



AVANTA ACADEMY
STUDENT
HANDBOOK
2023/2024

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PRINCIPAL'S WELCOME

Dear Students,

It gives me immense pleasure to welcome you to the reputed Avanta Academy. It is the place where you will be acquainted with technical, managerial and personal skills to compete with world class students.

We aim to continually improve our excellent learning community. We have an enduring focus on learning in a safe and caring environment.

Our mission is to create a culture of high expectation in learning and teaching with strong evidence of student achievement. We aim to build a learning community with a culture that empowers people as leaders and has a diversity of life pathways for students. We will empower students and teachers as learners; leaders; and responsible, healthy citizens.

We feel proud to provide quality education to learners through well qualified faculty and staff, excellent infrastructural facilities. It is an opportunity for our faculty and staff to provide training for learners to compete in the real world, and succeed in their chosen career path.

We provide a wide range of courses to meet your needs. We want to ensure your success. The Avanta Academy Student Prospectus lists courses that enable you to pursue pathways leading to university, further education and direct employment.

We welcome students to our Academy and we look forward to helping all celebrate success.

Mr. Veerasamy Bhuvaneshwaran
Principal/Managing Director
Avanta Academy

1. ABOUT AVANTA ACADEMY

1.1 BRIEF HISTORY

Avanta Academy Pte Ltd was established in 2012 and is registered under the Council for Private Education Singapore's (CPE) Enhanced Registration Framework (ERF), and is a WSQ Approved Training Organisation - Private Education Institution (ATO-PEI) under SkillsFuture Singapore (SSG).

Avanta Academy offers a range of programmes that allows students to choose their area of subjects to support their chosen career pathway. Our programmes are aimed to equip students with the essential knowledge and skills through a unique bevy of courses in Food and Beverage Management, Tourism and Hospitality Management, Safety and Health in Workplaces, Engineering and Design related fields. We are committed to educate with interactive and flexible knowledge sharing, and establishing ourselves as a national and regional academy for students.

Our scope of teaching and training services are certified and accredited under SkillsFuture Singapore (SSG) - Council Private Education (CPE), National Examination Board in Occupational Safety and Health (NEBOSH), United Kingdom, and the Singapore Resuscitation Council Singapore (SRFAC). We are also certified as a Learning Service Provider in accordance with the ISO 29993:2017 requirements for the Ministry of Manpower (Singapore) accredited safety related courses. Through this, Avanta demonstrates greater assurance and confidence to valued students and learners and is committed to ensure a high level of quality and service. To date, Avanta has successfully trained over 500 students in academic programmes and 10,000 learners in certificate courses.

In 2023, Avanta Academy has entered a partnership with TÜV NORD. This collaboration presents great opportunities and benefits that will significantly enhance our educational offerings and global reach. This partnership demonstrates our commitment to quality and excellence in education, attracting more prospective students enabling knowledge exchange, joint initiatives, and the development of innovative programs and courses, enriching the educational experience for our students.

OUR MANAGEMENT TEAM

Our management team consists of experts who have scaled greater heights in their own fields. They bring in a lot of management experience and job-related expertise to impart a value based education system and develop a strong work ethics to our students. We believe our management teams experience and expertise will help in providing a better platform to our students to further upliftment in their careers. The theory-practical integration in our courses will add value to the knowledge imparted to our students.

OUR MANAGERS

1. Mr. Veerasamy Bhuvaneshwaran
2. Mr. Wolfgang Wielpütz
3. Mr. Gaurava Mishra

1.2 OUR VISION, MISSION AND VALUES

VISION

To be the leading center of academic excellence in providing exceptional education, training and high quality tutelage.

MISSION

Strive to provide our students with professional and high-quality continuing education and training to peak their standard, drive, passion and enthusiasm.

VALUES

- Integrity
- Respect
- Care
- Knowledge Sharing

1.3 OUR ACADEMIC AND EXAMINATION BOARD

1.3.1 Objectives

The following are the responsibilities of our Academic Board. Their responsibilities include, but not limited to the following:

- Developing the policies and procedures to ensure academic quality.
- Ensuring that the content and duration of the modules or subjects, as well as the entry and graduation requirements of the course
- Responsible for approving the adult educators for various courses as per the requirements of Avanta Academy as well as SSG.
- Ensure the proper implementation and effectiveness of the various policies and procedures developed

The Examination Board is in charge of the development of examination and assessment procedures, such as developing and facilitating the implementation of procedures to:

- Ensure the security of examination scripts and answer scripts.
- Ensure the proper conduct of examinations and assessments.
- Define the ensure the proper discharge of duties and responsibilities of invigilators and markers
- Conduct moderation of examination and assessment marks
- Handle appeals from students with regard to examination or assessment matters.

1.3.2 Expected Frequency of Academic and Examination Board Meetings

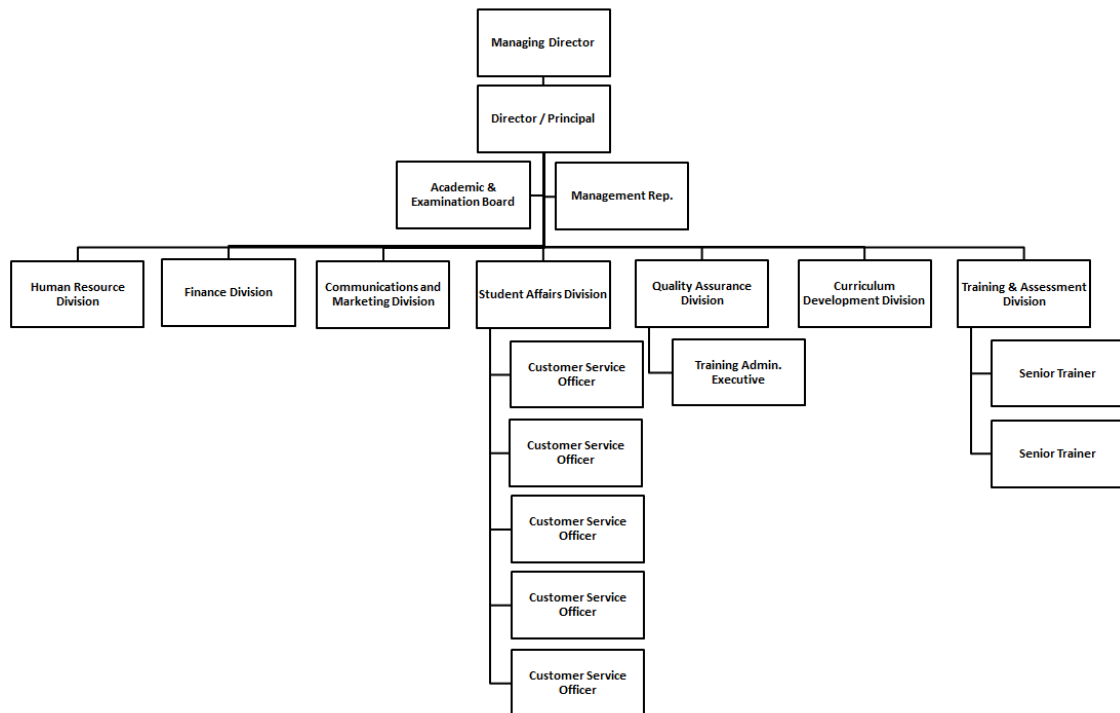
The Board meets at least twice a year.

