

# LOCAL STUDENT HANDBOOK



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# 1. Welcome Message

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

Thank you for considering Aventis School of Management for your graduate education. Our graduate programs are designed to provide students with the tools to actively participate in the exciting and competitive world of management and international business.

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

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

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

With kind regards,

Samuel Teo  
Chair of Academic Board  
Aventis School of Management

## 2. Introduction

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### **Aventis School of Management**

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

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

### **Our Vision**

We aim to be the leading provider of quality education in Singapore

### **Our Mission**

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

### **Our Organization Values**

- Professionalism
- Integrity
- Customer Care
- Communication
- Commitment

### **Our 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
- **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 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.

### **Our Commitment to Students**

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

### **Shaping Global Leaders**

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

### **Facilities**

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

### **Resource Room/Library**

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

## 3. Attendance Policy

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### **3.1 Attendance Requirements**

Learning is a collaborative process. Aventis students are admitted in part because of the experiences they bring to the community and what they can add to class discussions. Local students are required to attain a **minimum of 75% attendance** over the entire duration of the course.

Students who are found to have signed the attendance on behalf of other students will be subjected to severe disciplinary action by the School, being debarred from taking the assessment.

### **3.2 Leave of Absence**

Local students are required to submit 'Leave Application Form' to the student service should they are unable to attend the lessons. Following are the approved leave of absence by the School:

<b>Reasons</b>	<b>Supporting Documents (in English Language)</b>
Compassionate Leave for Immediate Family Members	Death Certificate
Medical Leave	Medical Certificate
Business Overseas Trip	Company Letter and Air Ticket/Boarding Pass

For medical treatments, all leave application form **MUST** be submitted together with the supporting documents within 3 working days of the student's return.

International students are only allowed to apply Leave of Absence for medical leave as stated by ICA requirements. Any other documents should only be accepted on a case-by-case basis with full justification and be acceptable by ICA.

## 4. About the Course

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### **4.1 Post Graduate Diploma in Business Administration**

#### **4.1.1 Programme Structure**

The Postgraduate Diploma in Business Administration is tailored to equip graduate students with management skills which are important for decision making and organizational development. It seeks to prepare them for higher managerial responsibilities and serves as an excellent platform for students to build their knowledge and fundamentals on the essential aspects of management and business practices.

Aventis PGDBA course is delivered through a combination of lectures, case studies, exercises and/or assignment. Classes are conducted over the weekends (Saturdays and Sundays) for a period of 3 months. Total face-to-face lecture is 96 hours. Upon graduation, student will receive the Post Graduate Diploma in Business Administration conferred by Aventis School of Management.

Students will be assessed through a combination of assignment(s)/ test(s)/ quiz(es)/ presentation(s)/ final examination. The weightage of the various assessment components will be made known to the students in the course outline of the respective modules.

#### **4.1.2 Module Description**

##### **Accounting**

The aim of this module is to introduce the fundamentals of accounting. The course begins with the definition of accounting, types of accounting, basic concepts of accounting and covers basic accounting topics such as accounting cycle; double and journal entries; trial balance, preparation of financial statements, ratio analysis and closing/opening entries.

##### **Financial Management**

This module focuses on the financial objectives, which deal with investment, financing and dividend decisions. It will also cover working capital management and capital budgeting techniques employed by finance managers to assist them in making short-term financing and long- term investment decisions respectively. The module draws on student prior learning and work experience and combines insights from strategy, accounting and investment theory.

##### **Marketing and Business Communication**

This aim of this module is to provide an in-depth exploration and practical application of basic marketing tools. These include product policy, pricing, promotion, distribution, sales management, and customer segmentation and retention.

##### **Organisation Behaviour**

The module examines issues surrounding how individuals and groups are organized, how they work and how they behave within the modern workplace. Values, attitudes, motivation and job satisfaction are of particular focus in the global workplace. The organization of a system is identified along with societal and national culture. An enquiry into communication, trust, power and leadership is also included. This module will be of interest to all students who find themselves employees in profit and not for profit organizations. It will be particularly relevant for the global managers of the future and those students who wish to specialize in the fields of International Business and/or Human Resource Management. The module will contain a balance of the theoretical concepts of OB and the management processes and how they apply to OB and a focus on the practical OB issues confronting industries in a global context.

## **4.2 Specialist Diploma in Applied Psychology**

### **4.2.1 Programme Structure**

This course provides a good balance between academic achievement and the acquisition of skills that are required by modern employers.

