



AVENTIS
GRADUATE SCHOOL

Student Handbook

2025/2026

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1. Welcome Message

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 Academic and Operations Management 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

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 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.

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 four 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.

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

3. Attendance Policy

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 follows:

- Full-Time Students (International and Local) – minimum mandatory 90% per month.
- Part-Time Students – recommended 75% per month.
- 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%.
- Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass be cancelled with effect from the 8th day and the Letter of Cancellation will be sent to student's place of residence in Singapore as registered with the School.

For Proprietary In-House Courses, total attendance is defined and computed for the entire course instead of individual modules for External University Partner's Courses. This is due to short duration nature of the modules taught.

Full-Time and Part-Time Students who failed to attend consecutive five or more lessons (for the entire course for in-house courses, per individual module for External University Partner's course) without valid reasons without notifying the school will be served a Notice of Intended Withdrawal via email.

The student will be required to respond to the notice and attend a counselling session to remain enrolled. If Aventis does not hear from the student within 14 days of the date of letter, he or she will be automatically withdrawn from the programme.

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 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
Completion of ICA Formalities (for Student Pass applicants)	IPA Letter and Appointment Date
Medical Check-Up (for Student Pass applicants)	Dated Medical Report

**Immediate Family Members = Death of spouse, children (including adopted and step-children), parents (including step-parents), grandparents, and siblings (including step-siblings).*

***Only Medical Certificates (MC) issued by a Singapore Clinic will be accepted.*

****Business Overseas Trip Leave of Absence will not be approved for Full-Time Students on Student Pass. Student Pass holders are not allowed to travel during the duration of an active semester with scheduled classes.*

Lateness for Class and Absence from Class for Full-Time Students (International and Local)

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.

Attendance for physical classes (classroom-based learning), synchronous e-learning and asynchronous e-learning modes are monitored via the School's Attendance System.

Interventions and disciplinary measures are implemented in adherence to the table below:

Scenario	Actions to be taken
1 Absenteeism	1 st Warning Email
2 Consecutive Absenteeism	2 nd Warning Email & Student Counselling Sessions
3 Consecutive Absenteeism	3 rd Warning Email & Student Counselling Session
Students who failed to meet minimum attendance requirement (Local and International Students 90%)	Letter of Penalty barring from Examinations

Absence from Class for Part-Time Students

As attendance is recommended at 75% for part-time students, the following intervention measures shall be implemented in the event of student absenteeism:

Scenario	Actions to be taken
2 Consecutive Absenteeism	1 st Reminder Email
3 Consecutive Absenteeism	2nd Reminder Email
4 Consecutive Absenteeism	Student Counselling Session

4. Student Disciplinary Policy

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:

1. **All forms of academic dishonesty** including cheating, plagiarism, forgery, and intent to defraud through falsification, alteration, or misuse of Aventis documents.
2. 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.

3. **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.
4. **Consumption of Alcohol:** Students are strictly prohibited from consuming or selling alcohol on Aventis' premises.
5. **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.
6. **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.
7. **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.
8. **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, 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.
9. **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.
10. **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.

11. **Consumption of Food/Drinks:** Students are not allowed to drink sweetened or flavoured drinks (except plain water) or eat in the class.
12. **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.
13. **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.
14. **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.
15. **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.
16. **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: 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. Aventis 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.

17. Disruptive Use of Handphones/Electronics Devices: For Full-Time courses, 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 placed 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.

18. Computer / Telephone Network Crimes /Inappropriate 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. Inappropriate 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.

5. Disciplinary Measures for Students with Conduct Issues

Students who misbehave or fail to abide by the regulations and guidelines of the institution will be subject to disciplinary action. In determining the appropriate disciplinary action, the institution will take into account the seriousness of the alleged offence or misconduct committed in an objective and reasonable manner.

For student misconduct, actions that could be taken against the student would be as follows:

Misconduct	Actions to be taken
<u>Minor Misconduct</u> a) Consumption of Food/Drinks in Class b) Disruptive use of Handphones/Electronics Devices	1st offence: Verbal warning 2nd offence: Students will be sent for counselling and warning email will be issued Subsequent offence – Academic and Operations Department will decide on a suitable disciplinary action to take
<u>Major Misconduct</u> a) Academic Dishonesty*	1st offence: Students will be sent for counselling and warning email will be issued

<ul style="list-style-type: none"> b) Inappropriate or Profane Behaviour c) Smoking on Campus Grounds d) Consumption of Alcohol e) Prohibited Drugs f) Gambling g) Disruptive Behaviour / Mischief During Lessons h) Mutilation, Vandalism, Graffiti and Theft i) Inappropriate Dress Code j) Unauthorized Entry and Misuse of Property k) Falsification of Information with regards to information given to the School and/or any authorities l) Forgery m) Unauthorized Audio and Video Recording n) Copyrights o) Computer / Telephone Network Crimes / Inappropriate Surfing of Internet p) Breaking of Relevant Singapore Laws** 	<p>Subsequent offence – Academic and Operations Department will decide on a suitable disciplinary action to take</p> <p>*For academic dishonesty like cheating during tests/examinations, allowing others to cheat or copy during tests/examinations and plagiarism, falsification of data, false citation, contract cheating, reference should be made to C5.5.1 Student Assessment manual for actions to be taken.</p> <p>**Criminal offences for breaking of Singapore Laws will also be referred to the Police and the Academic and Operations Department will decide on a suitable disciplinary action to take</p>
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6. Code of Conduct (Student) – Student Academic Honesty Policy

There is an expectation for students to be authors of their own work and to acknowledge when they use other authors' words or ideas when preparing their assignments and/or assessments.

Any examples of inappropriate use of sources or use of others' work in place of your own, will be penalised.

Failure to understand and follow protocol on academic conduct may ultimately result in a student being subjected to disciplinary actions or terminated from their course.

Academic misconduct can be broken down into the five categories below:

I. Plagiarism

- a) Plagiarism involves the incorporation by a student in an assessment, material which is not their own in the sense that all or a substantial part of the work has been copied without any attempt at attribution or has been incorporated as if it is the student's own work when it is wholly or substantially the work of another person.
- 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.
 - 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.

II. Collusion

- a) Student A copies Student B's work with B's knowledge.
- b) 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.
- c) 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.

III. Commission/ Contract Cheating

- a) Paying someone else to prepare assignment for you.
- b) 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:
 - The student posts an advertisement seeking a ghost writer.
 - A ghost writer forwards correspondence to Aventis regarding a student's enquiry.
 - A student submits work that is significantly different in style to the student's prior work.

IV. Falsification of Data & Citations

- a) This occurs when data or information is represented incorrectly, improperly or falsely. This may occur intentionally (by falsifying research and experimental data) or unintentionally (by misrepresenting citations and references due to poor referencing practice).
- b) This is an offence if any falsified data is used for assignments, examinations or any academic purposes. Students will be deemed aware of the academic offence nature of data falsification and citation falsification which will be taken seriously and penalised.

V. Cheating under examination

- a) Any form of communication with other students or external sources. Bringing unauthorised materials / technology into the examination.
- b) 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.
- c) 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.
- d) An offence is also committed if there is evidence of the use of unauthorised material in a student's response(s) to examination questions.
- e) 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.

7. Policy on the Ethical Use of Artificial Intelligence (AI) for Course Assessment

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 on the Ethical Use of AI for Course Assessment

1. Responsible Use of AI:

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

2. Utility of AI in Learning:

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

3. Equity and Social Justice:

- 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:

- 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.

5. Fairness in Assessment:

- 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
 - 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
 - All students will be expected, when required, to document or reference their use of generative AI for assessment submissions.
 8. Engagement with Broader Issues
 - 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
 - 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.

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.

Reference should be made to the respective external University partner's policies and procedures on the use of AI for the external University partner's courses.

8. Academic Misconduct Penalty

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

Types of Academic Misconduct	Penalty Incurred
Plagiarism	Tier 1 – Less than 20%: Acceptable range. Tier 2 – 21%-30%: Students will be required to go through Counselling. Tier 3 – 31% - 50%: Students will be required to go through Counselling and re-sit for the assessment. Tier 4 – More than 51%: Students will be required to re-module.
Collusion / Commission/Contract Cheating / Falsification of Data & Citations / Cheating under examination	Re-sit or re-module at the discretion AEB.

9. Student Assessment and Examination Policy

Notification of Assessments and Examination

All assessment schedules are to be disseminated to students upon commencement of the course. In the event of changes to the initial Assessment Schedule, students will be notified to ensure that they are aware of the changes.

For examinations, the examination timetable is communicated to students at least one week before the date of examination. For assignments, the lecturer will communicate on the assignment due date in class.

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 external University partner's courses, students should follow the minimum academic requirements stated in the external University partner's handbook.

Assignment Submission

Assignments must be submitted in accordance with the instructions provided with the assignment as indicated in the Module/Program 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 fifteen (15) calendar days from the last day of the class. For external University partner's courses, submission deadline will be according to the university's requirements.

