



HELLENIC AMERICAN UNION

An educational public charity

NEW English Language Program 2021-2022



HELLENIC AMERICAN UNION

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Our program has been accredited by CEA and ISO.



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REGISTRATIONS

Students can complete their registration in their preferred schedule at the Registration Office, provided there is course and seat availability either onsite or online as described for hybrid/flex(ible) courses. Students who have successfully completed a course are entitled to priority registration for the next course scheduled to run. All new students must take a placement test in order to register in the appropriate course based on their performance.

PROGRAM AND AGE GROUPS

Students who wish to register for any of the Adult Courses must be over 17 years of age or attending the 2nd grade of High School. Students who wish to register for any of the Adolescent Courses must be at least 6 years old or attending the 1st grade of Elementary School. Children aged 4 and 5 years old are eligible for the pre-Kindergarten and Kindergarten courses, respectively.

PLACEMENT TEST

The placement test is offered either onsite or online. Tests are administered on the Hellenic American Union premises on weekdays throughout the calendar year upon appointment. Test scores are valid for one calendar year.

Our Academic Team will check the placement test as soon as possible and inform prospective students of the results. Should the prospective student wish, they may ask for additional clarifications regarding their performance. However, it should be noted that the original test will remain at the Hellenic American Union and neither the original nor a copy will be returned or e-mailed to candidates or their parents/guardians.

ADULTS	YOUNG LEARNERS AND ADOLESCENTS
The placement test assesses candidate's oral and written discourse comprehension, written discourse production and knowledge of grammar structures and vocabulary. An oral interview might also take place, if needed.	The placement test assesses candidate's oral and written discourse comprehension, written discourse production and knowledge of grammar structures and vocabulary. An oral interview might also take place, if needed.
The placement test fee is deducted from the tuition fees upon registration.	The placement test fee is deducted from the tuition fees upon registration.
In case a prospective student fails to complete the test, their assessment will be based on the answers they have provided.	In case a prospective student fails to complete the test, their assessment will be based on the answers they have provided.
In case a prospective student wishes to enroll in an examination preparation course, the placement test administered will be in the form of the corresponding examination they wish to participate in. To enroll in: • Master ECPE Aggregate score $\geq 60\%$ For scores equal to or lower than 59%, the course is determined on the basis of performance in the individual parts. • Master ECCE Aggregate score $\geq 60\%$ For scores equal to or lower than 59%, the course is determined on the basis of performance in the individual parts. • Students who wish to enroll in any other course should sit for an integrated placement test.	In case a prospective student wishes to enroll in an examination preparation course, the placement test administered will be in the form of the corresponding examination they wish to participate in. If the score is 60% or higher for each part of the test (and <i>not</i> for the whole test), then the prospective student will be enrolled in the examination preparation course. Prospective students with lower scores will be enrolled in a class at the previous level. In the case of combo examination preparation courses (e.g., B Level Plus), students can be accepted only if their score is 55% or higher for each part of the test (and <i>not</i> for the whole test).
All new students, without exceptions, will take a placement test, unless they have acquired a Michigan (MLA), Cambridge or Hellenic American University (HAUniv) B1, B2 or C1 Level English Language Certificate during the previous examination period. In this case, the student presents the relevant certificate or the official results and is placed in the next level on the basis of the exam that they have successfully passed.	All new students, without exceptions, take a placement test, unless they have acquired a Michigan (MLA), Cambridge or Hellenic American University (HAUniv) B1, B2 or C1 Level English Language Certificate during the previous examination period. In this case, the student presents the relevant certificate or the official results and is placed in a class on the basis of the exam that they have successfully passed.
Past students who have interrupted their studies for a period greater than two academic semesters must re-take a placement test before enrolling.	Past students who have interrupted their studies for a period greater than one school year must re-take a placement test before enrolling.
New students with no knowledge of the English language are placed in the course A Plus (+) without a placement test.	Students of the First Grade of Elementary School are placed either in Letterland or in Young Learners 1 irrespective of having attended a Kindergarten program at the HAU or elsewhere. Especially for Young Learner classes, a special enrollment procedure is followed involving a placement test and student profiling from parents and teachers. The same applies for students in the Second, Third, and possibly for individual cases in the Fourth Grade of Elementary School.
In order for the students to achieve their academic goals, they need to enroll in courses per level, in the order indicated by the program of studies. Cases of level change due to misplacement are very rare. However, if a student is believed to have been misplaced, the Academic Team will be notified and the case will be examined individually.	In order for the students to achieve their academic goals, they need to enroll in courses per level, in the order indicated by the program of studies. Cases of level change due to misplacement are very rare. However, if a student is believed to have been misplaced, the Academic Team will be notified and the case will be examined individually. Moreover, the possibility for a skipping test may be offered only if the following conditions are met: a) The students have not exceeded the maximum number of absences in the course they have been attending. b) The students have achieved a total grade of 90% or higher upon completion of the course. c) The students have received a positive recommendation from the course instructor. d) The students have not exceeded the maximum number of skipping tests (strictly two) in their academic course of studies at HAU. Skipping tests cannot be administered in two consecutive academic years. Moreover, it should be noted that the fee for the skipping test is defined by the Registration Office and cannot be refunded in case students do not succeed in enrolling in the course they wish. Finally, as in every test procedure, students are notified about their results, but neither these nor a copy of the test are sent to them. The final decision for the skipping test lies with the Academic Team and is irrevocable.

