

# Student Handbook 2018

**EFFECTIVE: JANUARY 2018**



# Table of Contents

1. Welcome Message.....	5
2. Introduction .....	6
3. Attendance Policy .....	8
3.1 Attendance Requirements .....	8
3.2 Leave of Absence.....	8
3.3 Absence from Class.....	8
4. Student's Code of Conduct .....	9
5. Academic Integrity and Conduct Policy .....	12
6. Student Assessment and Examination Policy.....	15
6.1 Assessment Date, Time and Venue.....	15
6.2 Minimum Academic Requirements .....	15
6.3 Assignment Submission .....	15
6.4 Late Assignment Submission.....	15
6.5 Examination Rules and Regulations .....	16
6.6 Examination Irregularities .....	16
6.7 Absence from Examination .....	17
6.8 Application for Deferred Examination.....	17
6.9 Eligibility for Supplementary (Re-Sit) Examinations or Assignments .....	17
6.10 Viewing of Examination Papers .....	18
6.11 Release of Provisional Results .....	18
6.12 Release of Final Results.....	18
6.13 Academic Awards.....	18
6.14 Results Appeal Policy .....	19
7. General Academic Regulations.....	21
7.1 Academic Board .....	21
7.2 Examination Board .....	21
7.3 Grading System.....	21

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 2 of 44

8. Notice to International Students .....	22
9. Payment Policy .....	24
9.1 Mode of Payment .....	24
9.2 Outstanding Fees .....	24
9.3 Miscellaneous Fees .....	24
10. Deferment Policy & Procedures .....	26
11. Refund Policy & Procedures.....	27
11.1 Refund for Withdrawal due to Non-Delivery of Course .....	27
11.2 Refund for Withdrawal due to other reasons .....	27
11.3 Refund during Cooling-Off Period .....	27
11.4 No Refund for Expulsion and Disciplinary Matters .....	28
11.5 Non-Refundable Fees.....	28
11.6 Refund Table .....	28
11.7 Refund Terms & Conditions and Procedure.....	29
12. Withdrawal Policy & Procedures.....	30
12.1 Withdrawal caused by Aventis .....	30
12.2 Withdrawal caused by Students.....	30
12.3 Withdrawal Procedures.....	30
13. Program Transfer Policy & Procedures .....	32
14. Data Protection Scheme .....	32
15. Fee Protection Scheme (FPS).....	33
16. Medical Insurance .....	33
17. Academic and Student Support Services .....	34
17.1 Orientation .....	34
17.2 Recreational Facilities.....	34
17.3 Parking Facilities .....	35
17.4 Assistance to Disadvantaged Students.....	35
17.5 Wireless Internet Connection .....	35

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 3 of 44

17.6 Light Refreshment & Beverages .....	35
17.7 Classrooms .....	36
17.8 Study Area.....	36
17.9 Resource Library .....	36
17.10 Additional Academic Resources For Students .....	36
17.11 Additional Academic Support.....	37
17.12 Online Learning Support Materials.....	39
17.13 Student Learning Portal .....	39
17.14 Medical Insurance .....	39
17.15 Lost and Found.....	40
17.16 Pastoral Counselling.....	40
17.17 Collaboration with Parent/Legal Guardian.....	40
17.18 Professional Development Courses .....	40
17.19 Career Coaching Opportunities.....	41
17.20 Contact to Student Service Team .....	41
18. Student Feedback and Grievances .....	42
18.1 Programme Evaluation .....	42
18.2 Dispute Resolution .....	42
19. Other Information .....	44

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 4 of 44

# 1. Welcome Message

---

## **Aventis School of Management, Singapore**

Dear Students,

I would like to extend a warm welcome to all new students. Thank you for considering Aventis School of Management 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'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 don't find what you are looking for in the handbook or on our website, please do not hesitate to contact the Student Services department for further assistance.

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

With kind regards,

**Samuel Teo**  
**General Manager**  
**Aventis School of Management**

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 5 of 44

## 2. Introduction

### **Aventis School of Management**

Aventis School of Management is a registered Business School focused in the areas of professional development and adult education. To meet the learning needs of adult learners, Aventis's sets itself distinctively apart from the rest, with its unwavering commitment towards delivering practical and industry driven curriculum. Aventis 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 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 provider of quality education in Singapore

### **Our Mission**

We recognize the significance of human capital development and are committed to uphold the quality of teaching, learning and service to all our students

### **Our Organization Values**

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

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 6 of 44

### **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.

### **Shaping Global Leaders**

Aventis's strong emphasis on integrity and social responsibilities helps shape global leaders who can lead with care, inspiration and wisdom. Shaping Global Leaders, who command respect through the way they live, learn and lead.

### **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.

### **Resource Room/Library**

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

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 7 of 44

## 3. Attendance Policy

### 3.1 Attendance Requirements

The minimum attendance requirement to be attained is **75% for local students** and **90% for international students** holding a student's pass.

Based on the ICA's requirements, international students holding a Student's Pass must attain a **minimum attendance of 90%**. If the students pass holder fail to maintain 90% of the attendance, the school will inform ICA. If a student's attendance continues to fall below 90% after ICA has been informed, the Student's Pass shall be cancelled by Aventis.

International students are required to go to school from Monday to Friday for minimum three (3) hours from 9am to 6pm (even when there's no classes scheduled). Local students failing the attendance requirement will be barred from taking examinations.

### 3.2 Leave of Absence

Local students are required to notify Student Services and submit 'Leave Application Form' within three (3) working days with supporting documents to prove their absence from class. Following are the approved leave of absence by the School:

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

### 3.3 Absence from Class

Students who miss lessons will receive up to three (3) warning emails as a reminder of the minimum attendance requirements and a request to submit for Leave of Absence (LOA).