Completing this course at Aventis School of Management, not only adds value that is recognised by employers in an increasingly competitive environment, but it also facilitates your integration into the job market by focusing on the development of your critical, analytical and entrepreneurial skills.

Aventis Specialist Diploma in Applied Psychology course is delivered through a combination of lectures, case studies, exercises and/or assignment. Classes are conducted over the weekends (Saturdays and Sundays) for a period of 6 months. Total face-to-face lecture is 96 hours. Upon graduation, student will receive the Specialist Diploma in Applied Psychology conferred by Aventis School of Management.

Students will be assessed through a combination of assignment(s)/ test(s)/ quiz(es)/ presentation(s)/ final examination. The weightage of the various assessment components will be made known to the students in the course outline of the respective modules.

### **4.2.2 Module Description**

#### **Applied Business Psychology**

An introduction to the theories, methods, findings, and applications of industrial and organizational psychology. Topics to be covered include: personality, stress and emotions, work attitudes and motivation, interpersonal behaviours, decision making processes, & leadership

#### **Cognition and Critical Thinking**

The module offers an investigation of cognition and critical thinking. Students will acquire an understanding of the essential components of psychology to examine how the mind processes information. The course allows students to assess the accuracy of impressions and social beliefs, as well as behavior and attitudes

#### **Developmental Psychology**

This module focuses on the study of individual development from early childhood to late adulthood. At a general level with emphasis on the genetic and biological factors, physical, cognitive, emotional and personality and social contextual contributions to individual development. As a student, you will be encouraged to apply developmental psychology principles in all contexts from the classroom to friends, family, workplace and the community.

#### **Positive Psychology**

This course will examine the paradigm shift from pathology to strengths-based psychology. Within psychology today, there is a growing body of work that includes a strengths-based and resiliency approach. This course is designed to explore the concepts, research behind the concepts, techniques, resiliency factors and exercises to enhance optimism, decrease stressors, and significantly increase well-being. The format of the course will be didactic, experiential, and interactive along with assigned readings to create an environment conducive to learning new concepts, skills and applications

### **Psychology in the Modern World**

The module aims to equip students with the knowledge in understanding and build awareness on how psychology is applied in the modern world. The module will promote a range of key transferable skills such as observation and analysis, independent investigation and appreciation of different perspectives which will be of benefit to the student in both their academic studies and future employment

### **Psychology Research Methods**

The module aims to equip students with the knowledge and skills in conducting independent research as part of their preparation for the University of Derby degree programme. Students will acquire basic understanding of the research process, ethical consideration and various research techniques. The module allows students to identify their research interest, formulate feasible research questions and understand the viability of various data collection methods. Students should develop confidence to analyse empirical data from their future research and write meaningful research report

## 5. Assignment Submission

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### **5.1 Deadline for Submission of Assignment**

All students are required to submit their assignments by the due date as stipulated in the module handbook. Students are required to submit their assignments on or before the stipulated deadline, failing which, a penalty may be imposed or a zero grade may be awarded. Students are also required to save their assignments in soft copies.

Academic Penalty as below:

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

### **5.2 Submission of Assignment**

Students are required to submit their assignment(s) to the respective assignment folder on Moodle. The lecturer's email provided is only for queries and should not be used for submission of any assignments.

### **Academic Honest & Plagiarism**

Academic integrity and honesty is essential for the pursuit and acquisition of knowledge. The University and School expect every student to uphold academic integrity & honesty at all times. Academic dishonesty is any misrepresentation with the intent to deceive, or failure to acknowledge the source, or falsification of information, or inaccuracy of statements, or cheating at examinations/tests, or inappropriate use of resources.

Plagiarism is 'the practice of taking someone else's work or ideas and passing them off as one's own' (The New Oxford Dictionary of English). The University and School will not condone plagiarism. Students should adopt this rule - You have the obligation to make clear to the assessor which is your own work, and which is the work of others. Otherwise, your assessor is entitled to assume that everything being presented for assessment is being presented as entirely your own work. This is a minimum standard. In case of any doubts, you should consult your instructor.

### **Collusion**

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 are guilty of collusion.

### **Impersonation**

A student who is substituted by another person in an examination, or who submits by substitution the work of another person as their own, is guilty of deception by impersonation. The offense of impersonation can be applied to the student and to the accomplice.

