



AVENTIS  
GRADUATE SCHOOL

# Student Handbook 2025

EFFECTIVE: Apr 2025

# Table of Contents

1. Welcome Message.....	5
2. Introduction .....	6
3. Attendance Policy .....	8
3.1 Attendance Requirements .....	8
3.2 Leave of Absence.....	8
3.3 Lateness for Class and Absence from Class.....	8
4. Student's Code of Conduct .....	10
5. Academic Integrity and Conduct Policy .....	13
6. Ethical Use of AI for Course Assessment Policy .....	16
7. Student Assessment and Examination Policy.....	19
7.1 Assessment Date, Time and Venue.....	19
7.2 Minimum Academic Requirements .....	19
7.3 Assignment Submission .....	19
7.4 Late Assignment Submission.....	19
7.5 Assignment Extension .....	20
7.6 Examination Rules and Regulations .....	20
7.7 Examination Irregularities .....	21
7.8 Absence from Examination .....	21
7.9 Application for Deferred Examination.....	22
7.10 Eligibility for Supplementary (Re-Sit) Examinations or Assignments .....	22
7.11 Viewing of Examination Papers .....	23
7.12 Release of Provisional Results .....	23
7.13 Release of Final Results.....	23
7.14 Academic Awards.....	23
7.15 Results Appeal Policy .....	24
8. General Academic Regulations .....	27
8.1 Academic Board .....	27
8.2 Examination Board .....	27
8.3 Grading System.....	27
8.4 Teacher-Student Ratio.....	27
9. Notice to International Students .....	28

AVENTIS Manual	1.1.2c Aventus Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	2 of 54

10. Payment Policy .....	31
10.1 Mode of Payment.....	31
10.2 Outstanding Fees .....	31
10.3 Miscellaneous Fees .....	31
11. Deferment Policy & Procedures .....	33
12. Refund Policy & Procedures.....	35
12.1 Refund for Withdrawal due to Non-Delivery of Course .....	35
12.2 Refund during Cooling-Off Period.....	36
12.3 Refund outside Cooling-Off Period .....	36
12.4 No Refund for Expulsion and Disciplinary Matters .....	36
12.5 Non-Refundable Fees.....	36
12.6 Refund Table .....	37
12.7 Refund Terms & Conditions and Procedure.....	38
13. Withdrawal Policy & Procedures.....	40
13.1 Withdrawal Due to Non-Delivery of Course.....	40
13.2 Withdrawal caused by Students.....	40
13.3 Withdrawal Procedures.....	40
14. Program Transfer Policy & Procedures .....	42
15. Data Protection Scheme .....	43
16. Fee Protection Scheme (FPS).....	45
17. Academic and Student Support Services .....	46
17.1 Orientation.....	46
17.2 Recreational Facilities.....	46
17.3 Parking Facilities .....	47
17.4 Assistance to Disadvantaged Students.....	47
17.5 Wireless Internet Connection .....	47
17.6 Light Refreshment & Beverages .....	47
17.7 Classrooms .....	48
17.8 Study Area.....	48
17.9 Additional Academic Resources For Students .....	48
17.10 Additional Academic and Learning Support .....	48
17.11 Online Learning Support Materials.....	50

AVENTIS Manual	1.1.2c Aventus Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	3 of 54

17.12 Student Learning Portal.....	51
17.13 Lost and Found.....	51
17.14 Pastoral Counselling.....	51
17.15 Collaboration with Parent/Legal Guardian.....	52
17.16 Professional Development Courses.....	52
17.17 Career Coaching Opportunities .....	52
17.18 Contact to Student Service Team .....	52
17.19 Aventis Graduate School Counselling Practicum Clinic.....	52
18. Student Feedback and Grievances .....	53
18.1 Programme Evaluation .....	53
18.2 Dispute Resolution .....	53
19. Other Information .....	54

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	4 of 54

# 1. Welcome Message

---

## **Aventis Graduate School, Singapore**

Dear Students,

I would like to extend a warm welcome to all new students. Thank you for considering Aventis Graduate School as your preferred choice for graduate education.

Our graduate programs are designed to provide students with the tools to actively participate in the exciting and competitive world of management and international business. We take tremendous pride in our academic excellence, our faculty members are known for blending advanced theories with practical business applications drawn from across USA, Europe, and Asia to provide you with a holistic graduate experience. Unlike other major business schools which rely heavily on academic research and publications, Aventis Graduate School's rich industrial heritage sets it distinctively apart, with our unwavering commitment towards delivering practical and industry driven curriculum. Our students in Europe and Asia enjoy the same academic quality and recognition for their education.

With a common passion for lifelong learning and a strong belief in professional development, we aim to facilitate learning through the delivery of quality executive education and dynamic knowledge exchange. Learning at our institution is enhanced by the high level of class interaction, enabling our students to work closely with peers and faculty rich in professional experience to form life-long friendships and business relationships.

We are here to support your success as a student with us. As such, this handbook will contain useful information on general course administration, and the various policies and procedures that you need to know.

If you do not find what you are looking for in the handbook or on our website, please do not hesitate to contact the Student Services department for further assistance.

I welcome your interest in our graduate programs and look forward to you becoming part of this dynamic academic community. Wishing you every success in your endeavors.

With kind regards,

**Samuel Teo**  
**General Manager**  
**Aventis Graduate School**

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	5 of 54

## 2. Introduction

### Aventis Graduate School

Aventis Graduate School is a registered Business School focused in the areas of professional development and adult education. To meet the learning needs of adult learners, Aventis Graduate School sets itself distinctively apart from the rest, with its unwavering commitment towards delivering practical and industry driven curriculum. Aventis Graduate School aims to serve as the locus for professionals and senior executives to share; exchange and explore real life solutions to business challenges.

In partnership with accredited and well-established Universities across US and UK, Aventis Graduate School attracts learners from across the region, providing a valuable regional business network across a rich diversity of industries and nationalities.

### Our Vision

We aim to be the leading graduate school for professionals in Asia.

### Our Mission

To provide quality and accessible graduate education to any qualified student through flexible, affordable, and transformational learning experiences.

### Our Organization Values

1. **Professionalism** – Our qualified and professional team is committed to the delivery of quality services to meet our customers' expectations.
2. **Integrity** – We will always be truthful, transparent, and professional in our representation, communications and actions. We aim to maintain fairness and honesty in our claims and commitment about all our courses and policies.
3. **Customer Care** – We treat all our customers with utmost respect and genuinely care for their personal growth and development during their studies with us.
4. **Communication** – Our policies are clearly defined to minimize miscommunication with our stakeholders. We developed our processes and systems to ensure clear, accurate and timely communication to all stakeholders.
5. **Commitment** – Our staff are trained to deliver quality and consistent customer service to achieve customer satisfaction. We are also committed to exceed our customers' expectations by ensuring our courses are effectively managed.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	6 of 54

### **Our Commitment to Students**

We are committed to provide quality and effective learning to our students. Our courses are developed to align with industry needs so that students are equipped with relevant skills and knowledge to advance their career. We are also committed to provide a conducive learning environment for our students.

### **Facilities**

We have a total of three classrooms. All the classrooms are fully equipped with a computer, LCD projector, desktop speakers, flipchart stands, etc. The facilities are designed to support and provide an environment conducive to lecture/ training needs.

### **Resource Room/Library**

Our Resource Room/ Library is equipped with resource materials for students' research and self-development purposes.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	7 of 54

## 3. Attendance Policy

### 3.1 Attendance Requirements

The School requires all students to be regular and punctual for their lessons. The minimum attendance requirements and leave application policy guidelines are as follow.

- i. International Students on Student Pass – **minimum 90%** per month
- ii. All Non-Student Pass Holders – **recommended 75%** per month.
- iii. Immigration and Checkpoints Authority of Singapore (ICA) will be notified by the school whenever an International Students on Student Pass has a monthly attendance of less than 90%.
- iv. Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass be cancelled with effect from the 8<sup>th</sup> day and the Letter of Cancellation will be sent to student's place of residence in Singapore as registered with the School.

The attendance policy and procedures are communicated to students during the orientation session and reiterated by the Student Services via email.

### 3.2 Leave of Absence

Any student leave should be supported by Medical Certificates or justifications that need to be approved by the School. These should be submitted via the 'Leave Application Form' to the Student Services Department within three (3) working days from the date of absence with supporting documents to prove their absence from class.

Aventis Graduate School will approve the leave application for the following reasons, other grounds for absence will be treated on a case-by-case basis:

Reasons	Supporting Documents (in English Language)
Compassionate Leave for Immediate Family Members	Death Certificate
Medical Leave	Medical Certificate
Business Overseas Trip	Company Letter and Air Ticket/Boarding Pass
National Service Call-Up	SAF 100

### 3.3 Lateness for Class and Absence from Class

Class attendance is to be taken once at the start of each class. Students that enter the class within 15 minutes from the start of class will be considered late, while students that enter the class after 15 minutes from the start of class will be marked as absent.

There will be no replacement of classes for students who missed their lessons.

As part any students that have more than 2 incidents of lateness or do not meet the minimum attendance requirements in the Student Attendance Policy will be considered for

- i. Student Counselling Sessions as part of early intervention measures
- ii. Disciplinary actions and the Student Disciplinary Policy would apply (for repeated

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	8 of 54



### 3. Attendance Policy

offences)

- iii. As attendance is monitored and tracked by the School's Attendance System, Warning Letters would be issued based on the following operational guidelines:
  - a. First warning: STP holders who missed one lesson will receive a 1st reminder email.
  - b. Second warning: STP holders who missed two lessons will receive a 2nd reminder email.
  - c. Third warning: STP holders who failed to attend three or more lessons, Student Services will send a final warning to request for supporting documents to apply for Leave of Absence (LOA) and remind them of the penalty of not meeting minimum attendance requirements. ICA will be informed (for student pass holders).

For Proprietary Programmes, total attendance is defined and computed for the entire course instead of individual modules. This is due to short duration nature of the modules taught. Interventions for students in the proprietary programmes and EDPs are similar.

Students who failed to meet the minimum attendance requirements (75%; 90%) will be served a Letter of Penalty barring them from examinations.

Students who failed to attend consecutive four or more lessons without valid reasons or without notifying the school will be served a Notice of Intended Withdrawal by registered mail.

If Aventis does not hear from student within 14 working days of the date of letter, he or she will be automatically withdrawn from the programme.

Student Services Department shall upload the softcopy of the Notice of Intended Withdrawal to School Management System (SalesForce).

