



**NEW ENGLISH LANGUAGE PROGRAM | YOUNG LEARNER, ADOLESCENT & ADULT
COURSES**
POLICIES, REGULATIONS & TERMS OF PARTICIPATION IN EDUCATIONAL PROGRAMS
Academic Year: 2026–2027

ENROLLMENT

Students¹ enroll through the Student Registration and Services Office in the schedule of their choice, provided there are vacancies and a suitable program, and attend either onsite or online, as is the case with hybrid/flex(ible) programs. Students wishing to re-register – upon successfully completing the course they were attending – are given priority in the next scheduled course. All new Students are required to take a placement test prior to enrollment. Based on the results of this test, they are placed in the appropriate course.

PROGRAMS & STUDENT AGE REQUIREMENTS

Students wishing to enroll in Adult courses must be over seventeen (17) years old or must be enrolled in the second year of Senior High School. Students wishing to enroll in Young Learner & Adolescent courses must be at least six (6) years old or enrolled in the first grade of Elementary School. Children aged three (3), four (4) and five (5) attend Preschool Programs.

HYBRID/FLEX(IBLE) CLASSES: TECHNICAL SPECIFICATIONS & REQUIRED EQUIPMENT

Students must have the following:

- A computer (laptop or desktop), tablet, or smartphone (although tablets and smartphones are compatible with the learning platform used, they may not always be recommended due to functional limitations and/or smaller screen size).
- A reliable Internet connection (a minimum connection speed of 50 Mbps or higher is strongly recommended).
- A camera (built-in or external), microphone (built-in or external), and headphones.

PLACEMENT, LEVEL ADVANCEMENT / REPETITION & COMMUNICATION

Placement tests are administered either in person at the Hellenic American Union (HAU) on working days throughout the calendar year by appointment, or online, following arrangements with the Student Registration and Services Office. Placement test results remain valid for one (1) calendar year. Tests are graded by the Academic Team as promptly as possible, and applicants are duly informed. Applicants wishing to receive additional clarifications regarding their performance may request an appointment with the Academic Team. However, it should be noted that the original test will remain at the HAU and neither the original nor a copy will be returned or e-mailed to candidates or their parents/guardians. In addition, no answer sheets, detailed scores, descriptive evaluations, or grading analyses are sent to applicants or parents/guardians. The following apply regarding program placement, advancement to the next level, and level repetition:

PLACEMENT	
ADULT COURSES	YOUNG LEARNER & ADOLESCENT COURSES
The placement test consists of Reading and Listening Comprehension, Writing, Grammar and Vocabulary. In certain cases, an oral interview may also be required. Participation in the placement test is subject to a fee, which is non-refundable and cannot be offset against tuition fees. If, for any reason, an applicant does not complete the placement test, the evaluation will be based solely on the sections completed and the answers provided.	
Applicants wishing to enroll in an intensive examination preparation course (Master ECCE / Master ECPE) take a placement test designed to simulate the corresponding examination. The following placement criteria apply: • Overall score $\geq 60\%$ → Placement in the requested course. • Overall score $\leq 59\%$ → Placement in a core English course, a longer examination preparation course, or	Applicants wishing to enroll in an examination preparation course, take a placement test designed to simulate the corresponding examination. The following placement criteria apply: • A score of $\geq 60\%$ in each individual section of the examination (not as an aggregate score) → Placement in the requested examination preparation course. Otherwise, the applicant is placed in the immediately preceding level.

