

# Aventis Graduate School

External Recruitment Agent Training (2025/26)

Shaping Global Leaders since 2007



# Training Agenda

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# Welcome to Aventis Graduate School



# Multi-Award-Winning Institution



**MULTI-AWARD WINNING**



**100,000 Learners**

Professionals received  
Corporate training  
programs for the past 15  
years

# About Aventis Graduate School

Established in

# 2007

Aventis is a Leading provider of **Graduate and Executive Education in Singapore**



Aventis collaborates with top universities in the UK, US, and Australia.

Extensive suite of

# 40+

postgraduate programs in high growth areas.

# 18

years of successful track record with over 100,000 learners across Asia.



# About Aventis Graduate School



## AACSB Business Education Alliance

AACSB is the world's leading Graduate Accreditation body. Aventis is one of only 7 schools and universities in Singapore that is registered with AACSB Business Education Alliance.



## Executive MBA Council Member (EMBAC)

Serves as the global advocate for Executive MBA advancement worldwide. **One of only 4** institutions registered with EMBA Council including National University of Singapore (NUS), Singapore Management University (SMU) and Nanyang Technological University (NTU)

# About Aventis Graduate School

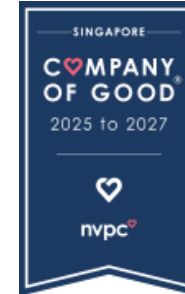


Education Institute  
Member

International Association for Counselling

## International Association for Counselling (IAC)

IAC is an International Non-Governmental Association (NGO) with United Nations (UN) consultative status (ECOSOC, WHO, UNESCO, UNICEF and ILO).



Aventis is recognised as a **Company of Good**

We're proud to stand alongside like-minded organisations in a national movement to build a more **inclusive, resilient, and sustainable Singapore** — through people, community, and impact.

## **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**

Professionalism | Integrity | Customer Care | Communication | Commitment

# Our Organizational Values

## **Professionalism**

Our qualified and professional team is committed to the delivery of quality services to meet our customers' expectation.

## **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.

## **Customer Care**

We treat all our customers with utmost respect and genuinely care for their personal growth and development during their studies with us.

# Our Organizational Values

## **Communication**

Our policies are clearly defined to minimize miscommunication with our students. We developed our processes and systems to ensure clear, accurate and timely communication to all students.

## **Commitment**

Our staffs are trained to deliver quality and consistent customers' service to achieve customers' satisfaction. We are also committed to exceed our customers' expectations by ensuring our courses are effectively managed.

# Our Organizational Culture

## **Respecting and Caring for Our Customers**

We strive to provide quality service to all of our customers, both internal and external by anticipating their needs and providing useful solutions to help meet their needs

## **Mutual Respect**

We respect and value individual and team diversity and are committed to pursuing open, honest, frequent, credible and clear communication with our students, faculty and vendors by working hard to earn each other's trust.

## **Taking Ownership**

We will take ownership and accountability of our individual actions, commitments and closing the loop on customer request. We each must take responsibility for our actions that affect the culture

# Our Organizational Culture

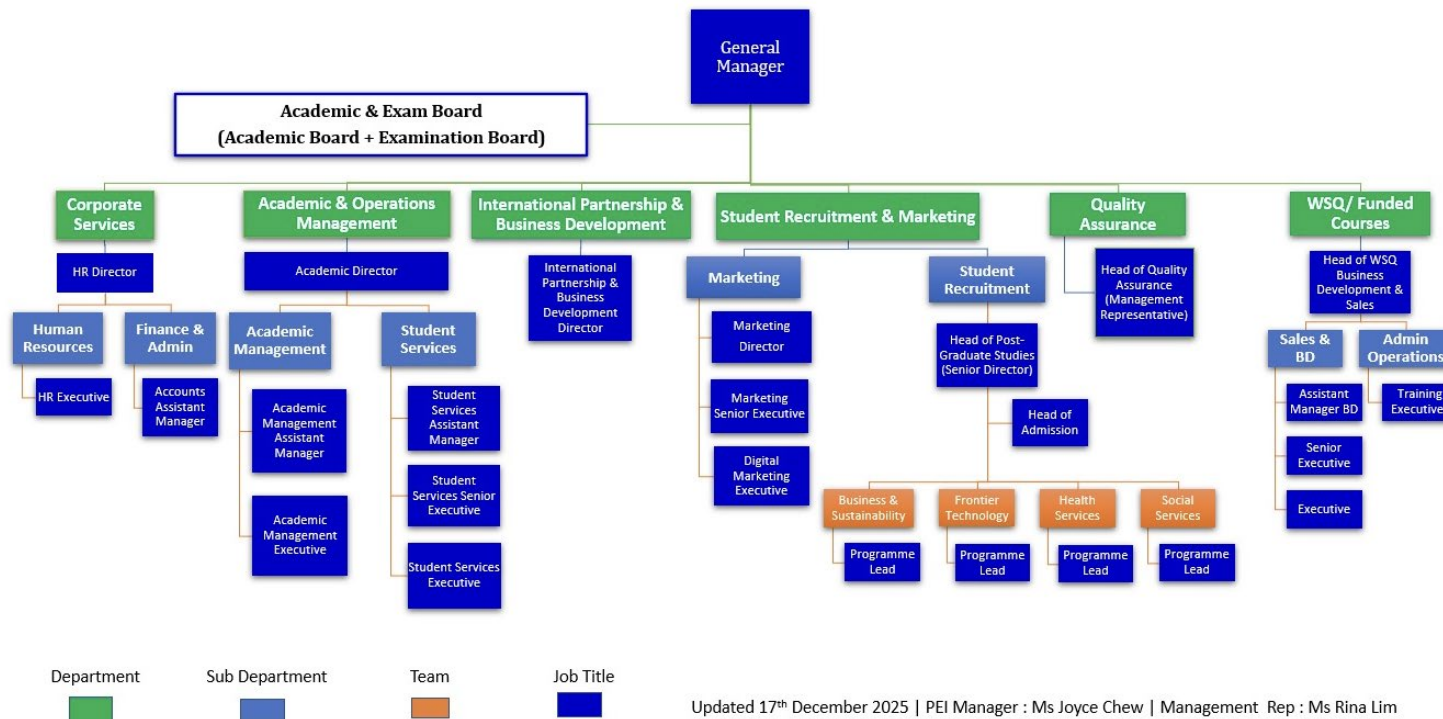
## **Keeping it Fun**

We are committed to supporting each other's efforts to balance work and play in our personal and professional lives. We strive to enjoy what we do and celebrate our successes and honour milestones.

## **Commitment to Learning and Growing**

We are committed to continuous learning, renewal and self-improvement. We strive to use our collective knowledge and experience to benefit our staff, students and the general public. We accept that mistakes will happen and are committed to learn from them and use them as opportunities for self-study, business, and personal development.

# Organizational Chart



Updated 17<sup>th</sup> December 2025 | PEI Manager : Ms Joyce Chew | Management Rep : Ms Rina Lim

# Highly Experienced Faculty



**DR JAMES KWAN**

*Doctor of Business Administration (DBA)*

- Faculty with over 20 years of teaching experience.
- Associate Member of Singapore Institute of Directors.
- Fellow Certified Public Accountant (FCPA), Institute of Certified Public Accountant of Singapore.



**DR MOHIADEEN ABDUL KADER**

*PhD (Management Studies)*

- Owner of KADER & CO.
- Public Accountant and Chartered Accountant of Singapore - Accredited Tax Practitioner.
- Adjunct Faculty with over 25 years of teaching experience.
- Member of the Institute of Singapore Chartered Accountants (ISCA), Association Chartered Certified Accountants (ACCA), UK and Certified Practising Accountants (CPA) Australia.



**DR PATRICK CHAN**

*PhD (Behavioral Finance)*

- Director, Synergi Consulting Pte Ltd.
- Board Member of Asia Pacific Risk and Insurance Association (APRIA) and Risk and Insurance Management Association of Singapore (RIMAS).
- Adjunct faculty, NTU and Uni SIM.
- Co-author of several books and frequent article contributor to international academic journals.



**DR SHEH SEOW WAH**

*Doctor of Business Management (Leadership)*

- Experienced faculty with more than 15 years of lecturing experience
- Experienced Trainer in areas of Leadership Development, Interpersonal Relationship, Developing A High-Performance Individual, Organizational Development.

# Academic & 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. It's 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.

# Academic & Examination Board

Aventis Graduate School Academic and Examination Board consists of the 4 members.



## **Professor Malick Sy – Ph.D., Business Administration, Finance (University Of Louvain, Belgium)**

- 25+ years in financial consulting across Europe, Asia, and Australia.
- Professor at RMIT University; visiting/adjunct roles in the USA.
- Managing Director of a Southeast Asia-based consulting firm.
- Former Director at KL Stock Exchange; ex-member of SGX-DT advisory committee.



## **Dr Patrick Chan - Ph.D. Behavioural Finance (Nanyang Technological University)**

- Consultant with over 30 years of experience.
- Lecturer at NTU and SUSS.
- Served on boards of RIMAS, Asia-Pacific Risk and Association, and other non-profits.
- Director of Synergi Consulting and Chairman of Aventis Center for Wellness and Organizational Psychology.

# Academic & Examination Board

Aventis Graduate School Academic and Examination Board consists of the 4 members.



## **Dr KC Chan - Ph.D., International Business (University Of Strathclyde)**

- Over 30 years of senior management experience in international business and consulting.
- Former COO of a US\$3.2B integrated resort project.
- Credited with turning around a US\$14B-debt conglomerate into Indonesia's 2nd wealthiest company (2022).