For international students on Student Passes, ICA will be informed of the student's failure to meet the minimum attendance requirements.

Students who fail to meet the minimum attendance requirements will be barred from examinations.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 8 of 44



## 4. Student's Code of Conduct

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

- a. All forms of dishonesty including cheating, plagiarism, forgery, and intent to defraud through falsification, alteration, or misuse of Aventis documents. Theft, deliberate destruction, damage, misuse, or abuse of Aventis property or the property of private individuals associated with Aventis.
- b. Inappropriate or profane behaviour that causes a disruption of teaching, research, administration, disciplinary proceedings, or other Aventis activities. Failure to comply with Aventis officials acting within the scope of their employment responsibilities.
- c. Smoking: the non-smoking policy is applicable in all buildings and areas within the campus ground. Students are expected to observe the non-smoking policy at all times while on campus ground.
- d. Alcohol: Students are strictly prohibited from consuming or selling alcohol on Aventis' premises.
- e. Prohibited Drugs: The consumption / possession / sale of prohibited drugs are strictly not allowed in the campus. Students caught with the offence of consumption and/or possession of prohibited drugs will be handed over to the police and will eventually face expulsion from the institution.
- f. Gambling: Students are not allowed to engage in gambling practices in the campus; even though there is no exchange of money. Board games are allowed as long as money, jewellery or personal belongings are not exchanged as winnings.
- g. Behaviour: 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 School of Management.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 9 of 44

- h. Mutilation, Vandalism, Graffiti and Theft: Students are not allowed to litter and vandalise properties of the institution; including graffiti drawn on any of the institution's building walls, fixtures or lift. Students who are caught destroying or vandalizing the properties of the institution will be subject to disciplinary action and are liable to compensate the institution for the damages or repair costs. Students are to report any damage or loss of institution's property to the lecturer or any institution staff. Students who are caught stealing the institution's property or belongings of other students will be subject to disciplinary action and may be handed over to the police or other relevant authorities, depending on the severity of the offence.
- i. Punctuality: Students should be punctual when attending all classes and examinations and during events or functions organized by the institution. Aventis School of Management reserves the rights to deny students from attending classes and examinations and participating in any events or functions without giving further reasons
- j. General Attire and Hair Style: Students are expected to wear proper attire at all times. Improper attire includes: revealing shorts or skirts, scanty or see-through tops, singlets, clothes with vulgar messages/pictures which may be deemed offensive. Students are also expected to maintain a neat hair style at all times. The institution and its staff which include the lecturers and invigilators, reserve the right to deny entry of students who are deemed to be indecently attired into classes or examination rooms. Sunglasses and caps/hats are not allowed during examinations/tests.
- k. Consumption of Food/Drinks: Students are not allowed to drink sweetened or flavoured drinks (except plain water) or eat in the class.
- l. Unauthorized Entry and Misuse of Property: No unauthorised entry into campus premises like offices and premises which are locked. Students are also strictly prohibited from entering the washrooms of the opposite sex. Any students caught with the act will be subject to disciplinary action and in some cases, may be handed to the Police. Any student caught misusing Aventis' premises and/or property will be subject to disciplinary measures.
- m. Falsification: Students who are caught falsification of personal IDs/ Passports/ Student's Pass/ Work Pass/Certificates/ Transcripts/ Certifying Letters/ Medical Certificates and Notes from medical practitioners or other official documents will be subject to disciplinary action and may even face expulsion from the course. Students caught committing such acts may also face legal prosecution.
- n. Forgery: Students who are caught forging signatures of their lecturers, fellow classmates, legal guardian (for students under the age of 18) or institution's staff will face disciplinary action and in more serious cases, may be subject to legal prosecution.
- o. Unauthorized Audio and Video Recording: Unless prior approval is obtained, students are not allowed to record (audio or video) the lessons and any other teachings conducted by the lecturers. Unlawful downloading or taking pictures of power point files not approved by the lecturers are strictly prohibited.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 10 of 44

- p. Copyrights: The Copyright Act of Singapore allows a person to copy part of a work (not substantial) for private study or research only. Students are to comply with the Singapore Copyright Act (Cap 63) for any photocopying. When photocopying from books and journals for research and private study for self-consumption, the limitations for photocopying are: 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 School of Management advises all students to respect the copyright of all copyright owners' works and encourages the purchase of original textbooks and/or other copyrighted materials that are required for your courses of study
- q. Use of Handphones/Electronics Devices: Students are to switch all handphones and electronic devices to silent/mute during lectures, tutorials, project supervision by lecturer. During examinations students must ensure that all such devices are switched off and are place in a bag in front of the classroom. Especially during examinations/tests, invigilators reserve the right to place the bag outside the classroom if no students claim ownership of the bag which contains the ringing or vibrating phone as it can cause disruption to the other students. Henceforth, the institution will not be responsible for the loss of any bags / belongings which are placed outside the classroom.
- r. Liability on loss of personal belongings: Students are to take proper care of their personal belongings. The institution shall not be responsible for any loss of personal belongings or money occurred on campus ground.
- s. Computer / Telephone Network Crimes / Surfing of Internet: Students are to observe proper computer and telephone protocol. Computer crimes committed are punishable under the Singapore laws and in some cases, may infringe upon another country's laws. Students are not allowed to transmit vulgar, obscene or seditious contents either via the campus' IT or telephone networks. In addition, students are not allowed to make use of the computer / telephone network system to engage in any form of solicitations or sales. Surfing of unfavorable sites which contain pornography, gambling or any sites showing distasteful content are strictly prohibited on campus grounds. Students should also refrain from playing media of such contents on campus grounds.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 11 of 44

## 5. Academic Integrity and Conduct Policy

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

### **Purpose**

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

### **Applicability**

This policy applies to all proprietary programmes, and may vary according to University's procedures for EDPs.