S/N	Scenario	Type of Student (International / Local)	Actions to be taken
1	1 Absenteeism	International Full Time on Student Pass	1 <sup>st</sup> Warning Letter
2	2 Absenteeism	International Full Time on Student Pass	2 <sup>nd</sup> Warning Letter
3	3 Absenteeism	International Full Time on Student Pass	3 <sup>rd</sup> Warning Letter
4	Students who failed to meet minimum attendance requirement (Local 75%; International 90%)	Local / International	Letter of Penalty barring from Examinations
5	4 Absenteeism	International	Notice of Intended Withdrawal

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	9 of 54

## 4. Student's Code of Conduct

---

The School takes student disciplinary issues very seriously and the following would constitute student misconduct. All Aventis' students are expected to comply with all standing rules and regulations. Any students caught flouting these regulations will be subject to disciplinary action by the institution and may be referred to other relevant authorities e.g.: The Immigration and Checkpoints Authorities or the Police. Students will be held accountable for, or should report, the following violations:

- a. All forms of dishonesty including cheating, plagiarism, forgery, and intent to defraud through falsification, alteration, or misuse of Aventis documents. Theft, deliberate destruction, damage, misuse, or abuse of Aventis property or the property of private individuals associated with Aventis.
- b. Inappropriate or profane behaviour that causes a disruption of teaching, research, administration, disciplinary proceedings, or other Aventis activities. Failure to comply with Aventis officials acting within the scope of their employment responsibilities.
- c. Smoking on Campus Grounds: the non-smoking policy is applicable in all buildings and areas within the campus ground. Students are expected to observe the non-smoking policy at all times while on campus ground.
- d. Consumption of Alcohol: Students are strictly prohibited from consuming or selling alcohol on Aventis' premises.
- e. Prohibited Drugs: The consumption / possession / sale of prohibited drugs are strictly not allowed in the campus. Students caught with the offence of consumption and/or possession of prohibited drugs will be handed over to the police and will eventually face expulsion from the institution.
- f. Gambling: Students are not allowed to engage in gambling practices in the campus; even though there is no exchange of money. Board games are allowed as long as money, jewellery or personal belongings are not exchanged as winnings.
- g. Disruptive Behaviour / Mischief During Lessons: Students are expected to behave with propriety & order at all times. Disrespectful behaviour, defiance, and intimidation on lecturers, invigilators, staff and fellow students of Aventis are strictly not allowed. Any unsolved disputes should be reported to the school so that authorized intervention can be made by Aventis staff to help resolve the issue. Unbecoming conduct includes: Fights, threats, unlawful assembly or acts of disturbance, which includes using written, verbal or physical threats on Aventis' staff, fellow students, lecturers or invigilators. Students should also refrain from using profanities which include sexual innuendos, obscene languages or gestures or exposing themselves in an indecent manner. Students are also not allowed to engage in intimate sexual acts on campus ground. We reserve the right to take action against any student whose actions or behaviour affect or damage the reputation of Aventis Graduate School.
- h. Mutilation, Vandalism, Graffiti and Theft: Students are not allowed to litter and vandalise properties of the institution; including graffiti drawn on any of the institution's building walls,

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	10 of 54

fixtures or lift. Students who are caught destroying or vandalizing the properties of the institution will be subject to disciplinary action and are liable to compensate the institution for the damages or repair costs. Students are to report any damage or loss of institution's property to the lecturer or any institution staff. Students who are caught stealing the institution's property or belongings of other students will be subject to disciplinary action and may be handed over to the police or other relevant authorities, depending on the severity of the offence.

- i. Frequent Lateness for Classes / Leaving Class Early / Absent from Class Without Valid Reasons: Students should be punctual when attending all classes and examinations and during events or functions organized by the institution. Aventis Graduate School reserves the rights to deny students from attending classes and examinations and participating in any events or functions without giving further reasons.
- j. Inappropriate Dress Code: Students are expected to wear proper attire at all times. Improper attire includes revealing shorts or skirts, scanty or see-through tops, singlets, clothes with vulgar messages/pictures which may be deemed offensive. Students are also expected to maintain a neat hair style at all times. The institution and its staff which include the lecturers and invigilators, reserve the right to deny entry of students who are deemed to be indecently attired into classes or examination rooms. Sunglasses and caps/hats are not allowed during examinations/tests.
- k. Consumption of Food/Drinks: Students are not allowed to drink sweetened or flavoured drinks (except plain water) or eat in the class.
- l. Unauthorized Entry and Misuse of Property: No unauthorised entry into campus premises like offices and premises which are locked. Students are also strictly prohibited from entering the washrooms of the opposite sex. Any students caught with the act will be subject to disciplinary action and in some cases, may be handed to the Police. Any student caught misusing Aventis' premises and/or property will be subject to disciplinary measures.
- m. Falsification of Information with regards to information given to the School and/or any authorities: Students who are caught falsification of personal IDs/ Passports/ Student's Pass/ Work Pass/Certificates/ Transcripts/ Certifying Letters/ Medical Certificates and Notes from medical practitioners or other official documents will be subject to disciplinary action and may even face expulsion from the course. Students caught committing such acts may also face legal prosecution.
- n. Forgery: Students who are caught forging signatures of their lecturers, fellow classmates, legal guardian (for students under the age of 18) or institution's staff will face disciplinary action and in more serious cases, may be subject to legal prosecution.
- o. Unauthorized Audio and Video Recording: Unless prior approval is obtained, students are not allowed to record (audio or video) the lessons and any other teachings conducted by the lecturers. Unlawful downloading or taking pictures of power point files not approved by the lecturers are strictly prohibited.
- p. Copyrights: The Copyright Act of Singapore allows a person to copy part of a work (not substantial) for private study or research only. Students are to comply with the Singapore Copyright Act (Cap 63) for any photocopying. When photocopying from books and journals for research and private study for self-consumption, the limitations for photocopying are:

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	11 of 54

Not more than 5 pages of a work in an edition of the work unless a) there are more than 500 pages in the edition; and b) the total number of pages copied does not exceed 5% of the total number of pages in the edition. Aventus Graduate School advises all students to respect the copyright of all copyright owners' works and encourages the purchase of original textbooks and/or other copyrighted materials that are required for your courses of study.

- q. Use of Handphones/Electronics Devices: Students are to switch all handphones and electronic devices to silent/mute during lectures, tutorials, project supervision by lecturer. During examinations students must ensure that all such devices are switched off and are place in a bag in front of the classroom. Especially during examinations/tests, invigilators reserve the right to place the bag outside the classroom if no students claim ownership of the bag which contains the ringing or vibrating phone as it can cause disruption to the other students. Henceforth, the institution will not be responsible for the loss of any bags / belongings which are placed outside the classroom.
- r. Liability on loss of personal belongings: Students are to take proper care of their personal belongings. The institution shall not be responsible for any loss of personal belongings or money occurred on campus ground.
- s. Computer / Telephone Network Crimes / Surfing of Internet: Students are to observe proper computer and telephone protocol. Computer crimes committed are punishable under the Singapore laws and in some cases, may infringe upon another country's laws. Students are not allowed to transmit vulgar, obscene or seditious contents either via the campus' IT or telephone networks. In addition, students are not allowed to make use of the computer / telephone network system to engage in any form of solicitations or sales. Surfing of unfavorable sites which contain pornography, gambling or any sites showing distasteful content are strictly prohibited on campus grounds. Students should also refrain from playing media of such contents on campus grounds.

AVENTIS Manual	1.1.2c Aventus Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	12 of 54

## 5. Academic Integrity and Conduct Policy

---

Aventis Graduate School strongly commits to ensuring and upholding academic integrity, as academic integrity is integral to maintaining academic quality and the academic standing of Aventis Graduate School's qualifications.

### **Purpose**

The policy provides information regarding academic integrity and expected conduct aimed at preventing incidences of misconduct, and a fair, equitable and confidential framework for investigating and resolving alleged cases of student misconduct.

### **Applicability**

This policy applies to all proprietary in-house courses and may vary according to University's procedures for EDPs.

### **Guiding Principles**

Aventis Graduate School's approach to academic integrity is mainly aimed at educating students about the expectations for academic writing and the appropriate use and acknowledgement of intellectual material, as students who are new to higher education may need some time to learn how to acknowledge sources properly. Honesty, trust, respect, fairness and responsibility are some core values that underpin academic integrity and conduct at Aventis Graduate School.

1. Each case of alleged misconduct is dealt with on its merits, in consideration of the circumstances surrounding the case, and in accordance with this policy.
2. Students are treated fairly and equitably with due regard given to their privacy and the principles of natural justice and procedural fairness;
3. Students are regarded as not having committed the alleged Act of Misconduct unless they admit to the misconduct, or an investigation/hearing determines that they committed an Act of Misconduct.
4. Knowledge of a student's previous behaviour will not be assumed to be evidence that they have acted in the same manner again. Such knowledge, however, may be considered relevant to the level of penalty that may be imposed where an Act of Misconduct is determined to have occurred.
5. Students are informed of their rights and responsibilities in relation to academic misconduct and its investigation.

### **Definitions and Terms**

Academic Misconduct refers to any form of dishonesty by a student relevant to the student's learning experience at Aventis Graduate School. It includes but is not limited to:

- a. Any attempt by a student to submit work for an assessment that is not their own (plagiarism, paraphrasing, non-referencing, ghost writing)
- b. The reuse of significant portions of one's own work, previously submitted for assessment without acknowledging that one is doing it (self-plagiarism)

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	13 of 54

- c. Any form of collusion between students or other individuals other than authorized collaboration
- d. Any act that may impair or hinder the learning or assessment performance of others
- e. Assisting or attempting to assist any other student to act dishonestly in relation to an assessment or part of an assessment

### **Plagiarism**

- a. An offence occurs when a student submits as her/his own, work of which s/he is not the author.
- b. Plagiarism has occurred when the student:
  - Does not acknowledge the work of another person or persons, or
  - Has not identified the source or cited quotations in any work presented for assessment, or
  - Has used images, music, video, patents or other creative materials without acknowledgement of their provenance, or
  - Has copied another student's work without their knowledge, or
  - Has submitted the same piece of their own work for assessment and award of credit in two (or more) modules.
- c. If a student's work is found to contain verbatim (or near verbatim) quotation from the work of others without acknowledgement, then plagiarism has been committed.

### **Collusion**

- a. Where there is a requirement for the submitted work to be solely that of an individual student, collaboration is not permitted. Students who improperly work together in these circumstances and/or who permit the copying of their work by others are guilty of collusion
- b. Where students are permitted or instructed to work together to achieve common outcomes, such group activity is regarded as approved collaboration. There may be a requirement for each student to identify her/his own contribution

### **Impersonation**

- a. A student who is substituted by another person in an examination, or who submits by substitution the work of another person as her or his own, is guilty of deception by impersonation. The offence of impersonation can be applied both to the student and the impersonator.

### **Improper Conduct in Formal Examinations**

- a. An offence is committed when a student possesses unauthorised paper, material or electronic devices such as mobile phones, programmable calculator or electronic dictionaries, or communicates with another student during an examination.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	14 of 54

- b. If on entry to the examination room students find themselves inadvertently in possession of any such material or device they must declare and surrender it immediately prior to the start of the examination.
- c. An offence is also committed if there is evidence of the use of unauthorised material in a student's response(s) to examination questions.
- d. Students will be deemed to be aware of all regulations governing the conduct of examinations. Breaches of any of these regulations will constitute an academic offence.