## **Mr. Samuel Teo - MBA (Macquarie University), Executive Master Of Finance, (City University Of New York)**

- General Manager of Aventis Graduate School with 20+ years in the private education sector.
- Holds a Postgraduate Diploma from CIM (UK), and Master's degrees from MGSM (Australia) and City University of New York (USA).

# Registered with SkillsFuture Singapore (SSG)

SkillsFuture Singapore (SSG) directly administers and enforces the Private Education Act 2009, which governs the Private Education Institutes (PEIs) in Singapore, ensuring quality, transparency, and student protection through frameworks like the Enhanced Registration Framework (ERF) and the EduTrust certification scheme.

**For more information, please visit**

<https://www.ssg.gov.sg/resources/private-education-resources>

# Our City Campus

We are located in the heart of Singapore shopping belt, Orchard Road



<https://www.aventis.edu.sg/aventis-student-support-services-and-facilities/>

# Our City Campus

- We are located at 100 Orchard Road, #04-100 with:
  - 3 classrooms
  - Meeting room
  - Reception lounge
  - Pantry area
  - Campus wide Wi-Fi
- Students also have access to:
  - Gym
  - Student Study Area



<https://www.aventis.edu.sg/aventis-student-support-services-and-facilities/>

# Our Facilities

## CLASSROOMS

Aventis has 3 classrooms located at # 04-100 Concorde Hotel

## LIGHT REFRESHMENT & 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.

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



**Partnership with  
Workforce  
Singapore (WSG)**

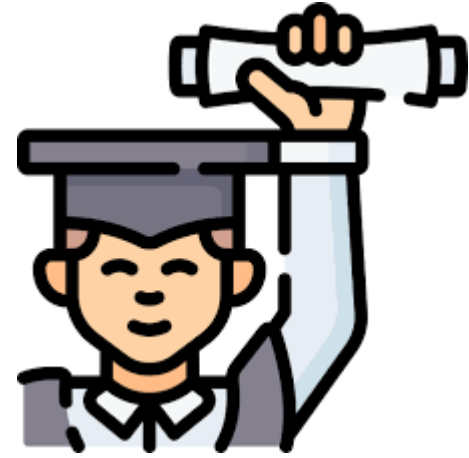


## Collaboration with Singapore Nurses Association (SNA)

# Esteemed University Partners



# Course Information



# Aventis Graduate School (Full Time)

## (In-House Programmes)

### PROFESSIONAL CERTIFICATE

- Professional Certificate in English Business Communication

### PROFESSIONAL DIPLOMA

- Professional Diploma in Business and Sustainability Leadership

### GRADUATE DIPLOMA

- Graduate Diploma in Organizational Psychology
- Graduate Diploma in Social Psychology and Counselling
- Graduate Diploma in Digital Forensics and Cyber Security
- Graduate Diploma in Psychotherapy and Counselling
- Graduate Diploma in Gerontology & Active Aging
- Graduate Diploma in Health Sciences & Services Management
- Graduate Diploma in Data Science & Artificial Intelligence (NEW COURSE!)
- **Course Duration:** All abovementioned courses have a course duration of **6 months**.

Please refer to the [Course Listing](#) for information on Course Fees and all other registered courses.

# Minimum Entry Requirements

## Admission Criteria

Minimum Age Requirement: 21 years old

AND

A Bachelor degree or equivalent Undergraduate Qualification in any discipline; or  
Graduate Diploma/Diploma

OR

equivalent, with a minimum of 8 years working experience,

OR

30 years old and above, with 8 years of working experience but without an academic qualification, will also be considered on a case-by-case basis

# Minimum Entry Requirements

## Language Proficiency

- GCE O Level English (C6 and above); or
- IELTS score of 5.5 or above; or
- For students who didn't meet the language proficiency requirement, they will need to pass Aventis English Proficiency Test (EPT)

All registered courses share the same Minimum Entry Requirements, **EXCEPT** for the following courses:

1. Professional Diploma in Business and Sustainability Leadership (*new course!*)
2. Professional Certificate in English and Business Communication (*new course!*)
3. Master of Integrative Counselling and Psychotherapy

# Minimum Entry Requirements:

## Professional Certificate in English Business Communication

- **Language Requirement**
  - TOEFL IBT below 10 OR
  - Below IELTS 2.0 (all bands 1.5 or above); OR
  - TOEIC Score 250 and below; OR
  - Aventis English Proficiency Test.
- **Academic Requirement**
  - Completion of Year 10; OR
  - Completed Secondary School education in their home country.
  - Other private or foreign qualifications will be assessed on a case-by-case basis; OR
  - Candidates with other qualifications will be assessed on a case-by-case basis

## Professional Diploma in Business and Sustainability Leadership

- **Language Requirement**
  - GCE O Level English C6 and above; OR
  - Minimum IELTS 5.5; OR
  - Aventis Professional Certificate in English and Business Communication; OR
  - Aventis English Proficiency Test.
- **Academic Requirement**
  - Successful completion of Year 12 of studies or equivalent; OR
  - Completed High School education in their home country; OR
  - GCE A-Level; OR
  - IB Diploma; OR
  - Pre-university certifications; OR
  - Other private or foreign qualifications, to be assessed on a case-by-case basis

# Courses Offered: Masters (Full Time)

## University of Roehampton

- Master Of Business Administration (12 months)
- Master Of Business Administration In Healthcare Management
- Masters Of Science In Global Logistics And Supply Chain Management
- Master Of Science In Psychological Science
- Master Of Arts In Integrative Counselling And Psychotherapy (24 Months)

## University of Chichester

- MASTER OF TECHNOLOGY (MACHINE LEARNING AND INTELLIGENT SYSTEMS) *(new course!)*
- MASTER OF TECHNOLOGY (CYBER SECURITY AND AI) *(new course!)*
- MASTER OF TECHNOLOGY (DATA SCIENCE AND AI) *(new course!)*
- MASTER OF TECHNOLOGY (COMPUTING AND AI) *(new course!)*
- Executive Master of Business Administration *(new course!)*
- Executive Master of Business Administration (Healthcare Management) *(new course!)*
- Master Of Science In Coaching Psychology
- Master Of Science In Health Psychology
- Master Of Science In Human Resource Management And Organisational Psychology

## Course Duration

Unless otherwise specified, all abovementioned courses have a course duration of **10 months**.

**Fees:** Please refer to the [Course Listing](#) for information on Course Fees and all other registered courses.



# Minimum Entry Requirements:

## Master of Arts in Integrative Counselling & Psychotherapy

### Admission Criteria

- Minimum age: 21 years old
- An undergraduate degree at grade 2.2 or above in psychology or the social sciences or an arts related subject, AND
- Evidence of experience of working in a helping role with vulnerable adults (either employed or voluntary work), AND
- A completed basic counselling skills training

### Language Proficiency

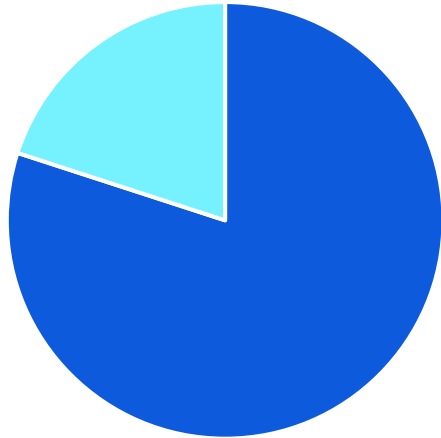
- GCE O Level English C6 and above; OR
- Minimum IELTS 5.5, OR
- For mature students, the language proficiency will be assessed by the school on a case-by case basis

# Intakes

For intakes on all full-time programme, please refer to Aventis website linked below:

<https://www.aventis.edu.sg/>

# Assessment Mode



- Written Assignment/Report
- Exam/Quiz/Test/Presentation/etc.

- Assessment types vary based on programme and module requirements and can be seen in each module handbook.
- Students will be expected to do a Written Assignment/Report for all modules.
  - Criteria
    - ~1500 words (In-House Programmes)
    - ~4000-5000 words (Masters)
    - Harvard/APA Referencing
- Assignment Topic will be covered in each module handbook and will be briefed to the students during class.

# Programme Structure

- **Post-Graduate Diploma and Graduate Diploma (In-house programmes)**
  - 4 Modules per programme
- **Masters Programmes**
  - Between 7 modules to 11 modules per programme\*
  - All masters courses have a Dissertation/Consultancy Project.