Late Submission of Assignment

For proprietary in-house courses and External University Partner's 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.

Assignments that are late from the period of:	Penalty Incurred
1 – 7 days	Capped at 50%
After 7 days	Not accepted for marking

Note: For external University partner's courses, the penalty for late submission will be in accordance with their policies and procedures.

Examination Rules and Regulations

Students are required to abide by the Examination Rules and Regulations which will be communicated to them before the start of the examination:

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.

Reference should be made to the respective external University partner's policies and procedures on the examination rules and regulations for the external University partner's courses.

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.

When a student is caught or suspected of cheating, the invigilator will warn the student of the consequences and confiscate any information or materials found on the spot.

The student is NOT allowed to continue with the particular examination and must remain seated in the examination hall under supervision of invigilator(s) while the Invigilator reports the case to the school.

The Invigilator must report the case immediately to the Academic Director together with the confiscated materials.

The Invigilator is delegated with the full authority to handle the cheating case on the spot and will check whether the confiscated materials are relevant to the examination paper.

The Invigilator will, at his/her discretion, decide if any further action is necessary. If the case warrants further action, the Invigilator must initiate an interview with the student after the examination to establish the facts and evidence and scrutinize the student's answer sheets against the confiscated materials. The investigation must be conducted in the presence of a witness.

The student and Invigilator are also required to provide their written statements giving their own account of the incident. The student MUST submit his/her written statement on the spot. The incident is to be reflected in the invigilator report to be submitted at the end of the examination to the Invigilator, together with a separate written report.

If the case is established to be a cheating case where evidence is clear, the student will be informed by the Invigilator immediately after the investigation that he/she could be debarred from the whole examination series.

If there is insufficient evidence or the case is doubtful, the student will warn of the consequence of cheating. After the investigation, the Invigilator shall make his/her recommendation in his/her Report.

Reference should be made to the respective external University partner's policies and procedures on the handling of cheating and examination irregularities for the external University partner's courses.

Special Provisions on Assessments

Special provision may be made in cases of disability, chronic and temporary illness, or any other major disruptions to study which would affect a student's ability to submit an assessment task or sit for an examination. Students may submit a request for special provision to the School, together with any supporting documents for their consideration.

Special provisions may include:

a) 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 is designed to support students facing personal extenuating circumstances that may impact their ability to meet academic deadlines. Rather than requiring students to withdraw from the programme due to these challenges, the scheme provides flexibility by allowing them to progress at an individual pace within broad deadlines where applicable. Students may apply for EEC if they experience circumstances that significantly affect their ability to study or submit assignments on time. Valid reasons include, but are not limited to:

- Medical conditions or illness that impair academic performance.
- Learning difficulties that require additional time for coursework completion.
- Unforeseen personal emergencies, such as a family crisis.
- Business travel obligations that are unavoidable and beyond the student's control.

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.

Generally, routine work commitments are not considered valid grounds for EEC, as all students in the programme are working professionals with ongoing job responsibilities. 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 (Extension Request Form for proprietary in-house courses, External University Partner's forms for External University Partner's courses) 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.

Where a claim for EEC is submitted against assignment, where possible the student should hand in any work (part-completed assignment, 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.

i. Extension of Assignment Submission Date

For any extensions of assignment submission dates, Students will need to submit the Aventis Graduate School Extension Request Form/external University partner's request form together with any supporting documents to Academic and Operations Management. For propriety in-house courses, the submission of the form together with any supporting documents should be made **NO LATER THAN 3 WORKING DAYS** before the official submission date of the assignment. The decision outcome will be informed to the student via email and if the request is successful, students **MUST** submit it on or before the new deadline, lest be penalised as a late submission in line with the Late Submission of Assignments penalty by Aventis in the Student Handbook.

Any unsuccessful requests will be informed by Academic and Operations Management through email at least 24 hours before the original deadline to allow for completion of the assignment. Extensions granted are only available for 1 week or 2 weeks depending on the issue presented, no alternatives are provided. Extension of assignment submission for external University partner's courses will be handled according to the external University partner's policies and procedures.

ii. Deferred Sitting of Examination

In some cases, deferred examination is permitted. A student may be permitted to take a deferred examination if he/she missed the scheduled examination date 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 through the Deferment of Examination Form to Academic and Operations Management 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 courses with external University partner, the decision to allow deference of examination lies with them and Academic and Operations Management 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 failed the examination.

b) Re-sit for Assessments and Examinations

For any failures of modules, the school will allow a maximum of 1 re-sit (i.e., re-examination / assessment) and the maximum mark is capped at a Pass Grade.

The School will allow only a total of 2 re-modules for each module unless otherwise stated or approved.

i. Re-sit of Assessments

Students who fail the assessment on the 1st attempt shall be permitted to do a one-time re-sit for the failed component 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. For External University Partner's courses, 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.

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 did not submit 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:

- Review the previously submitted work and read carefully the feedback given by the marker.
- Use the feedback to help revisit and rewrite the work, improving it in the areas identified as weak in the original marking process.
- The original marking criteria will still apply for re-sit assignment.

ii. *Re-sit for Examinations (if applicable):*

Re-sit Examination Dates will be set by Academic and Operations Management /External University Partner.

Academic and Operations Management will inform the student of the Re-sit Examination Date and collect the re-sit fee (if any) from the student.

Awarding and 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. Student will be informed if any re-sit/re-module is required. For External University Partner's courses, results are also finalized and confirmed after the endorsement by the university's Academic and Examination Board.

Students will be notified via email by the Academic & Operations Management Department regarding the collection of their certificate and transcript, which contain their 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.

Award is granted and approved based on:

- i. Student has completed all modules and
- ii. Achieved at least a passing grade (P) for each module.

Awarding criteria and letter grades for External University Partner's courses may vary according to university's requirements.

Criteria for Grading and Awards

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 79%

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

Credit (C) - 60 to 69%

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 59%

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) - <50%

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@)

Criteria for Award:

- Student has completed all modules and
- Achieved at least a passing grade (P) for each module.

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

For University of Roehampton, the grading system for assessments is as follows (weightage out of 100 marks):

Rubric Category	Marks
Outstanding	100
Excellent	80 – 89 (85)
Very Good	70 – 79 (75)
Good	60 – 69 (65)
Adequate	50 – 59 (55)
Marginal Fail	40 – 49 (45)
Fail	20 – 30 (25)
Not done	0

For University of West London, the grading system is as follows (weightage out of 100 marks):

Rubric Category	Marks
Outstanding (A)	80 – 100
Excellent (B)	70 – 79
Good (C)	60 – 69
Average (D)	50 – 59
Probable Fail (E)	40 – 49
Definite Fail (F)	< 40

For University of Chichester, the grading system is as follows (weightage out of 100 marks):

Rubric Category	Marks
Distinction	≥ 70
Merit	60 – 69
Pass	50 – 59
Fail	40 – 49

For the University of Roehampton, University of West London and University of Chichester, the award criteria is as follows:

Rubric Category	Marks
Distinction	70-100
Merit	60-69
Pass	50-59
Fail	0-49

Graduation Criteria: Complete and pass all modules

Results Appeal Policy

All appeals are to be submitted in writing, 7 working days from the release of assessment results and the results of the appeals are to be made known to the students within 4 weeks for proprietary in-house courses, and 8 weeks for external University partner's courses from the appeal request.

Only one appeal per assessment is allowed.

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

Appeals for external University partner's courses will be handled according to the University partner'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 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 Academic & Examination Board or any present Academic & Examination Board member 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

Upon release of results, students who are dissatisfied with the outcome may submit an Academic Appeal Form to the Academic and Operations Management Department. Students are given 7 working days to submit an appeal after the release of assessment results. Only one appeal per assessment is allowed.

Academic and Operations Management is to acknowledge the receipt of the Academic Appeal Form within 3 working days and proceed to submit the appeal to the Academic Director.

The Academic Director is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to reassess the student's assessment.

Comments in relation to the re-mark must be stated in the Academic Appeal Form, which would then be circulated to the Academic & Examination Board for review and approval.

All decisions signed off by the Academic & Examination Board will be final.

Academic and Operations Management will inform the student of the final decision within 4 weeks for proprietary in-house courses, and 8 weeks for External University Partner's courses from the appeal request.

For results / awards that are from courses with any External University Partner, the School will need to adhere to their appeal process and any decision made by the external University partner will be final.

The Academic & Examination Board will need to review and approve any changes to any Assessment Results and/or Awards upon the completion of the Appeal Process. This would be documented in the Academic Appeal Form.