TUITION FEES / REFUNDS / DISCOUNTS / COURSE CANCELLATIONS / DROPPING OUT / REPEATING COURSES

- Upon their registration, students can pay the tuition fees in full, in cash or by credit card. Alternatively, they can sign a written payment settlement for tuition installments. Moreover, it should be noted that students who enroll in HAU courses (kindergarten, young learners, adolescents, or adults) pay the registration fee once, which is non-refundable in any case (e.g., when students finally decide not to attend a course or when a class cannot be formed).
- Students who inform the Registration Office before the third class session that they will be unable to continue are entitled to a 50% refund by presenting their receipt, provided they have paid the entire amount of tuition fees. If students finally decide to stop attending after the third class session, they must pay the tuition fees in full based on the written settlement they have signed. No refund will be made to any amount paid either in full or partially if the student stops attending after the third class session.
- Particularly for hybrid/flex(ible) classes students have to pay the tuition fees in full if, despite having been duly informed about the necessary equipment before registering, they then encounter equipment and connectivity issues which may prevent them from attending classes without obstruction. Issues of this sort cannot be addressed by the IT Customer Support that the HAU provides specifically for its students but are rather a matter to be addressed by the students themselves and their Internet providers. Therefore, under no circumstances can the aforementioned issues be grounds for a refund or a discount in tuition fees.
- It should be noted that there is no financial difference in the cost of educational services offered onsite, online, or asynchronously (in the form of uploaded material which is closely monitored by the teacher). Therefore, if extraneous circumstances (e.g. preventive safety and public health measures) force the HAU to conduct lessons fully online, there will be no financial difference or (partial) reduction or tuition refund.
- The minimum number of students per course is 8. In case a course is cancelled due to an insufficient number of enrolled students, the student is entitled to:
 - transfer tuition fees into the next academic semester only once. Any paid tuition fees will be used to offset those of the new course, if needed.

- attend another course, as suggested by the Academic Team. In this case, there might be a financial difference to be settled with the Registration Office.
- request a full refund of the tuition fees paid. The placement test fee will not be refunded.

- In case a student drops out, they can re-register for the same level and attend the corresponding program in the following semester. Any decisions regarding transferring part of the tuition fees or deducting it from the current tuition fees of the next semester are examined individually by the Division of Financial Services of the Hellenic American Union, and the final decision cannot be challenged.
- In case a student needs to repeat a course due to low performance or a large number of absences, they must pay the entire amount of the course tuition fees as those are defined for the period they plan to attend.

TIME SCHEDULE

- Adult Courses start 10 minutes after the scheduled start time.
- Courses for Young Learners and Adolescents do not have a break.

SCHEDULE CHANGES

Upon their registration, students choose the dates and time slots for the course they wish to enroll in. No course or schedule changes are allowed after a student has registered. However, a permanent course change can be made if there is a major professional or other reason, provided there is an opening in another course offered on another day and time. This can only be allowed after consulting with the Academic Team and the Registration Office. Irregular course attendance on different days and times is not allowed.

COMMUNICATION WITH TEACHERS AND PERFORMANCE / REPORT CARDS

ADULTS	YOUNG LEARNERS AND ADOLESCENTS
✓ Initial meeting during the first class session regarding the course goals and the students' obligations.	✓ Initial meeting (face-to-face or online) with the teacher during the first weeks of the program regarding the course goals and the students' obligations.
✓ Establishing the means of communication with the teacher (usually by exchanging email addresses) so that the teacher can send homework and other material to the student in case of absence.	✓ Establishing the means of communication with the teacher (usually by exchanging email addresses) so that the teacher can send homework and other material to the student in case of absence.
✓ During the last session, each student receives the Performance Card of the academic trimester, semester, or year along with comments regarding their performance. In 3-month and 6-month long programs particularly, each student receives a Letter to the Student and the Student's Guide where they can see in detail their options for the next course based on their goals and their performance.	✓ The institution undertakes the responsibility to contact parents/guardians via phone in case of student's absence. In these cases, teachers are notified so as to send homework.
	✓ Scheduled contact via phone with the teacher regarding the student's progress halfway through the first and second trimester.
	✓ Scheduled contact (face-to-face or online) with the teacher at the end of each trimester in order to receive the student's report card and discuss their progress.
✓ An extraordinary meeting (face-to-face or online) with the teacher and/or with the Academic Team can be arranged upon request.	✓ An extraordinary meeting (face-to-face or online) with the teacher and/or with the Academic Team can be arranged upon request.