*\*The number of modules varies depending on the specific Master's programme selected.*

# Programme Details

## Post-Graduate Diploma and Graduate Diploma(In-House Programmes)

### Graduate Diploma in Organizational Psychology

(example no.1)

#### Modules

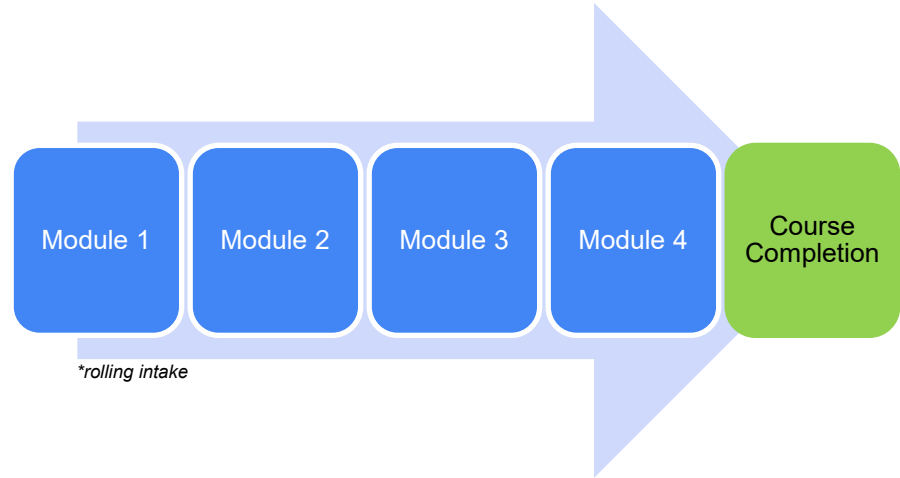
- Organisational Psychology at Work
- HR Analytics & Talent Scorecard Analysis
- Effective Performance Management & Appraisal
- Talent Management & Career Management

### Graduate Diploma in Psychotherapy and Counselling

(example no.2)

#### Modules

- Counselling and Psychotherapy
- Effective Counselling Techniques
- Ethics and Contemporary Practice of Psychotherapy
- Developmental Psychology



For the module outlines of all other in-house programmes please refer to this link:  
<https://www.aventis.edu.sg/about-us/>

# Programme Details

## Masters Degree Programmes

### Master Of Business Administration (University of Roehampton)

(example)

#### Modules

- Leadership & Change Management
- Strategic Marketing
- Advanced Project Management
- Sustainable Business Strategy
- Principles of Human Resources Management
- Financial Performance Management
- Business Research Methods
- Consultancy Project OR Dissertation (Final Project)



*\*rolling intake*

*\*\*Note: each masters programme have different number of modules*

*Every Master's programme includes a Final Project module as its culminating component. Once that module is passed, the student has successfully completed the programme.*

*For the module outlines of all other Masters programmes please refer to these links:*

<https://www.aventis.edu.sg/university-of-roehampton/>

<https://www.aventis.edu.sg/university-of-west-london/>

<https://www.aventis.edu.sg/university-of-chichester/>

# Award Criteria

For in-house programmes, award is granted and approved based on:

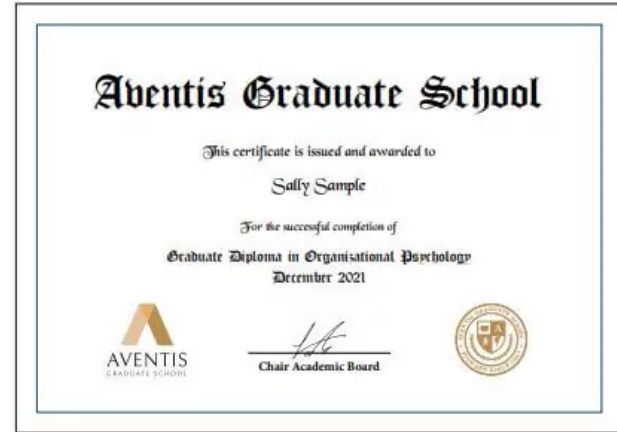
- I. Student has completed all modules and
- II. Achieved at least a passing grade (P) for each module.

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

Please refer to the [Course Listing](#) for all courses award criteria.

# Type of Certification Awarded

- Upon successful completion of all modules, the student would be considered a graduate, and a Certificate and Transcript will be awarded to them.
  - The student must **have also paid all outstanding course** fees to be allowed to receive their award.



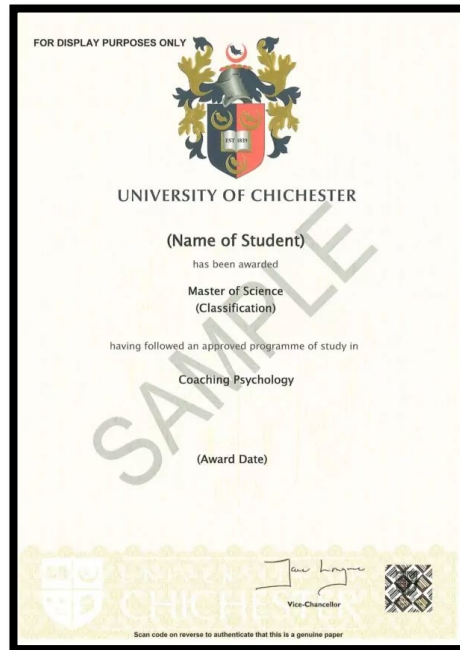
Aventis Sample Certificate (In-House Programme)

# Type of Master Certificate Awarded

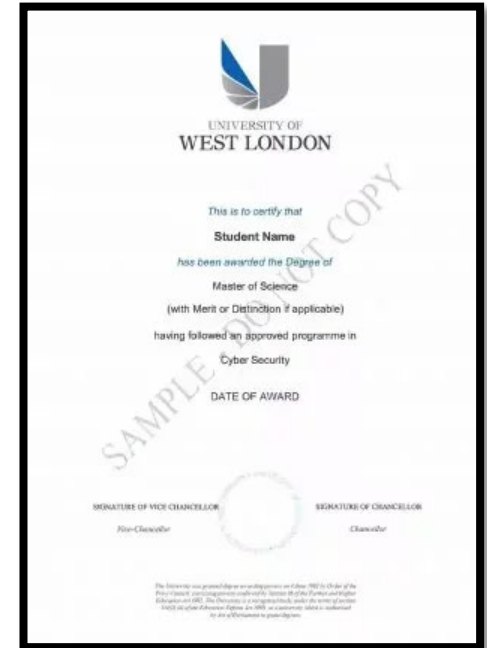
## Same Master Degree Certificate as Awarded on Campus



University of Roehampton Sample Certificate



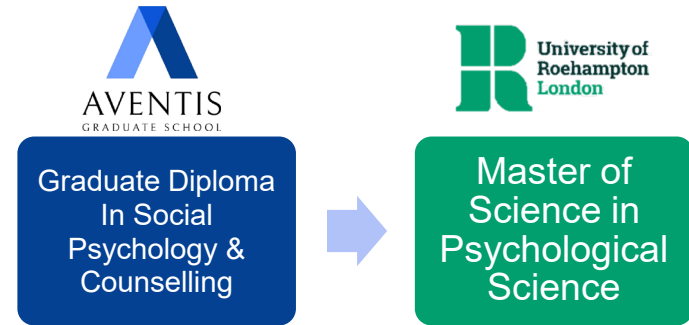
University of Chichester Sample Certificate



University of West London Sample Certificate

# Course Progression

- Graduate Diploma graduates are eligible to progress to the Masters Programme of the same field.\* (*\*subject to approval by the school*)
  - E.g., A graduate from the Graduate Diploma In Organisational Psychology course may be eligible to progress to the Master of Science in Psychological Science.

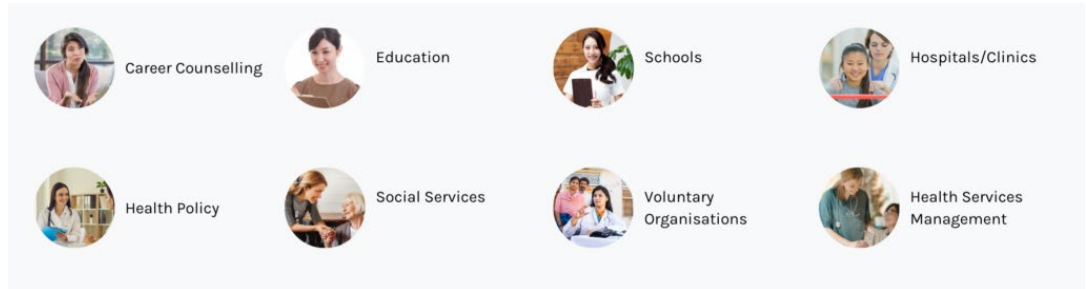


The above illustration is based on example given. Each progression application will be assessed on a case-by-case basis

# Career Prospects Upon Course Completion

Based on the programme of your choosing, career prospects are wide and varying, the following are some examples:

- Career Counselling
- Education
- Schools
- Hospitals/Clinics
- Health Policy
- Social Services
- Voluntary Organizations
- Health Services Management





**Choice to Graduate in Singapore or UK**

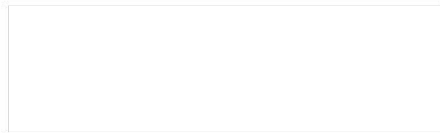


**Choice to Graduate in Singapore or UK**

# Links to Part-Time (E-Learning) Courses

Equipping you with  
**In-Demand  
Skills**

Powering 4 High Growth Sectors




Social Sciences

Frontier Technology

Business Sustainability


Health Services

# Social Sciences





**AVENTIS** GRADUATE SCHOOL |  Only UK Masters in both 'Integrative Counselling' & 'Psychotherapy' in Singapore


## Master of Arts in Integrative Counselling and Psychotherapy

REGISTERED EDUCATION INSTITUTE WITH INTERNATIONAL ASSOCIATION FOR COUNSELLING




**2025  
UPDATED**





**AVENTIS** GRADUATE SCHOOL |  Top 10 in the UK for Graduate Prospects in Psychology (Complete University Guide 2025)


## Master of Science in Coaching Psychology

EMPOWER MINDS. TRANSFORM LIVES.




**2025  
UPDATED**




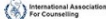
**AVENTIS** GRADUATE SCHOOL |  Registered Education Institute with International Association for Counselling (IAC)

## Master of Science in Psychological Science

IDEAL FOR NON-PSYCHOLOGY GRADUATES



**2025  
UPDATED**

[Please click the hyperlinks above to see detailed information on each programme](#)

# Frontier Technology

Graduate Diploma in Data  
Science & Artificial Intelligence  
(E-Learning)



Powered by Gemini

2025 Edition



Top 10 in the UK for Student Satisfaction  
The Complete University Guide 2023

## Master of Science in Cyber Security

ADVANCED MASTERS FOR CYBER SECURITY PROFESSIONALS



2025  
UPDATED



Graduate Diploma in Digital  
Forensics and Cyber Security  
(E-Learning)





Aspire. Achieve. Accomplish.