### **Guiding Principles**

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

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

### **Definitions and Terms**

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

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

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 12 of 44

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

### Plagiarism

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

### Collusion

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

### Impersonation

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

### Improper Conduct in Formal Examinations

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

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 13 of 44

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

### **Contract Cheating**

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

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

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 14 of 44

## 6. Student Assessment and Examination Policy

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

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

### **6.2 Minimum Academic Requirements**

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

### **6.3 Assignment Submission**

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

Generally, submission deadline standard given for all in-house programmes is eight (8) calendar days from the last day of the class. For EDP, submission deadline follows closely to the university's requirements.

Academic Penalty as below:

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

### **6.4 Late Assignment Submission**

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

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

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 15 of 44



## **6.5 Examination Rules and Regulations**

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

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

## **6.6 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:

AVENTIS Manual	1.1.2c Aventus Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 16 of 44



- 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.

### **6.7 Absence from Examination**

Students who are absent from an examination must produce an official document (e.g. medical letter from a general practitioner or letter from employer) within **24 hours of the relevant incident or no later than 72 hours past the exam dates**, unless exceptional circumstances prevent contacting Aventis. Requests received later than this will be considered invalid. Students will be allowed to take the supplementary examination as their Deferred Examination. There will not be any Supplementary Examination for students who failed their Deferred Examination.

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

### **6.8 Application for Deferred Examination**

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

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

Students who fail the assessment on the 1st attempt shall be permitted to do re-sit for the failed component once at a nominal fee as stated in their PEI Student Contract. For in-house programmes, the eligibility to qualify for the re-sit is 0 to 49 marks. Students who fail to pass the re-sit will have to re-module the module.

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

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

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 17 of 44

Students are advised to:

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

#### **6.10 Viewing of Examination Papers**

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

#### **6.11 Release of Provisional Results**

Once the lecturers have completed the grading, the provisional grades may be available for viewing in the online learning platform with lecturer's feedback. This process may take a minimum of **one (1) month**. To ensure student confidentiality, and compliance with privacy legislation, assessment results will not be released over the telephone, by email or to another party without the student's written permission. All students shall be made known that the provisional grades may be subject to changes after moderation (if required) by the Academic and Examination Board. The platform's easy navigation and one-click summary acts as a periodic progress report on the student's academic achievements. The progress report shows the grade, percentage and the student's rank in class. For EDP's online platforms, the progress reports (user) may differ according to the system functions.

#### **6.12 Release of Final Results**

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

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 18 of 44

Once confirmed, the Student Services will inform students through emails about the collection of their certificate and transcript, which will contain the finalized results.

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

### **6.13 Academic Awards**

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

- **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

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 19 of 44

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

Excellent performance indicating a very high level of understanding of the subject matter; development of relevant skills to a very high level; demonstration of a very high level of interpretive and analytical ability and intellectual initiative; and achievement of all major and minor learning outcomes of the unit.

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

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

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

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

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

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

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

#### **6.14 Results Appeal Policy**

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

**For in-house programmes, the following are valid grounds on which an appeal can be submitted:**

1. A piece of work handed in on time was not marked;
2. Alleged wrong advice from staff teaching the syllabus area (such as format of assessment, or extension approval)
3. Student's grade was not based on the assessment methods specified
4. Allegation of bias must be supported by specific examples and supporting evidence;
5. Other circumstances if the Chair of the Appeal Panel accepts as reasonable.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 20 of 44

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

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

**Results Appeal Procedures**

- a. Students must fill up the Academic Appeal Form, provide detailed reasons for the appeal within seven (7) working days of the results release to the Student Services and pay an appeal fee of \$53.50. There must be valid grounds before this appeal may be made. During the process, students must continue per normal course of studies to ensure no disadvantage pending the outcome of the appeal.
- b. The Student Services shall escalate the appeal to the Academic and Examination Board to organize a second marker to remark the assessment item; discuss and deliberate.
- c. The examination board is required to make and endorse on all final decisions for appeals.
- d. The outcome of the second marking will be made available to the student within four (4) weeks from the date of appeal for proprietary programmes, and not later than eight (8) weeks for EDP.

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

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

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 21 of 44

## 7. General Academic Regulations

### 7.1 Academic Board

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

The Academic Board Members comprise of:

- Dr Malick Sy (PhD, Economics, Universite Catholique De Louvain)
- Mr Samuel Teo (MBA, MacQ, MSc Finance, City Uni of New York)
- Mr Sun Wai Hoong (Master of Engineering, NUS, MBA, University of Adelaide)

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

### 7.2 Examination Board

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

The Examination Board Members comprise of:

- Dr Malick Sy (PhD, Economics, Universite Catholique De Louvain)
- Mr Samuel Teo (MBA, MacQ, MSc Finance, City Uni of New York)
- Mr Sun Wai Hoong (Master of Engineering, NUS, MBA, University of Adelaide)

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

### 7.3 Grading System

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

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

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

### 7.4 Teacher-Student Ratio

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

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 22 of 44

## 8. Notice to International Students

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

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

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

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

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

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

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

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

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

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 23 of 44

## **Relevant Singapore Laws**

### **a. Dutiable Goods**

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

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

### **b. Prohibited Goods**

The following goods are prohibited to bring in to Singapore

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

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

### **c. Drugs**

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

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

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

Defacing public and private property carries a severe penalty.