1.3.3 Academic and Examination Board Members

The Board comprises of:

Members	
Dr. Veerasamy Bhuvaneshwaran	<ul style="list-style-type: none">• Master of Business Administration, Bharathidasan University, India• Master of Science in Safety, Health, and Environment from the National University of Singapore, Singapore
Mr. Aswin Bhuvaneshwaran	<ul style="list-style-type: none">• Bachelor of Engineering (Environmental Engineering)• Master of Science (Safety, Health and Environmental Technology)
Ms. Anbalagan Srivalli	<ul style="list-style-type: none">• Masters in Computer Applications (MCA), University of Madras, Chennai, India• Bachelor of Science (Mathematics), University of Madras, Chennai, India• Cambridge International Diploma for Trainers and Teachers, University of Cambridge, GIG Education Centre, Singapore
Ms. Srividya Thyagarajan	<ul style="list-style-type: none">• Bachelor of Science (Chemistry), First Class, University of Madras, Chennai, India• Cambridge International Diploma for Trainers and Teachers, University of Cambridge, GIG Education Centre, Singapore
Mr. Mohammed Zaini Bin Rahim	<ul style="list-style-type: none">• Diploma in Food and Beverage Management, UNLV Singapore, Singapore• Advanced Certificate in Training and Assessment (Facilitated Learning), Institute of Adult Learning, Singapore

1.4 OUR ORGANISATION



1.5 IMPORTANT CONTACTS & HELPLINE

1.5.1 Helpline

Students with problems or concerns can reach us at +65 6291 0008, Mondays to Fridays from 9 am to 6 pm , Saturday from 9 am to 1 pm and Sundays from 9am to 6pm. Alternatively, you may send us an email at enquiry@avanta-acad.edu.sg (Student Services). The school will reply the email within twenty-four (24) hours.

1.5.2 Health & Safety

In case of fire, please use the staircase and DO NOT USE THE LIFT. In case of injury, please approach the Student Services Officers or call +65 6291 0008 for assistance.

2. PROGRAMME OVERVIEW

2.1 Programme Offered

- ADVANCED DIPLOMA IN BUILDING SERVICES ENGINEERING (AIR CONDITIONING MECHANICAL VENTILATION)
- ADVANCED DIPLOMA IN CIVIL ENGINEERING
- ADVANCED DIPLOMA IN CUSTOMER SERVICE MANAGEMENT
- ADVANCED DIPLOMA IN ENGINEERING (MARINE)
- ADVANCED DIPLOMA IN FACILITIES MANAGEMENT
- ADVANCED DIPLOMA IN MANAGEMENT OF FOOD AND BEVERAGE OPERATIONS
- ADVANCED DIPLOMA IN M&E ENGINEERING (BUILDING)
- ADVANCED DIPLOMA IN TOURISM MANAGEMENT (HOTEL AND ACCOMMODATION SERVICES)
- ADVANCED DIPLOMA IN TOURISM MANAGEMENT (MICE AND EVENTS)
- DIPLOMA IN CIVIL ENGINEERING
- DIPLOMA IN CUSTOMER SERVICE MANAGEMENT
- DIPLOMA IN ENGINEERING (MARINE)
- DIPLOMA IN FACILITIES MANAGEMENT
- DIPLOMA IN MANAGEMENT OF FOOD AND BEVERAGE OPERATIONS
- DIPLOMA IN M&E ENGINEERING (BUILDING)
- DIPLOMA IN TOURISM MANAGEMENT (HOTEL AND ACCOMMODATION SERVICES)
- DIPLOMA IN TOURISM MANAGEMENT (MICE AND EVENTS)
- NEBOSH INTERNATIONAL DIPLOMA IN OCCUPATIONAL SAFETY AND HEALTH
- NEBOSH INTERNATIONAL GENERAL CERTIFICATE IN OCCUPATIONAL HEALTH AND SAFETY

3. ACADEMIC ADMINISTRATION

3.1 Withdrawal

Students who wish to withdraw from the programme must write an official letter (with your signature on it) addressed to the principal to seek his approval. Upon approval, you are to complete the withdrawal form and return it by hand or registered mail to the following address. Our address is as follows:

Avanta Academy Pte Ltd
116 Lavender Street
#03-04 Pek Chuan Building
Singapore 338730

The student's candidacy will be terminated once withdrawal is approved; and as soon as practicable after receiving the student's notice of withdrawal, the Avanta Academy will process the refund to the student in accordance with the terms stipulated in the Student Contract signed between Avanta Academy and the student.

Please refer to Annexure A - Course Withdrawal Policy.

3.2 Deferment

- a) All deferments must be submitted to Avanta Academy using the Deferment Form (14 days before each term commence)
- b) Deferment before the commencement of the course –\$100 for the first time and \$375 the second time. No 3rd time request is allowed.
- c) Deferment midway of the Term: not allowed

All deferments are subjected to the approval of Avanta Academy

Please refer to Annexure B - Deferment Policy.

3.3 Transfer

All students must immediately inform the Principal using prescribed course transfer form if they wish to change their course of study. You must inform Avanta Academy of any change prior to your registration for the next diet of examinations

Please refer to Annexure C - Course Transfer Policy.

3.4 Progression & Assessment

The assessment policy for the programmes is by examination and/or assignment. You will be advised at the start of your module what the assessment method will be. The most commonly adopted method is the combination of both assignment and examination. The usual weighting would be 30% for the assignment and 70% for the examination but this can vary.

You will be awarded a Grade rather than a mark in each module. Grades will map onto marks according to the general guidelines stated in Avanta Academy's handbook.

Avanta Academy finalises the marks and releases the results within 3 months from the last day of examination

3.5 Award of Avanta Academy Qualifications

In order to be awarded an Avanta Academy qualification, students are normally required to have passed all the modules.

For specific details on section 3.4 and 3.5, please refer to the handbook of the programme which you have enrolled as a student at Avanta Academy.

3.6 Examination Process, Re-assessment & Appeal Procedures

Avanta Academy's examination process is outlined in the course schedule provided to students upon enrollment. Students can refer to this schedule for examination-related information.

In cases where students do not pass their initial examinations, re-sit examinations are available and students who have valid reasons for absenteeism during an examination may be eligible for a deferred assessment. Students who require a re-sit examination or initiate deferred assessment should follow these steps:

1. Approach the course coordinator to express your intention to take a re-sit/ re-assessment.
2. The administrative team will assist you in scheduling the examination.
3. The examination will be conducted according to the Avanta Academy exam schedule.