### **Other Forms of Deception**

Any action through which students seek to gain an unfair advantage in assessment constitutes an academic offence, such as, for instance, submitting the same piece of work for separate modules.

## 6. Examination Policy

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

All examination dates, time and venue are set by the School. Changes to the date, time and venue to accommodate individual's requests will not be entertained, unless otherwise approved by the School on a case-by-case basis.

### **6.2 Punctuality for Examination**

Candidates are allowed to enter the examination hall **15 minutes** before the examination is due to commence.

Candidates are not allowed to enter the examination hall **15 minutes** after the start of examination. They are also not allowed to leave the examination hall for the first 15 minutes and last 15 minutes of the examination. No candidate may leave the examination hall without the permission of the invigilator, who will arrange for an escort. Any candidate who leaves the examination hall without the permission from the invigilator will not be allowed to return to the examination hall.

### **6.3 Students' Belongings**

All bags and notes are to be placed at the front or back of the examination hall. Candidates are to switch off all their electronic devices (e.g. mobile phones) and place them in their bags. If students are found to possess unauthorised materials during the examination, it will be deemed as a dishonest act and they will be subjected to severe disciplinary action. A fail grade will be awarded and student are required to re-module the entire module, re-module fee of \$750 (before GST) is applicable.

No dictionaries of any kind will be allowed into the examination hall, unless otherwise specified by the School.

### **6.4 Identification**

All candidates must place their Student Card / NRIC / Passport on the top right-hand corner of the desk for the Invigilator to check when he/she marks the attendance. Students without the required identification will not be allowed to sit for the examination.

### **6.5 Dishonesty**

Candidates who are caught cheating or attempting to cheat during the examination will not be allowed to continue with the examination. A fail grade will be awarded to the candidate automatically.

## **6.6 Absence from Examination**

Students who are absent from an examination must produce an official document (e.g. medical letter from a general practitioner or letter from employer) within **2 working days** from the date of the examination. Students will be allowed to take the supplementary examination as their Deferred Examination. There will not be any Supplementary Examination for students who failed their Deferred Examination.

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

## **6.7 Application for Deferred Examination**

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

## **6.8 Eligibility for Supplementary Examination**

For UK Degree and UK Masters programme, Students who have obtained a failing grade of below 50 marks out of 100 are allowed to sit for the Supplementary Examination with a fee of S\$500 (before GST) is applicable. However, the penalty for resitting the assessment of a failed module is capped at 40% Pass (Degree) and 50% Pass (MBA) for the module.

For in-house Diplomas, students who have obtained a marginal fail grade of 45-49 marks out of 100 are allowed to sit for the Supplementary Examination or resit the assignment with a fee of S\$100 (before GST). Students with a grade of 44 and below will be required to re-module that entire unit.

An Academic Counselling session will be arranged for students who failed their module on their first attempt to assist underperforming students in their academic performance.

## **6.9 Release of Results**

Results will be released within 3 months from last assessment submission date via learning portal.

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

## **6.10 Appeal against Results**

Students cannot appeal simply because they feel they performed better. A student has the right to appeal against that decision of Aventis Examination Board on the following grounds:

1. There existed circumstances that are affecting students' performance
2. There was a procedural irregularity or inadequacy in the conduct of the examination or assessment of assignment
3. There exists evidence of prejudice or bias on the part of the examiners.

Students who wish to exercise the right of appeal must submit their application in writing **within 5 working days** from the date of release of their results to Student Service Office. The administrative fee for appeal application will be S\$53.50 per unit. Please note that the

application to appeal against results does not entitle the students to view or retain their examination scripts.

The entire appeal process will take about 4 weeks. Students will be notified on the outcome via email.

### Student Services Office

Email : [studentservices@aventisglobal.edu.sg](mailto:studentservices@aventisglobal.edu.sg)

To ensure objectivity in the appeal process, the appeal will be administered by an independent Examination Board. The outcome of the appeal can be one of the following:

- The original grade awarded will remain; or
- A better grade will be awarded; or
- A worse grade will be awarded

The decision of the Examination Board shall be final and no further appeal will be entertained.

## 7. General Academic Regulations

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### **7.1 Academic Board**

The Aventis Academic Board serves to ensure that the school puts in place proper processes for ensuring the quality of the academic courses that we conduct, including the suitable deployment of teachers, and proper examinations procedures.