### Contract Cheating

Contract cheating, or otherwise known as ghost writing, occurs when a student engages (or attempts to engage) the services of another individual to author an assignment on the student's behalf. A student can be guilty of contract cheating irrespective of whether payment is made or the services are received. For instance, a student may be investigated for contract cheating where:

- a. The student posts an advertisement seeking a ghost writer;
- b. A ghost writer forwards correspondence to Aventis Graduate School regarding a student's enquiry;
- c. A student submits work that is significantly different in style to the student's prior work

### Academic Misconduct Penalty

Any students found with a verified academic misconduct will be subjected to the penalty:

Types of Academic Penalty	Penalty Incurred
Plagiarism	<p>Tier 1 – Less than 20%: Acceptable range.</p> <p>Tier 2 – 21%-30%: Students will be issued with warning email.</p> <p>Tier 3 – 31% - 50%: Students will be issued with formal warning and will be required to re-module.</p> <p>Tier 4 – More than 51%: Expulsion with formal email issued.</p> <p>Repeated offence will be actioned to the higher tier / expelled.</p>
Collusion / Impersonation / Improper Conduct in Formal Examinations / Contract Cheating	Expulsion

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	15 of 54



## 6. Ethical Use of AI for Course Assessment Policy

---

### Introduction

Generative Artificial Intelligence (AI) applications offer students numerous opportunities to support their learning and work creatively. However, over-reliance on these tools could lead to poor academic practices or academic misconduct. Aventis Graduate School is aware of the ongoing discussions and debates about the use of AI applications such as ChatGPT, Gemini, and Claude. Our mission is to help students produce their own work confidently by providing support in understanding assessments, research, academic writing, and referencing, including navigating the use of emerging AI technologies. Our approach to AI is to engage with and adapt to these new technologies.

### Aventis Principles

#### 1. Responsible Use of AI:

- a. We permit the appropriate and responsible use of generative AI applications by our students.

#### 2. Utility of AI in Learning:

- a. We recognize that generative AI applications can be useful tools in specific aspects of learning, including:
  - Assisting in structuring or organizing existing work.
  - Providing inspiration or overcoming 'writer's block'.
  - Performing spelling and grammar checks.
  - Supporting international students with language challenges.
  - Aiding students with specific learning requirements.
  - Creating prompts for image making.
  - Facilitating creative image making and media production.
  - Producing quick summaries or synopses.
  - Addressing other subject-specific tasks.

#### 3. Equity and Social Justice:

- a. We are committed to engaging with generative AI within the context of our wider commitment to equity and social justice. We will work with students to understand the biases that may be perpetuated by AI and to minimize any inequities in access and usage.

#### 4. Curriculum Integration:

- a. Course and module content at Aventis Graduate School will be regularly reviewed to ensure the exploration and understanding of emerging technologies, including AI, within specific sectors. We will encourage staff and students to actively participate in sector-wide debates and discussions on emerging issues related to generative AI and other emerging technologies.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	16 of 54



## 5. Fairness in Assessment:

- a. We will ensure and maintain fairness in assessment while accommodating our students' access to and innovation with emerging technologies. This will include the use of varied and creative assessments, the active use of version histories where relevant, critical, and creative engagement with AI in class, and a focus on subject-specific implications within the curriculum.

## 6. AI Literacy Development

- a. We will support students in their generative AI literacy within wider learning skills development, assessment literacy, information literacy, digital literacy, and awareness of academic misconduct.

## 7. Documentation of AI Use

- a. All students will be expected, when required, to document or reference their use of generative AI for assessment submissions.

## 8. Engagement with Broader Issues

- a. Aventis commits to engaging with the broader legal, ethical, and philosophical issues surrounding the use of generative AI in teaching and learning contexts and other relevant student-facing spaces.

## 9. Staff Training and Support

- a. Aventis will provide its staff with appropriate training, development, support, and resources to engage with generative AI and related issues, including academic misconduct.

## Use of Generative AI, Academic Integrity, and Academic Misconduct

Academic integrity means being honest in your academic work and ensuring that you acknowledge the work of others, giving credit where you have used other people's ideas as part of presenting your arguments. Your assessment submissions must therefore always be entirely your own work, based on your own learning, and appropriately referenced, including how you have used generative AI. The University regards the use of generative AI applications by students to deceive or gain an unfair advantage as academic misconduct. This includes:

### Caution in AI Use

We urge caution when using generative AI apps as research tools because the information they present is not always trustworthy or accurate:

- AI tools sometimes invent information and references when they cannot find it, known as 'hallucinating'.
- They do not always have access to information in books or sites which are password-protected or behind firewalls.
- Some AI tools do not have access to the most recent research.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	17 of 54

## **Possible Academic Misconduct**

### Plagiarism

Using AI tools to generate output and ideas that are presented or submitted as if they were the student's own work, without proper citation or references.

### Contract Cheating

Creating a complete assignment using generative AI and representing it as the student's own work, similar to commissioning an 'essay mill' or other third parties to complete the work.

### Assessment-Specific AI Use

The exception will be for tasks where the extensive and critical use of a specific AI tool is part of the assessment brief.

Due to these limitations, using AI without care and citation may have a negative impact on your assessment.

By adhering to these principles and guidelines, Aventis Graduate School aims to support students in leveraging AI responsibly while maintaining academic integrity and rigor in their studies.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	18 of 54

## 7. Student Assessment and Examination Policy

### **7.1 Assessment Date, Time and Venue**

All assessment dates, time and venue are set by the School and notified in advance to all students. Most of the time, this is conducted in the Module Handbook. Changes to the date, time and venue to accommodate individual's requests will not be entertained, unless otherwise approved by the School on a case-by-case basis through appropriate channels.

### **7.2 Minimum Academic Requirements**

Students must achieve a minimum of 50 marks to pass the subject for proprietary in-house courses. This, and other minimum academic standards (learning outcomes, assessment modes, weightage, submission due dates and award criteria) are communicated to students via the Module Handbook for basic awareness. For EDP (Bachelor and Master Programmes), students should follow the minimum academic requirements stated in the partner university's student handbook.

### **7.3 Assignment Submission**

Assignments must be submitted in accordance with the instructions provided with the assignment as indicated in the Module Handbook. Assignments submitted on time will be marked and graded according to the grading system.

Generally, submission deadline standard given for all proprietary in-house courses is fourteen (14) calendar days from the last day of the class. For EDP, submission deadline follows closely to the university's requirements.

### **7.4 Late Assignment Submission**

For proprietary in-house courses, late submission of one (1) to seven (7) days late will have their grades capped at a maximum of 50% (Pass). Assignments submitted at any stage within the first 24 hours after the deadline will be considered to be one day late and therefore carries the associated penalty. Late submission after seven (7) days will not be accepted for grading.

For EDP, penalties for late submission follow closely to university's requirements.

Academic Penalty as below:

<b>Assignments that are late from the period of:</b>	<b>Penalty Incurred</b>
1 – 7 days	Capped at 50% (for in-house programmes) and 40% or pass mark (for external developed programmes)
After 7 days	Not accepted for marking

AVENTIS Manual	1.1.2c Aventus Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	19 of 54

## **7.5 Assignment Extension**

Students are required to apply for assignment extension if they have a good reason that they are unable to submit the assignment on time.

An extension will allow an extra ten (10) working days for students to complete their assignment. To apply an extension, students will need write-in to Student Service at least three (3) working days before the assignment due date, with any supporting evidence.

## **7.6 Examination Rules and Regulations**

Students are required to abide by the Examination Rules and Regulations:

1. Students should arrive at the examination venue at least 10 minutes before the starting time, as all examinations will begin on time.
2. Students should find their name and seat number on the examination list and proceed to the assigned seat. If no list is provided, free seating is allowed.
3. Observe silence inside the examination venue; Raise your hand if you need to speak to an invigilator;
4. Admission is not allowed after the first 15 minutes. There will be no provision made for students who miss the examination or re-sit the examination, unless the student is eligible for an exam on grounds of special consideration;
5. Students are not permitted to leave the examination room during the first 15 minutes or during the last 10 minutes of an examination;
6. No extra time is given to students who are late, regardless of the reason;
7. Visit to the toilet is allowed during examination;
8. Materials permitted to use during the examination will be specified on the examination timetable and on the cover of the examination paper;
9. Calculators are allowed in an examination only if specified as permitted material. Students are to clear the memories of programmable calculators and remove them from calculator cases before taking them into the examination room.
10. All other electronic devices such as mobile phones, laptops, MP3 players, handheld computers or dictionaries are not permitted in the examination room unless otherwise specified.
11. Students are permitted to take pens, pencils and erasers into the examination room. Pencil cases must be placed underneath the desk.
12. There is no lending or sharing of equipment among students;
13. Bags must be placed in the areas provided at the rear or sides of the examination;
14. Food and beverages are not to be taken in the examination venue except for items such as medication, glucose sweets and water;
15. The wearing of hats or other head gear is not allowed during examinations unless authorized;
16. Students are not permitted to bring scrap paper into an examination. All rough workings are to be done on the blank sides in the script books provided;
17. Students are not permitted to remove the exam papers, booklets, scrap paper, or other items unless authorized to do so.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	20 of 54

## **7.7 Examination Irregularities**

Examination irregularities refer to cases that contravene the rules and regulations governing the conduct of examinations, in particular the dishonest conduct and cheating by candidates. The following guidelines set out the procedures on handling dishonest conduct or cheating during an examination.

Cheating cases may occur in the following ways:

- Student is caught on the spot in possession of any materials, equipment, notes, books, or other papers at any time during the examination session, other than those specified previously or those issued or authorised by the invigilator.
- Contacting, communicating, talking to, or copying from any other student or allowing work to be copied
- Helping or receiving help from another student
- Leaving the examination room without the permission of an invigilator.
- Writings found on palms, thighs, clothes, bandage casts, stationery etc.
- Consulting any materials or persons outside the examination room during periods of authorised absence while the examination is in progress.
- Attempt to make contact or influence the examiner in any way
- Any person taking or submitting an assessment on another student's behalf.

## **7.8 Absence from Examination**

In some cases, deferred assessments are permitted. A student may be permitted to take a deferred examination if he/she missed the scheduled examination for any of the following reasons:

- Too ill to attend
- Compassionate reasons

A student who is allowed to defer an examination must submit the necessary documents to Aventis within **24 hours of the relevant incident or no later than 72 hours past the exam date**, unless exceptional circumstances prevent contacting Aventis Graduate School. Requests received later than this will be considered invalid.

Students are to submit a request for deferred sitting of examinations to the Student Services Department together with any supporting documents to support their case.

The Academic Director will review the request and make the decision to allow or disallow the student to defer his/her examination.

For deferred exams, the process outlined for assessments will be followed.

For EDP courses, the decision to allow deference of examination lies with the University Partner and the Academic Management Department would need to seek their approval.

Students will be allowed to take the supplementary examination as their Deferred Examination. There will not be any Supplementary Examination for students who failed their Deferred Examination.

Students who are absent from an examination and who are unable to produce an official document will be deemed to have sat for and failed the examination.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	21 of 54

## **7.9 Application for Deferred Examination**

Students who are unable to sit for a particular examination on the scheduled date are required to submit the relevant document(s) – EEC policy - to the School **prior** to the examination. Approval for a deferred examination will be granted at the sole discretion of the School.