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

Overstaying or entering Singapore illegally is a serious offence and on conviction, the penalties may include fines, imprisonment and/or caning.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 24 of 44



## f. Minor Offences

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

# 9. Payment Policy

## 9.1 Mode of Payment

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

- Cash at Aventis or any DBS/POSB Branches
- Bank Draft/Cheque made payable to “**Aventis School of Management Pte Ltd**”
- ATM Transfer/Internet/Mobile Bank Transfer
- Telegraphic Transfer

Transfer shall be made payable to bank details below:

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

All payments have to be made out in Singapore dollars.

## 9.2 Outstanding Fees

Students are expected to make timely payment of course fees to the School. Failure to make the fees payment by stipulated deadline will result in suspension of student's status from register. Students will be barred from sitting for examinations.

## 9.3 Miscellaneous Fees

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

Fees are subject to 7% GST and subject to changes without prior notice.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 24 of 44

Purpose of Fee	Amount (Fee subject to 7% GST) (\$\$)
Re-module Fee (all proprietary courses)	\$ 1,000.00
Re-module Fee (Kingston)	\$ 3,800.00
Re-module Fee (Derby – single credit module)	\$ 2,400.00
Re-module Fee (Derby – double credit module)	\$ 4,800.00
Re-module Fee (Roehampton)	\$ 2,500.00
Re-module Fee (CSU)	\$ 3,500.00
Assignment Referral/Re-sit Fee (proprietary)	\$ 100.00
Assignment Referral/Re-sit Fee (Kingston, Derby, Roehampton)	\$ 500.00
Deferment Fee (proprietary, Kingston, Derby, Roehampton)	\$ 200.00
Appeal Application Fee	\$ 100.00
Program Transfer Fee	\$ 100.00
Re-print of Transcript Fee (all proprietary courses)	\$ 20.00
Re-print of Certificate Fee (all proprietary courses)	\$ 50.00
Late Payment Fee	2% from instalment
NETS admin fee	3% from instalment

## 10. Deferment Policy & Procedures

Deferment of a module/ course will only be considered if a written notice is submitted at least 14 working days prior to module/ course commencement. Deferment will only be approved after payment of outstanding fees (if any) has been made. Deferment request submitted after the commencement of course/module will not be entertained.

Approval for deferment is at the sole discretion of the School/University. The School/University's decision is final.

Deferment is generally not encouraged unless on compassionate grounds and approval granted at the sole discretion of the School/University.

### **Deferment Procedures**

1. All requests for course deferment must be made in writing and supported with an application fee of **S\$200 (subjected to prevailing GST)**. Students should send their requests for deferment using the “**Deferment Request Form**” and/or **University Mitigating Circumstances form** from the course to the Student Service Department (SSD). All requests must be supported with documentary evidence and submitted at least 14 working days prior to module/ course commencement. **Deferment request submitted after the commencement of course/module will not be entertained.**
2. Approval for deferment will be reviewed and granted by the Academic Management and/or the University after reviewing each case. The review process will not take more than four (4) weeks.
3. Students are allowed to defer only **once up to the maximum period of one (1) year**, failing which 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.
4. Upon reviewed, Student Service Department will notify the student of the approval / rejection of the deferment request in writing. Approval for deferment is at the sole discretion of Aventis and/or University.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 26 of 44

## 11. Refund Policy & Procedures

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

Aventis shall inform the Student immediately within three (3) working days if

- I. It does not commence the Course on the Course Commencement Date;
- II. It terminates the Course before the Course Commencement Date;
- III. It does not complete the Course by the Course Completion Date;
- IV. It terminates the Course before the Course Completion Date;
- V. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or
- VI. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

Aventis shall, within three (3) working days of notifying the Student in writing of above circumstances (i) to (vi), provide the Student with information and details of the alternative confirmed course arrangement to allow the Student to make timely and appropriate decision on the alternative arrangement. The student shall be entitled to immediately withdraw from the Course by giving written notice to Aventis of his/her intention to do so. For circumstances under the above Clause, Aventis shall, within seven (7) working days after notifying the Student, refund to the Student:

- The entire amount of the Course Fees; and
- The Miscellaneous Fees.

Aventis shall also, as soon as it is practical, refund the Student the entire amount of the Course Fees and the Miscellaneous Fees, no later than seven (7) working days after receiving the student's notice of withdrawal. Any decision relating to refund will be made at the sole discretion of Aventis and that shall be final.

### **11.2 Refund for Withdrawal due to other reasons**

If student withdraws from the course for any reason other than those stated in Clause 2.1 of the Student Contract, Aventis will refund the student an amount based on the table in Schedule D of the PEI-Student Contract within 7 working days upon dated acknowledgment from Student Service (subject to the Refund Terms & Conditions and Procedures).

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

Applicable to new commencing students only, Aventis will provide students with a cooling-off period of 7 working days after the date that the PEI-Student Contract has been signed by both parties. The student will be refunded the highest percentage (as stated in Schedule D of the PEI-Student Contract) of the fees already paid if the student submits a written notice of withdrawal to Aventis within the cooling-off period, regardless whether the Student has started the course or not.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 27 of 44

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

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

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

#### **11.5 Non-Refundable Fees**

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

#### **11.6 Refund Table**

% of [the aggregate amount of the fees paid under Schedule B of the Student Contract]	If Student's written notice of withdrawal is received
[85%]	("Maximum Refund") More than [60] days before the Course Commencement Date
[70%]	Before, but not more than [60] days before the course commencement date
[30%]	Before, but not more than [14] days before the course commencement date
[10%]	Before, but not more than [7] days before the course commencement date
[0%]	On or after the Course Commencement Date