The Academic Board Members comprise of:

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

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

### **7.2 Examination Board**

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

The Examination Board Members comprise of:

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

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

### **7.3 Grading System**

Students are responsible for knowing the School's academic policies. Each of the policies listed is described in detail in this section:

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

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

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

## 8. Payment Policy

### 8.1 Mode of Payment

#### Student's guide to payment of course fees

If you have a DBS or POSB account, electronic payment is the most convenient method for you:	
<p><b>DBS iBanking (personal internet banking)</b> DBS Cashline</p> <p>DBS Credit Card</p> <p>DBS Savings/Current</p> <p>POSB Savings/Current</p> <p><b>DBS &amp; POSB ATM</b> DBS Savings/Current</p> <p>POSB Savings/Current</p>	<p><b>Instructions</b></p> <ul style="list-style-type: none"> <li>• Select <b>Bill Payment</b></li> <li>• Look for <b>Student Fees Escrow A/c</b> from the payee list</li> <li>• Enter your <b>10-digit Bill Reference No.</b> (omit the dashes)</li> </ul>
If you haven't got a DBS or POSB account, we have these convenient payment channels for you:	
<p><b>Cash</b> at any DBS Branch</p> <p><b>Cheques</b> (include Cashier's Order/Draft &amp; Money Order)</p> <ul style="list-style-type: none"> <li>• Mail it to Singapore Post Centre Post Office P.O. Box 514 Singapore 914018 <u>or</u></li> <li>• Drop it at any DBS or POSB Quick Cheque Deposit Box</li> </ul>	<p><b>Instructions</b></p> <p>On the cash deposit slip or behind the cheque</p> <ul style="list-style-type: none"> <li>• Write your <b>10-digit Bill Reference No.</b> (omit the dashes)</li> <li>• Write the PEI's Escrow account name &amp; number <b>Aventis Sch of Mgmt PL STFA (ESCROW)</b> <b>003-944068-5</b></li> </ul>
If you are paying from overseas by <b>Telegraphic Transfer</b>	
<p><b>Beneficiary Bank Details</b></p> <p>Beneficiary's Bank: DBS Bank Ltd</p> <p>SWIFT BIC Code : DBSSSGSG</p> <p>Beneficiary Name : <b>Aventis Sch of Mgmt PL STFA (ESCROW)</b> - 10-digit Bill Reference Number</p> <p>Beneficiary Account No : <b>003-944068-5</b></p>	<p><b>Remittance Details</b></p> <p>- Course ID</p> <p>- Course Name</p> <p>- Student Name</p>

All payments have to be made out in Singapore dollars.

## **8.2 Outstanding Fees**

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

## **8.3 Miscellaneous Fees**

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

Fees are inclusive of GST and subject to changes without prior notice.

<b>Purpose of Fee</b>	<b>Amount (inc. GST) (S\$)</b>
Re-module Fee	1,070.00
Assignment Refer/ Supplementary Exam Fee	107.00
Deferment Fee	214.00
Program Transfer Fee	107.00
Appeal Application Fee	53.50
Reprint of Certificate Fee	21.40
Reprint of Transcript Fee	10.70
Late Payment Fee	2% of instalment

## 9. Deferment Policy & Procedures

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

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

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

### **Deferment Procedures**

1. All requests for course deferment must be made in writing and supported with an application fee of **S\$200 (subjected to prevailing GST)**. Students should send their requests for deferment using the “**Deferment Request Form**” from the course to the Student Service Department (SSD). All requests must be supported with documentary evidence and submitted at least 14 working days prior to module/ course commencement. Deferment request submitted after the commencement of course/module will not be entertained.
2. Approval for deferment will be reviewed and granted by the Academic Director after reviewing each case. The review process will not take more than four (4) weeks.
3. Students are allowed to defer only **once up to the maximum period of one (1) year**, failing which he/she will be deemed to have withdrawn from the course and would have to re-apply as a new applicant if he/she wishes to register on the course again. The refund policy will be applicable.
4. Upon reviewed, Student Service Department will notify the student of the approval / rejection of the deferment request in writing. Approval for deferment is at the sole discretion of Aventus.

## **10. Refund Policy & Procedures**

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

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

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

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

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

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

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

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

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

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

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

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

Management and/or Academic Director due to the following reasons, no refund will be provided.