To appeal on the assessment results,

1. Students are given 7 working days to submit an appeal after the release of exam results. (By submitting the exam appeal form)
2. Students will be required to submit any supporting document for the Appeal process (e.g., Medical Certificate or any relevant official document)
3. CSO is to acknowledge the receipt of the "Appeal Form" within 3 working days, and proceed to submit the appeal to the AEB Members.
4. The AEB Members must review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different assessor will be assigned to re-evaluate the student's assessment.
5. The assigned assessor will insert remarks in to the "Appeal Form,
6. The "Appeal Form will be submitted to AEB for review and approval.
7. All decisions signed off by the AEB will be final.
8. CSO will inform the student of the final decision within 4 weeks from the appeal request.
9. For external partner's courses, refer to external partner's guide (Example: Nebosh)
10. Final decision of the Appeal process will be recorded in the "Appeal Form.

3.7 Medical Certificates

A candidate is prevented through illness from taking an examination shall submit a certificate issued by a registered medical practitioner. It is the responsibility of the relevant students that their medical certificates are submitted to the Avanta Academy within two weeks of the end of the examination.

Photocopied or faxed versions of medical certificates are not permitted and will not be accepted. The registered medical practitioners must sign, and date all medical certificates. It must also be stamped with the medical practitioners' seal. The authorisation signature must be legible.

Students must indicate for which module set examination(s) their medical certificate apply. The registered medical practitioners is required to indicate whether the student is incapable, or otherwise, of undertaking an examination and verify the dates and time which the student was incapable of undertaking the examinations. If this is not indicated, the medical certificate will not be accepted.

Only in exceptional or extraordinary circumstances will more than two medical certificates be accepted. Students who submit a medical certificate on two occasions for a particular module set and register for that module set examination at a future diet, but do not attend, will lose one opportunity.

4. ACADEMIC INTEGRITY

Avanta Academy believes that in the academic realm, as in life, integrity and honesty are critical foundations. Students, together with the faculty and the administration, aspire to the highest standards of academic integrity and honesty. Avanta Academy expects and hopes that in the course of his study and time at the Avanta Academy, every student will live by these standards. Students should refrain from activities and conduct that depart from fair, honest and diligent pursuit of knowledge. Examples of undesirable activities include the following:

- Cheating: using or attempting to use unauthorised assistance, material, or study aids in examinations or other academic work or preventing, or attempting to prevent, another from using authorised assistance, material, or study aids.
- Plagiarism: using the ideas, data, or language of another without specific or proper acknowledgment.
- Fabrication: submitting contrived or altered information in any academic exercise.
- Multiple submissions: submitting, without prior permission, any work submitted to fulfil another academic requirement.
- Misrepresentation of academic records: misrepresenting or tampering with or attempting to tamper with any portion of a student's transcripts or academic record, either before or after coming to Avanta Academy.
- Facilitating academic dishonesty: knowingly helping or attempting to help another violate any provision of the Code.
- Unfair advantage: attempting to gain unauthorised advantage over fellow students in an academic exercise.

We take the issue of academic dishonesty very seriously, and routinely investigate cases where students have engaged in any of the activities stated above and apply appropriate penalties in all proven cases.

5. STUDENT MATTERS

Students are advised to visit the website of the SkillsFuture Singapore - Council of Private Education ([www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)](http://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis))) so as to familiarise the Private Education Act, and other relevant requirements.

5.1 Fee Protection Scheme & Industry Wide Course Fee Protection Scheme

The Fee Protection Scheme serves to protect students' fees in the event a private education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if the private education institution fails to pay penalties or return fees to the students arising from judgement made against it by the Singapore courts.

Edu-Trust-certified private education institutions are required to adopt the Fee Protection Scheme to provide full protection to all fees paid by their students. All fees refer to all monies paid by the students to be enrolled in a private education institution, excluding the course application fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the re-exam fee or charges for credit card payment etc.,) and GST. Students may visit [www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/protection-of-course-fees](http://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/protection-of-course-fees) to read more about the Fee Protection Schemes.

Avanta Academy has installed both Fee Protection (FPS) and Industry-Wide Course (IWC) schemes with Lonpac Insurance BHD to provide additional course fee protection to all its students. Certificates confirming the set up and insurance can be found on our website: www.avanta-acad.edu.sg

5.2 Medical Insurance

It is compulsory for all students studying at Private Education Institutions (PEI) in Singapore to have medical insurance coverage through CPE approved insurance provider for hospitalisation, outpatient and related medical treatment for the entire course duration. HSBC Insurance (Singapore) Pte Ltd has been appointed as the insurance provider for Avanta Academy students.

The following students can choose to opt out of the medical insurance scheme if they can show that they are already covered by their own medical insurance:

- Singapore citizens, permanent residents and international students not on the Student's Pass, and
- Students under corporate sponsorship or corporate agreement signed between the private education institution and the sponsor organisation.

Medical insurance is not applicable to part-time students and students taking courses with duration of not more than one month or 50 hours.

5.3 Refund Policy & Procedure

5.3.1 Notification and Arrangement

Avanta Academy shall inform the student immediately within three (3) working days if:

- i. it fails for any reason to commence the Course on the Course Commencement Date; or
- ii. it terminates the Course for any reason prior to the Course Commencement Date; or
- iii. it fails for any reason to complete the Course by the Course Completion Date; or
- iv. it terminates the Course for any reason prior to Course Completion Date; or
- v. the Student's Pass application is rejected by Immigration and Checkpoint Authority (ICA).

Avanta Academy shall, within seven (7) working days of notifying the student in writing of above circumstances (i) to (v), 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.

5.3.2 Withdrawal for Cause

A student who wishes to withdraw (or terminate) from Avanta Academy after commencement of the programme or course shall give us notice of his/her intention to do so if Avanta Academy is in breach of any of its obligations under the contract or fails to perform its obligation(s) under the circumstances stated in section 5.3.1 above.