10. General Academic Regulations

Academic and Examination Board

The Academic and Examination Board is an appointed committee that is set up to provide strategic leadership, academic guidelines, and partnerships. It is the principal academic body within the institution which is responsible for approving academic proposals and for providing advice on academic policy, academic strategy, and academic standards. Its mission is to provide academic policy advice, approve courses and programs, advance and coordinate the work of faculties and other academic units, support teaching, scholarship, and research. Aventis Graduate School Academic and Examination Board consists of the following 4 members:

- Professor Malick Sy - Ph.D, Business Administration, Finance (University Of Louvain, Belgium)
- Dr Patrick Chan - Ph.D, Behavioural Finance (Nanyang Technological University)
- Dr KC Chan - Ph.D, International Business (University of Strathclyde)
- Mr Samuel Teo - MBA (Macquarie University), Executive Master Of Finance, (City University Of New York)

Should you require any assistance on academic matters, please email: studentsuccess@aventis.edu.sg

Teacher-Student Ratio

The maximum teacher-student ratio at Aventis Graduate School and all External University Partners' programmes are as follows:

For classroom-based sessions – 1:60

For E-learning sessions – 1:120

11. 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. It is the responsibility of the student to know how to access their Student Pass via the SingPass application and to safeguard their login details to the SingPass application.
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

It is the student's responsibility to keep track of the validity period of their Student Pass. Should there be a need to extend the Student Pass, the student must notify the school at least one month before the pass expires. This advance notice ensures there is sufficient time to process the extension request in accordance with relevant immigration regulations.

Cancellation of Student's Pass

Upon confirmation of withdrawal, expulsion or course completion, the school will initiate the cancellation of the Student Pass on behalf of the student. The cancellation letter will be sent to the student's registered residential address with ICA, as well as to their email address.

For more detailed information regarding terms and conditions for Students Pass Holder can be found at:

https://www.ica.gov.sg/docs/default-source/ica/files/docs/terms_-_conditions_stp.pdf

Relevant Singapore Laws

1. **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.
2. **Vandalism and Mischief**
 - Defacing public and private property carry a severe penalty.
3. **Overstaying or Entering Singapore Illegally**
 - Overstaying or entering Singapore illegally is a serious offence and on conviction, the penalties may include fines, imprisonment and/or caning.
4. **Working while on Student Pass (for international students)**

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.

12. Payment Policy

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 or any DBS/POSB Branches
- Bank Draft/Cheque made payable to “Aventis Graduate School Pte Ltd”
- ATM Transfer/Internet/Mobile Bank Transfer
- Telegraphic Transmission

Transfer shall be made payable to bank details below:

Account Name	Aventis Graduate School Pte Ltd
Bank	DBS Bank (Current Account)
Account Number	100-901272-2
Bank Code	7171
Branch Code	100
SWIFT Code	DBSSSGSG
Address	12 Marina Boulevard, DBS Asia Central, Marina Bay Financial Centre Tower 3, Singapore 018982

All payments have to be made out in Singapore dollars.

Mode of Payment: PAYNOW

Alternatively, you may make payment via **PAYNOW to UEN: 200700458M (Aventis Graduate School)**. Please include your full name as the payment reference, and kindly screenshot the transaction and WhatsApp it to your programme consultant for verification.

Aventis Graduate School



Things to note:

- To include Full Name in payment reference.
- Screenshot transaction and WhatsApp it to your programme consultant for verification.

Course Fees and Miscellaneous Fees

Please refer to the Course Listing table available on Aventis's official website for detailed information on all course fees and miscellaneous fees.

13. Withdrawal Policy & Procedures

Conditions for granting Course Withdrawal

All outstanding fees must be settled prior to approval of request.

ICA will be informed through the cancellation of the Student's Pass. Student's Pass Holder is required to submit his/her Student's Pass to the School for cancellation of the Student's Pass with ICA.

A student who withdrew will have their contract voided.

Withdrawal payment and documentations must be submitted and processed.

Withdrawal Procedures

1. Aventis will base the student requests on the following definition: -
Course Withdrawal: Student discontinues all courses with the School.
2. Students who wish to withdraw from their program must complete and submit the Withdrawal and Refund Request Form and the External University Partner's Withdrawal Form (if applicable) to Student Services. Students will need to take note of the conditions for granting the course withdrawal request as outlined in the above section.
3. Student Services would need to acknowledge withdrawal request. Upon acknowledgment, Aventis Graduate School's Student Services will arrange for an interview with the student, unless not deemed 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.
4. Request for withdrawal and any refund payment will only be processed after all applicable sections are duly completed in the form.
5. 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.
6. Upon completion of interview and whereby student's decision to withdraw remain unchanged, Aventis Graduate School will process the request and notify the student in writing of the outcome via Notification of Course Withdrawal Request. The maximum processing time from students request of withdrawal to notifying students of the outcome in writing should not exceed 4 weeks.
7. For students who are eligible for refund based on the School's refund policy, the refund will be issued to the student within 7 working days of the submission of the Withdrawal and Refund Request Form from the student.

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. For students who are expelled during the cooling off period, the school will still refund the student on all course fees and miscellaneous fees paid within 7 working days.
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. Student Services will inform the Registrar, external University partner, relevant government agencies (ICA) and other relevant parties (where applicable) within 7 working days for any change in students' status.
11. Student Services will proceed to update the status of the student with the FPS Group Policy Provider by the 7th working day of the following month.
12. For students enrolling in another course in another PEI, Student Services will issue past attendance records to students upon request.

14. Transfer Policy & Procedures

Conditions for granting Course Transfer

All outstanding fees must be settled prior to approval of request.

Student must fulfil the admission criteria of the new course and will be subjected to the Aventis' student selection and admission procedures.

For International Students, they are to note that they will need to apply for a new student pass for the new course, and this is subjected to ICA's approval.

Transfer Procedure

1. Aventis will base the student requests on the following definitions: -

Course Transfer: Student changes the course or period of study (from full-time to part-time or vice versa) but remains as a student of Aventis.

2. All requests for transfer to another program offered by Aventis Graduate School must be accompanied by a duly completed Program Transfer Form and the external University partner's Transfer Form (if applicable) with the program/course transfer fee as indicated in the Student Contract. Student is required to go through an interview with Student Services and details would need to be documented in the Program Transfer Form.

3. 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 School / external University partner, as well as students meeting the other conditions course transfer as outlined in the above section.
4. 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.
5. For students who are under Company's sponsorship, company representative will indicate approval for transfer in the designated section of Program Transfer Form.
6. 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.
7. Upon approval of the transfer request, Student Services will document the details within the Program Transfer Form, and the existing Student Contract shall be voided 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).
10. The processing time for Aventis Graduate School to process student's request for transfer will not be more than 4 weeks of the receipt of duly completed Program Transfer Form, subject to the approval from ICA, the School/external University partner and parent/guardian, where applicable. Student Services will notify student in writing of the outcome via Notification of Course Transfer Request.
11. Student Services will inform the Registrar, external University partner, relevant government agencies (ICA) and other relevant parties (where applicable) within 7 working days for any change in students' status.
12. Student Services will proceed to update the status of the student with the FPS Group Policy Provider by the 7th working day of the following month.

15. Deferment Policy & Procedures

Conditions for granting Course Deferment

The deferment request and deferment application fee payment must be submitted at least 14 working days prior to module / course commencement.

Should the student choose to defer after the commencement of the module / course, approval of deferment is subjected to the School.

Deferment is subjected to the availability of courses and modules offered. Aventis reserves the right to offer similar courses and modules in replacement of discontinued courses or modules.

Students are allowed to defer only once up to the maximum period of one (1) year (two (2) years for University of Chichester's courses). If the student fails to report back to Student Services 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.

For International Students, they are to note that they will need to apply for a new student pass when re-joining Aventis and this is subjected to ICA's approval.

Deferment Procedures

1. Aventis will base the student requests on the following definitions: -
Course Deferment: Student delays or postpones the course (or modules)
2. All requests for course deferment must be made in writing to Student Services and supported with a deferment application fee as indicated in the Student Contract. Students should send their requests for deferment using the Deferment Request Form and/or external University partner's Deferment form (if applicable) from the course to the Student Services. Student is required to go through an interview with Student Services and details would need to be documented in the Deferment Request Form.
3. 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.
4. Approval for deferment will be reviewed and granted by Student Services after reviewing each case, subjected to students meeting the other conditions course deferment as outlined in the above section.
5. 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 for review. Decision made by the academic board will be final and the review process will not take more than 7 working days.
6. *The decision for deferment will be documented within the Deferment Request Form, and Student Services will notify the student of the approval / rejection of the deferment request in writing.*

7. *The overall processing time for Aventis Graduate School to process student's request for deferment will not be more than 4 weeks of the receipt of duly completed Deferment Request Form.*
8. *Student Services will inform the Registrar, external University partner, relevant government agencies (ICA) and other relevant parties (where applicable) within 7 working days for any change in students' status.*
9. Student Services 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.
10. Student Services will proceed to update the status of the student with the FPS Group Policy Provider by the 7th working day of the following month.
11. Students are allowed to defer only once up to the maximum period of one (1) year. If the student fails to report back to Student Services 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.