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

### **10.5 Non-Refundable Fees**

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

### **10.6 Refund Table**

<b>% of [the aggregate amount of the fees paid under Schedule B of the Student Contract]</b>	<b>If Student's written notice of withdrawal is received</b>
[100%]	Refer to Student Contract Clause 2.1
[85%]	("Maximum Refund") More than [60] days before the Course Commencement Date
[70%]	Before, but not more than [60] days before the course commencement date
[30%]	Before, but not more than [14] days before the course commencement date
[10%]	Before, but not more than [7] days before the course commencement date
[0%]	On or after the Course Commencement Date

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

1. Students who wish to withdraw from their program and request for a refund must complete the “**Withdrawal and Refund Request Form**” and they are required to go through an interview with the Program Manager or Student Service Department, unless deemed not applicable by Aventis School of Management.
2. Request for withdrawal and any refund payment will only be processed after all applicable sections are duly completed in the form.
3. For students under 18 years of age, Aventis School of Management will seek parental/guardian approval prior to processing the request for withdrawal.
4. Upon completion of counselling and obtaining parental / guardian approval (where applicable), Aventis School of Management will process the request by the next working day and refund to the student within 7 working days (excludes time taken for postal services or external processing by banks).
5. The refund amount, according to the Refund Policy applicable to the course, will be determined from the date the School receives and acknowledges the “**Withdrawal and Refund Request Form**”.
6. The following payments are non-refundable and non-transferable:
  - a. Course Application Fee
  - b. Student Pass application fee
7. There will be no refund of course fees and miscellaneous fees for students who have to terminate their studies due to disciplinary action being meted out for failing to abide by the regulations and guidelines of Aventis and / or Singapore Authorities which may include Poor Academic, Poor attendance, Cheating and Plagiarism.
8. Refund will be made directly to student’s bank account from Aventis DBS ESCROW Account.

# 11. Withdrawal Policy & Procedures

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## 11.1 Withdrawal caused by Aventis

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

## 11.2 Withdrawal caused by Students

- Where the student withdraws from the course for any reason other than non-delivery of course, the student must inform Aventis by completing the “**Withdrawal and Refund Request Form**” together with all supporting documents for processing the withdrawal request.
- For student under 18 years of age, parental / guardian approval is required before the Course withdrawal application will be processed.
- Aventis will inform student the outcome, within four (4) weeks from the receipt of the withdrawal application.
- Once the student has withdrawn from the enrolled course, he/she ceased to be a student of Aventis School.

## 11.3 Withdrawal Procedures

1. Students who wish to withdraw from their program must complete the “**Withdrawal and Refund Request Form**” and they are required to go through an interview with the Program Manager or Student Service Department, unless deemed not applicable by Aventis School of Management.
2. Request for withdrawal and any refund payment will only be processed after all applicable sections are duly completed in the form.
3. For students under 18 years of age, Aventis School of Management will seek parental/guardian approval prior to processing the request for withdrawal.
4. Upon completion of interview and whereby student’s decision to withdraw remain unchanged, Aventis School of Management will process the request by the next working day and refund to the student within 7 working days (if any).
5. The refund amount, according to the Refund Policy applicable to the course, will be determined from the date the School receives the “**Withdrawal and Refund Request Form**”.
6. The following payments are non-refundable and non-transferable:
  - a. Course Application Fee
  - b. Student Pass application fee
7. There will be no refund of course fees and miscellaneous fees for students who have to terminate their studies due to disciplinary action being meted out for failing to abide

by the regulations and guidelines of Aventis and / or Singapore Authorities which may include Poor Academic, Poor attendance, Cheating and Plagiarism.

8. For international students who withdraw, student needs to surrender the Student Pass to Aventis for cancellation with ICA.
9. Course withdrawal may or may not result in refund of course fees paid (subject to the refund terms and conditions).

## 13. Data Protection Scheme

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Aventis School of Management is committed to maintain the confidentiality of the student's personal information and undertakes not to divulge any of the student's personal information to any third party (unless required by law or other statutory regulations) without the prior written consent of the student.

## 14. Fee Protection Scheme (FPS)

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

Aventis adopts the FPS ESCROW Scheme for international and local students. The FPS ESCROW offers insured students protection against the following:

- Loss of course fees paid in advance by the insured student to Aventis and not refunded, if the student cannot start or complete his/her course as a result of Aventis becoming insolvent or being required by the Singapore authorities to stop operations
- Aventis fails to pay the sum awarded by Singapore Courts to the insured student, where such an award relates to a dispute between Aventis and the insured student on course fees paid by the insured student to Aventis

Our appointed FPS provider is **DBS BANK LTD**

Under the Escrow Bank protection, DBS will act as the trustee and disburse the fees on a regular interval to Aventis. Students under this scheme must deposit their course fees directly into the Escrow Bank.