5.3.3 Refunds for Withdrawal for Cause

For circumstances under section 5.3.2, Avanta Academy shall, within seven (7) working days after notifying the student, refund to the Student:

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

5.3.4 Refunds for Withdrawal without Cause

Where a student withdraws from the Course for any reason other than those set out in section 5.3.1 above, Avanta Academy shall as soon as practicable after receiving the student's written notice of withdrawal (and in any event no more than seven (7) working days after receiving such notice) refund to the student the following sums (less any applicable bank administrative charges properly paid):

% of [the amount of fees paid under Schedules B & C]	If Student's written notice of withdrawal is received:
[100]	more than [14] days before the Course Commencement Date
[75]	before, but not more than [14] days before the Course Commencement Date
[30]	after, but not more than [40] days after the Course Commencement Date
[0]	more than [40] days after the Course Commencement Date

5.3.5 Non-refundable Fees

The following fees are non-refundable:

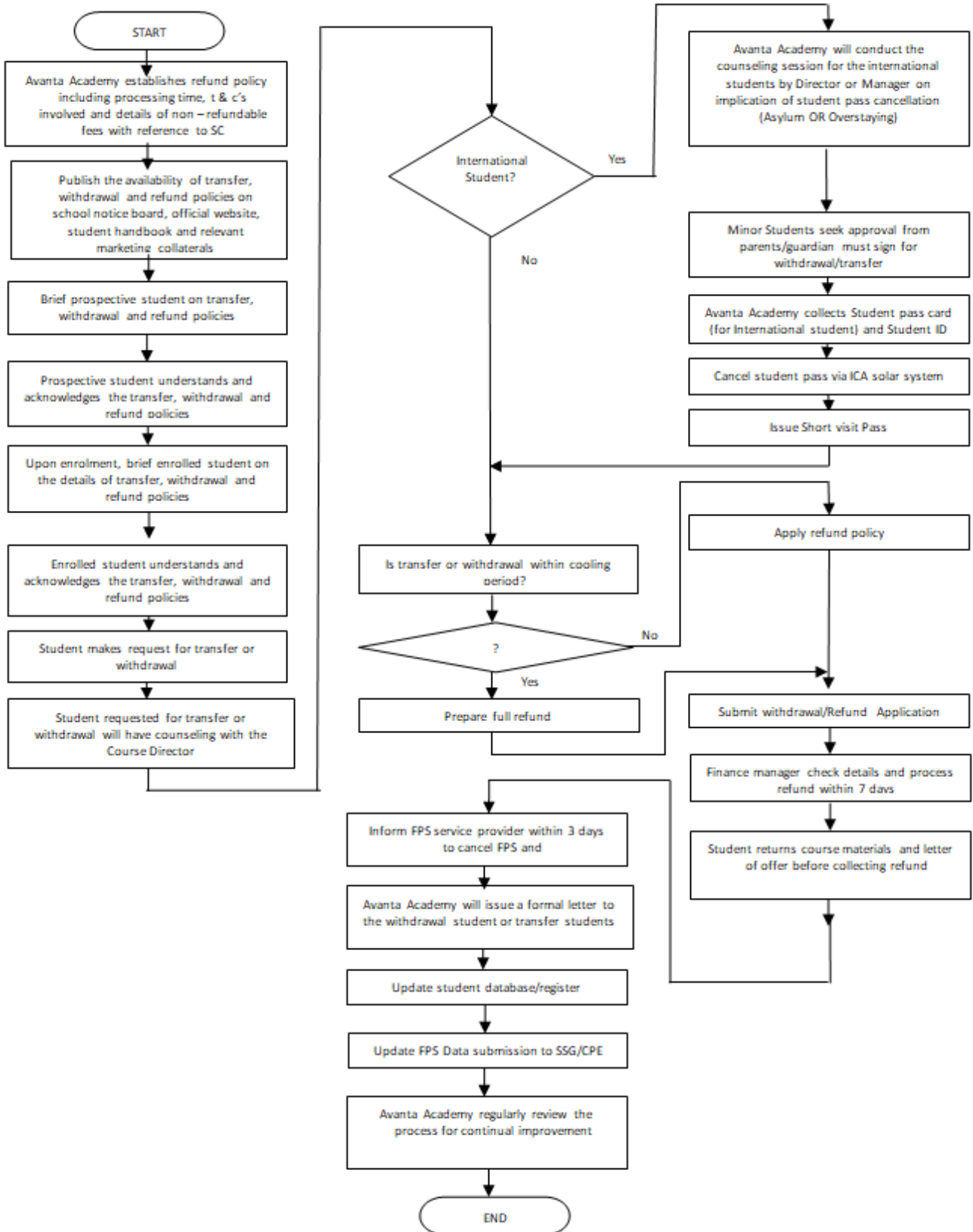
- i. Application fee
- ii. Accommodation placement fee – if the accommodation has already been arranged
- i. Airport pick-up fee – if the service has been used
- ii. FPS Escrow/Insurance Fee
- iii. Medical Insurance Fee
- iv. Banker’s Guarantee Processing Fee and Premium for Security Deposit
- v. Course Material Fees
- vi. External Examination Fees
- vii. Fees payable to government authorities or other external parties
- viii. Relevant Bank charges paid by Avanta Academy
- iii. Fees charged for administrative services (for example, late fees, re-prints of transcripts)

5.3.6 Cooling-Off Period

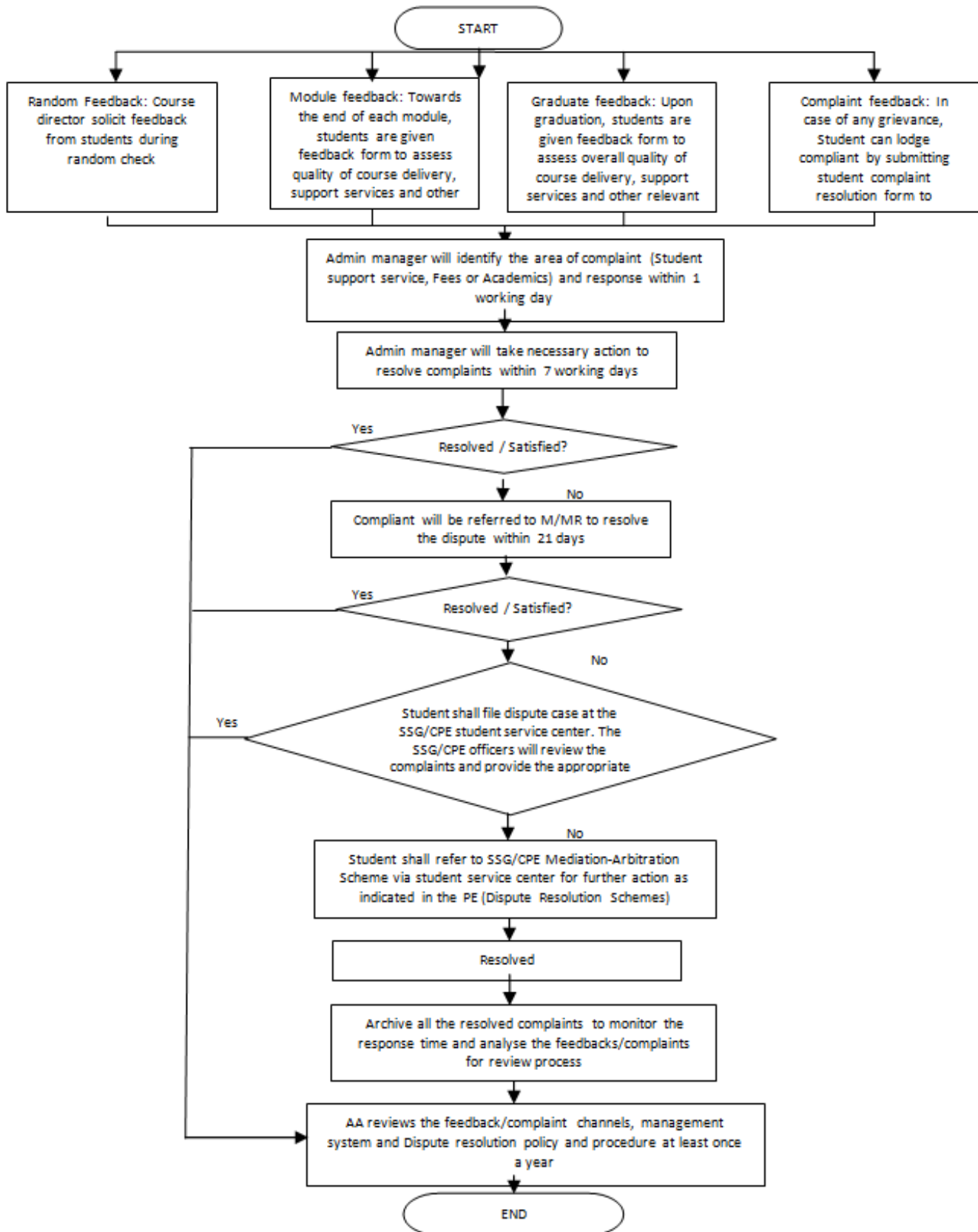
A shall provide students with a cooling-off period of seven (7) working days after signing the Student Contract. Within these seven (7) working days and regardless whether the Course Commencement Date has passed, students can submit written notice of withdrawal to Avanta Academy and receive the Maximum Refund amount stipulated in section 5.3.4 (less any Course Fees consumed by the students if the withdrawal date is later than the Course Commencement Date and the students have started the Course, Avanta Academy administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid). Any dispute in respect of how much Course Fees have been consumed pursuant to this section shall be referred to mediation at the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre, and only in respect of such decision, the decision of the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) shall be final and binding on all parties.