## **7.10 Eligibility for Supplementary (Re-Sit) Examinations or Assignments**

Students who fail the assessment on the 1st attempt shall be permitted to do re-sit for the failed component once at a nominal fee as stated in their PEI Student Contract. For proprietary in-house courses, the eligibility to qualify for the re-sit is 0 to 49 marks. Academic consultation is optional and available only when requested for students in this category, where lecturers will work with the students to improve. For EDP, students shall be given the opportunity to re-sit if they fail their assessment the first time based on the re-sit policy of the University Partners. Students who fail to pass the re-sit will have to re-module.

Re-sit Examination Dates will be set by the Academic Department.

The Student Services Executive will inform the student of the Re-sit Examination Date and collect the re-sit fee (if any) from the student.

Penalty for taking the re-sit assessment is capped at 50% (PASS) for proprietary in-house courses, regardless of their scores attained during re-sit. The passing mark for the re-sit is 50/100. If the student fails or is absent (no submission) for the re-sit, he/she will be required to re-module or repeat the entire module, unless mitigating circumstances can be shown.

For students who are offered a re-sit, they are required to improve and re-submit their original work as well as adding a further reflective commentary discussing what they have learned from the process as part of their assignment.

Students are advised to:

- a. Review the previously submitted work and read carefully the feedback given by the marker.
- b. Use the feedback to help revisit and rewrite the work, improving it in the areas identified as weak in the original marking process.
- c. Include with the resubmission an additional reflective piece (up to 500 words) on what they understand was wrong, how they set about addressing this and what they have learned from this that may help them with future assignments. These must be addressed specifically:
  - i. Identify tutor feedback points on original work and identify where/how the re-sit work has changed in response to feedback.
  - ii. Identify the lessons learnt from doing the re-sit.
  - iii. Reflect on how the feedback and this process help them to improve future assignments.
- d. If students did not submit work at the first opportunity, they cannot reflect on their feedback. But they are still required to submit a reflective piece in which they identify the reasons for non-submission, the implications of non-submission for their future success and how they propose to address this in the future.
- e. The original marking criteria will still apply for re-sit work.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	22 of 54

### **7.11 Viewing of Examination Papers**

Students may view their marked examination papers up to four (4) weeks after the results have been released, or according to university's policies. Requests to view examination papers should be made separately in writing to the Student Services Department within seven (7) days of the release of results. Students may not copy the examination paper or remove it from the premises.

### **7.12 Release of Provisional Results**

Once the lecturers have completed the grading, the provisional grades may be available for viewing in the online student learning management platform with lecturer's feedback. This process may take a minimum of one (1) month. To ensure student confidentiality, and compliance with privacy legislation, assessment results will not be released over the telephone, by email or to another party without the student's written permission. All students shall be made known that the provisional grades may be subject to changes after moderation (if required) by the Academic and Examination Board.

### **7.13 Release of Final Results**

All final results will be released within three (3) months after the completion of the final course examination or assignment, and after the award recommendations have been confirmed and approved by the Academic and Examination Board in the quarterly meetings. For EDP, results are also finalized and confirmed after the endorsement by the university's Academic and Examination Board.

Once the certificates and transcripts have been received, the Student Services Department will inform students through emails about the collection of their certificate and transcript, which will contain the finalized results.

Students who have already passed a module cannot be re-assessed or re-take that module in order to improve their module results.

### **7.14 Academic Awards**

Award is granted and approved based on (1) student has completed all modules and (2) achieved at least a passing grade (P) for each module. Awarding criteria and letter grades for EDP may vary according to university's requirements.

For proprietary in-house courses, awarding grades are as follows:

- **High Distinction (HD) - 80 to 100%**

Exceptional performance indicating complete and comprehensive understanding of the subject matter; genuine mastery of relevant skills; demonstration of an extremely high level of interpretative and analytical ability and intellectual initiative; and achievement of all major and minor learning outcomes of the module

- **Distinction (D) - 70 to 80%**

Excellent performance indicating a very high level of understanding of the subject matter; development of relevant skills to a very high level; demonstration of a very high level of

AVENTIS Manual	1.1.2c Aventus Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	23 of 54



interpretive and analytical ability and intellectual initiative; and achievement of all major and minor learning outcomes of the unit.

- **Credit (C) - 60 to 70%**

Good performance indicating a high level of understanding of subject matter; development of relevant skills to a high level; demonstration of a high level of interpretive and analytical ability and achievement of all major learning outcomes of the unit; some minor learning outcomes may not have been fully achieved.

- **Pass (P) - 50 to 60%**

Adequate performance indicating an adequate understanding of most of the basic subject matter; partial development of relevant skills; adequate interpretive and analytical ability and achievement of most major learning outcomes of the module; some minor learning outcomes may not have been achieved.

- **Fail (F) - 0 to 49%**

Unsatisfactory performance indicating an inadequate understanding of the basic subject matter; failure to develop relevant skills; insufficient evidence of interpretive and analytical ability; and failure to achieve major and minor learning outcomes of the module.

- **Pass on Resit (P@)**

### **7.15 Results Appeal Policy**

All appeals are to be submitted in writing, within seven (7) working days from the release of assessment results and the results of the appeals are to be made known to the students within four (4) weeks.

Only one appeal per examination is allowed.

All appeals will be managed in a fair and impartial manner, without any discriminatory practices.

The results appeal policy of EDP follows closely to the university's requirements.

**For proprietary in-house courses, Students may appeal an academic decision on the following grounds:**

1. Procedural error or irregularity that affected the decision.
2. Evidence of bias or conflict of interest by the decision-maker.
3. New evidence that was not available at the time of the original decision and could have affected the outcome.
4. The decision is unreasonable or disproportionate based on the evidence provided.
5. A piece of work handed in on time was not marked;
6. Alleged wrong advice from staff teaching the syllabus area (such as format of

AVENTIS Manual	1.1.2c Aventus Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	24 of 54



- assessment, or extension approval)
7. Student's grade was not based on the assessment methods specified
  8. Allegation of bias must be supported by specific examples and supporting evidence;
  9. Other circumstances if the Chair of the Appeal Panel accepts as reasonable.

**The following are invalid grounds for appeal:**

1. Disagreement with the assessment methods approved for the syllabus
2. Disagreement with the standard required to receive particular grades in the syllabus
3. Study overload that prevented a higher grade;
4. Personal and medical problems, which should have been dealt with in EEC, re-sit or deferred assessment;
5. Financial implications of not passing the syllabus
6. The student received a higher grade in other modules;
7. Amount of time, work or effort expended for the assessment
8. General grievances;
9. Poor teaching (it can be voiced for feedback, but it cannot be used as grounds for appeal)
10. The need for additional marks to secure a pass grade
11. Administrative error or miscalculation, which can be resolved through a direct query;
12. Family commitments;
13. Requesting a review or re-mark

**Results Appeal Procedures**

Informal Resolution

- a. Before submitting a formal appeal, students are encouraged to seek an informal resolution by discussing the issue with the relevant faculty member or academic advisor.
- b. If the issue is not resolved informally, the student may proceed with a formal appeal.

Formal Appeal Submission

- a. Students must fill up the Academic Appeal Form, provide detailed reasons for the appeal within seven (7) working days of the results release to the Student Services Department and pay an appeal fee of S\$100 (subject to prevailing GST). There must be valid grounds before this appeal may be made. During the process, students must continue per normal course of studies to ensure no disadvantage pending the outcome of the appeal.
- b. The Student Services Department shall escalate the appeal to the Academic and Examination Board to organize a second marker to remark the assessment item; discuss, and deliberate.
- c. The Examination Board is required to make and endorse on all final decisions for appeals.
- d. The outcome of the second marking will be made available to the student within four (4) weeks from the date of appeal for proprietary in-house courses, and not later than eight (8) weeks for EDP.

AVENTIS Manual	1.1.2c Aventus Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	25 of 54

### Acknowledgement and Preliminary Review

- a. The Academic Appeals Committee will acknowledge receipt of the appeal within 5 working days.
- b. The Committee will conduct a preliminary review to determine if the appeal meets the grounds and submission requirements.
- c. If the appeal does not meet the requirements, the student will be informed in writing, with reasons provided.

### Appeal Hearing

- a. If the appeal is accepted for further review, the Academic Appeals Committee will schedule a hearing within 20 working days.
- b. The student will be given at least 10 working days' notice of the hearing date.
- c. The student may present their case in person or in writing and may be accompanied by a support person.
- d. The Committee will consider all relevant evidence and make a decision based on the merits of the case.

### **Results Appeal Outcome(s)**

**The following are solutions available to an Academic Appeal request where an appeal against a final result awarded to a student for a module is upheld (may be more than one solution):**

1. Direct that the student be offered supplementary assessment in the module;
2. Direct that the student be offered a deferred replacement assessment;
3. Direct an apology to the student
4. Vary the mark and/or grade of a student in any module or any assessment component of any module;
5. Other solution as considered appropriate.

The Academic Appeals Committee will issue a written decision within 10 working days of the hearing. The decision will include the reasons for the outcome and any actions to be taken. The decision of the Academic Appeals Committee is final, and no further appeals will be considered.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	26 of 54

## 8. General Academic Regulations

---

### **8.1 Academic Board**

The Aventis Graduate School Academic Board ensures that the school puts in place proper processes and procedures for ensuring the quality and rigours of the academic courses that we conduct, including the suitable deployment of teachers, proper examinations procedures and approving the academic awards of the institution.

The Academic Board Members comprise of:

- Dr Malick Sy (PhD, Economics, Universite Catholique De Louvain)
- Dr Patrick Chan (PhD, Behavioural Finance, Nanyang Technological University)
- Dr KC Chan (PhD, International Business, University of Strathclyde)
- Mr Samuel Teo (MBA, MacQ, MSc Finance, City Uni of New York)

Should you require any assistance on academic matters, please email: [studentsuccess@aventis.edu.sg](mailto:studentsuccess@aventis.edu.sg)

### **8.2 Examination Board**

The Aventis Graduate School Examination Board is responsible for the development of examination and assessment procedure for all courses including security of examination scripts, conduct of examinations and handling of student appeals.

The Examination Board Members comprise of:

- Dr Malick Sy (PhD, Economics, Universite Catholique De Louvain)
- Dr Patrick Chan (PhD, Behavioural Finance, Nanyang Technological University)
- Dr KC Chan (PhD, International Business, University of Strathclyde)
- Mr Samuel Teo (MBA, MacQ, MSc Finance, City Uni of New York)

Should you require any assistance on examination matters, please email: [studentsuccess@aventis.edu.sg](mailto:studentsuccess@aventis.edu.sg)

### **8.3 Grading System**

Aventis Graduate School uses the following to determine a student's academic standing. Grades for modules are indicated as follows:

Grade	Marks
High Distinction (HD)	80 - 100
Distinction (D)	70 – 79
Credit (C)	60 – 69
Pass (P)	50 – 59
P@	Pass on Re-sit
Fail (F)	Below 50

Students are required to obtain a minimum of Pass (P) in order to pass each module.

### **8.4 Teacher-Student Ratio**

The maximum teacher-student ratio at Aventis Graduate School and all university programmes is 1:60.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	27 of 54

## 9. Notice to International Students

### **Terms and Conditions of Student's Pass**

All students should have declared and must abide by the rules set by the Singapore Immigration and Checkpoints Authority (ICA).