16. Refund Policy & Procedures

Refund Policy

The maximum processing time from student request (withdrawal / refund) to the issuance of the qualified refund amount should not exceed 7 working days and Student Services would need to inform students on the computation of refund amount.

As the Student Contract can differ based on which periods that they are signed, and that each Student Contract is a legally binding document, reference should be made to each Student Contract that is signed with the School with regards to the refund terms and conditions for:

- Withdrawal Due to Non-Delivery of Course
- Withdrawal made during the Cooling Off Period
- Withdrawals made outside the Cooling Off Period

1. Refund for Withdrawal Due to Non-Delivery of Course:

- a) The PEI will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a “Refund Event”):
 - It cannot commence the provision of the Course on the Course Commencement Date;
 - It cannot complete the provision of the Course by the Course Completion Date;
 - The Course will be terminated before the Course Completion Date ;
 - The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
 - The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass.
- b) Where any of the Refund Events in Clause 3.1(a) to (c) of the Standard Student Contract has occurred:
 - The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
 - If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and the existing Contract shall automatically terminate on the date that such new written contract comes into effect.
 - If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) of the

Standard Student Contract, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate the Contract by way of a written notice to the PEI.

- c) Where any of the Refund Events in Clauses 3.1(d) to (e) of the Standard Student Contract has occurred, the PEI shall forthwith terminate the Contract by way of a written notice to the Contracting Party.
- d) If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a) of the Standard Student Contract, the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- e) If the Contract is terminated pursuant to Clause 3.2(b) of the Standard Student Contract read with either Clause 3.1(b) or Clause 3.1(c) of the Standard 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.
- f) If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) of the Standard Student Contract read with Clause 3.1(a) of the Standard Student Contract, the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- g) If the Contract is terminated pursuant to Clause 3.2(c) of the Standard Student Contract read with either Clause 3.1(b) or Clause 3.1(c) of the Standard 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.

2. Refund for Withdrawal During the Cooling-Off Period:

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

3. Refund for Withdrawal Outside the Cooling-Off Period:

- a) Without prejudice to Clauses 3.1 to 3.8 of the Standard Student Contract, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

- b) As a guide of reference for internal employees who are preparing the Student Contract, the following are references for the Refund Table that will need to be input.

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
[50%]	more than [45] working days before the Course Commencement Date
[25%]	on or before, but not more than [45] working days before the Course Commencement Date
[0%]	after, but not more than [0] working days after the Course Commencement Date
[0%]	more than [0] working days after the Course Commencement Date

- c) All non-refundable amounts in the Student Contract are to be highlighted. As a guide of reference for internal employees who are preparing the Student Contract, the following are references for non-refundable fees:
- i. Application Fee
 - ii. Miscellaneous Fee

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 for the following reasons, no refund will be provided.

- Cheating and plagiarism
- Academic or personal misconduct
- Inappropriate behaviour such as drug offences, vandalism, mischief and/or theft, etc.

Note: For students who are expelled during the cooling off period, the school will still refund the student on all course fees and miscellaneous fees paid within 7 working days.

Refund Procedure

Students who intend to withdraw will need to submit the Withdrawal and Refund Request Form.

Upon receiving the Withdrawal and Refund Request Form, Student Services will ensure that all applicable sections are duly completed and conduct an interview with the student to understand the issues. Student Services may advise student to defer if it is due

to work commitment issue. Reference to be made to Section on Deferment Policy & Procedures stated in this handbook.

For students under 18 years of age, student have to seek parental/guardian approval prior to process the request.

Upon confirmation of student's intention to withdraw, Student Services will proceed to process the request within seven (7) working days.

Once the refund has been processed, Student Services will update the student via email on the computation of the refund amount.

Other refund cases

For refunds due to error or initiated by internal staff for reasons like excess payment by student, accidental bank transfer etc., Student Services / Programme Executive/Manager should use the internal Refund form to request for the refund to be made. The Accounts Executive will complete the refund within 7 working days from the Refund Form submission date, and Student Services will communicate the computation of refund amount to the student via email upon processing of the refund.

17. 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

Most of you will have consented to AVENTIS using your personal data in the manner set out in the application form used when you first applied for our programmes. The information below serves only to supplement and clarify this matter, without limiting the scope of your earlier consent:

- a) Evaluating suitability for admission or employment, enrolling or employing; providing educational courses and training, including sending materials on course/lecture materials, information on time tables and examination details via various means, including postal mail, electronic mail, SMS and/or voice calls;
- b) Administering and/or managing relationships with AVENTIS (including responding to enquiries, the mailing of correspondence, statements or notices, which could involve the disclosure of certain personal data to bring about delivery of the same);
- c) Carrying out due diligence or other screening activities (including background checks) in accordance with legal or regulatory obligations procedures that may be required by law or put in place by AVENTIS, including the obtaining of references and/or other information from prior educational institutions and employers;
- d) Using electronic access and video systems to maintain campus security of persons or property, control access, and investigate suspicious or inappropriate activities;
- e) 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;
- f) Outreach and participation in order to gain support and resources for AVENTIS, its community, and affiliated institutions;
- g) Supporting AVENTIS functions, including, but not restricted to, the teaching and personal and professional development of students, research and administration of AVENTIS;
- h) Processing, administering, and conferring awards of prizes, medals, scholarships, classes of honor, and other distinguishing marks, as well as student or graduation status, and publishing or releasing information on the same;
- i) Engaging alumni includes, but is not limited to, notification of AVENTIS and alumni-related initiatives and activities; invitation to AVENTIS and alumni-related events; updating alumni information; invitation to participate in alumni surveys; and distribution of communication collaterals.

- j) Processing applications and enrolment activities for health, life insurance, and service provision, as well as university-related student cards and campus housing, and administering matters concerning use of these services;
- k) Facilitating participation in student life and alumni development opportunities, which may include social, cultural, athletic, and educational activities, events, volunteering and training programs, student membership and leadership positions in clubs, societies, halls, and residences, and orientation/reception activities;
- l) Taking photographs and/or videos for publicity purposes (whether by AVENTIS staff or third-party photographers and/or videographers) during events or seminars organized by AVENTIS or its affiliates;
- m) If consented to in the registration form and/or other methods of consent notification, providing marketing, advertising, and promotional information via postal mail, electronic mail, SMS or MMS, fax, and/or voice calls;
- n) Any other reasonable purpose arising in relation to the environment in which an institution of higher learning such as AVENTIS operates, given your relationship with AVENTIS;
- o) Any other purposes not related to those listed above or in the online matriculation form to which you consented, which AVENTIS may inform you of in writing from time to time, but for which AVENTIS will seek your separate consent.

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
- 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.

18. 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).

Students can access more information on the FPS at SSG's official website at:

<https://www.ssg.gov.sg/>

19. Student Support Services

Student Support Services Policy

Student Services in the Academic and Operations Management Department is responsible for ensuring the provision of a range of diverse student support services in meeting student needs and a good educational experience.

The Aventis Student Support Services is provided by Student Services who will support students in the following matters to meet the students' needs in their educational experiences.

The list of student support services provided as follow:

1. For New Students

- Individual and personalized long-distance calls to parents / agents to inform them on arrival arrangements (applicable for international students only)
- Accommodation Support Service (applicable for international students only)
- Arrangement for Medical Screening (applicable for international students only)
- Arrangement for Bank Account Opening (applicable for international students only)
- Student Pass Application (applicable for international students only)
- Student Orientation Programme

2. For Current Students

- Recreational Facilities
- Parking Facilities
- Assistance to Disadvantage Students
- Wireless Internet Connection
- Light Refreshment and Beverages
- Classroom and Facilities
- Study Area
- Additional Academic Resources for Students
- Student Learning Portal
- Financial Assistance (for local students only)
- Pastoral Counselling from Certified Counsellors
- Feedback Mechanism and Channels
- Dispute Resolution Process

3. For Graduated Students

- Graduation Ceremony

- Alumni Networking
- Professional Development Courses
- Career Coaching and Career Development Opportunities

The comprehensive list of student support services outlined above is not meant to be exhaustive. Aventis undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points.

Holistic Education Approach (HEA)

As part of the School's efforts to institute programmes that can develop students holistically (and not just academically), value add to their learning experiences as well as to develop and promote students' education and career guidance and employability skills, the following framework provides an overview of how the School aims to do so:

- a) Building upon the foundational principles of Aventis Graduate School's Holistic Education Approach (HEA), a comprehensive framework is developed to ensure students are equipped with not only academic knowledge but also the practical skills and professional readiness required for successful careers. This framework is structured around three core pillars:
 - i. **Market-Oriented Learning**
 - Designing courses and programs that are aligned with current industry trends, challenges, and demands.
 - Incorporating real-world case studies, industry projects, and practical assignments to provide hands-on experience and application of theoretical knowledge.
 - Regularly reviewing and updating curriculum content to reflect evolving industry standards and technological advancements.
 - Collaborating with industry partners for guest lectures and workshops to expose students to real-life workplace scenarios and foster industry connections.
 - ii. **Career Coaching & Career Development Opportunities**
 - Providing career coaching and guidance to help students identify their strengths, interests, and career goals.
 - Offering workshops, seminars, and training sessions on resume building, interview skills, networking, and job search strategies.
 - Facilitating internships, co-op programs, and experiential learning opportunities to enable students to gain practical work experience and explore various career paths.