Notwithstanding the above, the relevant clauses in the Student Contract shall take precedence over the guidelines stated herein in this handbook.

5.3.7 Refund Procedure



5.3.8 Dispute Resolution Procedure



5.4 Confidentiality & Security Policy

- a) Avanta Academy shall have a confidentiality and security policy on all data kept by Avanta Academy, including course assessment materials and results.
- b) Policy on confidentiality and security:
 - Information is protected against unauthorised access by physical control and password control;
 - Confidentiality of information is maintained;
 - Information is not disclosed to unauthorised persons through deliberate or careless action;
 - Integrity of information through protection from unauthorised modification;
 - Availability of information to authorised users when needed;
 - Regulatory and legislative requirements will be met;
 - Information security briefing is given to all staff;
 - All staff are required to sign a letter of undertaking to comply with the legislative requirements of Misuse of Computer Act; and
 - All breaches of information security and suspected weaknesses are reported and investigated.
- c) The confidentiality and security policy shall be clearly communicated to all its students via the website and student handbook.
- d) The word 'private and confidential' shall be printed on all relevant forms (e.g. application forms) whenever students and staff provide personal data or information to Avanta Academy.
- e) In the event that Avanta Academy intends to use data provided for other purposes beyond the original intent of data collection, it shall seek the written permission from the students and/or staff before using the data unless requested by government agencies.
- f) Avanta Academy shall have procedures to restrict access levels for all information, especially sensitive information.
- g) Avanta Academy shall communicate the confidentiality and security policy and procedure to all relevant staff.
- h) Avanta Academy shall demonstrate strict adherence to the confidentiality policy and security procedures specified.
- i) Avanta Academy shall regularly review its confidentiality and security policy and procedures, for continual improvement, at least once a year, during management review.

5.5 Student's Pass Requirements

All foreigners must hold a valid Student's Pass and be enrolled in a course on a full-time basis. The Student's Pass is issued by Immigration & Checkpoint Authority (ICA) Singapore. The approval of Student's Pass is under the sole discretion of ICA Singapore.

Student's Pass is not transferable and it will expire upon student's cessation or termination of his/her studies with the School. Upon the approval of the Student Pass application, the applicant is required to collect the Student's Pass in person at the Visitor Services Centre, Immigration & Checkpoints Authority with the required original documents.

5.5.1 ICA Rules & Regulations

All international students holding a Student Pass are to strictly observe the following rules set by ICA:

- a) The student shall comply with the provisions of the Immigration Act and any regulations made hereunder or any statutory modification or re-enactment thereof for the time being in force in Singapore.
- b) The purpose of stay in Singapore is solely for study only, and no other pass, extension of stay or permanent stay will be sought in Singapore.
- c) The student shall not be adopted by any Singapore Citizen or Permanent Resident in Singapore.
- d) The student shall not indulge in any activities that are inconsistent with the purpose for which the Student's Pass has been issued.
- e) The student shall not be engaged in any form of employment paid or unpaid, or in any business, profession or occupation, or in any activity which, in the opinion of the Controller of Immigration, is detrimental to the security, reputation and well-being of Singapore.
- f) The student shall not smoke, administer to himself/herself or otherwise consume or be in anyway engaged in the trafficking of any controlled drug as defined in the Misuse of Drugs Act.
- g) The student shall not be involved in any criminal offences in Singapore.
- h) The student shall not remain in Singapore after the expiry of the Student's Pass.
- i) The student shall surrender the Student's Pass for cancellation within seven (7) days of the date of cessation or termination of studies.

5.5.2. Attendance Requirement

Avanta Academy is obliged to report to ICA on international students who have failed to attend classes for a continuous period of seven (7) days or more without any valid reason and/or have not attended classes regularly; i.e., where the percentage of attendance is 90% or lower in any month of the course without any valid reason. This may lead to the cancellation of the Student's Pass for the student. For all other students who do not require an ICA student pass, at least 75% attendance for full-time and part-time students (without any other more stringent statutory requirements). Attendance will be marked twice during each lesson – 30 minutes after class starts and 30 minutes before class ends.