2025 Edition

[Please click the hyperlinks above to see detailed information on each programme](#)


# Business Sustainability

**AVENTIS**  




## Master of Business Administration (MBA)

SUSTAINABILITY. LEADERSHIP. CHANGE MANAGEMENT.

18 Months (Part-Time) | Flexible Class Schedules + Zoom Recordings



**#1**  
BEST MBA


**AVENTIS**  

Highest ranked Modern University in London  
(Research Excellence Framework 2021)


## Master of Business Administration in Healthcare Management



HEALTHCARE LEADERS. INNOVATE CARE.

18 Months (Part-Time) | Flexible Class Schedules + Zoom Recordings



**2025**  
UPDATED


   

**AVENTIS**  




Expand your Professional Network with CIL  
(The International Association of Logistics and Supply Chains)



## Master of Science in Global Logistics and Supply Chain Management

GLOBAL MASTERY. LOGISTICS LEADERS.



**2025**  
UPDATED


  

**AVENTIS**  





Top 10 for  
Student Satisfaction in Psychology  
(Complete University Guide 2023)

## Master of Science in Human Resource Management and Organisational Psychology

TRANSFORM WORKPLACES. ELEVATE LEADERSHIP.



**2025**  
UPDATED

[Please click the hyperlinks above to see detailed information on each programme](#)

# Health Services

Graduate Diploma in Health  
Sciences and Services  
Management (E-Learning)



Aspire. Achieve. Accomplish.

2025 Edition



Top 10 in the UK for  
Graduate Prospects in Psychology  
(Complete University Guide 2023)

## Master of Science in Health Psychology

ENHANCING HEALTH & WELL-BEING.



2025  
UPDATED



Graduate Diploma in  
Gerontology & Active Ageing  
(E-Learning)



Aspire. Achieve. Accomplish.

2025 Edition

[Please click the hyperlinks above to see detailed information on each programme](#)

# Agent Guidelines



# Agent Code of Conduct

All recruitment agents must sign and abide by the recruitment agent code of conduct which states that:

- Agents must not contravene any expectation stated in the contract.
- Agents must not be engaged in any unethical practice such as making claims, warranties, representations, or statements which may be false, untrue, ambiguous, misleading, inaccurate, or fraudulent.
- Agents must be aware of relevant Singapore laws and regulations of any government agency and do not go against these laws and regulations.
- Agents must apply principles of fair trading when recruiting students and must not engage in high-pressure sales, “bait and switch” advertising or similar unfair practices.
- Agents must not be negligent, careless, or incompetent such that they compromise the integrity of the School and Singapore's reputation.
- Agents must follow the School's procedure to clarify any doubt.
- Agents agree to employ appropriately qualified staff, or to train all staff that handles student recruitment.

# Agent Code of Conduct

- Agent should ensure that the applicant meet the pre-requisites of the course for which they are applying based on the applicant's qualifications and proficiencies.
- Agents undertake to follow the selection and enrolment procedures of the School and to make available all original applicant documentation to the school upon request.
- Agents agree to ensure that all applicant information collected as part of the application and enrolment process is securely kept and that the handling of all applicant information complies with the School's confidentiality and security policy.
- Agent should not release any advertisement (including usage of School Logo, name or any details that is associated with the School) on behalf of the School prior to the approval from the School's Management Team.
- Agent should disclose to the School any commission paid to them by any applicant.
- Agent should not collect any fees or money (other than the declared commission) from any applicants.

# Agent Evaluation Criteria

- IPBD shall evaluate the performance of each appointed agents a month before contract end date, based on the evaluation criteria as stated in the Agent Review Assessment Form. This is to be done prior to the renewal of their contract.
- The evaluation of performance agents is based on the following criteria:
  - Agent Standing
  - Recruitment and Marketing
  - Compliance
  - Student Feedback on Agent's Service Quality
  - Overall: inclusive of communication and complaints
- Unless it is the first time of underperformance, Aventus will conduct additional training if deemed necessary and review the agents' performance on the next review. Should the agent meet the minimum 9 out 15 point score (60%), they will only then be considered for renewal. Otherwise, justification must be provided for why the contract is to be renewed, no justification will result in the termination of the contract.

# Agent Evaluation Criteria

- After assessing the Agent, the IPBD Department is to sign off under the “Assessed by” and hand it over to the General Manager for approval.
- Aventis shall extend the contract in 6 to 24 months terms for agents who meet the review criteria. IPBD Department will need to re-sign a Agent Contract, including the Code of Conduct and to issue a Recruitment Agent Certificate.
- All renewed Agents have to undergo a re-training process.
- The Agent List will be updated by the IPBD for any extension or termination of Agent Contract within 7 working days from the date of extension/termination on the School’s official website.

# Monitoring of Agents

The School shall use the following mechanisms as part of the monitoring of Recruitment Agents:

- Verify that Agents has conducted pre-course counselling.
- Collect student's feedback on Recruitment Agent's service quality through the Pre-Course Counselling & Orientation Survey
- Vet and approve promotion materials created by Agents.
- Conduct of mystery shopping
- Ensuring all agents adhere to the signed agent contract and abide by the code of conduct at all times.

Depending on the severity and at the discretion of the School, actions could be taken if Recruitment Agents violate the contractual agreements and/or code of conduct.

# Monitoring of Agents

## Verify that Agents has conducted pre-course counselling.

- All potential students will need to go through pre-course counselling with the appointed Recruitment Agents.
- Recruitment Agents are to recommend suitable courses based on the goals and the qualifications of the prospective students.
- Once the pre-course counselling has been completed, both the Recruitment Agent and the potential student is required declare in the Pre-Course Counselling Form to confirm that the former has fully communicated, and the latter has understood all information communicated.

# Monitoring of Agents

- Newly enrolled students submitted by the agents to Aventis, will receive a follow-up from Student Services to complete the pre-course counselling and orientation survey.
- IPBD will initiate investigation if the average score of recruitment agent is below 3.5 (out of 5 rating scale) and provide recommendation to improve on the student pre-course counselling experiences.
- The compiled survey response will be sent by IPBD to the recruitment agent, looping in the General Manager for reference and action(s) (if any) via email. This process will be conducted once every 6 months.
- IPBD will also send a Service Performance Update Email to its agents containing the agent's key performance indicators so as to encourage them to achieve their key performance targets before the contract renewal. This update to agents will be conducted once every 6 months.

# Monitoring of Agent

## Conduct of Mystery Shopping

Mystery shopping is conducted based on the following:

- Recruitment Agents who consistently score below the required targets from the Pre-course Counselling Satisfaction Survey or receive negative feedback from students.
- Should there be no such agents that fall into the above-mentioned category, a random sample with a sample size of 10% of the total number of Recruitment Agents will be selected for mystery shopping. Shall the total number of agents be less than 10, one agent will be selected for mystery shopping. This process will be conducted once every 6 months and will be based on the discretion of the IPBD Department.

# Monitoring of Agents

## Conduct of Mystery Shopping

An assigned staff will conduct the mystery shopping using the **Mystery Shoppers Form**.

Upon completion of mystery shopping, the IPBD will review the results and recommend follow up actions.

Should the Recruitment Agent receive one or more “No” assessment rating for any areas during the mystery shopping exercise, the Recruitment Agent will be requested to go through a session of coaching with the IPBD.

This would need to be documented in the Mystery Shoppers Form under the Section: Follow up.

# Monitoring of Agents

## Violation of Agent Contract/Code of Conduct

The School reserves the right to take the following actions if the Recruitment Agent violates the Recruitment Agent Contract and/or Code of Conduct:

- Issuance of written warning
- Non-renewal of Agent
- Immediate termination of Agent
- Situations in which the above actions may be warranted include, but not limited to:
- Agent undertakes actions which violates Singapore law.
- Feedback from student surveys is consistently poor and there is no improvement after warnings.
- Agent Code of Conduct has been breached.
- Misrepresentation by the Agent
- Poor overall performance of the various evaluation criteria
- Multiple complaints received.

# Monitoring of Agents

If a Recruitment Agent is suspected of the mentioned actions, the IPBD Department will initiate an investigation and report the findings to the GM. The GM will then review the findings and decide on the next course of action.

If there are ground of concern, the agent will be asked to provide an explanation.

If the GM finds the explanation to be unsatisfactory, the GM may adopt the following course of actions:

- Issue a written warning to the agent and request for a corrective plan to prevent future occurrences. The School shall provide an appropriate timeline for corrective actions to be implemented.
- Agent's Contract does not get renewed when it expires.
- Terminate the Recruitment Agent Contract with immediate effect and list the agent's name on the School's Website, stating the effective date of non-representation. IPBD shall update the Agent List for termination of Agent Contract within 7 working days from the date of termination on the School's official website.

# Updating of Agents for information changes

Any changes to the standard operation procedure or critical information of the School which includes marketing / process / course / enrolment process will be communicated and updated in the Aventis Agent Training Slides by the IPBD Department to the recruitment agents within 7 working days from the effective date of such changes, and this is done using the Information Update to Agent Form, and the mode of communication may include face to face, email, teleconference, or video conference.

Information and effective dates for all amendments must be clearly indicated and approved by a Member of the Management Team.

IPBD Department is to ensure that all agents are informed and are aware of the changes by checking against the Agent List.