1. Students must hold a valid student's pass in order to study in Singapore.
2. Students must not misuse controlled drugs or to take part in any political or other activities during his/her stay in Singapore which would make him/her an undesirable or prohibited immigrant under the Immigration Act.
3. Students must not be involved in any criminal offences in Singapore.
4. Students must not be engaged in any form of employment or in any business, profession or occupation in Singapore whether paid or unpaid.
5. Students must be aware that overstaying or working illegally in Singapore is a serious offence and on conviction, the penalties may include mandatory imprisonment and caning.
6. Students should not fail to attend classes for a continuous period of 7 days or more without any valid reason.
7. Students should not have less than 90% attendance in any month of the course without any valid reason.
8. Students need to inform the school regarding their address, contact or passport change. The school will notify ICA of any changes of student's details.
9. Students must take care of their Student's Pass Card. In case of loss or stolen card, student require to make a police report immediately and report to ICA for replacement card within 7 days. Replacement and/or Issuance fees shall apply.
10. Students are only allowed to attend the programme reflected in their Student's Pass.

The school will inform ICA immediately if any student fails to meet the above requirements. In such event, the student's pass may be cancelled, or no further renewal will be granted to the student.

### **Renewal of Student's Pass**

Students should ensure the validity of their Student's Pass. Should there be a need to renew the Student's Pass, please submit the "Application for STP Renewal Form" to the Student Services at least **4 weeks before** the expiry of the Student Pass.

### **Cancellation of Student's Pass**

Students submit the "Cancellation Form" 7 days before the student's pass expiry date. After the issuance of the embarkation card, students must surrender his/her student's pass to the school or ICA.

For more detailed information regarding terms and conditions for Students Pass Holder can be found at [https://www.ica.gov.sg/cms/files/forms/Terms\\_and\\_Conditions\\_STP.pdf](https://www.ica.gov.sg/cms/files/forms/Terms_and_Conditions_STP.pdf)

AVENTIS Manual	1.1.2c Aventus Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	28 of 54

## **Relevant Singapore Laws**

### **a. Dutiable Goods**

The import of dutiable goods is subject to the payment of duties and the Goods & Services Tax whilst the import of all other goods is subject only to the payment of the Goods & Services Tax.

The dutiable items are intoxicating liquors, cigarettes and other tobacco products, motor vehicles including motorcycles/scooters and petroleum products. Students can find the complete list of dutiable goods and their tax rates at the Singapore Customs website. If students have any dutiable goods, students are required to declare and pay the taxes before they are allowed to bring them into Singapore. Otherwise, offenders may be fined and/or jailed.

### **b. Prohibited Goods**

The following goods are prohibited to bring into Singapore:

- Chewing gum
- Chewing tobacco and imitation tobacco products e.g. electronic cigarettes
- Cigarette lighters of pistol or revolver shape
- Controlled drugs and psychotropic substances
- Firecrackers
- Obscene articles, publications, video tapes/discs and software
- Reproduction of copyright publications, video tapes, video compact discs, laser discs, records or cassettes
- Seditious and treasonable materials

Please visit the ICA website ([www.ica.gov.sg](http://www.ica.gov.sg)) for most recent and updated list.

### **c. Drugs**

Drug abuse is viewed seriously. The trafficking, manufacturing, importing or exporting of drug carries a death penalty. Unauthorised consumption also carries a heavy penalty.

Please visit the Central Narcotics Bureau website (<http://www.cnb.gov.sg>) and make familiarise yourself with the laws against drug abuse.

### **d. Vandalism and Mischief**

Defacing public and private property carries a severe penalty.

### **e. Overstaying or Entering Singapore Illegally**

Overstaying or entering Singapore illegally is a serious offence and on conviction, the

AVENTIS Manual	1.1.2c Aventus Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	29 of 54

penalties may include fines, imprisonment and/or caning.

f. Minor Offences

Penalties such as fines will be imposed for minor offences such as smoking in public places or indoor restaurants, splitting, chewing or importing gum (including chewing tobacco), littering and jaywalking etc.

Cheating, engaging in ghost writing and plagiarism (for any assessments and assignments)

Working while on Student Pass (for international students)

Infringement of any School Policies or Procedures, including the Student Academic Honesty Policy

Depending on the severity and at the sole discretion of the School, actions can and will be taken against students with misconduct and in violation of the Student Disciplinary Policy.

AVENTIS Manual	1.1.2c Aventus Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	30 of 54

## 10. Payment Policy

### 10.1 Mode of Payment

Students can make the payment of their tuition or non-tuition fee to Aventis Graduate School via following methods:

- Cash at Aventis Graduate School or any DBS/POSB Branches
- Bank Draft/Cheque made payable to “**Aventis Graduate School Pte Ltd**”
- ATM Transfer/Online Banking Transfer
- Telegraphic Transfer

Transfer shall be made payable to bank details below:

Account Name	<b>Aventis Graduate School Pte Ltd</b>
Bank Name	<b>DBS Bank (Current Account)</b>
Account Number	<b>100-901272-2</b>
Bank Code	<b>7171</b>
Branch Code	<b>100</b>
SWIFT Code	<b>DBSSSGSG</b>
Branch Address	<b>6 Shenton Way DBS Building Singapore 068809</b>

All payments have to be made out in Singapore dollars.

### 10.2 Outstanding Fees

Students are expected to make timely payment of course fees to the School. Failure to make the fees payment by stipulated deadline will result in suspension of student's status from register. Students will be barred from attending classes, sitting for examinations, will be discontinued access to student e-learning portal and be refused eligibility for graduation and collection of certificate/academic transcript.

### 10.3 Miscellaneous Fees

Miscellaneous fees refer to any non-compulsory and non-standard fees which the student will pay only when necessary or applicable. Such fees are normally collected on an ad-hoc basis by Aventis Graduate School when the need arises.

Fees are subject to 9% GST and subject to changes without prior notice.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	31 of 54

Purpose of Fee	Amount (Fee subject to 9% GST) (S\$)
Re-module Fee (all proprietary in-house courses)	\$ 1,675.00
Re-module Fee (Roehampton)	\$ 2,850.00
Re-module Fee (LMU – MSc Psychology)	\$ 3,115.00
Re-module Fee (LMU – MSc Data Analytics)	\$ 3,258.00
Re-module Fee (UWL)	\$ 3,258.00
Assignment Referral/Re-sit Fee (all proprietary in-house courses)	\$ 100.00
Assignment Referral/Re-sit Fee (Roehampton, UWL, LMU)	\$ 500.00
Deferment Fee (proprietary in-house courses, Roehampton, UWL, LMU)	\$ 200.00
Appeal Application Fee	\$ 100.00
Program Transfer Fee	\$ 100.00
Re-print of Transcript Fee (all proprietary in-house courses)	\$ 20.00
Re-print of Certificate Fee (all proprietary in-house courses)	\$ 50.00
Late Payment Fee (per instalment)	\$ 300.00
NETS administration fee (per instalment)	\$ 200.00
Credit card and PayPal Admin Fee (per instalment)	\$ 250.00

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	32 of 54



## 11. Deferment Policy & Procedures

Students who wishes to delay or postpone module/course can submit written notice to Student Services at least 14 working days prior to module/course commencement. Deferment request submitted after the commencement of course/module will not be entertained.

For Aventis Graduate School proprietary programme, these requests are subject the School's approval. For EDP, these requests are subject to University policies and approval. The School/University's decision is final.

Deferment request will only be approved after payment of outstanding fees (if any) has been made or student agreed to continue make payment as per instalment plan. Deferment is generally not encouraged unless on medical, compassionate grounds (with supporting documents) and approval granted at the sole discretion of the School/University.

### Deferment Procedures

1. All requests for course deferment must be made in writing to Student Services Department and supported with an application fee of **S\$200 (subject to prevailing GST)**. Students should send their requests for deferment using the **"Deferment Request Form"** and/or **University Deferment Form** from the course to the Student Services Department. All requests must be supported with documentary evidence and submitted at least 14 working days prior to module/ course commencement. **Deferment requested after the commencement of the module/course will not be entertained.** Student is required to go through an interview with the Program Manager or Student Services Executive and details would need to be documented in the Deferment Request Form.
2. For students under 18 years of age, Aventis Graduate School will seek parental/guardian written consent prior to processing the request for deferment. Evidence of consent can either be signing off on the Deferment Request Form or any emails / letters that will need to be attached to the Deferment Request Form.
3. Approval for deferment will be reviewed and granted by the Academic Management and/or the University after reviewing each case. The review process will not take more than four (4) weeks.
4. Students are expected to make payment for the instalments as per the deadline stated on the student contract. A late payment fee (5% of the course fees payable, subject to prevailing GST) will be levied on each late installment payment.
5. Students are allowed to defer only once up to the maximum period of one (1) year for proprietary in-house courses. For university partner programmes, it is subject to the universities' policies. If the student fails to report back to the Student Services Department within the stipulated period, he/she will be deemed to have withdrawn from the course and would have to re-apply as a new applicant if he/she wishes to register on the course again. The refund policy will be applicable.
6. Upon reviewed, Student Services Department will notify the student of the approval /

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	33 of 54

rejection of the deferment request in writing. Approval for deferment is at the sole discretion of Aventis Graduate School and/or University Partner. Head of Student Services would need to approve/ acknowledge the request in the Deferment Request Form.

7. In case of rejection, student may choose to stay in the current course or withdraw from the course if there's no appeal. If student appeal on the rejection, the case will be escalated to Academic Board/University Partner for review. The review process will not take more than 7 working days. Upon reviewed, Student Services Executive will notify the student of the approval / rejection of the deferment request in writing.
8. Student Services Executive will generate a new Student Contract or Addendum with the new course completion date for the student's sign-off at least 1 week prior to the student's return to study.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	34 of 54

## 12. Refund Policy & Procedures

### **12.1 Refund for Withdrawal due to Non-Delivery of Course**

Aventis Graduate School shall notify the Student in writing within three (3) working days upon knowledge of any of the following (each a “Refund Event”):

- a) It cannot commence the provision of the Course on the Course Commencement Date;
- b) It cannot complete the provision of the Course by the Course Completion Date;
- c) The Course will be terminated before the Course Completion Date;
- d) The Student does not meet the course entry or matriculation requirements as stated in Schedule A of the Standard Student Contract within any stipulated timeline set by CPE; or
- e) The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass.

Where any of the Refund Events in Clause 3.1(a) to (c) of the Student Contract has occurred:

- i. Aventis shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing, within ten (10) working days of informing the Contracting Party of the Refund Event.
- ii. If the Contracting Party accepts such alternative study arrangements, Aventis shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
- iii. If Aventis does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) of the Student Contract, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to Aventis.

Where any of the Refund Events in Clauses 3.1(d) to (e) of the Student Contract has occurred, Aventis shall forthwith terminate this Contract by way of a written notice to the Contracting Party.

If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a) of the Student Contract, Aventis shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c) of the Student Contract, the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a) of the Student Contract, Aventis shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c) of the Student Contract, Aventis shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	35 of 54

Contracting Party within seven (7) working days of the termination.