Avanta Academy shall implement the following intervention measures to help students with poor attendance in a timely and supportive manner:

a) Counselling Session

Once at-risk students of poor attendance are identified, Avanta Academy will provide them with a counselling session. This session aims to understand the underlying reasons behind

their behavior and attendance patterns, and to offer guidance and support to help them overcome any challenges they may be facing.

b) Notification to Students and Parents or Guardians

Avanta Academy will notify the identified students, as well as their parents or guardians for student under 18 years of age, about the concerns regarding their attendance. This open communication is crucial to ensure that all parties are aware of the situation and can work together towards a resolution.

c) First Verbal Warning

Following the counselling session and notification, the student will receive a first verbal warning. This warning serves as a formal acknowledgement of the concern and emphasizes the importance of improving their attendance. It also provides an opportunity for the student to reflect on their actions and make necessary adjustments.

d) Second Written Warning

If the student's conduct or attendance does not improve after the first verbal warning, Avanta Academy will issue a second written warning. This written warning reiterates the seriousness of the issue and outlines the specific areas that require improvement. It also provides guidance on the consequences of continued poor attendance.

e) Third Final Warning

If the student's attendance remains unsatisfactory after the second written warning, Avanta Academy will issue a third and final warning. This warning indicates that the student is on the verge of facing termination and emphasizes the urgent need for immediate improvement.

f) Termination

In cases where a student fails to demonstrate improvement in their attendance despite the intervention measures and warnings, Avanta Academy may terminate their enrolment. Termination is considered a last resort, but it may be necessary to maintain a positive learning environment for all students and uphold the integrity of the educational institution.

g) Cancellation of Student Pass for International Students

For International students, the attendance records will be submitted to ICA monthly. Participants who fail to meet the 90% attendance requirements without any valid reasons, Avanta Academy will process the student pass cancellation.

Students who believe they have valid reasons for their absences or seek exceptions to this attendance policy should follow Avanta Academy's established appeal process. Avanta Academy will review such appeals on a case-by-case basis, considering the circumstances presented and the impact on the student's academic progress. If the students submitted a valid absence reason such as MC/ Flight ticket (For Part-time Student), CSO will fill in the approved form and allow them to take exam even if the attendance is less than the minimum requirement.

5.6 Student Support Services

The following information describes a range of services aimed at helping students to get the most of their time on Avanta Academy courses and to assist with, and remedy any problems experienced along the way.

5.6.1 Academic Support

Each student will be notified a named contact who can be consulted on all aspects of work, study and other areas of student life. Mentoring is a significant way for Avanta Academy to ensure that students receive the support and guidance that they need. Examples of the support which are typically provided to students might include:

- providing first point of contact where students require advice on academic and non- academic issues;
- directing students to further sources of information and advice within Avanta Academy ;
- monitoring students' academic progress.

5.6.2 Student Services & Counselling

Student Support and counselling, combined with career advisory service, form the wider office of student services, under the directorship of Director Corporate Relations. The primary function of the student services and counselling is to provide all students with an open and supportive service capable of providing advice and guidance to students who require various types of personal and academic assistance. Contact should initially be made through the student counsellor. Feedback is welcomed from students on the services provided by the office of student services.

The main areas of support provided can grouped as follows:

- Funding advice
- Personal counselling and welfare advice
- Accommodation
- Airport transfer
- Departing and re-entry into Singapore
- Medical attention

Career advisory service is part of the office of student services and offers a range of core services aimed at helping students to develop the skills required to make and implement their career choice, including the ability to market themselves successfully in the graduate selection process. The following services are available to students:

- Employer, employment, occupational and job-hunting information
- Career education, advice and support
- Professional development planning
- Alumni mentoring scheme
- Job vacancy information

5.6.3 List of Student Support Services

Description	Purpose	Provide by
Pre-course Counselling	To meet the academic needs of student	Course Director & Admin Staff
Pastoral Counselling	To enable student to focus on their study	Course Director
Wireless Internet Connection	Connection on internet in school premises	Admin Staff
Replacement of Student Cards	Extra student support services	Admin Staff

Replacement of Transcripts & Certificates	Extra student support services	Admin Staff
Photo Copy Service	Extra student support services	Admin Staff
Lost and found service	Extra student support services	Admin Staff
Outing Service	To improve the unity of student and only for new batch international students (Eg- Science Centre)	Admin Staff
Student Community service	Conduct student community meeting, functions and encourage extra-curricular activities.	Student Support officer
Mail collection service	For those international students receiving postal from only banks and home.	Admin Staff
Career Development Services (CDS)	Advise on future career development	Course Director
Issuance of request letter such as Recommendation, Graduation, notification and any other Acknowledgement letters)	Extra student support services	Admin Staff

5.7 Email Communication

Students should periodically check the email account which they register with Avanta Academy as the point of enrolment. Some student and Avanta Academy information may be communicated through the students' registered email account.

5.8 Absenteeism

If the student is absent from class for more than 3 consecutive days without medical proof or prior approval from the Avanta Academy, Avanta Academy will issue a warning letter (first warning) to the student.

A second (2nd) warning letter will be issued if the student continuous to be absent from class. The final warning letter will be issued if the student continuous to be absent from classes for seven (7) consecutive days.

Avanta Academy will keep student's parent/guardian informed upon issuance of warning letters. Avanta Academy reserves the rights to take appropriate disciplinary action such as cancellation of Student's Pass or terminate the student's studies.

5.9 Student Complaint Procedure

Please refer to section 5.3.8 Dispute Resolution Procedure.

5.10 Student Feedback

There are principally two options open to students to communicate their views on courses and the Avanta Academy's service standards. Questionnaires are regularly issued for students to complete at the end of each module, allowing students to give feedback on the quality of the modules and

teaching. Annual feedback is also sought from graduating students to assess the Avanta Academy's overall standards of service.

5.11 Home Leave Application

Students are not allowed to take home leave during an on-going term. Approval from the Avanta Academy must be sought before going on home leave. However, official home leave may be granted on compassionate grounds. International students must apply for official home leave before making any travelling arrangements. Application shall be made on prescribed form.

Students will be regarded as voluntary dropouts if they are absent for more than seven (7) consecutive days without official leave, will be asked to withdraw from the course.

5.12 Official Letters

Any requests for official letters must be made in writing. A minimum of three (3) working days is required. A request will not be entertained under any of the following situations:

- Students have not achieved the minimum attendance (Local Full-time: 95%)
- Students have not achieved the minimum attendance (Local Part-time:75%)
- Students having outstanding fees/payments(s)

5.13 Health & Safety Policy Statement

The principal aim of our health and safety policy is to encourage the development and maintenance of a health and safety culture of the highest level amongst employees and students within the Avanta Academy. This will be achieved through the provision and maintenance of a healthy and safe work environment for everyone and will apply to all locations for which Avanta Academy has a responsibilities as well as equipment/facilities provided and the associated safe working systems and procedures must be adopted.

Avanta Academy will also provide such information, training, and supervision as is deemed necessary in support of the above.

We cannot be held responsible for unreasonable behaviours that put people at risk. The allocation of duties for health and safety matters and the particular arrangements that we will make to implement the policy are set out in the Avanta Academy's website.

5.14 Change of Personal Particulars

Students are required to inform the Avanta Academy if there is a change in their personal particulars (such as name, address and contact numbers). Supporting documents must be submitted with the change. Avanta Academy shall not be responsible for misplaced mailings due to change in mailing address. The cost and/or expense incurred as a result of misplaced mails will be borne by the student.

6. EXPULSION

The Avanta Academy takes misconduct extremely seriously, and investigates all alleged cases of misconduct. Any student suspected of misconduct will be dealt with accordingly, and punitive action may include expulsion. Should any student be expelled from the course, no refund on fees paid will be made.