# Promotional Materials Procedures

- All promotional materials or advertisements shall be reviewed and approved by the Management Team. The agents shall not proceed with their marketing activities unless the School's approval is obtained.
- The Recruitment Agent is to submit the Marketing Collateral Request Form together with the Sample Marketing Collateral (e.g. mock-up of the design, a sample poster image, etc) to the IPBD Department.
- The IPBD Department will then submit the form together with the supporting document(s) to be reviewed and approved by a designated member of the Management Team, before it can be published to the public.
- The Management Team shall review the request form and accompanying sample and sign the Marketing Collateral Request Form upon approval. Thereafter, the form shall be validated and signed by the IPBD Department. The entire process shall be completed within 14 working days.
- Upon approval of the request, The IPBD Department shall notify the agent accordingly. The agent shall then sign the final section of the Marketing Collateral Request Form to indicate acceptance and proceed with advertising strictly in accordance with the approved sample.

# Application Process and Procedures



# Pre-Course Counselling

Enquiries may be received via the following modes: emails, telephone calls, walk-ins, previews, events, and referrals. All enquiries must be handled with integrity, professionalism, patience and discretion. All recruitment agents are required to adhere to a strict [Code of Conduct](#).

The pre-course counselling provides the recruitment agent with the opportunity to find out more about the prospects' interests, aspirations, hopes, and objectives. As such, Recruitment Agent should utilize the opportunity to conduct a fact-finding session and to provide the prospects with the information required for them to make an informed decision.

# Pre-Course Counselling

Recruitment Agents are required to provide relevant and accurate course information to prospective students during pre-course counselling. This information minimally includes:

- Programme/Campus Information
- Fees Payable and Payment Methods
- Fee Protection and Student Contract
- About SkillsFuture Singapore (SSG)
- Policy and Procedure of Withdraw/Refund/Transfer/Deferment

# Pre-Course Counselling

## For International Students:

- Student's pass application requirements and procedures
- **To reiterate on the minimum 90% attendance requirement for Student Pass Holders and that any form of employment or business, profession, or occupation in Singapore, whether paid or unpaid, without a valid work pass issued by the Ministry of Manpower (MOM) are prohibited.**
- Student's pass holders are not permitted to engage in any form of employment or attend an industrial attachment/internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower
- Other relevant Singapore Laws

# Pre-Course Counselling

- During an appointment interview with the prospective students, the Recruitment Agent shall conduct an initial assessment of the applicant's suitability and eligibility to qualify for the prospect's preferred programme. This includes working experience, highest level of academic qualifications and interest.
- Thereafter, appropriate courses can be recommended based on the information provided and ability to satisfy the course admission requirements.
- Upon completion of the pre-course counselling and students are interested to proceed to sign up for the course, the Recruitment Agent shall request for a full set of application documentation from the prospect (Application Form, copy of academic qualifications (sighting the original academic qualifications), NRIC/ Work Permit/Passport/ Valid Identification Pass, updated resume and a non-refundable application fee).

# Application Requirement & Procedure

- Aventis Graduate School would be allowed to collect Student Application Fees at this stage prior to the signing of actual Student Contract. This is a fee that is charged to process each application. An Original Receipt should be issued to students for any such fees paid.
- Agents will then scan a copy of all the documents to the Student Recruitment and Marketing Department for processing.
- Upon receiving the completed Application Form and all relevant supporting documents, Student Recruitment and Marketing Department will need to assess if students meet the entry requirements of the course they have applied for and to verify the originality of all supporting documents. For students based overseas enrolling for the School's E-Learning courses, verification on the originality of the supporting documents will be done via Whatsapp/ Zoom Video Call.
- Applicants who do not meet the minimum admission requirements will be rejected for applying and enrolment.

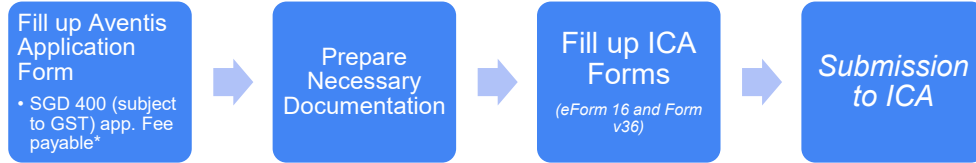
# Application Requirement & Procedure

- **Agents are not allowed to collect course fee directly from the applicant.**
- For External Programmes, the full application pack shall be submitted to the course administrators of the External University Partners for approval (University of Roehampton, University of West London). For University of Chichester, the approval process is done by the Head of Admissions on behalf of the University, based on the minimum entry requirements set by the University.
- Approval of student application would need to be documented through Hello Sign via Letter of Offer signed by the Registrar, who is also a member of the Management Team.
- Upon successful acceptance of student's application by the respective External University Partners (University of Roehampton, University of West London. For University of Chichester, the approval process is done by the Head of Admissions on behalf of the University) / Aventis Registrar, Student Services shall proceed to generate the Letter of Offer which will be given to the applicant. This would include the course title and relevant information that the student is eligible for.

# Application Requirement & Procedure

- Programme Executives or Managers will upload the signed Form-12 Advisory Note and Student PEI Contract to the School Management System.
- Programme Executives or Managers may proceed to collect the 1st instalment of the course fee after the signing of Form-12 Advisory Note and Student PEI Contract. An Official Receipt will be generated for all payment received.
- Student Services will ensure that FPS insurance is submitted to the FPS provider according to their timeline to protect the course fees paid.

# Application to Aventis Graduate School



*\*non-refundable*

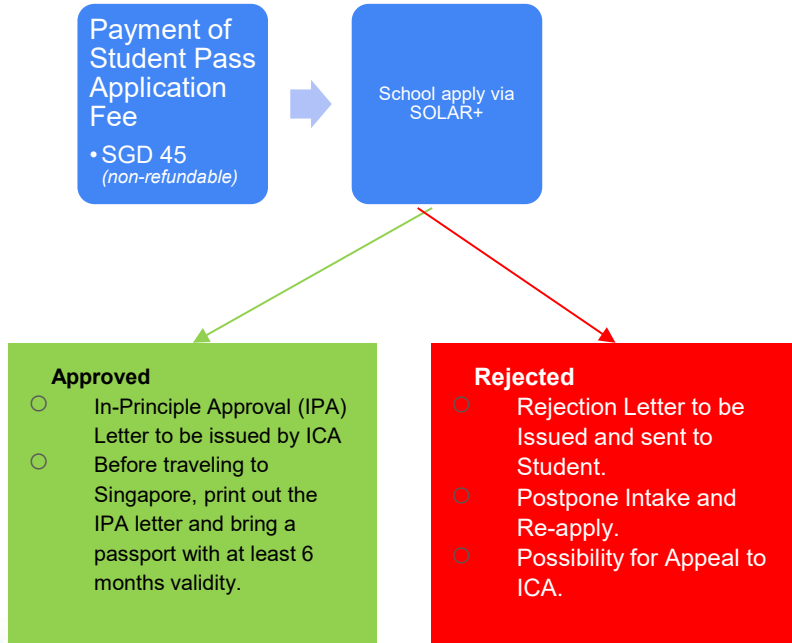
- Process
  - Fill up Aventis Application Form as found on the website.
  - Compile Documents
  - Fill up ICA Forms
- Fees
  - Payment of Application Fee
  - SGD 400 for full time students (subject to prevailing GST)
  - **Paid direct to Aventis Graduate School**
- After payment of Application Fee a Letter of Offer will be generated as part of the documents for ICA submission.

# Application Requirement & Procedure

Documents required for Student Pass Application:

- A copy of eForm 16 and eForm V36 completed and signed
- A copy of applicant's official birth certificate
- A copy of applicant's valid passport
- Applicant's certified/notarised copy of highest qualification's certificate & transcript
- 2 recent passport-size photos of the applicant
- Non-refundable processing fee of \$500 (subject to prevailing GST of 9%)
- Additional documents are required if student comes from a visa-required country:
- A copy of bank statement/fixed deposit account(s) / savings account(s)
- Employment letter for both parents and/or applicant (if applicable)

# Submission to ICA (Immigration)



- The student will need to pay a Student Pass Application fee of SGD45 (non-refundable).
- The school will make the submission to ICA on behalf of the Student via SOLAR+ using the documents submitted to the school.
  - New applications are to be submitted at least 2 months and not more than 6 months from the course commencement date.
- Processing time for a new Student Pass is typically **2-4 weeks** after ICA receives a complete application.
  - Some applications may take **longer** depending on individual circumstances.

# Application Requirement & Procedure

- Upon approval of Student Pass, Aventis will email the following to the Student and Agent:
  - Letter of Offer
  - Advisory Note
  - Pre-Course Counselling Form
  - Standard Student-PEI Contract (with Form 12)
  - **ICA Student Pass Application forms (Form 16, V36 and V36A\*)**
- Agent will inform applicant on the acceptance to the programme and explain to the applicant on the details stated in Advisory Note + Standard Student-PEI Contract.
  - Agent to reiterate on the 10 calendar days cooling off period, Aventis Refund/Withdraw/Transfer Policy, FPS adopted and relevant Singapore Laws.

**For the relevant ICA Forms, please refer to the links below:**

- [eForm 16 – APPLICATION FOR A STUDENT'S PASS](#)
- [eForm V36 - ADDITIONAL INFORMATION ON APPLICANT FOR APPLICATION FOR STUDENT'S PASS](#)
- [MEDICAL EXAMINATION REPORT](#)
- [Terms & Conditions of Student's Pass \(STP\)](#)

\*V36A to be completed by school

# Standard PEI-Student Contract

- The Standard PEI - Student Contract is a legal binding contract between Aventis and its students that embodies the following mandatory requirements:
  - Clear definition of the course details - course title, pre-requisites, qualification awarded, course duration
  - Full disclosure of all costs for tuition and non-tuition fees
  - Commitment to the Fee Protection Scheme
  - Clear definition of the refund policy
- All students are required to sign the Standard PEI - Student Contract upon enrolment before making any course fees payment.
- Sample Student Contract as seen below:

<https://www.aventis.edu.sg/wp-content/uploads/2024/05/Aventis-Sample-Contract-v4.0.pdf>

Regulation 25(5)(b)

FORM 12  
PRIVATE EDUCATION ACT  
(No. 21 of 2009)  
PRIVATE EDUCATION REGULATIONS  
ADVISORY NOTE TO STUDENTS

This note is for a prospective student.