## 15. Medical Insurance

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

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

## 16. Student Support Services

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The Aventis Student Support Services is provided by the Student Service department (SSD) and consists of student services executives and manager who will support students in the following matters.

### **16.1 Orientation**

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

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

### **16.2 Recreational Facilities**



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

### **16.3 Wireless Internet Connection**

Free WIFI Internet Connection is available to student campus-wide, students will need to approach any staff at Aventis for the details.

### **16.4 Light Refreshment & Beverages**

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

### **16.5 Study Area**



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

### **16.6 Resource Library**

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

Aventis library is open daily except Sundays and Public Holidays:

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

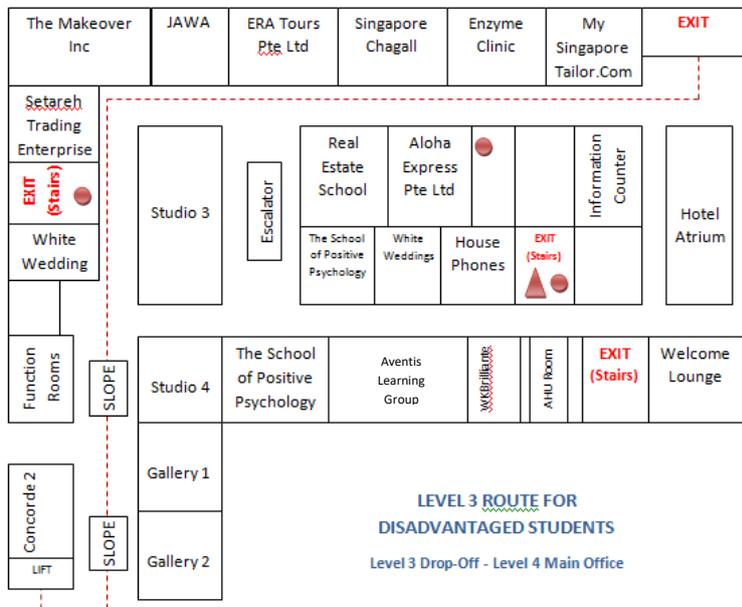
### **16.7 Additional Academic Resources For Students**

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

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

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

### **16.8 Assistance to Disadvantaged Students**



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

### **16.9 Medical Insurance**

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

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

### **16.10 Parking Facilities**

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

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

### **16.11 Contact to Student Service Team**

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

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

### **16.12 Additional Academic Support**

#### Appointment of Lecturers

Generally, lecturers of Aventis Singapore will hold at least a Masters in their area of teaching expertise from a regionally or internationally accredited institution or foreign equivalent.

#### Additional Academic Support via Email

Students are encouraged to communicate with the respective module lecturers about academic matters via email

### **16.13 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. Program Manager is required to adhere to a strict Code of Conduct.

The pre-course counseling provides the Program Manager with the opportunity to find out more about the prospects' interests, aspirations, hopes and objectives. As such, Program Manager 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.

### **16.14 Pastoral Counselling**

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

- providing emotional support for students to help them cope with mental stress relating to a new environment or course demands
- implementing programmes to create a culture and climate of care, trust and friendliness that encouraged student attendance and involvement

### **16.15 Professional Development Courses**

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

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

### **16.16 Career Coaching Opportunities**

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

# 17. Student Feedback and Grievances

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## **17.1 Programme Evaluation**

As part of our commitment to provide quality programmes to our students, the School invites students to provide feedback relating to the following areas:

- Lecturer's Effectiveness
- Quality of Programme / Course Materials
- Quality of Student Services Support

Student will receive an email from student services to complete the online evaluation (google forms) within 3 working days after the last lesson of the module taken. The responses will be **ANONYMOUS** (no login is required) and kept **STRICTLY CONFIDENTIAL**. It will only be used by the School to make improvements to our programmes and services.