Students may be expelled from Avanta Academy under the following circumstances:

1. **Violation of ICA Regulation:** Student's Pass holders who have been caught working in Singapore may lead to expulsion and deportation as well as the forfeiture of Security Deposit.
2. **Misconduct:** Fighting, gambling, smoking or behaving disorderly.
3. **Defamation:** Spreading untruth and damaging remarks about Avanta Academy, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of Avanta Academy.
4. **Vandalism, Mischief and/or Theft:** Students who have been found to participate in any willful or negligent acts that cause damage to, loss, removal or theft of, or any other wrongful interference with any property of Avanta Academy .
5. **Cheating in examinations/tests:** Any form of plagiarism or cheating in tests and examinations may result in disciplinary action, not excluding expulsion from the course.
5. **Attendance:** Students who do not meet the criteria for attendance of 90 % may result in expulsion and cancellation of their student's pass.

6.1 Code of Conduct

During their studies at Avanta Academy, students are expected to strictly observe the following code of conduct, and rules which Avanta Academy may institute from time to time. Disciplinary action, not excluding expulsion will be taken against rogue students for non-compliance:

- Observe all laws of Singapore,
- All students to be in class at least 10 minutes before the commencement of lesson.
- For international students, the attendance requirement is 100%. In the event that your attendance is less than 90%, your student pass may be cancelled by ICA. For local full time students, your attendance requirement is expected to be at least 75% and for local part time students, your attendance requirement is also expected to be at 75%.
- All students are dressed appropriately for lessons. Bermuda and slippers are not allowed.
- Respectful towards the lecturers and fellow schoolmates at all times.
- No cheating or dishonesty in examinations.
- Do not engage in disruptive behavior during classes
- No fighting and/or engage in immoral or indecent behavior.
- No vandalism, willful destruction of and/or damage to the Academy's property
- No consumption of drugs or intoxicating substances.
- No forging of documents or possession of forged documents.
- Do not engage in unlawful copying of licensed/proprietary materials.

7.0 OTHER RELEVANT INFORMATION

7.1 Standard Student Contract

All students must enter into a standard student contract with Avanta Academy before they make any fees payment. Our administrative staff will go through the Contract with the students accompanied with the Student Advisory Note.

7.2 Avanta Academy's Website

Avanta Academy's website www.avanta-acad.edu.sg contains other relevant information like the Photographs of actual physical school premises, School physical facilities, Academic resources, Size and number of classrooms, Teacher-student ratio, Qualification and approval of tutors, Relevant Singapore laws, The study environment, Receipt, Extension, Suspension, Academic progress report, Assessment Results, Appeal procedure, Student satisfaction surveys.

8. ANNEXURE

Annexure A – Course Withdrawal Policy

1. Introduction

Avanta Academy understand that circumstances may arise that require a student to withdraw from a course. We have developed a comprehensive course withdrawal policy to ensure transparency and fairness for all our students.

2. Notification of Withdrawal

Students must formally notify Avanta Academy of their intent to withdraw from a course. This notification should be submitted in writing to the academy's administration office. Students can also request withdrawal through the official online student portal, if available.

3. Course Withdrawal Procedure

- Send a formal letter to the applicant rejecting the application or making withdrawal. For students under the age of 18, before approving the application, Avanta Academy must seek approval from parents / guardians of the students;
- Informing ICA of any changes in the status of the students that may impact the pass issued to the student (e.g. cancelation of the student's withdrawal pass, etc.);
- For any refund, work with FPS service providers. Such refunds should be returned to the students within the stipulated period;
- A period of not exceeding 4 weeks for evaluating and responding to withdrawal request by Avanta Academy

4. Withdrawal Deadlines

The deadline for course withdrawal without any financial penalty or academic consequences is 40 calendar days prior to the start of the course. After this deadline, withdrawal requests may be subject to financial penalties or academic consequences as outlined in subsequent points.

5. Financial Penalties

If a student withdraws from a course after the withdrawal deadline, a portion of the course fee may be non-refundable. The specific refund policy can be found in the academy's official fee schedule or financial policy document. Refund percentages may vary depending on the timing of the withdrawal, and any applicable administrative charges or processing fees may be deducted from the refund amount.

6. Academic Consequences

Withdrawal from a course after the withdrawal deadline may have academic consequences, such as a "W" (Withdrawn) grade recorded on the student's academic transcript. The specific academic policy regarding withdrawals can be found in the student handbook. It is essential for students to consider the potential impact of a withdrawal on their academic progress, financial aid eligibility, or any other related factors.

7. Special Circumstances

In exceptional cases, such as medical emergencies or other significant unforeseen events, Avanta Academy may consider granting exceptions to the standard withdrawal policy. These cases will be evaluated on an individual basis, and students should provide appropriate documentation or evidence to support their request.

8. Review and Revision

This Course Withdrawal Policy will be reviewed periodically to ensure its effectiveness and compliance with relevant regulations. Any necessary revisions will be made to align with the institute's quality assurance procedures and academic standards.

It is the responsibility of the student to familiarize themselves with the course withdrawal policy outlined above. By enrolling in a course at Avanta Academy, students acknowledge their understanding of and agreement to abide by this policy.

Annexure B - Deferment Policy

1. Introduction

Avanta Academy understand that unexpected circumstances can arise, leading to the need for students to defer their course. Avanta Academy strive to support the students in every way possible and recognize the importance of providing a fair and reasonable deferment policy.

2. Deferment Eligibility

Deferment is a situation whereby a student is unable to attend, continue or accept a course for whatsoever reason/s as mentioned below with documentary evidence:

2.1 Personal and Medical Grounds

Students facing prolonged medical situations, financial hardship, family bereavement, or other personal circumstances that significantly impact their ability to participate in the course.

2.2 Work Situation

Students experiencing changes in work duties, overseas assignments, retrenchment, or other work-related circumstances that prevent them from actively engaging in the course.

2.3 National Situation

Students obligated to fulfil their National Service duties or any other national-level commitments.

2.4 Others

Students may provide reasons for deferment that are acceptable to Avanta Academy and/or external partners, where applicable.

3. Conditions for Granting Deferment

- The application for deferment must be reach Avanta Academy at least 2 weeks before the commencement date of the course/module/ examination date or submission date of coursework
- All outstanding course fees must be settled within seven (7) working days prior to request and approval for deferment. Written notice of deferment received after 1700h will be considered as submission on the next working day.
- Student needs to fill in the course deferment form, including submission of any supporting documents and adhering to the process as stated in the deferment policy and procedures.
- For student under 18 years of age, parental / guardian approval is required before the course deferment application will be processed.
- Application for all deferment is subjected to the availability of the size, cohort, intake and/or External Partner acceptability of the course/module.
- All deferment applications are subjected to the Approval of Avanta Academy and/or External Partner (where applicable).