- Establishing mentorship programs where students can connect with alumni or industry professionals for guidance, advice, and mentorship throughout their academic journey and beyond.
- iii. Professional Development & Alumni Networking Opportunities**
- Offering professional development workshops and certification programs to enhance students' soft skills, such as communication, leadership, teamwork, and time management.
 - Organizing networking events, industry conferences, and alumni gatherings to foster a sense of community, facilitate peer-to-peer learning, and expand students' professional networks.
 - Providing access to online platforms and resources for continuous learning, skill enhancement, and career advancement.
 - Cultivating a strong alumni network and engaging alumni as mentors, guest speakers, and recruitment partners to support current students and contribute to the school's ongoing success.
- b) By integrating these three main areas into the holistic framework, students can benefit from a well-rounded learning experience that not only prepares them academically but also equips them with the practical skills, industry knowledge, and professional networks needed to thrive in their chosen careers.

20. Student Learning Support

Aventis formulated a learning support process for all students, including the monitoring of student performance to ensure students achieve the desired learning outcomes of the School's courses. The learning support process encompassed both reactive and proactive monitoring mechanisms to ensure effective and timely interventions are carried out.

The School has implemented the following student learning support measures to facilitate the achievement of the intended learning outcomes for all courses offered:

i. Flipped Classroom Approach

Aventis' in-house Learning Management System and the learning systems provided by the external university partners are dynamic learning environments that support student engagement outside the classroom. It allows students to be introduced to the learning material before class electronically, so that classroom time is used to deepen understanding via problem-solving activities facilitated by our staff. This approach helps to support flexible schedules with the option to access online materials outside of prescriptive timetables, enabling flexible pace and place of learning with access to course information and curriculum content, academic guidance, readings and independent learning and course assessment.

ii. Assistance via Email

Students may communicate and send to their lecturers or dissertation supervisors any questions pertaining to the subject via email.

iii. Technical and Technology support to Students

The School recognizes that a significant part of its students is still developing their IT skills. Therefore, online guides, in PDF or video forms, are made accessible to assist students in dealing with the Learning Management System for their studies. This includes checking results, submitting assignments, and exploring the myriads of online functions.

iv. Referencing and Citation Workshops

Referencing and citation workshops are introduced as a complement for external University partner courses' students attending their orientation. For in-house students, referencing and citation materials, in the form of word or video manuals are made accessible to students for their assistance. The materials will be emailed to students after the orientation.

v. Academic/Assessment Consultation (for External University Partner Courses)

Academic/Assessment Consultation sessions are made available to all students enrolled in external university partner courses. Each student is entitled to 1 hour per session, with a total of 2 sessions allocated per module. These consultation sessions provide an opportunity for students to seek clarification and address any academic or assessment-related queries pertaining to their course with their lecturers.

Academic Intervention Measures

In addition to the active learning support measures provided to all students mentioned above, the Academic and Operations Department will actively monitor students' academic performance. For students that consistently perform poorly in their academic results, the following formalized student learning intervention measures would include:

Triggers	Type of Learning Intervention Measure
Students who fail their assessments for the first time	Lecturers to provide feedback for improvement on the assessment, and student will re-sit for the assessment
Students who fail their assessments after the re-sit	Academic Counselling with Academic Director and proceed to Re-module

Progress Reports on Academic and Non-Academic Achievements

The reporting of student performance is a key component of allowing students to be aware of where they stand.

For in-house courses and external university partner courses' learning management systems, students are able to see their overall grades. This is accompanied by lecturer's comments in the form of feedback on their assignments where applicable.

Formal progress reports in the form of transcripts and certificates are to be issued for all students upon course completion, according to the timeline indicated in their Student Contract.

In support of non-academic achievements by students, students who actively participate in events or activities organized by the school will receive a Certificate of Appreciation.

21. Student Feedback and Complaints

Student Feedback

Aventis encourages students to share their feedback as part of the School's commitment to continuous improvement. Feedback may be submitted through multiple channels under the School's Feedback Management System, which enables the School to identify strengths and areas for improvement to enhance the overall student experience and service quality.

Feedback can be provided through both Formal and Informal Channels as listed below:

Formal Channel:

- Email to feedback@aventisglobal.edu.sg
- Feedback Form

Informal Channels:

- Student orientation
- Pre-course counselling
- Emails
- Personal and/or group conversations

- Surveys (Student Satisfaction Surveys, for students only)

The School will acknowledge and address all feedback given via formal channels. To encourage students to share their thoughts freely, feedback provided through informal channels does not require formal acknowledgement or follow-up from the School.

The below section outlines the procedure for students to share their feedback through formal and informal channels:

Feedback / Complaints shared through formal channels

Students who wish to provide any official complaints to the School should follow this procedure:

1. Students to provide formal feedback / complaints / concern through submitting the Feedback form via email or in hardcopy, or through the feedback email to feedback@aventisglobal.edu.sg (Aventis Zendesk online ticketing system). For feedback received through the Feedback Form, Student Services will input details of the form into Zendesk online ticketing system manually.
2. Student Services is to acknowledge the feedback / complaint received within 3 working days.
3. Student Service staff will review the complaint and discuss it with relevant parties on the issue(s) raised. A formal investigation will be carried out if necessary.
4. Relevant parties will then propose a solution for the issue raised and Student Services will explain it clearly to the student, in an attempt to resolve the matter raised amicably. This should be done within 12 working days upon receipt of the feedback / complaint.
5. Student should acknowledge the situation whether they are satisfied with the proposed solution. This should be done within 14 working days upon receipt of the Complaint.
6. If the student is not satisfied with the proposed solution, or for any matters that is beyond the Student Service staff's management, the matter may be escalated up to the General Manager for investigation and resolution within 9 working days of the initial solution proposal date.
7. The decision of the General Manager is final.
8. Final outcome made, including this entire process, should not take more than 21 working days, unless otherwise specified.
9. Action(s) taken for the formal feedback/complaint will be recorded by Student Service staff in the Zendesk system and Feedback Management System for loop closing.

Feedback / Complaints shared through informal channels

1. Students who have informal feedback / complaints / concerns can approach Student Services for assistance via the informal channels outlined above. Student Services will attempt to resolve the matter raised amicably.
2. If the matter is not resolved, Student service executive will advise student to provide formal feedback through the channels mentioned above.

Dispute Resolution Policy and Procedure

The School's Dispute Resolution Policy and Procedures will cover all students' official complaints that it receives from any formal channels. These will be communicated to students and aligned with the Private Education Regulations.

Student Services shall respond to respective students within 3 working days upon receipt of any official complaints. This is to ensure that students are aware that the School is aware of the complaint received and is in the process of handling it.

All complaints will be resolved within 21 working days. In the event that the deadline is not adhered to, respective students will be notified and the reasons with regards to the delay will be communicated.

In the event where the School and the student cannot come to an agreement, or the student does not accept the final decision made by the Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) for mediation.

For stage 1 (mediation), the case can be referred to the Singapore Mediation Centre (SMC). If there is no settlement reached through mediation, the case can be referred to the Singapore Institute of Arbitration (SIArb).

Stage 1: Mediation

- Singapore Mediation Centre (SMC) is the appointed provider for mediation services.
- After the feedback / complaint channel has been exhausted with the School the complaint filed with SSG, SSG will refer your case to the SMC for mediation.
- SMC, together with the School and complainant, will select a mediation date and time, before appointing a mediator. If mediation is successful, a settlement agreement will be drawn up by SMC and endorsed by the respective parties.
- If mediation is unsuccessful, the complainant may opt to progress to Stage 2, which is arbitration, for a resolution.

Stage 2: Arbitration

- Singapore Institute of Arbitrators (SIArb) is the appointed provider for arbitration services.
- The complainant will be required to submit specified forms to SIArb, before SIArb appoints an arbitrator.
- The School will submit a defence and counterclaim (if any) to SIArb.
- The complainant will then submit a reply and defence to counterclaim (if any) to SIArb.
- The arbitration will be conducted via document submissions only. A hearing will be conducted only if a party specifically requests for a hearing and the appointed arbitrator determines that a physical hearing is necessary. For a documents-only arbitration, the arbitrator will publish a written award within 60 days from the commencement of the arbitration. If a hearing is held, the written award will be published within 90 days from the commencement of the arbitration.