You are strongly encouraged to thoroughly research on the private education institution (PEI) conducting the course before signing up for any course. You should consider, for example, the reputation of the PEI, the teacher-student ratio of its classes, the qualifications of the teaching staff, and the course materials provided by the PEI.

By signing and returning the Student Contract (the "Contract"), you agree to the terms and conditions which will bind you and the PEI, if you accept the PEI's offer of a place in a course of study offered or provided by the PEI.

You should ask the PEI to allow you to read a copy of the Contract (with all blanks filled in and options selected) in both English and the official language of your home country, if necessary. For your own protection, you should review all the PEI's policies, and check carefully that you agree to all the terms of the Contract, including the details relating to each of the following sections, before signing the Contract:

- The duration of the course, including holidays and examination schedules, and contact hours by days and weeks;
- The total fees payable, including course fees and other related costs;
- Dates when respective payments are due;
- The refund policy in the event of voluntary withdrawal (by you) or enforced dismissal from the course or programme (by PEI);
- The Fee Protection Scheme you are subscribed to and its coverage;
- The dispute resolution methods available; and
- Information about the PEI's policies on academic and disciplinary matters.
- The degree or diploma or qualification which will be awarded to you upon successful completion of the course.

# Application Requirement & Procedure

- If applicant agrees and understood the contract clauses and wish to take up the programme, applicant have to fill up/sign two (2) copies of the:
  - Advisory Note (Form 12)
  - Standard Student-PEI Contract
  - Make a payment of \$500 administration fee (+ 1st instalment) directly to Aventis.
- One copy for applicant's record and one copy to be mail out to Aventis office.

# Application Requirement & Procedure:

## Student Pass (STP) Application Outcome

### **STP approved:**

1. Student Services will send a copy of the In-Principle Approval Letter (IPA) issued by ICA to the student, which serves as an entry visa to Singapore for students from visa-required country.
2. Recruitment Agent shall then inform the STP holder to proceed to make payment for first instalment. Student Services will send a copy of the reporting and orientation schedule, arrange accommodation and airport pick up services for international students prior to arrival to Singapore.
3. Upon the arrival of international students in Singapore, the Student Services shall request for the student to report to the Aventis campus to complete administrative formalities.

# Application Requirement & Procedure:

## Student Pass (STP) Application Outcome

### **STP rejected:**

If the STP is rejected, a rejection letter will be issued by ICA and Student Service will send it to the applicant to inform on the rejection.

For any rejections, Student Service can submit an appeal with relevant justifications and supporting documents.

In the event that student pass application is rejected, including the appeals, Student Services is to proceed with processing any refunds based on the Refund Policy found in the Student Contract.

# Fee Protection Scheme (FPS)

The Fee Protection Scheme serves to protect the 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 Scheme for international and local students. Subject to the Terms of the Policy, the insured student will be indemnified up to the Limit of Indemnity for:

- 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 prorated 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
- 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.

# Fee Protection Scheme (FPS)



Our appointed FPS provider is **Great Eastern General Limited** (a SkillsFuture Singapore-appointed company). The premium for the is currently absorbed by Aventis. We will purchase the on your behalf, with the premium paid fully to the company.

Students can access more information on the at [https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/protection-of-course-fees](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/protection-of-course-fees)

# Administrative Matters



# Payment Modes

- Payment can only be made after the Student Contract is signed and dated
- All fees must be paid **directly to Aventis Graduate School**.
- Students can make the payment of their tuition or non-tuition fee to Aventis via the following methods:
  - Cash at Aventis or any DBS/POSB branch.
  - Bank Draft/Cheque made payable to “Aventis Graduate School Pte Ltd”
  - ATM Transfer/Internet/Mobile Bank Transfer
  - Telegraphic Transmission
  - Bank Transfer to DBS current account 100-901272-2

# Payment Modes

- The transfer shall be made payable to the bank details below:

<b>Account Name</b>	Aventis Graduate School Pte Ltd
<b>Bank</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>Address</b>	12 Marina Boulevard, DBS Asia Central, Marina Bay Financial Centre Tower 3, Singapore 018982

All payments have to be made out in Singapore dollars.

# Payment Modes

- Alternatively, students may make payment via:
  - [PAYNOW to UEN: 200700458M \(Aventis Graduate School\)](#); OR,
  - Scan PAYNOW QR code.
- Things to note:
  - To include Full Name in payment reference.
  - Screenshot transaction and WhatsApp it to your programme consultant for verification.

Aventis Graduate School



# 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

For more information on Aventis Refund/Withdraw/Transfer Policy, please visit <https://www.aventis.edu.sg/student-policy/>

# Refund Policy

## **Refunds 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.

For more information on Aventis Refund/Withdraw/Transfer Policy, please visit <https://www.aventis.edu.sg/student-policy/>

# Refund Policy

## Refunds for Withdrawal Due to Non-Delivery of Course

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.

For more information on Aventis Refund/Withdraw/Transfer Policy, please visit <https://www.aventis.edu.sg/student-policy/>

# Refund Policy

## Refunds for Withdrawal Due to Non-Delivery of Course

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.

# Refund Policy

## **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.

# Refund Policy

## Refund for Withdrawal Outside the Cooling-Off Period

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.

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

**NOTE:**

Application Fee and Miscellaneous Fee once paid are non-refundable.

# Refund Policy

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

Aventis Graduate School reserves the right to discipline or expel any student who breaks Aventis Graduate School's rules, or who, in the opinion of the Management, is guilty of misconduct prejudicial to the interests of the Institute, and its students. Should any student be expelled from the course by the management and/or academic director 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

1. Students who intend to withdraw will need to submit the Withdrawal and Refund Request Form.
2. 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 slide.
3. For students under 18 years of age, student have to seek parental/guardian approval prior to process the request.
4. Upon confirmation of student's intention to withdraw, Student Services will process the request and update the student via email on the computation of the refund amount.
5. Student Services will send the duly completed Withdrawal and Refund Request Form to the Accounts Executive.
6. The Accounts Executive will process the refund amount as per the School's refund policy upon obtaining approval from Head of Corporate Services, and the whole process will be completed within seven (7) working days from the Withdrawal and Refund Request Form submission date by the student.

# 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 will communicate the computation of refund amount to the student via email and send the Student Direct Credit Authorisation Form to request for the student's bank details. Student Services / Programme Executive / Manager will make use of the Internal Refund form to request for the refund to be made and send it to the Accounts Executive. The Accounts Executive will complete the refund upon obtaining approval from the Head of Corporate Services, and the whole process will be completed within seven (7) working days from receiving the Internal Refund Form.

# Transfer Policy and Procedure

## Conditions for granting Course Transfer:

1. All outstanding fees must be settled prior to approval of request.
2. Student must fulfil the admission criteria of the new course and will be subjected to the Aventis' student selection and admission procedures.
3. 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:

- 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.

- 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.

# Transfer Policy and Procedure

## Transfer Procedure:

- 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.
- 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.
- For students who are under Company's sponsorship, company representative will indicate approval for transfer in the designated section of Program Transfer Form.
- 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.

# Transfer Policy and Procedure

## Transfer Procedure:

- 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).
- 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.
- 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.
- 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.

# Deferment Policy and Procedure

## Conditions for granting Course Deferment:

1. The deferment request and deferment application fee payment must be submitted at least 14 working days prior to module / course commencement.
2. Should the student choose to defer after the commencement of the module / course, approval of deferment is subjected to the School.
3. 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.
4. 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.
5. 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 Policy and Procedure

## Deferment Procedure:

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

### **Course Deferment:** Student delays or postpones the course (or modules)

- 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.
- 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.
- 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.

# Deferment Policy and Procedure

## Deferment Procedure:

- 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.
- 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.
- 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.
- 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.

# Deferment Policy and Procedure

## Deferment Procedure:

- 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.
- 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.
- 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.

# Withdrawal Policy and Procedure

## 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 Procedure:

- Aventis will base the student requests on the following definition: -

**Course Withdrawal:** Student discontinues all courses with the School.

- 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.

# Withdrawal Policy and Procedure

## Withdrawal Procedure:

- 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.
- Request for withdrawal and any refund payment will only be processed after all applicable sections are duly completed in the form.
- 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.
- 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.

# Withdrawal Policy and Procedure

## Withdrawal Procedure:




- 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.
- 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.
- 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.
- 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.
- 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.
- For students enrolling in another course in another PEI, Student Services will issue past attendance records to students upon request.