### **12.2 Refund during Cooling-Off Period**

Aventis Graduate School will provide the Student with a cooling-off period of ten (10) calendar days after the date that the Contract has been signed by both parties.

The Student will be refunded all course fees and miscellaneous fees paid within seven (7) working days of the receipt of the written notice of withdrawal within the cooling-off period, regardless of whether the Student has started the course or not.

### **12.3 Refund outside Cooling-Off Period**

If student withdraws from the course for any reason other than those stated in Clause 3.1 to 3.8 of the Student Contract, Aventis will refund the student an amount based on the table in Schedule D of the PEI-Student Contract within seven (7) working days upon dated acknowledgment from Aventis Staff (subject to the Refund Terms & Conditions and Procedures).

### **12.4 No Refund for Expulsion and Disciplinary Matters**

Aventis Graduate School reserves the right to discipline or expel any student who breaks Aventis Graduate School's rules, or who, in the opinion of the Management, is guilty of misconduct prejudicial to the interests of the Institute, and its students. Should any student be expelled from the course by the Management and/or Academic Director due to the following reasons, no refund will be provided.

- Cheating and Plagiarism
- Academic or personal misconduct
- inappropriate behaviour such as drug offence, vandalism, mischief and/or theft, etc.

### **12.5 Non-Refundable Fees**

<b>Non-Refundable Fees</b>		<b>Remarks</b>
Course Application Fee (where applicable)	Miscellaneous Fee (where applicable)	Non-refundable except for circumstances (i) to (vi) listed under ' <b>Refund for Withdrawal due to Non-Delivery of Course</b> '
Student Pass Application Fee (where applicable)		

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	36 of 54

## 12.6 Refund Table

Following is the list of the non-refundable fees:

% of [the amount of the fees paid under Schedules B and C of the Student Contract]	If Student's written notice of withdrawal is received:
[70%]	More than [60] working days before the Course Commencement Date
[50%]	On or before, but not more than [60] working days before the Course Commencement Date
[30%]	On or before, but not more than [14] working days before the Course Commencement Date
[10%]	On or before, but not more than [7] working days before the Course Commencement Date
[0%]	On or after the Course Commencement Date

AVENTIS Manual	1.1.2c Aventus Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	37 of 54

## **12.7 Refund Terms & Conditions and Procedure**

### **Pre-Refund Phase (New Students Prior to Course Commencement Date)**

1. Prospective students intend to withdraw and submit the Withdrawal and Refund Request Form.
2. Upon receiving the Withdrawal and Refund Request Form, Programme Manager/ Executive will ensure that all applicable sections are duly completed, and conduct an interview with the student to understand the issues. Non-completed form will not be processed by Aventis.
3. For students under 18 years of age, student have to seek parental/guardian approval prior to process the request.
4. Upon confirmation of student's intention to withdraw, Programme Manager/ Executive will do the computation of the refund amount according to the refund table, the date when the contract is signed and the date when Student submitted the Withdrawal and Refund Request Form.
5. Programme Manager/ Executive will communicate to students either via email or phone call on the computation of the refund amount before proceeding with the request by the next working day.
6. The refund will be made to the student via Bank Transfer/ GIRO within seven (7) working days (if any) from the date when Aventis Graduate School acknowledges receipt of the Withdrawal and Refund Request Form.

### **Pre-Refund Phase (Current / Existing Students)**

1. Current students who had started their course, intend to withdraw and submit the Withdrawal and Refund Request Form.
2. Upon receiving the Withdrawal and Refund Request Form, Student Service Executive will ensure that all applicable sections are duly completed, and conduct an interview with the student to understand the issues. Student Service Executive may advise student to defer if it is due to work commitment issue.
3. Student Service Executive is responsible to notify the student that no refund will be made according to the School refund policy as student had started their course. Non-completed form will not be processed by Aventis.
4. For students under 18 years of age, student have to seek parental/guardian approval prior to process the request.
5. Upon confirmation of student's intention to withdraw, Student Service Executive will process the request by the next working day.

### **Refund**

1. The refund amount, according to the Refund Policy applicable to the course, will be determined from the date Aventis Graduate School receives and acknowledges the Withdrawal and Refund Request Form.
2. Accounts Executive will process the refund upon receiving the duly completed Withdrawal and Refund Request Form from Student Services Executive/ Programme Manager/ Executive within seven (7) working days.
3. Accounts Executive will contact the student via email/ call to collect the cheque.
4. If student is unable to collect the cheque within the stipulated time, Accounts Executive

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	38 of 54

will send an email to the student for their acknowledgment.

5. Student Services Executive will proceed to terminate/cancel the student fee protection scheme with FPS Insurance Provider via email.
6. Student Services Executive to proceed the cancellation of the student pass (applicable to international student only)

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	39 of 54

## 13. Withdrawal Policy & Procedures

### 13.1 Withdrawal Due to Non-Delivery of Course

The possible scenarios and conditions are depicted under Refund Policy refer as “Refund for Withdrawal due to Non-Delivery of Course”.

### 13.2 Withdrawal caused by Students

Where the student withdraws from the course for any reason other than non-delivery of course, the student must inform Aventis Graduate School by completing the “**Withdrawal and Refund Request Form**” and/or **University withdrawal form** together with all supporting documents for processing the withdrawal request.

- For students under 18 years of age, parental / guardian written consent prior to processing the request for withdrawal. Evidence of consent can either be signing off on the Withdrawal and Refund Request Form or any emails / letters that will need to be attached to the Withdrawal and Refund Request Form.
- Aventis Graduate School will inform student the outcome via email or phone, within four (4) weeks from the receipt of the withdrawal application.
- Once the student has withdrawn from the enrolled course, he/she ceased to be a student of Aventis Graduate School. Aventis Graduate School will proceed to terminate the student fee protection scheme when necessary.

For international students, they will be clearly explained of the implication and need to surrender their student’s pass to Aventis Graduate School Student Services department for cancellation with ICA.

### 13.3 Withdrawal Procedures

1. Students who wish to withdraw from their program must complete and submit the Withdrawal and Refund Request Form and/or University Withdrawal Form to Student Service/ Student Recruitment Department and they are required to go through an interview with the Program Manager or Student Services Executive, unless deemed not applicable by Aventis. This would be part of the processing of student request and details would need to be documented in the Withdrawal and Refund Request Form.
2. Request for withdrawal and any refund payment will only be processed after all applicable sections are duly completed in the form.
3. For students under 18 years of age, Aventis Graduate School will seek parental/guardian written consent prior to processing the request for withdrawal. Evidence of consent can either be signing off on the Withdrawal and Refund Request Form or any emails / letters that will need to be attached to the Withdrawal and Refund Request Form.
4. Upon completion of interview and whereby student’s decision to withdraw remain unchanged, Aventis Graduate School will process the request by the next working day and refund to the student within 7 working days (if any).

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	40 of 54



5. Aventis Graduate School's Student Services Department will notify student in writing of the outcome via Notification of Course Withdrawal within 4 weeks of the receipt of duly completed Withdrawal and Refund Request Form.
6. The refund amount, according to the Refund Policy applicable to the course, will be determined from the date the School receives and acknowledges the Withdrawal and Refund Request Form. Student Services Executive would need to explain and document down in the Withdrawal and Refund Request Form on how the refund amount is being computed.
7. The following payments are non-refundable and non-transferable:
  - a. Course Application Fee
  - b. Student Pass application fee
8. There will be no refund of course fees and miscellaneous fees for students who have to terminate their studies due to disciplinary action being meted out for failing to abide by the regulations and guidelines of Aventis Graduate School and / or Singapore Authorities which may include Poor Academic, Poor attendance, Cheating and Plagiarism.
9. For international students who withdraw, student will be clearly explained of the need to surrender the Student Pass to Aventis Graduate School for cancellation with ICA.
10. Course withdrawal may or may not result in refund of course fees paid (subject to the refund terms and conditions).
11. Student Services Executive will proceed to terminate student fee protection scheme.
12. For students enrolling in another course in another PEI, Student Services Executive will issue past attendance records to students upon request.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	41 of 54

## 14. Program Transfer Policy & Procedures

1. All requests for transfer to another program offered by Aventis Graduate School must be accompanied by a duly completed “**Program Transfer Form**” with an application fee of **S\$100.00 (subject to prevailing GST)**. Student is required to go through an interview with the Program Manager or Student Services Executive and details would need to be documented in the Program Transfer Form.
2. Approval for transfer will be granted on a case-by-case basis subject to the student meeting the admissions requirements of the new program and approval from the Registrar/University Partner.
3. For students under 18 years of age, Aventis Graduate School will seek parental/guardian written consent prior to processing the request for transfer. Evidence of consent can either be signing off on the Program Transfer Form or any emails / letters that will need to be attached to the Program Transfer Form.
4. For students who are under Company’s sponsorship, company representative will indicate approval for transfer in the designated section of Program Transfer Form.
5. For international students transferring to another program within Aventis Graduate School, the Student’s Pass application for the new program will be submitted to the Immigration and Checkpoints Authority (ICA) within 7 working days for approval. A processing fee is payable to ICA for the transfer of Student’s Pass to the new program. The transfer will only take effect after ICA approves the transfer of the Student’s pass.
6. The processing time for Aventis Graduate School to process your request for transfer will not be more than 4 weeks, subject to the approval from ICA, the University and parent/guardian, where applicable.
7. Once the request for transfer is approved by the Head of Student Service, the existing Student Contract shall be terminated and replaced with a new Student Contract. Subject to Aventis Graduate School’s Refund Policy, any remaining fees from the existing program will be transferred to the new program and the student will have to top up the difference in fees (if any). The computation of the fee paid would be explained and document down in Program Transfer Form. Student Services Department will notify student in writing of the outcome via Notification of Course Transfer within 4 weeks of the receipt of duly completed Program Transfer Form.
8. Student Services Department will proceed to terminate student fee protection scheme for the original course enrolled and purchase a new insurance for the new course enrolled.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	42 of 54

## 15. Data Protection Scheme

Aventis Graduate School is committed to maintain the confidentiality of the student's personal information and undertakes not to divulge any of the student's personal information to any third party (unless required by law or other statutory regulations) without the prior written consent of the student. Under the Private Education Act 2009 and the Private Education Regulation 2009, Aventis Graduate School may provide the information to third parties such as other academic institutions to verify qualifications; and our fee protection and medical insurance providers for administrative or legislative purposes.

### Adherence to the Personal Data Protection Act

1. Aventis will in its best effort ensure that data collected is accurate and complete.
2. Aventis is committed to protect the personal data and prevent unauthorized access, collection, usage, disclosure or being exposed to other risks.
3. Aventis will not allow non-consented data to be shared, viewed or used for any purpose unless the individual/individuals consent to the usage, disclosure or collection
4. Aventis will, upon consent; make known to the individual methods of how their data has been used, collected or disclosed as well as to allow the individuals to correct any errors found or for which data has not been included.