ADVANCEMENT IN THE NEXT LEVEL / REPEATING A COURSE

All students must have an overall score of 70% or higher in order to successfully complete the course and advance into the next level. If that condition is not met, the student will have to repeat the course or follow another suggestion as indicated by the Academic Team. During that evaluation process, the teacher submits the student's midterm and final test grades, as well as any grades from class participation, projects and essays. The final decision lies with the Academic Team and is irrevocable.

It should also be noted that all absences are documented regardless of the reason of absence. Students arriving in class with more than 20 minutes of delay will be marked absent for the entire hour, and all absences are counted on an hourly basis and not per lesson. Students are not allowed to exceed the permitted number of absences which is 20% of the overall hours of the program, nor to omit the completion of the asynchronous component of the course (where relevant) in which case, they will not continue to the next level. However, if the student's performance has not been affected by those absences, then the issue will be examined individually. The final decision lies with the Academic Team and cannot be challenged.

It should be noted that in Adult courses, the option to repeat a course is provided to students who wish for it in order to better consolidate the material taught even in cases where their performance is sufficient to promote them to the next level. Although there is typically no limit to the use of this option, it is strongly recommended that the number of repeating courses be limited to one additional time only.

The total study time of a student is derived from the total number of course hours they must attend based on the results of their placement test. Indicative scenarios of study schedules are available in the leaflets for Adult and Young Learner & Adolescent Courses, respectively. In addition, particularly for Adult Courses, detailed information on the progression to each level is provided in the Student's Guide.

PROGRAM AND POLICIES ON MAKING-UP CLASSES

Lessons have a start and end date as defined by the course schedule and are not counted on an hourly basis. Public holidays, as defined by the Ministry of Education, have already been included in the program and classes on those dates will not be rescheduled. Classes that have been cancelled due to circumstances beyond the control of the Hellenic American Union are not made up and tuition fees are not refunded. In case a student exceeds the permitted number of absences due to serious health, or other reasons, they can attend, upon agreement with the Academic Team and teacher, special support lessons so that they can integrate smoothly into the class upon their return.

SAFE TRANSFER BETWEEN BUILDINGS / TIMELY ARRIVAL AND DEPARTURE

- Parents/guardians are kindly requested to keep to the announced timetable of the lessons and be punctual in picking up their children. The repeated, unjustified and systematic delay (usually without prior notification) in picking up children triggers safety concerns, for which the Organization bears no responsibility. In this context, we would like to stress that in extraordinary circumstances of delay beyond your control, you should promptly inform (at least 30 minutes earlier) the Secretariat (2103680095/2103680031). The Secretariat should also be informed in cases whereby children will be picked up by another adult, who needs to bear their Identity Card.
- Children's transfer between the HAU buildings accompanied by a teacher is not allowed, unless the parent/guardian has submitted the consent form document that allows children to arrive at and leave the school premises unaccompanied. The consent form document should be validated by a Citizens Service Center (CSC/KEP) or a police department. Students, therefore, are allowed to move between the buildings where the lessons take place, only when accompanied by a parent/guardian, who is responsible for their safe transfer.

ORDERLY CONDUCT

- Repeated misconduct which disrupts the smooth delivery of the lesson can lead to a student's removal from class. These students are not entitled to a refund of the tuition fees they have paid, and must fulfil their financial obligations according to the written payment settlement they have signed.
- The Hellenic American Union reserves the right to refuse registration to anyone who disrupts the smooth conduct of the lessons.
- Students who are caught cheating during any written test and fail to comply with the teacher's/proctor's warnings will be disqualified on that particular test (see the Regulations on the Asynchronous Component of ELP courses).
- Students who hand in all or part of a project that has been plagiarized will be disqualified on that particular project.
- The Hellenic American Union does not allow the use and distribution of printed material of any kind without the approval of the Academic Team.
- The use of photocopied books is not allowed.
- Filming and/or recording all or part of a lesson without a written consent from the Hellenic American Union is not allowed. Special rules are in place for hybrid/flexible classes (see Student Conduct Regulations).

COMPLAINTS

Students/parents/guardians should discuss any issues with their teacher first. In case an issue does not fall under the teacher's jurisdiction, then the student/parent/guardian should contact the Academic Team via email, phone, online or in person by appointment. Alternatively, the student can fill out the "Student Complaint Form" that can be found in a special box in the Library (22 Massalias str., 4th floor).



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