# All Relevant Forms

Please refer to link below for all relevant forms for Transfer, Deferment, and Withdrawal:

<https://www.aventis.edu.sg/resources/>

## Student Resources

Aventis Graduate School	University of West London	University of Roehampton
		
<a href="#">Aventis Student Handbook</a>	<a href="#">UWL 2024 / 2025 Schedule</a>	<a href="#">Roehampton University 2024 / 2025 Schedule</a>
<a href="#">Aventis Schedule</a>	<a href="#">UWL Academic Regulation</a>	<a href="#">Roehampton – Extension / Deferral / Late Coursework form</a>
<a href="#">Aventis Schedule – Full Time</a>	<a href="#">UWL IT Support</a>	<a href="#">Roehampton Masters of Integrative Counselling &amp; Psychotherapy Logsheets and forms</a>
<a href="#">Application Form – All Programmes</a>	<a href="#">UWL Student Initiated Withdrawal</a>	<a href="#">Roehampton – University Regulations, Policies and Procedures</a>
<a href="#">Aventis Deferment Form</a>	<a href="#">UWL Student Initiated Deferment Form</a>	<a href="#">Roehampton – Taught Degree Regulations for postgraduate programme</a>
<a href="#">Withdrawal and Refund Request Form</a>	<a href="#">UWL Student Partnership – Terms and Conditions</a>	<a href="#">Roehampton – Withdrawal Form</a>
<a href="#">Leave Application Form</a>		<a href="#">Roehampton – Orientation Slides</a>
<a href="#">Extension Request Form</a>		<a href="#">Roehampton – Interruption of Studies Form</a>
<a href="#">Program Transfer Form</a>		
<a href="#">Academic Support Form</a>		

# 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).

# Dispute Resolution Policy and Procedure

## 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.

# Dispute Resolution Policy and Procedure

## 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 Matters



# 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.

# Attendance Policy

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.

# Attendance Policy

## 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 Staff within three (3) working days from the date of absence with supporting documents to prove their absence from class. Student's attendance will be considered as present if approval is granted and vice versa. 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:

# Attendance Policy

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.*

# Attendance Policy

## 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 <sup>st</sup> Warning Email
2 Consecutive Absenteeism	2 <sup>nd</sup> Warning Email & Student Counselling Sessions
3 Consecutive Absenteeism	3 <sup>rd</sup> Warning Email & Student Counselling Sessions
Students who failed to meet minimum attendance requirement (Local and International Students 90%)	Letter of Penalty barring from Examinations

# Attendance Policy

## 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 <sup>st</sup> Reminder Email
3 Consecutive Absenteeism	2nd Reminder Email
4 Consecutive Absenteeism	Student Counselling Session

# 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:

- All forms of **academic dishonesty** including cheating, plagiarism, forgery, and intent to defraud through falsification, alteration, or misuse of Aventis documents.
- **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.
- **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.
- **Consumption of Alcohol:** Students are strictly prohibited from consuming or selling alcohol on Aventis' premises.

# Student Disciplinary Policy

- **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.
- **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.
- **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.

# Student Disciplinary Policy

- **Consumption of Food/Drinks:** Students are not allowed to drink sweetened or flavoured drinks (except plain water) or eat in the class.
- **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 Aventus' premises and/or property will be subject to disciplinary measures.
- **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.
- **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.
- **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.

# Student Disciplinary Policy

- **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.
- **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.

# Student Disciplinary Policy

- **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.

# Student Disciplinary Policy

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

# Student Disciplinary Policy

Misconduct	Actions to be taken
<p><b><u>Major Misconduct</u></b></p> <ul style="list-style-type: none"> <li>a) Academic Dishonesty*</li> <li>b) Inappropriate or Profane Behaviour</li> <li>c) Smoking on Campus Grounds</li> <li>d) Consumption of Alcohol</li> <li>e) Prohibited Drugs</li> <li>f) Gambling</li> <li>g) Disruptive Behaviour / Mischief During Lessons</li> <li>h) Mutilation, Vandalism, Graffiti and Theft</li> <li>i) Inappropriate Dress Code</li> <li>j) Unauthorized Entry and Misuse of Property</li> <li>k) Falsification of Information with regards to information given to the School and/or any authorities</li> <li>l) Forgery</li> <li>m) Unauthorized Audio and Video Recording</li> <li>n) Copyrights</li> <li>o) Computer / Telephone Network Crimes / Inappropriate Surfing of Internet</li> <li>p) Breaking of Relevant Singapore Laws**</li> </ul>	<p><b>1st offence:</b> Students will be sent for counselling and warning email will be issued</p> <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>

# 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:

# Code of Conduct (Student) – Student Academic Honesty Policy

## Plagiarism

- 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.
- 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.

# Code of Conduct (Student) – Student Academic Honesty Policy

## Collusion

- Student A copies Student B's work with B's knowledge.
- 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.
- 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.

# Code of Conduct (Student) – Student Academic Honesty Policy

## Commission/ Contract Cheating

- Paying someone else to prepare assignment for you.
- 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.

# Code of Conduct (Student) – Student Academic Honesty Policy

## Falsification of Data & Citations

- 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).
- 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.

# Code of Conduct (Student) – Student Academic Honesty Policy

## Cheating under examination

- Any form of communication with other students or external sources. Bringing unauthorised materials / technology into the examination.
- 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.
- 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.
- student's response(s) to examination questions.
- 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.

# Academic Misconduct Penalty

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

Types of Academic Penalty	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	Resit or re-module at the discretion AEB.

# 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.

# Student Support Services

## 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

# Student Support Services

## 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
  - Student Wellbeing – Counselling services are made available to all students free of charge

# Student Support Services

## For Graduated Students

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

# Student Support Services

## 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:

# Student Support Services

## 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.

# Student Support Services

## 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.
- Establishing mentorship programs where students can connect with alumni or industry professionals for guidance, advice, and mentorship throughout their academic journey and beyond.

# Student Support Services

## 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.

# Student Support Services

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.



Networking Event



CNY Gathering



Global Leadership Event



Graduation Ceremony (SG)



**Extensive Networking Opportunities**

# Academic Resources

## **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 (LKCRL) 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>



**Professor Jean-Noël Ezingear, Vice-Chancellor**

# Student Learning Support

Student learning support is an on-going process that is monitored closely by the students' lecturers as well as the Academic and Operations Management Department. The student learning support shall be communicated to all students through Orientation and Student Handbook.

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

1. Flipped Classroom Approach
2. Assistance via Email
3. Technical and Technology Support to Students
4. Referencing and Citation Workshops
5. Academic/Assessment Consultation (for External University Partner Courses)

# Student Learning Support

## 1. 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 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.

# Student Learning Support

## 2. Assistance via Email

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

## 3. Technical and Technology support to Students

The School recognizes that a significant part of its students are 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 myriad of online functions.

# Student Learning Support

## 4. 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.

## 5. 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.

# Student Learning Support

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

**Welcome to  
Singapore**



# 8000 Multinational Corporations



**Business** **Tourism**  
**Jobs** **Technology**

# Relevant Singapore Laws

## **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.

## **Vandalism and Mischief**

Defacing public and private property carry a severe penalty.

## **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.

## **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.

# Cost of Living in Singapore



# Cost of Living in Singapore

Summary about cost of living in **Singapore**:

- A family of four estimated monthly costs are **5,381.1S\$** without rent (using [our estimator](#)).
- A single person estimated monthly costs are **1,490.1S\$** without rent.
- Singapore is **22.5% less** expensive than New York (without rent, see our [cost of living index](#)).
- Rent in Singapore is, on average, **33.8% lower** than in New York.

<https://www.numbeo.com/cost-of-living/in/Singapore>

# Cost of Living in Singapore

Description	Monthly Cost of Living (SGD) - 2019				
	US	UK	AU	HK	SG
Food & Clothing	1,000	1,200	1,000	900	600
Accommodation	1,000	1,300	1,100	1,200	700
Transport	130	140	160	150	120
Communications	150	120	100	80	80
Medical Services	50	60	50	50	90
<b>Estimated Total Monthly Expenses</b>	<b>2,330</b>	<b>2,820</b>	<b>2,380</b>	<b>2,380</b>	<b>1,560</b>
<b>USD</b>	<b>1,800</b>	<b>2,169</b>	<b>1,830</b>	<b>1830</b>	<b>1,200</b>

Information obtained from a pool of overseas education consultancy agents and references to recommended amount of expenditure for international students for individual country

<https://www.topuniversities.com/student-info/student-finance/how-much-does-it-cost-study-australia>

<https://www.topuniversities.com/student-info/student-finance/how-much-does-it-cost-study-uk>

<https://www.topuniversities.com/student-info/student-finance/how-much-does-it-cost-study-us>

[https://www.numbeo.com/cost-of-living/country\\_result.jsp?country=Taiwan](https://www.numbeo.com/cost-of-living/country_result.jsp?country=Taiwan)

# Accommodation in Singapore

Accommodation is an important consideration while you are living away from home and it should be arranged before leaving your homeland. These Singapore student hostels are rented exclusively to students with valid student pass (foreign students who are legal to stay in Singapore), and it is a 3 months general rental cost, with a preferential price and good environment. These students hostels are managed by professional and properly trained staff, operating and providing services for these students, keeping the hygiene and cleanliness at the tip top condition. Those students who are staying in our hostels will have an environment which is better for their learning life.