### Use of Personal Data

When you apply for a course or programme with Aventis, we will be using your personal data for evaluating, processing and for creation of student ID and online e-learning portal. The information below serves only to supplement and clarify this matter, without limiting the scope of your earlier consent:

- a) Evaluating suitability for admission into programmes and processing and administering applications
- b) For identification and creation of course materials, assignment submission and examination details via various means, including postal mail, electronic mail, Whatsapp.
- c) For outreach, alumni and student engagement activities or participating in alumni surveys and sending of communication collaterals;
- d) Processing, administering and conferring awards of prizes, medals, scholarships, classes of honours and other marks of distinction, and student or graduation status, and publication or releasing of information on the same;
- e) Taking of photographs and/or videos (whether by Aventis staff or third party photographers and/or videographers) during events, graduation or seminars organized by Aventis for publicity purposes;
- f) For any other purpose arising in respect of the environment within which an institution of higher learning such as Aventis operates which is reasonable given your relationship with us
- g) Administering and managing relationships with both Aventis and our university partners
- h) For carrying out due diligence or other screening activities (including background checks) in accordance with legal or regulatory obligations including the obtaining of references and/or other information from prior educational institutions and employers;
- i) Processing application(s) for scholarships, educational loans and/or financial aid,
- j) Investigative purposes, including possible academic misconduct or inappropriate activities;
- k) Responding to requests for information from government or public agencies, ministries, statutory boards or other similar authorities or non-government agencies authorised to carry out specific Government services or duties

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	43 of 54

- l) Usage, collection or disclosure of personal data upon consent should serve its purpose and not be extended beyond the intentional purpose.
- m) Usage, collection or disclosure of personal data shall be ceased by Aventis for any business or legal purposes once the data is deemed no longer required.
- n) Aventis always notifies individuals stating the intent for which data is used, disclosed or collected.

### **Disclosure of Personal Data to Third Parties**

1. We will not disclose your personal data to any third parties without first obtaining your consent permitting us to do so or unless any such disclosure is permitted under any of the statutory exemptions under the Act.
2. In this respect, please note that we may disclose your personal data to third parties in certain circumstances without first seeking your consent, if such disclosure is either required or permitted under the Act, including without limitation, if the disclosure is required by law and/or regulations or if there is an emergency.

### **Data Protection and Feedback**

Aventis has appointed Data protection officer to ensure that it complies with the Personal Data Protection Act of Singapore. If you have any queries relating to Aventis' policies relating to the Personal Data Protection Act of Singapore, please contact Aventis Data Protection Officer by email or phone.

- Email: [dpo@aventisglobal.edu.sg](mailto:dpo@aventisglobal.edu.sg)
- Contact: 6720 3333

For general inquiries and feedback relating to Aventis policies, you should expect a reply within two (2) working days of Aventis receiving the feedback.

For other feedback requiring further investigations and/or evaluations, Aventis will acknowledge the reply within 2 working days but may take up to 4 weeks to provide an official reply on the outcome of the feedback.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	44 of 54

## 16. Fee Protection Scheme (FPS)

---

The Fee Protection Scheme serves to protect the international and local student's fees in the event that a Private Education Institution (PEI) is unable to continue operations due to insolvency and/or regulatory closure.

Aventis Graduate School adopts the FPS Insurance Scheme for international and local students. Subject to the Terms of the Insurance Policy, the insured student will be indemnified up to the Limit of Indemnity for:

- a. loss of Course Fee paid by the Student to the PEI in the event that the Student is unable to commence, continue with or complete the Course due to a Termination Event during the Period of Indemnity. The indemnity provided herein shall be limited to the portion of the paid Course Fee deemed un-utilised as at the date of the Termination Event and pro-rated to the time elapsed (in calendar days) in respect of that part of the Course as relates to the Course Fee paid for the Period of Indemnity and to the extent the same is not refunded to the Student; and/or
- b. such part of a Judgment Sum that may be attributed to the Period of Indemnity as may be in-force as at the date of the Judgment Sum and remaining unpaid by the PEI as at the date of the issuance of a Payout Instruction in respect of a Judgment Debt Default Event.

Our appointed FPS provider is **Great Eastern General Insurance Limited** (a Committee for Private Education-appointed insurance company).

The premium for the insurance is currently absorbed by Aventis. We will purchase the insurance on your behalf, with the premium paid fully to the insurance company. Click [here](#) to view the FPS insurance certificate.

Students can access more information on the FPS at CPE's official website at [www.ssg-wsq.gov.sg](http://www.ssg-wsq.gov.sg)

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	45 of 54

## 17. Academic and Student Support Services

The Aventis Graduate School Student Support Services is provided by the Student Service department (SSD) and the Academic Department.

### **17.1 Orientation**

A comprehensive orientation session will be conducted to introduce all students of the course and administrative matter. The orientation session will cover:

- Aventis Graduate School – Vision, Mission, Values
- Attendance regulation.
- Update of the Class Schedule.
- Details of the Course Handbook.
- Academic regulations and Assessment-related matters including deadlines, academic appeals, assessment criteria and marking standards.
- Type of certification awarded at the end of the course.
- Fee Protection Scheme.
- Policies on Refunds, Withdrawals, and Transfers.
- Aventis Graduate School Feedback Channels and Grievance Procedures.
- Aventis Graduate School Student Support Services and Welfare.
- Course Deferment/Extension criteria and procedures related to suspension and expulsion conditions.

Online orientation slides are available at Aventis' official website for students who are unable to attend the orientation.

### **17.2 Recreational Facilities**



The hotel gym is open to public use, but it is chargeable.

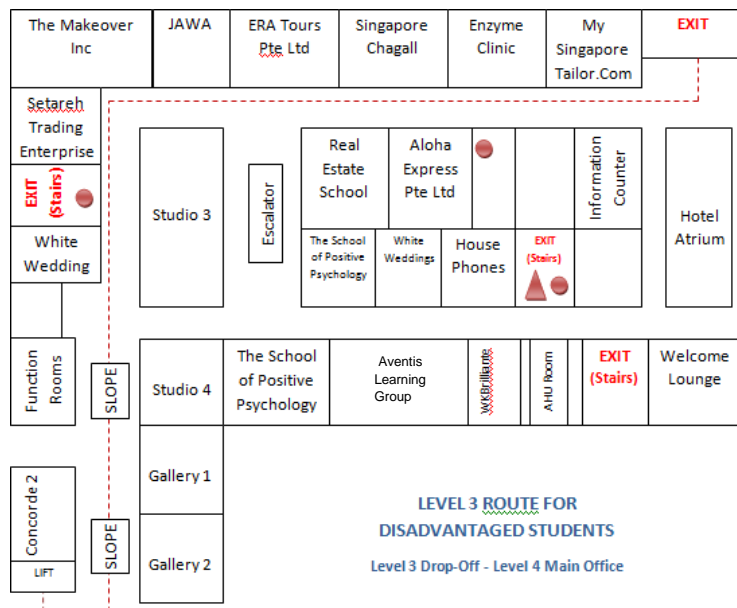
AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	46 of 54

### 17.3 Parking Facilities

For students who drive, parking is available at Concorde Hotel itself. However, do note that charges still apply.

MON-SAT Before 6 PM	\$2.14 for 1st hr, \$1.39 for next subsequent 30min from 7am to 6pm
MON-SAT After 6 PM	\$3.75/entry from 6pm to 7am the following day
SUN/PUBLIC HOLIDAYS	\$3.75/entry from 7am to 7am the following day

### 17.4 Assistance to Disadvantaged Students



A route from the hotel lobby to the main office or vice versa has been drawn up for disadvantaged students who have difficulties in climbing up and down the stairs.

### 17.5 Wireless Internet Connection

Free WIFI Internet Connection is available to student campus-wide. Each classroom has its own internet connection to avoid the overloading of the internet bandwidth. Password of each connection is available at each classroom for students' access.

### 17.6 Light Refreshment & Beverages

Light Refreshments such as coffee, tea and assorted biscuits are also provided for students at the Level 4 pantry. Water dispensers are also readily available.

AVENTIS Manual	1.1.2c Aventus Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	47 of 54



### **17.7 Classrooms**

Aventis Graduate School has 3 classrooms located at #04-100 Concorde Hotel which can accommodate up to 102 students at a time.

Classroom name	Approved Seating Capacity	Floor Area
L.Zicklin	44	66.24 sqm
B.Baruch	25	37.80 sqm
B.Cohen	33	50.44 sqm

### **17.8 Study Area**



The Study Area is also set up for students to do their work or to complete their assignments and projects.

### **17.9 Additional Academic Resources for Students**

It is recommended that all students seek membership in one of the major external libraries in Singapore. Most reference texts, but more importantly extensive journal holdings, are available at the major external libraries where students can do further research and readings. There will be a fee charged for the external library membership and students will need to pay this fee themselves, directly to the external library, and may want to contact the below to find out more:

- National Libraries, please visit website at <http://www.nlb.gov.sg>
- National University of Singapore (Hon Sui Sen Memorial Library), Kent Ridge
- Nanyang Technological University Library, Nanyang Avenue
- National Institute of Education Library, 1 Nanyang Walk
- Singapore Polytechnic Library, 500 Dover Road
- Ngee Ann Polytechnic Library, 535 Clementi Road

### **17.10 Additional Academic and Learning Support**

#### **Appointment of Lecturers**

Generally, lecturers of Aventis Graduate School will hold at least a Masters in their area of teaching expertise from a regionally or internationally accredited institution or foreign equivalent. Appointment of lecturers required Aventis Graduate School Academic and Examination Board (AEB)/ University partners approval (where applicable).

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	48 of 54



### Additional Academic Support via Email

Students are encouraged to communicate with the respective module lecturers on academic matters via email. Aventis Graduate School module lecturers aim to respond to students within 5 working days.

### Academic Referencing Workshop

Aventis Graduate School will conduct an Academic Referencing Workshop for all its new students of EDP programmes. Whilst this academic referencing workshop is complimentary and optional, students are strongly encouraged to attend this referencing workshop which will be beneficial for the preparation of their academic assessment. The academic referencing workshop is normally arranged on the same day as the orientation day. Academic Referencing materials are also readily available at Aventis Graduate School official website for students' reference: <https://www.aventis.edu.sg/resources/>

### Exceptional Extenuating Circumstances (EEC) Scheme

The EEC scheme provides for extensions when circumstances are deemed to have affected the progress of the students' assessment or examinations. The duration of such extension granted depends on the issues and supporting documents presented.

The EEC scheme aims to support students in their transition to academic life. When personal extenuating circumstances, such as learning difficulties or circumstances that can impact a student's ability to study or submit assignments according to the timetable, rather than seeing them in a position where they might have to withdraw from the programme, we allow them to work at an individual pace within broad deadlines where applicable. Valid reasons include business travels, sickness, and other emergencies may be considered in this policy. Generally, work commitments are not considered for EEC as all of our students are also working adults with working commitments.