For more details, please visit <https://www.skillsfuture.gov.sg/pei/dispute-resolution>

Once a settlement is reached the School will take all necessary actions in accordance with the mediation/arbitration instructions.

Student Satisfaction Survey

As part of our commitment to provide quality programmes to our students, the School invites student to provide feedback through the survey as detailed in the table below:

Survey	Timing	External University Partner's Courses	Proprietary In-House Courses
Pre-course Counselling and Orientation Survey	Conducted after student orientation	Conducted after the orientation conducted by Student Services.	survey link will be provided in the email which contain their learning management system login details.
Module & Lecturer Evaluation Survey	Conducted upon completion each module	The Academic and Operations Management Department will provide the survey link to students via email.	The Academic and Operations Management Department will provide the survey link to students via email. The survey link will also be available on the learning management system.
End of Course Survey	Conducted upon completion of the course	Student Services will send an email for students to attempt the survey when they are notified on the collection of their transcripts.	
Graduate Survey	6 months after Graduation	6 Months after students' graduation, Student Services will send an email to all eligible graduates to participate in the Graduate Employment Survey (GES).	

To ensure that the School maintains high standards of academic quality, effective teaching and learning, and continuous improvement in student services and support, the surveys listed above shall minimally cover the following areas:

- Overall student satisfaction level
- Quality of student support services
- Physical facilities and infrastructure to support learning
- Effectiveness of communication
- Students' satisfaction with recruitment agents (if applicable)
- Adequacy, accessibility and quality of teaching-learning resources and the school environment
- Academic staff performance i.e., quality of teaching
- Pre-course counselling experience of students
- Assessment methods and frequency

As part of continual improvement, additional areas for survey can be covered as deemed appropriate by the School's Management Team. Findings from the surveys will be utilized and analysed by the School to improve its academic and administrative processes.

22. Classrooms and Facilities

Classrooms

Aventis 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
B.Baruch	25	37.80 sqm
B.Cohen	33	50.44 sqm
L.Zicklin	44	66.24 sqm

Teacher-Student Ratio

The maximum teacher-student ratio is as follows:

Physical class – 1:60

Online class – 1:120

Facilities

1. Wireless Internet Connection

Campus-wide free WiFi Internet access is available to students. Students should approach any Aventis staff member for more information.

2. Light Refreshment and Beverages

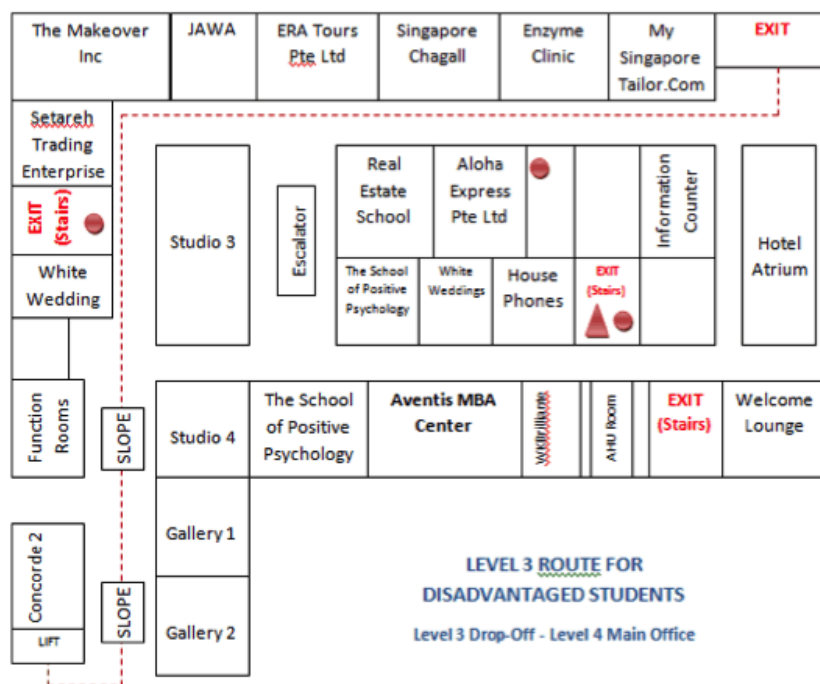
Light refreshments such as coffee, tea, and assorted biscuits are also provided for students and staff at the Level 4 pantry. Water dispensers are also readily available.

3. Study Area

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

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 climbing up and down the stairs.



Additional Academic Resources For Students

It is recommended that all students seek membership with the National Library Board, Singapore. It is the largest academic library in Singapore. Within the national library is the Lee Kong Chian Reference Library (LKCR) aims to be the premier resource centre for materials on or about Singapore and the region. It occupies 7 storeys (Levels 7-13) at the National Library Building with a collection size of over 600,000 items in various formats to serve the information needs of researchers, professionals and the general public.

Students can access both National Singapore and the Lee Kong Chian Reference Library for research and references.

<https://www.nlb.gov.sg/main/home>

Contact To Student Services

Students can contact our Student Service colleagues for any inquiries or support regarding administrative processes or student services.

- Contact us at studentsuccess@aventis.edu.sg
- Meet our colleagues face to-face during business operating hours.
- Drop us an online message.

23. Other Information

Emergency Contact

Singapore is very safe, but you should keep key emergency numbers handy.

Important contacts:

(SPF) Singapore Police Force	999
(SCDF) Singapore Civil Defence Force (Ambulance & Firefighters)	995
Non-Emergency Ambulance	1777

Call 995 only for Emergency

The SCDF responded to 256,837 EMS calls in 2022, or about 704 a day. In a life-threatening emergency, every second is invaluable. You can make a difference between life and death by knowing what an emergency is.

Examples of emergencies: cardiac arrest, seizures, breathlessness, loss of consciousness, excessive bleeding, major traumas and stroke.

For non-emergency cases, please call 1777 for the non-emergency ambulance instead.

SCDF Website: <https://www.scdf.gov.sg/home/about-scdf>

SPF Website: <https://www.police.gov.sg/>

Mental health and emotional support:

- Samaritans of Singapore (SOS) (24-hour Hotline): 1767
- Samaritans of Singapore (SOS) (24-hour CareText): 9151 1767 (WhatsApp)

- Samaritans of Singapore Limited (SOS) provides confidential emotional support to individuals facing a crisis, thinking about or affected by suicide.
- For more information refer to: <https://www.sos.org.sg/about/who-we-are/>
- Institute of Mental Health (IMH) Helpline: 6389 2222

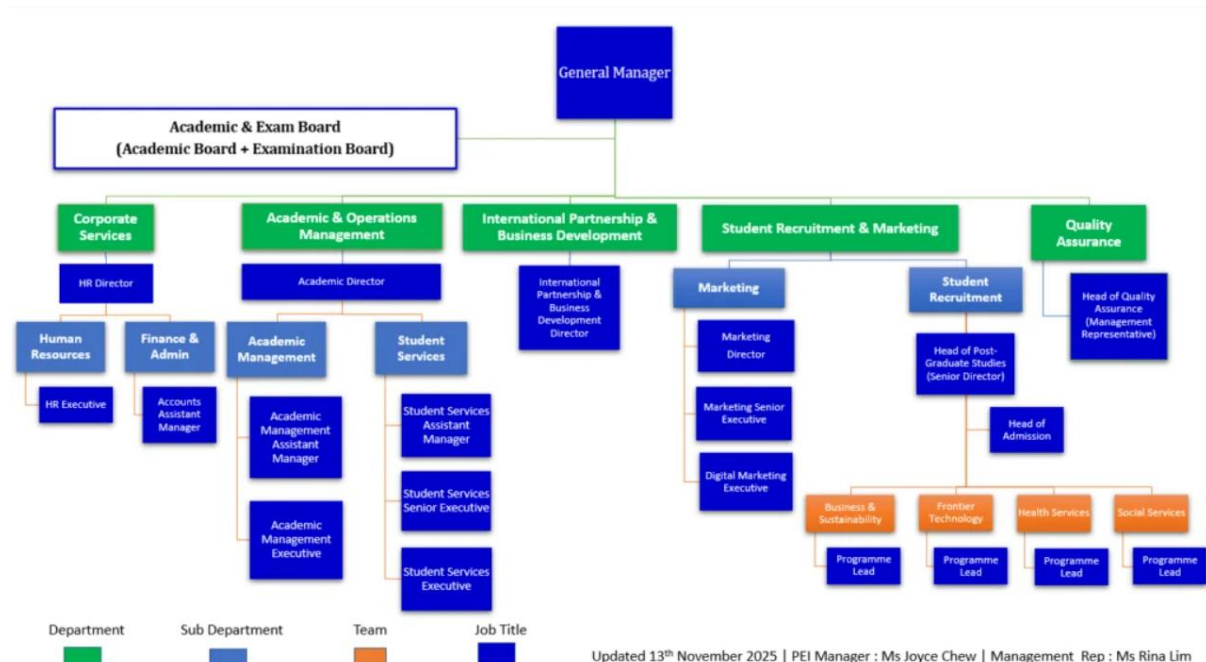
Aventis Graduate School Student Services:

- WhatsApp (between 09:30 AM to 06:30 PM): +65 80407299
- E-mail: studentsuccess@aventis.edu.sg

Change of Particulars

Students are required to send an email to studentsuccess@aventis.edu.sg to update the Aventis 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



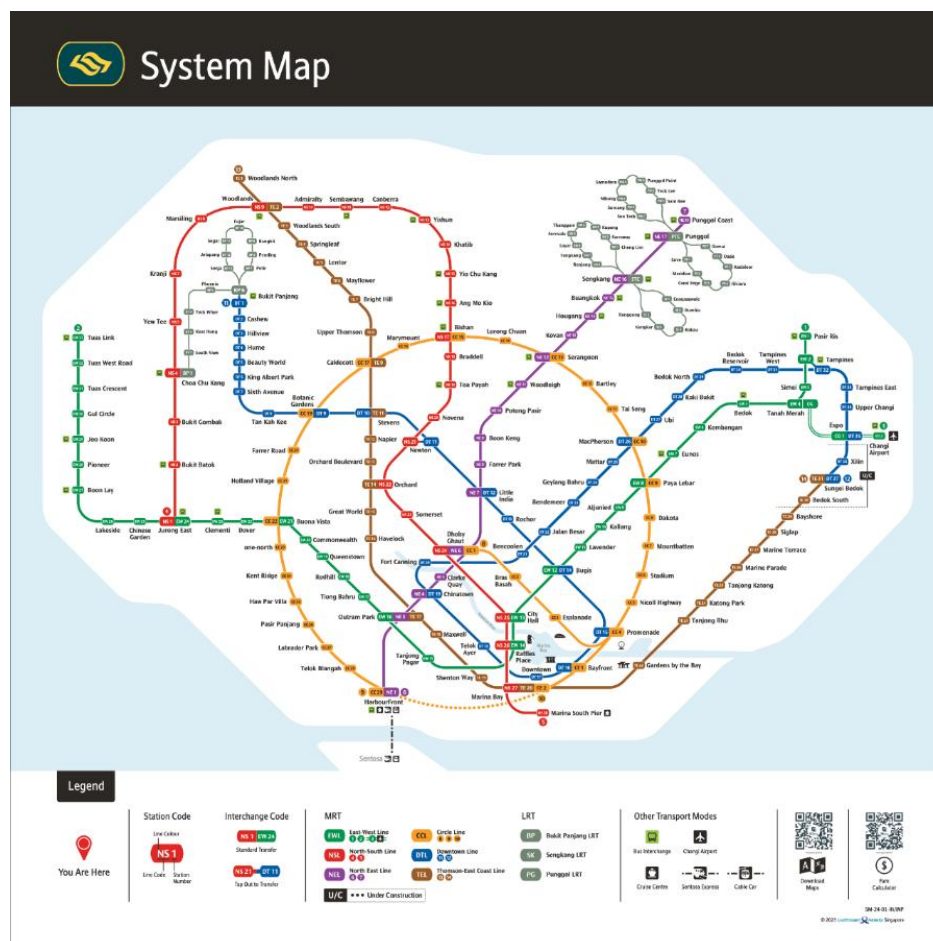
24. All About Singapore

Welcome to Singapore, a vibrant, multicultural city-state known for its world-class education system, exceptional public transport, and rich cultural tapestry. Whether you're here for a short course or a full-time programme, this guide will help you settle in and make the most of your learning journey.

Getting Around

MRT (Mass Rapid Transit)

The MRT is fast, reliable, and operates daily from about 5:30 AM to midnight, with some extensions during festivals

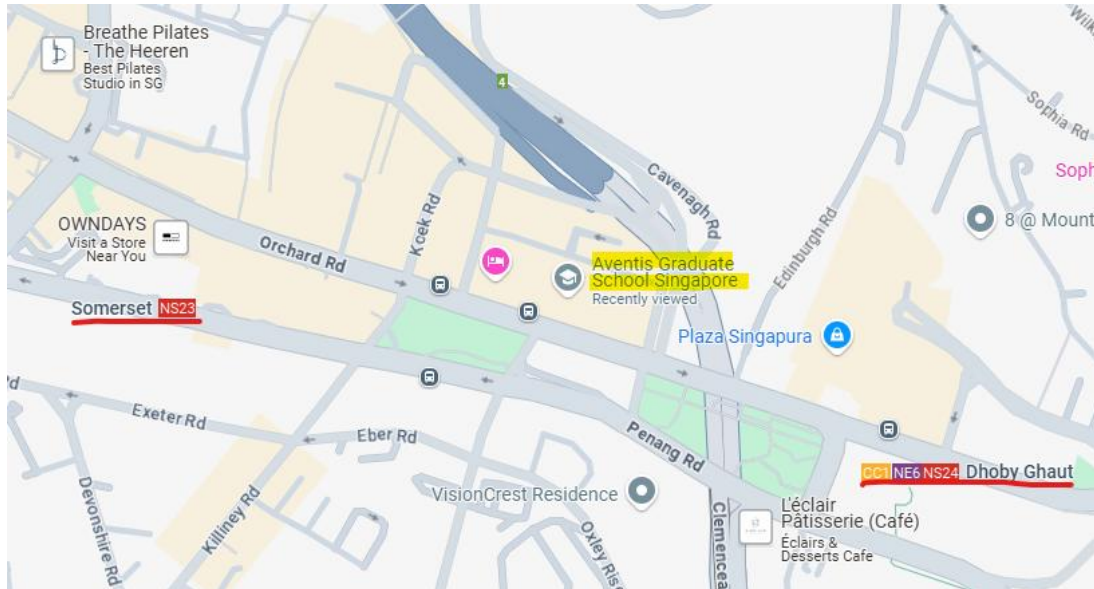


Key MRT lines

- East–West Line (Green) – connects Changi Airport to major areas like Bugis and City Hall
- North–South Line (Red) – connects Woodlands, Orchard, and Marina Bay
- Downtown Line (Blue) – great for university areas and business districts
- Circle Line (Yellow) – connects many transfer stations and business hubs

Nearest MRT Stations from Aventis Graduate School Campus (within a 5-8 minute walk to the campus)

- Dhoby Ghaut MRT Station: Major Interchange station located on the Red, Purple and Yellow Line.
- Somerset MRT Station : Located on the Red line.



Public Buses

Buses fill in transport routes not served by the MRT.

Key points:

- Coverage: Buses are frequent and air-conditioned.
- Real-time tracking: Use MyTransport.SG or SG Buses to monitor arrivals.
- Scenic routes: Some bus rides, like those through heritage districts, double as city tours.

Etiquette:

- Tap in/out with your travel card.
- Hold on to handholds; anticipate stops.
- Priority seats are for those in need.

Bus Stop located at Aventis Graduate School campus is the: “Concorde Hotel S’pore” Bus Stop

Serviced by buses: 7, 14, 14e, 16, 16M, 36, 65, 77, 106, 111, 124, 167, 174, 174e, 175, 190, 502, 502A, 518, 518A, 972 and 972M.



Fare Payment: EZ-Link & SimplyGo

Payment is streamlined via contactless systems.

Options:

- EZ Link card: A rechargeable smartcard since 2002, accepted on buses, MRT/LRT, and more
- Use EZ-link cards to seamlessly tap in and out of modes of public transport!
- SimplyGo: Introduced 2019–2021, this system lets you tap with bank cards or mobile wallets

Where to get & top up:

- EZ-Link cards: MRT stations, convenience stores.
- Topped up via machines, convenience stores, or the SimplyGo/EZ Link app
- SimplyGo users enjoy auto top-up and bank integration.

Sample of EZ-Link Card



Taxis & Ride-Hailing

For convenience and comfort, especially when public transport is not ideal.

Options:

- Taxis: Hail at stands or flag down on the street; major operators include ComfortDelGro and Trans-Cab.

- Ride-hailing apps:
 - Grab
 - Gojek
 - TADA

Tips:

- Use apps for fare estimates.
- Be aware of peak-hour surcharges or rainy-day surge pricing.

Cycling & Bike Sharing

Cycling is a fun, eco-friendly way to get around, especially for short distances.

- Networks available: Park connector networks (PCNs) and new cycling paths.
- Bike-sharing: Use apps such as Anywheel and SG Bike.
- Always park in designated spots and consider wearing a helmet.

Walking

Many areas are pedestrian-friendly—complete with shaded sidewalks and underground links.

Good to know:

- Always cross at crossings and wait for the green man.
- Avoid jaywalking—fines apply.

Transport Apps

Purpose	App Suggestions
Route planning	MyTransport.SG, Citymapper
Bus tracking	SG Buses, SG BusLeh
Ride-hailing	Grab, Gojek, TADA
Bike-sharing	Anywheel, SG Bike
Payment & top-ups	EZ-Link (SimplyGo) app

Commuting Etiquette & Rules

Singaporeans value politeness and orderliness.