## **17.2 Dispute Resolution**

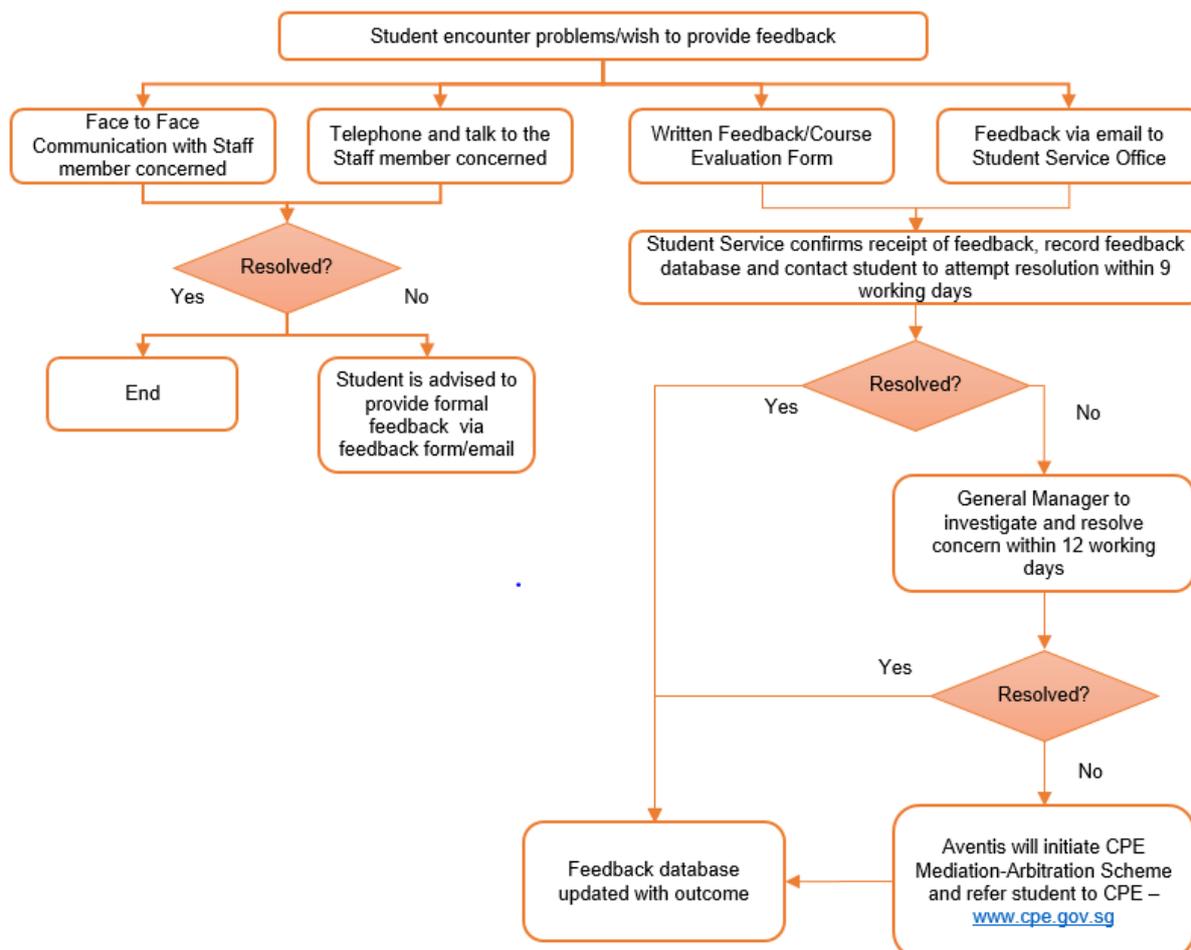
The School is committed to provide a satisfactory learning experience for the students during their studies with us. In the event that the students have any feedback/concerns/issues, please contact the following:

### Student Services Office

Address : 100 Orchard Road #03- 17/18/19 Concorde Hotel Singapore 238840  
Tel : (65) 6822 8596  
Fax : (65) 6720 2222  
Email : [studentservices@aventisglobal.edu.sg](mailto:studentservices@aventisglobal.edu.sg)

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

## Dispute Resolution Process (2.7.1)



## 18. Other Information

### Change of Particulars

Students are required to fill in the 'Change in Contact Details Form' to update the Student Affairs Office of any changes in their personal particulars. It is the responsibility of the students to update the School of any changes in their personal particulars, especially the mobile number and email address as these are the two main channels of communication between the School and the students. A copy of the form can be obtained from our Student Service Office in our centre.

### Organization Chart (1.4.1)



Organization Chart