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 28 of 44

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

1. Students who wish to withdraw from their program and request for a refund must complete the **“Withdrawal and Refund Request Form”** and they are required to go through an interview with the Program Manager or Student Service Department, unless deemed not applicable by Aventis School of Management.
2. Request for withdrawal and any refund payment will only be processed after all applicable sections are duly completed in the form.
3. For students under 18 years of age, Aventis School of Management will seek parental/guardian approval prior to processing the request for withdrawal.
4. Upon completion of counselling and obtaining parental / guardian approval (where applicable), Aventis School of Management will process the request by the next working day and refund to the student within 7 working days (excludes time taken for postal services or external processing by banks).
5. The refund amount, according to the Refund Policy applicable to the course, will be determined from the date the School receives and acknowledges the **“Withdrawal and Refund Request Form”**.
6. The following payments are non-refundable and non-transferable:
  - a. Course Application Fee
  - b. Student Pass application fee
7. 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 and / or Singapore Authorities which may include Poor Academic, Poor attendance, Cheating and Plagiarism.
8. Refund will be made via cheque to student.
9. Cancellation of student pass will be processed after the refund had been made to the student (applicable to international students only).

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 29 of 44

## 12. Withdrawal Policy & Procedures

### 12.1 Withdrawal caused by Aventis

The possible scenarios are depicted under Refund Policy “Refund for Withdrawal due to Non-Delivery of Course”

### 12.2 Withdrawal caused by Students

- Where the student withdraws from the course for any reason other than non-delivery of course, the student must inform Aventis by completing the **“Withdrawal and Refund Request Form”** and/or **University withdrawal form** together with all supporting documents for processing the withdrawal request.
  - ☐ For student under 18 years of age, parental / guardian approval is required before the Course withdrawal application will be processed.
  - ☐ Aventis will inform student the outcome, within four (4) weeks from the receipt of the withdrawal application.
  - ☐ Once the student has withdrawn from the enrolled course, he/she ceased to be a student of Aventis School.
- For international students, they will be clearly explained of the implication and need to surrender their student’s pass to Aventis Student Services department for cancellation with ICA.

### 12.3 Withdrawal Procedures

1. Students who wish to withdraw from their program must complete the **“Withdrawal and Refund Request Form”** and/or **University withdrawal form** and they are required to go through an interview with the Program Manager or Student Service Department, unless deemed not applicable by Aventis School of Management.
2. Request for withdrawal and any refund payment will only be processed after all applicable sections are duly completed in the form.
3. For students under 18 years of age, Aventis School of Management will seek parental/guardian approval prior to processing the request for withdrawal.
4. Upon completion of interview and whereby student’s decision to withdraw remain unchanged, Aventis School of Management will process the request by the next working day and refund to the student within 7 working days (if any).
5. A formal letter/email will be issued to the student to effect a withdrawal if successful or to notify the rejection of withdrawal.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 30 of 44

6. The refund amount, according to the Refund Policy applicable to the course, will be determined from the date the School receives the **“Withdrawal and Refund Request Form”**.
7. The following payments are non-refundable and non-transferable:
  - a. Course Application Fee
  - b. Student Pass application fee
8. There will be no refund of course fees and miscellaneous fees for students who have to terminate their studies due to disciplinary action being meted out for failing to abide by the regulations and guidelines of Aventis and / or Singapore Authorities which may include Poor Academic, Poor attendance, Cheating and Plagiarism.
9. For international students who withdraw, student needs to surrender the Student Pass to Aventis for cancellation with ICA.
10. Course withdrawal may or may not result in refund of course fees paid (subject to the refund terms and conditions).

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 31 of 44



## 13. Program Transfer Policy & Procedures

---

1. All requests for transfer to another program offered by Aventis School of Management must be accompanied by a duly completed “**Program Transfer Form**” with an application fee of **S\$100.00 (subjected to 7% GST)**
2. Approval for transfer will be granted on a case-by-case basis subject to the student meeting the admissions requirements of the new program and approval from the Registrar/University.
3. For students who are below 18 years of age, Aventis School of Management will seek parental/guardian approval prior to processing the request for transfer.
4. For students who are under Company’s sponsorship, company representative will indicate approval for transfer in the designated section of “Program Transfer Form”.
5. For international students transferring to another program within Aventis School of Management, the Student’s Pass application for the new program will be submitted to the Immigration and Checkpoints Authority (ICA) for approval. A processing fee is payable to ICA for the transfer of Student’s Pass to the new program. The transfer will only take effect after ICA approves the transfer of the Student’s pass.
6. The processing time for Aventis School of Management to process your request for transfer will not be more than 4 weeks, subject to the approval from ICA and parent/guardian, where applicable
7. Once the request for transfer is approved, the existing Student Contract shall be terminated and replaced with a new Student Contract. Subject to Aventis School of Management’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).
8. A formal letter/email will be issued to the student to effect a transfer if successful or to notify the rejection of transfer

## 14. Data Protection Scheme

---

Aventis School of Management 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 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.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 32 of 44

## 15. 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 adopts the FPS Insurance Scheme for international and local students. The FPS Insurance offers insured students protection against the following:

- Loss of course fees paid in advance by the insured student to Aventis and not refunded, if the student cannot start or complete his/her course as a result of Aventis becoming insolvent or being required by the Singapore authorities to stop operations
- Aventis fails to pay the sum awarded by Singapore Courts to the insured student, where such an award relates to a dispute between Aventis and the insured student on course fees paid by the insured student to Aventis
- Payment of S\$10,000 for any one event and in the aggregate for the insured student's accidental death or total permanent disability by accident caused solely and directly by accidental, visible and violent means (excluding any sickness, disease or medical disorder)

Our appointed FPS provider is **Lonpac Insurance BHD**

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

## 16. Medical Insurance

Aventis has in place an optional medical insurance scheme for our students (except those students specifically allowed to opt out under the EduTrust certification scheme). This medical insurance scheme is offered by Liberty Insurance Pte Ltd. This medical insurance scheme shall provide a basic annual coverage limit of not less than \$20,000 per student in the B1 ward in government and restructured hospitals and up to overall maximum limit per policy year, with 24 hours coverage in Singapore and overseas (if the student is involved in school-related activities) throughout the course duration.