- Train/bus courtesy: Offer seats to those in need, keep noise low, and no eating or drinking.
- Escalators: Stand on left, walk on the right.
- Queues: Wait in line, let others exit first, and adhere to priority seat policies

Estimated Transport Costs

- MRT/bus: S\$0.99–2.26 per trip
- Short taxi rides: S\$8–15
- Ride-hailing: S\$10–20 depending on demand
- Bike-sharing: S\$1 per 30 minutes

For Further Information on Public Transport, refer to the Land Transport Authority website:

https://www.lta.gov.sg/content/ltagov/en/getting_around.html

Finding Accommodation

Finding safe and convenient accommodation is a top priority for new students.

Options include:

- Student hostels: Examples include Yo:HA Residences or Nanyang House.
- Private rentals: Use platforms like 99.co, PropertyGuru, or RoomGo.

Always sign a tenancy agreement. Avoid cash payments without documentation.

International Students on Student Pass will need a valid residential address supported by a valid tenancy agreement to complete their Student Pass formalities with ICA.

Getting a Mobile Number

To stay connected, you will need a Singapore SIM card.

Moreover, having a Singapore phone number will allow you to access SingPass. International Students on Student Pass will need to have a SingPass account to access their Student Pass Identification Card.

Choose between:

- Prepaid SIMs: Easily available at Changi Airport, 7-Eleven or Cheers stores.
- Postpaid mobile plans: Require a Student Pass and proof of address.

Leading telcos and digital providers:

- Singtel
- StarHub
- M1
- Circles.Life

For information on SingPass please refer to:

<https://www.tech.gov.sg/products-and-services/for-citizens/digital-services/singpass>

Opening a Bank Account

Opening a local bank account will help you handle day-to-day transactions, pay various bills (such as rent and/or course fees), and receive money from overseas.

Most banks will require:

- Your passport
- Your Student Pass (via SingPass app.)
- A proof of local address (e.g., tenancy agreement or a school-issued letter)

Popular banks among students:

- DBS / POSB
- OCBC
- UOB

Libraries & Study Spaces

Singapore has a wide range of libraries and study zones to suit your academic needs.

Places to study:

- National Library (Victoria Street): A spacious, well-equipped space for serious study.
- Regional libraries: Located in areas like Jurong, Tampines, and Woodlands.
- Campus libraries: Often quieter and equipped with group study rooms.

Helpful tips:

- Register for a National Library Board (NLB) account to borrow books.
- Use the NLB mobile app to check availability and reserve titles.

Healthcare Access

Healthcare in Singapore is top-notch and accessible.

If you're feeling unwell:

- Visit a GP clinic (general practitioner) near your home or school.
- Use the HealthHub SG app or website to find nearby clinics.

For emergencies:

- Visit a hospital like Singapore General Hospital (SGH), National University Hospital (NUH), or Tan Tock Seng Hospital (TTSH).

Bring along:

- Your Student Pass (accessible via SingPass app.)

Places of Interest

Explore Singapore's sights during weekends or breaks to unwind and experience local culture.

Top attractions:

- Gardens by the Bay & Marina Bay Sands
- Sentosa Island – home to Universal Studios, Adventure Cove, and Siloso Beach
- Singapore Zoo & Night Safari
- Chinatown, Little India, Kampong Glam

Nature getaways:

- Singapore Botanic Gardens (UNESCO World Heritage Site)
- East Coast Park for cycling and sea breeze
- MacRitchie Reservoir's TreeTop Walk

Must-Have Apps

Purpose	Apps
Student Pass	SingPass
Transport	MyTransport.SG, SimplyGo
Ride-Hailing	Grab, Gojek, TADA
Food Delivery	GrabFood, Foodpanda, Deliveroo
Messaging	WhatsApp
Banking	DBS PayLah!, OCBC Digital, UOB TMRW
Healthcare	HealthHub SG
Housing & Rentals	PropertyGuru, 99.co
Events & Social	Meetup, Eventbrite

Scam Advisories & Staying Safe Online

Unfortunately, students can be targets of scams. It's important to stay vigilant.

Common scams:

- Impersonation calls: Claiming to be from the police, ICA, or embassy demanding payment.
- Delivery scams: Fake SMS or emails asking for payment to release parcels.

- Online job scams: “Easy” part-time work that requires upfront payment or personal details.
- Rental scams: Fake listings asking for deposits before viewing.


How to protect yourself:

- Never share your bank details, passport, or Student Pass information with unknown parties.
- Government authorities will never call or message you to demand payment.
- Don’t click on suspicious links or respond to unknown numbers.
- Use ScamShield — a local app that blocks known scam calls and messages.

If you’re in doubt:

- Call the Anti-Scam Helpline: 1800-722-6688
- Visit www.scamalert.sg for updates

Revision History

Version	Description of Change	Effective Date	Approved/ Signed by
6.3	<ul style="list-style-type: none"> - Removed footer table - Changed from Our Organization Values to Our Values - Removed Our Organizational Culture section - Updated Organizational Chart to the latest version - Updated attendance requirement for Full-Time Students (International and Local) from minimum 90% overall attendance to minimum mandatory 90% per month - Updated attendance requirement for Part-Time Students from 75% overall attendance to 75% per month - Updated notification to ICA whenever an International Students on Student Pass has a monthly attendance of less than 90% - Update on Letter of Cancellation will only be sent to student's place of residence in Singapore as registered for Student Pass Holders who miss 7 consecutive days of class - Added attendance requirement points for For Proprietary In-House Courses, Full-Time and Part-Time Students who failed to attend consecutive four or more lessons and student will be required to respond to the notice and attend a counselling session to remain enrolled. - Changed from Academic and Operations Management Department to Student Services for submission of Medical Certification. - Removed statement on Online MC and TCM MC will not be accepted. - Removed table on examples of invalid reasons for leave of absence from class - Added (International and Local) under Lateness for Class and Absence from Class for Full-Time Students - Added points on monitoring of attendance via the School's Attendance System - Removed points from "Students who have more than two incidents of lateness..... the softcopy of the Notice of Intended Withdrawal to School Management System (SalesForce)" - Added point on Absence from Class for Part-Time Students - Removed points under Lateness for Class and Absence from Class (Part-Time Students) - Changed from Student's Code of Conduct to Student Disciplinary Policy - Removed "Theft, deliberate destruction, damage, misuse, or abuse of Aventis property or the property of private individuals associated with Aventis." from academic dishonesty point. - Removed "Aventis Graduate School reserves the rights to deny students from attending classes and examinations and participating in any events or functions without giving further 	13 Nov 2025	

	<p>reasons." from i. Frequent Lateness for Classes / Leaving Class Early / Absent from Class Without Valid Reasons point.</p> <ul style="list-style-type: none"> - Changed to Disruptive Use of Handphones/Electronics Devices, added "For Full-Time courses" - Removed point on Liability on loss of personal belongings - Changed to Computer / Telephone Network Crimes / Inappropriate Surfing of Internet, added "Inappropriate" to "surfing of unfavorable sites" - Removed Academic Integrity and Conduct Policy section and replaced with Disciplinary Measures for Students with Conduct Issues section. - Added Code of Conduct (Student) – Student Academic Honesty Policy - Updated definition and points under Plagiarism, Collusion and Cheating under Examination - Removed Impersonation and Improper Conduct in Formal Examination points - Added Comission / Contract Cheating and Falsification of Data & Citations points. - Changed section title from Ethical Use of AI for Course Assessment Policy to Policy on the Ethical Use of Artificial Intelligence (AI) for Course Assessment - Added "Reference should be made to the respective external University partner's policies and procedures on the use of AI for the external University partner's courses." - Added section on Academic Misconduct Penalty - Updated entire Student Assessment and Examination Policy section - Combined Academic and Examination Board under General Academic Regulations - Removed Grading System - Updated teacher-student ratio - Removed Dutiable Goods, Prohibited Goods and Other Offences from Relevant Singapore Laws - Added Central Narcotics Bureau website http://www.cnb.gov.sg - Removed "Infringement of any School Policies or Procedures, including the Student Academic Honesty Policy" under Working while on Student Pass (for international students) - Updated Mode of Payment - Changed from Miscellaneous Fees to Course Fees and Miscellaneous Fees - Added Withdrawal Policy and Procedures - Updated Deferment Policy & Procedures, Refund Policy & Procedures - Updated Refund Procedures - Updated Use of Personal Data - Removed statement "The premium for the insurance is currently absorbed by Aventis.... view the FPS insurance certificate." - Updated Student Support Services section - Added section on Student Learning Support 		
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	<ul style="list-style-type: none">- Changed section title from Student Feedback and Grievances to Student Feedback and Complaints, updated the entire content of the section- Added Classrooms and Facilities section		
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