4. Deferment Period

An offer of a place in a course offered by Avanta Academy may be deferred for up to 18 months (Local) and 12 Months for International Students of the total course duration; otherwise, student has to reapply as new student. An offer of a place offered by External Partner may be deferred for up to 1

year of the total course duration or the duration stated by the External Provider, otherwise, student has to reapply as new student.

5. Deferment Process (International Students)

Avanta Academy will explain the implication of the student's pass if international student defers of the study. International students will be required to cancel their student's passes as required by Immigration and Checkpoints Authority (ICA) if their deferment request is approved. Avanta Academy will reapply the student pass for students who have gotten back in regards to when they could resume class. However, student pass application will be subjected to ICA's approval.

6. Types of Deferment

Deferment may arise from any of the following situations:

6.1 Course Deferment

Course Deferment is deferment by a student's request to postpone his/her study of the course and/or to carry forward his/her paid fees to a later period. Deferment may arise due to factors such as national service, overseas postings, on medical grounds or for any other valid reasons.

Deferment of course is allowed only up to a maximum period of 18 Months for all courses offered by Avanta Academy and 12 Months or the period stated by the Partner for courses offered by External Partner. Failing which, student will be deemed as having withdrawn from the course. The application is subjected to the approval by the Avanta Academy and/or External Partner.

Upon approval of the deferment, an addendum to the original student contract will be added or a new contract will be issued. All refunds (if applicable) will be according to the Avanta Academy's refund policy as per Standard PEI Student Contract.

Once the student resumes the study as stated on the new or amended Standard PEI Student Contract, he/she is required to sign the student contract and make the course fee payments. A new Fee Protection Scheme (FPS) policy will be purchased, or the current FPS policy will be extended depending on the period of deferment. Student will need to pay for the new FPS policy fees if the old course FPS policy is terminated upon request of the deferment.

6.2 Module Deferment

Module Deferment is deferment by a student who temporarily defer 1 or 2 Modules in a course and then returns to his/her course of studies. This deferment may arise due to factors such as reservist training in national service, short overseas postings, on medical grounds or for any other valid reasons.

The application is subjected to the approval by the Avanta Academy and/or External Partner.

Upon approval of the deferment, an addendum to the original student contract will be added or a new contract will be issued. All refunds (if applicable) will be according to the Avanta Academy's refund policy as per Standard PEI Student Contract.

Once the student resumes the study as stated on the new or amended Standard PEI Student Contract, he/she is required to sign the student contract and make the course fee payments. A new Fee Protection Scheme (FPS) policy will be purchased, or the current FPS policy will be extended depending

on the period of deferment. Student will need to pay for the new FPS policy fees if the old course FPS policy is terminated upon request of the deferment.

6.3 Assignment Extension and / or Examination Deferment

Assignment Extension and/or Examination Deferment is deferment by a student who is unable to submit an assignment or attend an examination by the deadline set by Avanta Academy and/or External Partner.

This deferment may arise due to personal circumstances that the student:

- could not have predicted would happen
- have no control over, and
- have seriously affected his/her ability to do his/her assessment

The following are valid reasons for making a claim for deferment of assessment or extenuating circumstances if students are able to show that they are preventing him/her from completing his/her assessments as planned:

- Illness or injury which lasts for more than one week that is serious enough to stop him/her from researching, rehearsing, writing, or revising for his/her assessment.
- Serious illness of a close family member which means he/she need to provide significant caring support that he/she had not planned for.
- Death of someone close to student or the significant, ongoing effects of grief following the death of someone close to student
- Unexpected and significant increase in his/her employment workload that is beyond his/her control (if he/she is a part-time student).
- Being the victim of a crime.
- Being called for jury service or as a witness in a trial.
- Requirements of military service
- or any other valid reasons, subject to the approval of Avanta Academy

Student can apply for the consideration for:

- A deferral of examination for module offered by Avanta Academy or University Partner (which means that he/she will take the assessment at the next available opportunity); OR
- A coursework extension of 14 working days to the coursework deadline for module offered by Avanta Academy OR
- A coursework extension of 10 working days to the coursework deadline for module offered by External Partner.

Student needs to complete the Course Deferment Form for module offered by Avanta Academy or Extenuating Circumstances Claim Form for module offered by External Partner.

The application is subjected to the approval by the Avanta Academy and/or External Partner.

6.4 Timeframe for assessing and reply to any request for deferment of course

The entire deferment process for Avanta Academy's course, from point of application to the final outcome will be made known in writing within 4 weeks from the date of submission of the Course Deferment Form to student.

The entire deferment process for External Partner's course, from point of application to the final outcome will be made known in writing within 10 working days from the date of submission of the

Course Deferment Form and Extenuating Circumstances Claim Form or the duration stated by the External Partner to Student.

7. Review and Revision of Deferment Policy

This Deferment Policy will be reviewed periodically to ensure its effectiveness and compliance with relevant regulations. Any necessary revisions will be made to align with the institute's quality assurance procedures and academic standards.

By enrolling in a course program at Avanta Academy, students acknowledge their understanding and agreement to comply with the terms and conditions outlined in this Deferment Policy.

Annexure C - Course Transfer Policy

1. Introduction

Avanta Academy understand that circumstances may arise which require our students to transfer from one course to another. We strive to accommodate such requests to the best of our abilities, while ensuring that the overall learning experience is not compromised for the student or the academy.

2. Eligibility for Course Transfer

Students must be currently enrolled in a course at Avanta Academy to be eligible for a course transfer. Course transfers are subject to availability and the student's qualifications for the desired course.

3. Course Transfer Procedure

- Send a formal letter to the applicant rejecting the application or making the transfer. For students under the age of 18, before approving the application, Avanta Academy must seek approval from parents / guardians of the students;
- Informing ICA of any changes in the status of the students that may impact the pass issued to the student (e.g. transfer to a short-term course, etc.);
- Closure of current student contract and signing of new student contract (for course transfer);
- For any refund, work with FPS service providers. Such refunds should be returned to the students within the stipulated period;
- Issuance of past attendance records to students who are enrolling in another course at another Avanta Academy, etc.
- A period of not exceeding 4 weeks for evaluating and responding to transfer request by Avanta Academy

4. Transfer Deadlines and Limitations

Course transfers will be granted based on the availability of seats in the desired course. Transfer requests made after the start of the desired course may not be accommodated, as it may disrupt the learning process for both the student and other participants. The maximum number of course transfers allowed for a student during their enrolment at Avanta Academy may be limited. Any such limitations will be communicated to the student during the transfer process.

5. Review and Revision

This Course Transfer Policy will be reviewed periodically to ensure its effectiveness and compliance with relevant regulations. Any necessary revisions will be made to align with the institute's quality assurance procedures and academic standards.

Avanta Academy strive to provide a seamless course transfer process while maintaining the integrity of course programs. However, please note that not all course transfer requests can be accommodated due to various factors, including course availability and student qualifications.

STUDENT HANDBOOK 2023/2024



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