resolved at this level. If there is a problem with a tutor, then speaking to the lecturer of the relevant subject may be helpful. Whilst this stage in the process is highly recommended, if the student does not feel comfortable in raising the issue with the tutor/lecturer, then it is possible to skip this stage and move onto the next. If the complaint is about a sensitive issue, feeling uncomfortable about speaking to the person in question should not stop the student from raising this complaint at steps 2 or 3 below.
2. If a satisfactory outcome cannot be reached at step one, then the student may raise the concern with the **Head of the Department**. Contact details for the correct person for each department can be found at the relevant Department Office, or on the Faculty website, at: www.ecom.unimelb.edu.au.
3. If the student is still not satisfied by the outcome of step 2, then they may raise the matter a further time, with the **Associate Dean (Undergraduate)**, in the Economics and Commerce Building, or the **Director of the Faculty Teaching and Learning Unit**, on the second floor of the Babel Building.

If you have further questions about this process, please feel free to contact:

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