Part Time students have a choice to opt out from the medical insurance if they already have existing medical insurance in place.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 33 of 44

## 17. Academic and Student Support Services

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

### 17.1 Orientation

A comprehensive Orientation Programme will be conducted to introduce all Students of to the Course and the administrative matter. The Orientation Programme will cover:

- Aventis – Vision, Mission, Values
- The Aventis Team.
- Update of Class Schedule.
- Details on Course Handbook
- Academic regulation and Assessment related matter including deadlines, academic appeals, assessment criteria and marking standards
- Type of certification awarded at the end of the course.
- The Standard Student Contract (PEI contract).
- 75% Attendance regulation
- Fee Protection Scheme.
- Refund Policies; Withdrawal Policies; Transfer Policies.
- Aventis Feedback channels and grievance procedures.
- Aventis Student Support Services and Welfare.
- Course Deferment/Extension criteria and procedures related to suspension and expulsion conditions.
- Pre-Course Counselling Survey.

Online orientation slides are available at Aventis official website for students who are unable to attend the orientation. It can be accessed via following: <http://asm.edu.sg/resources/>

### 17.2 Recreational Facilities



Recreation Facilities such as the hotel's gym is also provided for students, students will need to approach any staff at Aventis for the access. For more information about the gym, please visit their website at <http://www.sculpturedbodiespt.com/index.php>

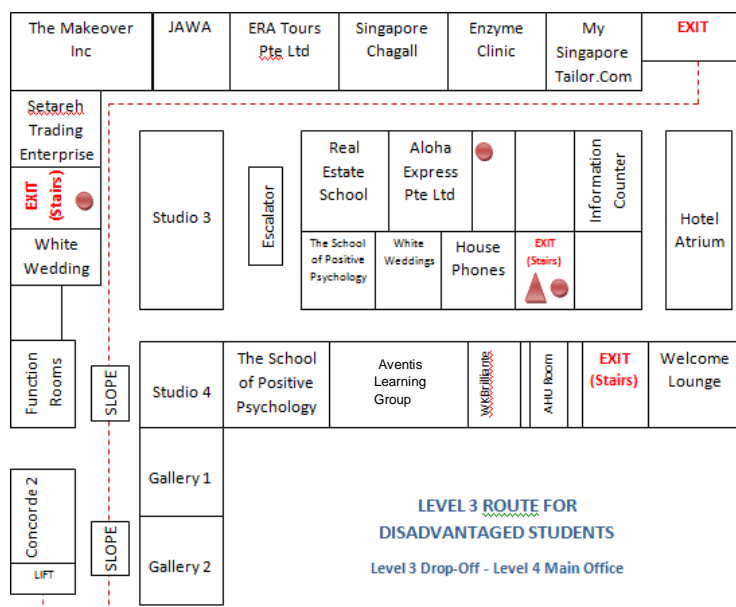
AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 34 of 44

### 17.3 Parking Facilities

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

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

### 17.4 Assistance to Disadvantaged Students



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

### 17.5 Wireless Internet Connection

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

### 17.6 Light Refreshment & Beverages

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

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 35 of 44

## **17.7 Classrooms**

Aventis has 4 classrooms located at #04-100 Concorde Hotel which can accommodate up to 133 students at a time.

Classroom name	Approved Seating Capacity	Floor Area
L.Zicklin	44	66.24 sqm
B.Baruch	25	37.80 sqm
C Powell	31	47.50 sqm
B.Cohen	33	50.44 sqm

## **17.8 Study Area**



The Study Area is also set up for students to do their work or to complete their assignments and projects. The study area and WiFi are available 7 days per week for student who wishes to come to Aventis during evening or weekends to have group discussion or do their work.

## **17.9 Resource Library**

The Library is set up at 100 Orchard Road #04-100 Concorde Hotel Singapore 238840 to hold all the resources that the campus has. Students can find some books as reference for their course of study in the Aventis library.

Aventis library is open daily except Sundays and Public Holidays:

- Monday to Friday: 10:00am to 6:00pm
- Saturday: 9:00am to 12:00pm

## **17.10 Additional Academic Resources For Students**

It is recommended that all students seek membership in one of the major external libraries in Singapore. Most reference texts, but more importantly extensive journal holdings, are available at the major external libraries where students can do further research and readings.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 36 of 44

There will be a fee charged for the external library membership and students will need to pay this fee themselves, directly to the external library, and may want to contact the below to find out more:

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

## **17.11 Additional Academic and Learning Support**

### Appointment of Lecturers

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

### Additional Academic Support via Email

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

### Academic Referencing Workshop

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

### Exceptional Extenuating Circumstances (EEC) Policy

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

- This policy allows for one of the following solutions to such exceptional circumstances:
  - The student is allowed to repeat the module
  - A deferred examination is allowed