<http://www.65hostel.com>

<https://www.facebook.com/singaporestudentsaccommodation/>

# Accommodation



**HDB**  
**(Common Room)**

**S\$600 - S\$1800**



**Condo**  
**(Common Room)**

**S\$1200 - S\$1800**



**Condo**  
**(Studio/1 Bedder)**

**S\$2200 - S\$3000**

# Upon Arrival (Singapore)

Arrange for flight to Singapore



Arrive in Singapore (ensure you have Singapore Dollars to cover for expenses)



From Changi Airport to Accommodation via taxi



Report to Aventis Graduate School Campus in Orchard and complete formalities in person at ICA Office



Attend Orientation



# Transportation



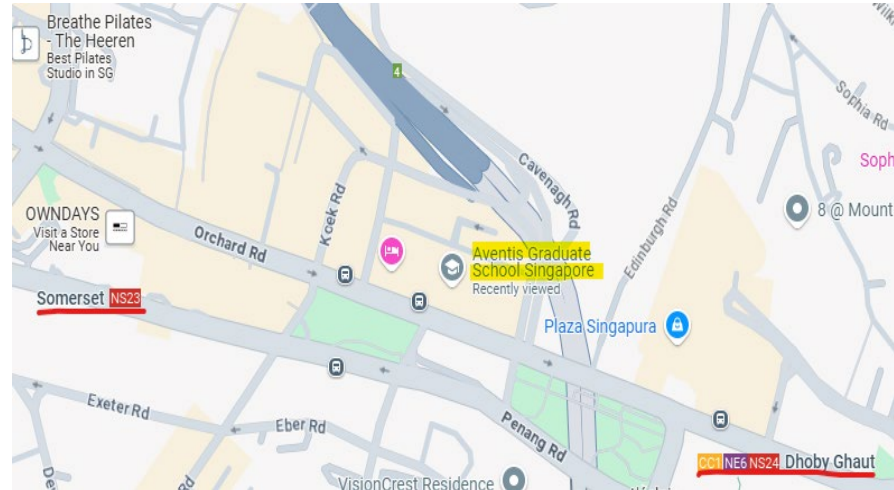
# Getting Around Singapore : MRT

- **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



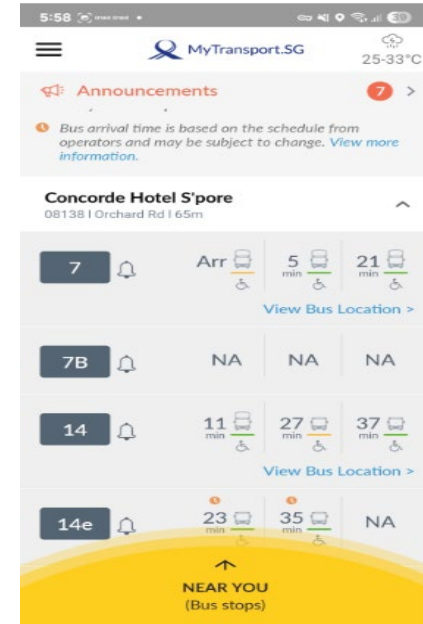
# Getting to Aventis: MRT

- 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.



# Getting Around Singapore : Bus

- **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.



# Getting to Aventis: Bus

- 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.



# Public Transport Fare Payment

- 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

# Public Transport Etiquette and Rules

- **No eating or drinking** (including plain water and durians) on MRT/LRT and buses — fines up to **S\$500** for trains, up to **S\$2,000** or jail for buses.
- **Queue up** properly. Allow passengers to **alight before boarding**, and **stand left, walk on the right** on escalators.
- **Offer priority seats** to the elderly, pregnant, disabled, or those with temporary conditions.
- **Respect personal space**: contain bags, don't spread items onto seats, avoid blocking aisles or doors.
- **No littering**, chewing gum, loitering, or misuse of emergency equipment — CCTV enforced, fines vary up to **S\$5,000** for railway damage.
- **Zero tolerance for abuse of staff** — verbal or physical harassment may lead to police involvement.

# Getting Around Singapore: 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.



# Getting Around Singapore: Others

- **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 wear 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.



# Food & Beverage



# Primary Healthcare Services

Primary care is the foundation of our healthcare system. As the first line of care in the community, our primary care professionals are often the first point of contact with patients. They provide holistic and personalised care for patients of different age groups. They treat acute conditions such as upper respiratory tract infections, manage chronic illnesses such as diabetes, and keep the population healthy through preventive measures such as targeted health screening. They also help to coordinate patients' care with other providers and help patients who require more specialised medical attention to navigate the healthcare system.

In Singapore, primary care is provided through an island network of outpatient polyclinics and clinics run by private general practitioners (GPs). There are currently 18 polyclinics and about 1,500 GP clinics.

[https://www.moh.gov.sg/content/moh\\_web/home/our\\_healthcare\\_system/Healthcare\\_Services/Primary\\_Care.html](https://www.moh.gov.sg/content/moh_web/home/our_healthcare_system/Healthcare_Services/Primary_Care.html)

# Polyclinics

As 'one-stop' healthcare centres, the 18 polyclinics are located throughout the country, and provide subsidised primary care, which includes primary medical treatment, preventive healthcare and health education.

## **Common primary care services include:**

- Outpatient medical treatment
- Medical follow-ups after discharge from hospital
- Immunisation
- Health screening and education
- Diagnostic and pharmaceutical services
- Patients can be referred from the polyclinics to hospitals, where they can receive more specialised treatment and be warded if necessary.

[https://www.moh.gov.sg/content/moh\\_web/home/our\\_healthcare\\_system/Healthcare\\_Services/Primary\\_Care.html](https://www.moh.gov.sg/content/moh_web/home/our_healthcare_system/Healthcare_Services/Primary_Care.html)

# Polyclinics



National Healthcare Group  

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POLYCLINICS

[https://www.moh.gov.sg/content/moh\\_web/home/our\\_healthcare\\_system/Healthcare\\_Services/Primary\\_Care.html](https://www.moh.gov.sg/content/moh_web/home/our_healthcare_system/Healthcare_Services/Primary_Care.html)

# General Practitioners

## GP Clinics

There are about 1,500 GP clinics which meet about 80% of the total primary care demand. These range from solo practices to medium and large corporate groups.

In recent years, MOH has been working more closely with GPs to ensure that Singaporeans have access to affordable and quality healthcare in the community. This is aligned with the family medicine motto and the family physician's role as the life-long health partner of patients, for both acute and chronic conditions.

[https://www.moh.gov.sg/content/moh\\_web/home/our\\_healthcare\\_system/Healthcare\\_Services/Primary\\_Care.html](https://www.moh.gov.sg/content/moh_web/home/our_healthcare_system/Healthcare_Services/Primary_Care.html)

# General Practitioners

To enable patients to enjoy better chronic care and support GPs in providing holistic and team-based chronic care for patients in the community, MOH has launched the Primary Care Networks (PCN) scheme. Click [here](#) for more information on PCNs.

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**Pain Conditions We Treat**

- Back Pain
- Bone Spurs
- Body Pain
- Frozen Shoulder
- Finger, Hand & Wrist Pain
- Golfer's / Tennis Elbow
- Headaches
- Heel Pain
- Knee
- Osteoarthritis
- Rheumatoid Arthritis
- Slipped Disc

**DR. MOSES LAM** 林漢毅医生  
FAMILY PHYSICIAN 家庭医生  
MBBS (IND) • MRCP (UK)  
MMed (Int Med NUS) • GDFM (SG)

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SAT 8AM - 12PM  
SUN & PH CLOSED 星期日及公眾假期

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[https://www.moh.gov.sg/content/moh\\_web/home/our\\_healthcare\\_system/Healthcare\\_Services/Primary\\_Care.html](https://www.moh.gov.sg/content/moh_web/home/our_healthcare_system/Healthcare_Services/Primary_Care.html)

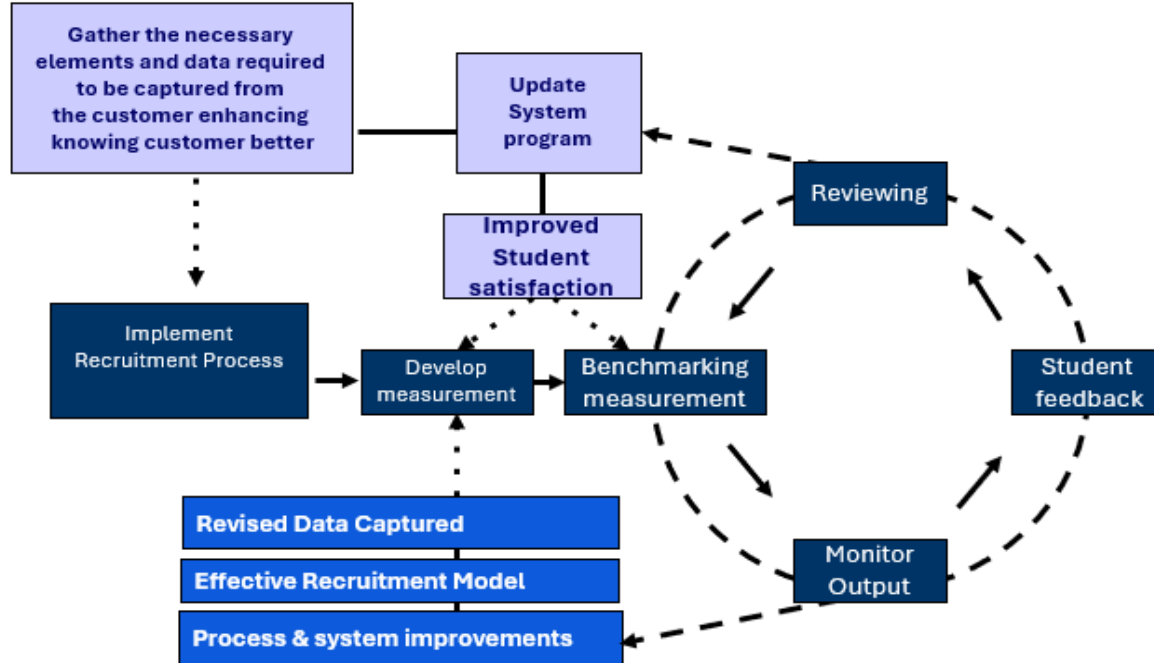
# Emergency Contacts in Singapore

- 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/>

# Emergency Contacts in Singapore

- 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 Continual Process Improvement





*Thank  
you*