- This scheme allows for one of the following solutions to such exceptional circumstances:
  - The student is allowed to repeat the module
  - A deferred examination is allowed
  - An opportunity to do late-submission for current assignment, or undertake a fresh assessment at the next assessment point. For the latter, the assessment undertaken will be different to the original assessment.
- Claims for exceptional extenuating circumstances will not be normally approved if they arise from matters which are evident for them to control:
  - A student's failure to organize his/her time appropriately;
  - A student's own negligence or carelessness;
  - Circumstances for which a student has had ample opportunity to plan;
  - Circumstances which a student did not disclose at the appropriate time (unless they were unable to do so due to circumstances)
  - Any failure of computer related equipment
- All claims for EEC must be submitted on the appropriate form, which must be completed in full by the students accompanied by the required evidence. In relation to the assignment, claims must normally be submitted in advance of the handing-in date. In some cases, a claim may be accepted after that date, provided there is a good reason why it could not be submitted prior to the handing in date.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	49 of 54

- All claims must be provided by either a professional who has specialist knowledge of the circumstances or by an independent source that is able to verify matters of a personal nature.
- Where a claim for EEC is submitted against coursework, where possible the student should hand in any work (part-completed coursework, notes etc) that has been completed to date. If no work is submitted then the mark recorded will be a non-submission and the appropriate penalty will be applied. In the event that the claim is unsuccessful, the submitted work will be marked as a completed submission. Exceptions to this will only apply where it would have been impossible to hand in any work by the deadline, such as student in hospital, flight disruption, impaired mental capacity.
- Procedures to submit EEC
  - Students submitting EEC shall apply for it through the EEC form with appropriate evidence and submit to the student services department in advance of the assessment deadline.
  - This will be forwarded to the Academic Department to make a decision on the EEC claim based on the evidence.
  - Students will be informed of the outcome of their EEC application within 3 working days of the decision.

#### Academic Support and Consultation with Lecturers

Students may request for additional academic support and consultation with their lecturers to aid them in their studies. This may be initiated by completing the **Academic Support Form** that is available on the School's website (<https://www.aventis.edu.sg/resources/>) and submitting it via email to the Student Services Department at [feedback@aventisglobal.edu.sg](mailto:feedback@aventisglobal.edu.sg). The Student Services shall arrange for the consultation with the lecturers.

#### **17.11 Online Learning Support Materials**

All students may access additional online learning support materials to aid their studies and meet academic requirements on their student learning portal. Online learning support materials are headed and conceptualized by the Academic and Operations Management Department to provide necessary information to address students' learning difficulties. This includes but is not limited to referencing, in-text citations and excelling oral presentation guides.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	50 of 54

### **17.12 Student Learning Portal**

All Aventis Graduate School students have access to respective online learning portal. Students who enrolled to Aventis Graduate School proprietary in-house courses will have access to Aventis Graduate School learning portal – Moodle. Students who enrolled to Aventis Graduate School academic partner EDP courses will have access to respective University learning portal (e.g. BlackBoard, Moodle, Canvas).

Through the learning portal, Aventis Graduate School student can:

- Access study materials presented by their lecturers and examples of student work with distinction standards
- Communicate with their classmates and lecturers, for example to create a group discussion/blog with classmates
- Access journal databases/ E-Learning Resources
- Submit assignments and receive updates/ notifications relating to classes
- Find out the recommended textbooks
- See their grades and academic progress reports online

Students can access their learning portal via following link:

<b>Awarding Institution</b>	<b>Learning Portal Link</b>
Aventis Graduate School	<a href="https://learning.aventis.edu.sg/">https://learning.aventis.edu.sg/</a>
Roehampton University	<a href="https://partnerships.moodle.roehampton.ac.uk/">https://partnerships.moodle.roehampton.ac.uk/</a>
London Metropolitan University	<a href="https://learning.aventis.edu.sg/">https://learning.aventis.edu.sg/</a>
University of West London	<a href="https://online.uwl.ac.uk/webapps/login/?action=default_login">https://online.uwl.ac.uk/webapps/login/?action=default_login</a>

### **17.13 Lost and Found**

Students shall contact Student Services with any items found or to locate property lost.

### **17.14 Pastoral Counselling**

The Student Counsellor in Aventis Graduate School is a trained counsellor who provides professional counseling that includes assessment, intervention and psychoeducation. Besides the provision of the aforementioned, the counsellor is also involved in the administrative and research functions. The Counsellor is able to provide counselling in the following areas:

- Couple Family Children
- Youth Grief/Stress/Depression Trauma
- Anger management

Student who required counselling services shall approach Student Services Team and fill up the “Counselling Request Form”. Student Services Team will make the necessary arrangement for the counselling session to take place. All sessions are treated with strictest confidentiality.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	51 of 54

### **17.15 Collaboration with Parent/Legal Guardian**

Aventis Graduate School collaborates closely with parents/legal guardians for students under 17 years of age. Regular updates of the student's attendance rate and academic progress will be communicated to these parent/legal guardians.

### **17.16 Professional Development Courses**

Here at Aventis Graduate School, a dedicated Graduate School for Professionals, we passionately believe that the success of our students stems from our relentless quest to improve your educational experience with us and our philosophy of serving as a platform where talent meets opportunities.

Therefore, students who are keen to take up a Professional Development Courses with Aventis Learning Group will be given a subsidised rate. The key focus is on promoting the development of interpersonal communication, critical thinking skills and creative problem solving skills.

### **17.17 Career Coaching Opportunities**

Aventis Graduate School offer services aimed at enhancing employability and career skills for graduates and soon-to-graduate students. Career guidance through one-to-one counselling and group coaching are services available to graduating students by appointment only.

### **17.18 Contact to Student Service Team**

For any enquires and any administrative processes or students services support, students can contact our student service colleagues through the following channels:

- Drop an email to [studentsuccess@aventis.edu.sg](mailto:studentsuccess@aventis.edu.sg) / [feedback@aventisglobal.edu.sg](mailto:feedback@aventisglobal.edu.sg)
- Meet our colleague face to face during business operating hours
  - Monday to Friday: 9am – 6pm
  - Saturday: 8.30am – 12.30pm

### **17.19 Aventis Graduate School Counselling Practicum Clinic**

The Counselling Practicum Clinic at Aventis Graduate School offers counselling services ranging from those experiencing personal to work related difficulties. This free and confidential service is available to all registered students, alumni of Aventis Graduate School, as well as partner organizations.

Our team of counsellors-in-training are ready to attend to clients via in-person counselling at Aventis Graduate School clinic or via online video platform. They strictly overseen by their clinical supervisors who have long-term experience in private practice and government settings.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	52 of 54

## 18. Student Feedback and Grievances

### 18.1 Programme Evaluation

As part of our commitment to provide quality programmes to our students, the School invites students to provide feedback relating to the following areas at the end of every module and course:

- Lecturer's Effectiveness
- Quality of the Module
- Quality of Course Materials
- Assessment Methods and Frequency
- Effectiveness of Communications Channel
- Standard and Quality of Student Services Support
- Physical Facilities and Infrastructure
- Adequacy, Accessibility and Quality of Teaching-Resources and Environment
- Overall Student Satisfaction level

Student will be given the evaluation link either by the student services team or the lecturer to complete the surveys via online. The responses will be **ANONYMOUS** (no login is required) and kept **STRICTLY CONFIDENTIAL**. It will only be used by the School to make improvements to our programmes and services.

In addition, students can also provide their feedback anytime during their course of study to the Student Services at [feedback@aventisglobal.edu.sg](mailto:feedback@aventisglobal.edu.sg). Where applicable, students' comments and feedback obtained will be discussed with the academic staff and lecturers, and action will be taken accordingly.

### 18.2 Dispute Resolution

The School is committed to provide a satisfactory learning experience for the students during their studies with us. In the event that the students have any feedback/concerns/issues, please contact the following:

#### Student Services Office

Address : 100 Orchard Road #04-100 Concorde Hotel Singapore 238840  
 Tel : (65) 6720 0308  
 Fax : (65) 6720 2222  
 Email : [feedback@aventisglobal.edu.sg](mailto:feedback@aventisglobal.edu.sg)

We will investigate and resolve the areas of concern within 21 working days, depending on the complexity of the case. If a student is not satisfied with the outcome of the resolution process, we may refer the matter concerned to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb). Or we may refer the dispute to the CPE Mediation-Arbitration Scheme. For more details, please visit <https://www.skillsfuture.gov.sg/pei/dispute-resolution>.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	53 of 54

## 19. Other Information

### Emergency Contact

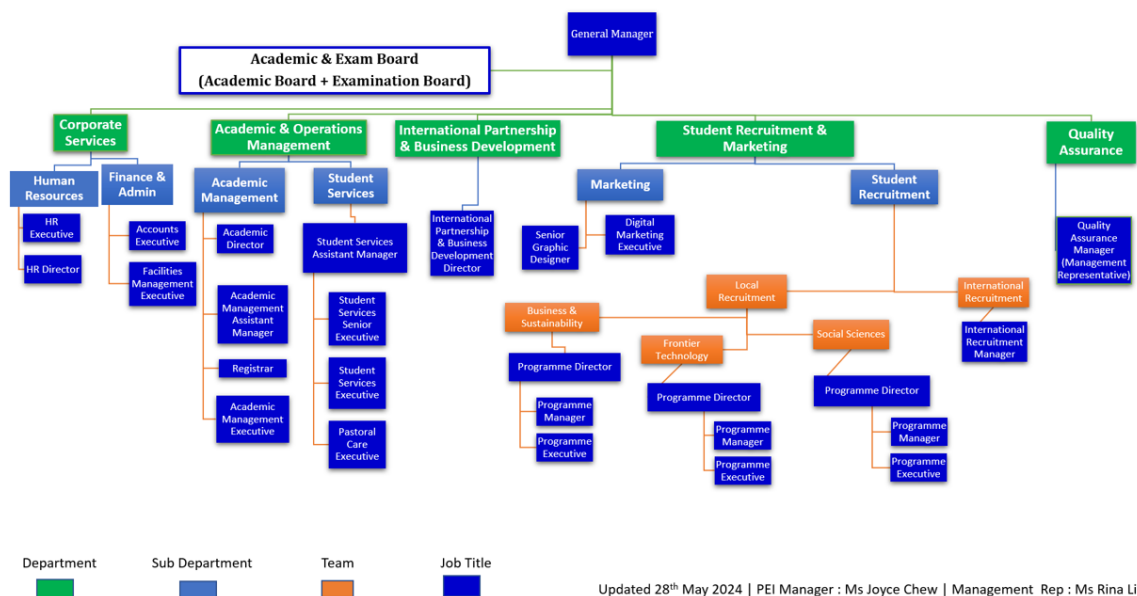
For emergencies including fire, health and safety hazards, please contact the following during operating hours between 9am – 6pm: 6720 0308

For life threatening medical assistance, you may call 995.

### Change of Particulars

Students are required to send an email to [studentsuccess@aventis.edu.sg](mailto:studentsuccess@aventis.edu.sg) to update the Aventus Graduate School of any changes in their personal particulars. It is the responsibility of the students to update the School of any changes in their personal particulars, especially the mobile number and email address as these are the two main channels of communication between the School and the students.

### Organization Chart



AVENTIS Manual	1.1.2c Aventus Student Handbook	Effective Date:	4 Apr 2025	Version 6.1
Approved by	General Manager	Review Date:	4 Apr 2025	54 of 54