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 37 of 44

- An opportunity to do late-submission for current assignment, or undertake a fresh assessment at the next assessment point. For the latter, the assessment undertaken will be different to the original assessment.
- Claims for exceptional extenuating circumstances will not be normally approved if they arise from matters which are evident for them to control:
  - A student's failure to organize his/her time appropriately;
  - A student's own negligence or carelessness;
  - Circumstances for which a student has had ample opportunity to plan;
  - Circumstances which a student did not disclosed at the appropriate time (unless they were unable to do so due to circumstances)
  - Any failure of computer related equipment
- All claims for EEC must be submitted on the appropriate form, which must be completed in full by the students accompanied by the required evidence. In relation to the assignment, claims must normally be submitted in advance of the handing-in date. In some cases, a claim may be accepted after that date, provided there is a good why it could not be submitted prior to the handing in date.
- All claims must be provided by either a professional who has specialist knowledge of the circumstances or by an independent source that is able to verify matters of a personal nature.
- Where a claim for EEC is submitted against coursework, where possible the student should hand in any work (part-completed coursework, notes etc) that has been completed to date. If no work is submitted then the mark recorded will be a non-submission and the appropriate penalty will be applied. In the event that the claim is unsuccessful, the submitted work will be marked as a completed submission. Exceptions to this will only apply where it would have been impossible to hand in any work by the deadline, such as student in hospital, flight disruption, impaired mental capacity.
- Procedures to submit EEC
  - Students submitting EEC shall apply for it through the EEC form with appropriate evidence and submit to the student services department in advance of the assessment deadline.
  - This will be forwarded to the Academic Department to make a decision on the EEC claim based on the evidence.
  - Students will be informed of the outcome of their EEC application within 3 working days of the decision.

### Academic Support and Consultation with Lecturers

Students may request for additional academic support and consultation with their lecturers to aid them in their studies. This may be initiated by completing the **Academic Support and Consultation Form** that is available at Front Desk and submitting it to the Student Services Department. The Student Services shall arrange for the consultation with the lecturers.

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 38 of 44



## **17.12 Online Learning Support Materials**

All students may access additional online learning support materials to aid their studies and meet academic requirements on <https://www.youtube.com/channel/UC40ITGqDbrMDZlzbSJhsRw/featured>. Online learning support materials are headed and conceptualized by the Academic and Student Services Department to provide necessary information to address students' learning difficulties. This includes but not limited to referencing, in-text citations and excelling oral presentation guides.

## **17.13 Student Learning Portal**

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

Through the learning portal, Aventis student can:

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

Students can access their learning portal via following link:

<b>Awarding Institution</b>	<b>Learning Portal Link</b>
Aventis School of Management	<a href="http://learning.asm.edu.sg/">http://learning.asm.edu.sg/</a>
Kingston University	<a href="https://canvas.kingston.ac.uk/">https://canvas.kingston.ac.uk/</a>
Roehampton University	<a href="https://partnerships.moodle.roehampton.ac.uk/">https://partnerships.moodle.roehampton.ac.uk/</a>
University of Derby	<a href="https://derby.ac.uk/udo">https://derby.ac.uk/udo</a>

## **17.14 Medical Insurance**

Aventis has in place an optional medical insurance scheme for our students (except those students specifically allowed to opt out under the EduTrust certification scheme). This medical insurance scheme is offered by Liberty Insurance Pte Ltd. This medical insurance scheme shall provide a basic annual coverage limit of not less than \$20,000 per student in the B1 ward in government and restructured hospitals and up to overall maximum limit per

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 39 of 44



policy year, with 24 hours coverage in Singapore and overseas (if the student is involved in school-related activities) throughout the course duration

Part Time students have a choice to opt out from the medical insurance if they already have existing medical insurance in place.

#### **17.15 Lost and Found**

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

#### **17.16 Pastoral Counselling**

The Student Counsellor in Aventis is a trained counsellor who provides professional counseling that includes assessment, intervention and psychoeducation. The Counsellor is able to provide counselling in the following areas:

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

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

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

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

#### **17.18 Professional Development Courses**

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

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

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 40 of 44

### **17.19 Career Coaching Opportunities**

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

### **17.20 Contact to Student Service Team**

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

- Email to [studentservices@aventisglobal.edu.sg](mailto:studentservices@aventisglobal.edu.sg)
- Meet our colleague face to face during business operating hours
- Drop us an Online Message

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 41 of 44

## 18. Student Feedback and Grievances

---

### **18.1 Programme Evaluation**

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

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

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

### **18.2 Dispute Resolution**

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

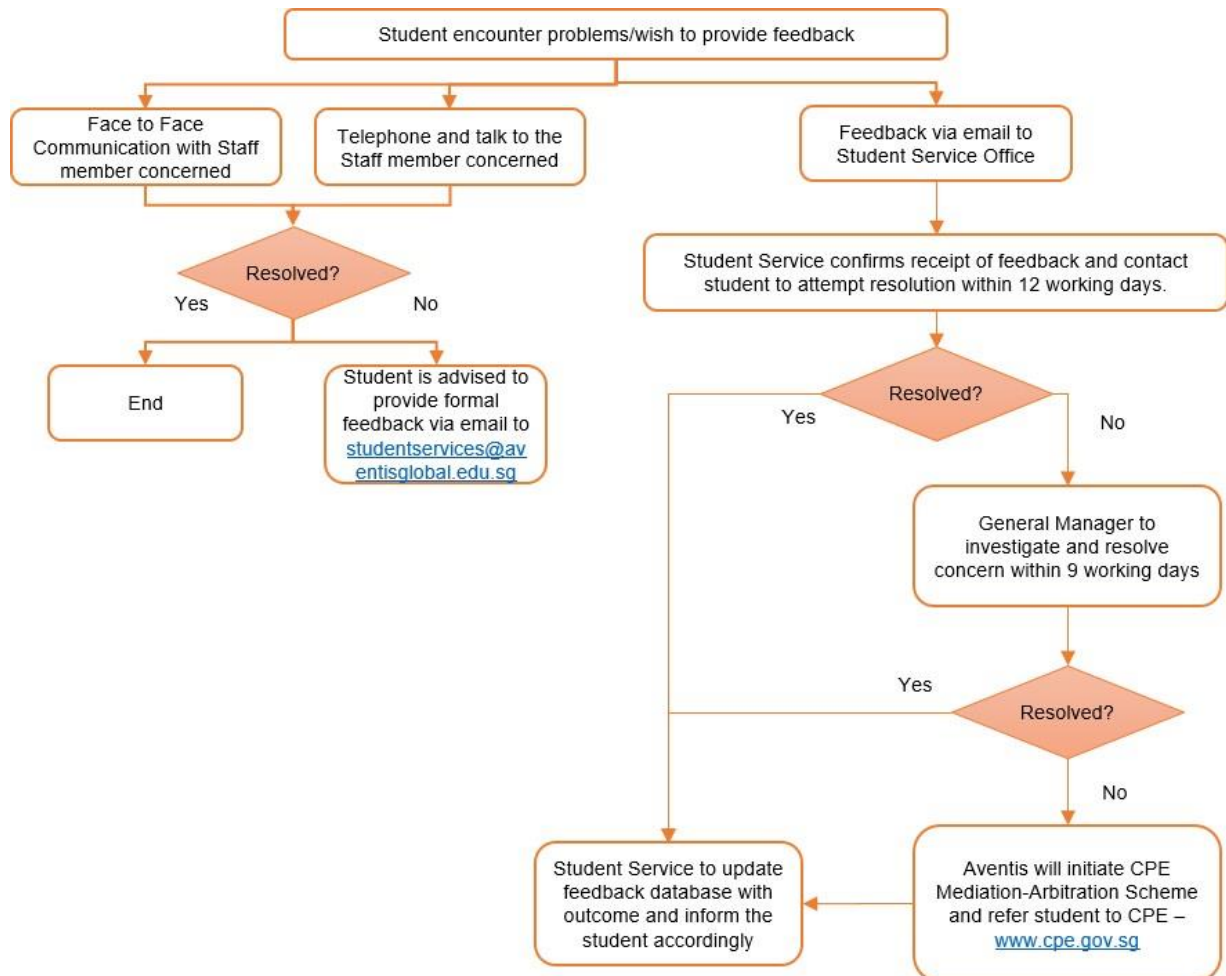
#### **Student Services Office**

Address : 100 Orchard Road #04-100 Concorde Hotel Singapore 238840  
Tel : (65) 6720 3333  
Fax : (65) 6720 2222  
Email : [studentservices@aventisglobal.edu.sg](mailto:studentservices@aventisglobal.edu.sg)

We will investigate and resolve the areas of concern within 21 working days, depending on the complexity of the case. If a student is not satisfied with the outcome of the resolution process, we may refer the matter concerned to the CPE Mediation-Arbitration Scheme. For more details, please visit <https://www.cpe.gov.sg/student-services/dispute-resolution>

AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 42 of 44

## Dispute Resolution Process



AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 43 of 44

## 19. Other Information

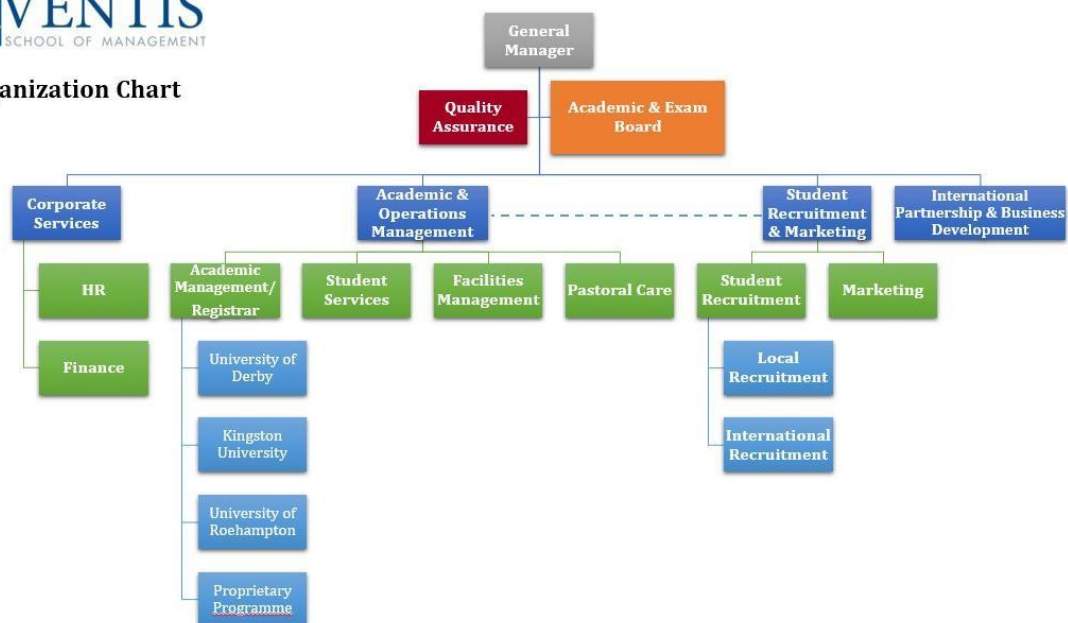
### Change of Particulars

Students are required to send an email to [studentservices@aventisglobal.edu.sg](mailto:studentservices@aventisglobal.edu.sg) to update the Aventis 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 (1.4.1)



Organization Chart



AVENTIS Manual	1.1.2c Aventis Student Handbook	Effective Date:	31 January 2018	Version 3.3
Approved by	General Manager	Review Date:	31 January 2018	Page 44 of 44