¹ The term ‘Student’ refers to any person enrolling in or attending an educational program offered by the HAU, regardless of age or educational level. In the case of minors, the regulations outlined herein apply to and are binding upon parents and/or legal guardians, who act on the Student's behalf.



attendance of a customized program (i.e., private lessons).	For the B Level Plus preparation course only, applicants are admitted only if they achieve $\geq 55\%$ in each individual section of the examination (not as an aggregate score).
All new Students are required to take the placement test unless they have obtained a Michigan Language Assessment (MLA), Cambridge University Press & Assessment, or Hellenic American University language certificate at levels B1, B2, or C1 in the previous examination period. In such cases, upon presentation of the certificate or the official examination results, applicants are placed directly into the next level.	
Former Students who have interrupted their studies for more than one academic year must take a placement test before re-enrolling.	
New Students with no prior knowledge of English are exempt from the placement test and are placed directly in the A Plus (+) course.	Students attending the 1st Grade of Elementary School may be placed either in Letterland or Young Learners 1, regardless of whether they have previously attended a Kindergarten program at HAU or elsewhere. Placement in Young Learner classes follows a special enrollment procedure involving a placement test and student profiling from parents and teachers. The same applies for students in the 2nd, 3rd, and possibly for individual cases in the 4th Grade of Elementary School.
	Depending on their learning profile and overall performance, Students completing Adol D may be placed either in pre-ECCE or B Level Plus. For the intensive B Level Plus course, the following conditions must be met: a) Applicants must not have exceeded the maximum permitted number of absences (20% of the total hours of instruction). b) Applicants must have achieved an overall final grade of $\geq 90\%$ upon completion of Adol D. c) Applicants must have received consent from their Adol D instructor for enrollment.
To achieve their academic goals, Students 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 incorrect placement is identified, the Academic Team will review the case individually. Study paths and overall duration of studies are determined by the placement test results. Indicative study paths are available in the information brochures for Adult and Young Learner & Adolescent courses. In addition, detailed information regarding progression between levels for Adult Programs is available in the Student's Guide.	
	Students may take a Skipping Test only if all the following conditions are met: a) They have not exceeded the maximum permitted number of absences in the course they completed. b) They have obtained an overall final grade of $\geq 90\%$ upon completion of that course. c) They have received consent from their instructor for skipping procedures to be activated. d) They have not exceeded the maximum number of Skipping Tests (2 times) permitted during their studies at the HAU. Skipping tests cannot be administered in two consecutive academic years. Participation in a Skipping Test is subject to the fee



	established by the Student Registration and Services Office. This fee is non-refundable 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 not subject to appeal.
- Upon registration, Students choose the dates and time slots for the course they wish to enroll in. Irregular course attendance on different days and times is not allowed. - Any Student transfer requests on account of major professional or other reason may be accepted before the completion of a calendar month from the announced class starting date depending on availability. Any Student transfer requests made after the specified period are contingent on availability and may be processed only on an additional administrative fee. Please note that if enrollment was completed under a special promotional offer, an adjustment in tuition fees may be required.	
ADVANCEMENT TO THE NEXT LEVEL / LEVEL REPETITION	
All students must have an overall score of $\geq 70\%$ in order to successfully complete the course and advance to the next level. If this requirement is not met, Students must either repeat the course or choose one of the following options: a) sit for a level-specific cumulative test and, depending on their score, they may progress to the next level (score $\geq 70\%$) or b) attend a series of private lessons, as determined by the Academic Team. Upon completion of these lessons and prior to the commencement of the next academic term, students are re-assessed. The final decision lies with the Academic Team and is not subject to appeal.	
Students may also choose to repeat a level voluntarily (for example, in order to strengthen their language skills). Although there is no formal restriction on the number of times a Student may repeat a level voluntarily, it is strongly recommended that each level be repeated no more than once.	
All Student absences are recorded, regardless of the reason for the absence. Students arriving more than twenty (20) minutes late are recorded as absent for the entire teaching hour. Absences are calculated on an hourly basis rather than per class session. Students may not be absent for more than 20% of the overall hours of the course, nor may they fail to complete the asynchronous component of the program, where applicable. Failure to comply with these attendance requirements results in non-advancement to the next level due to excessive absences. However, if the Student's overall academic performance has not been adversely affected, the matter may be reviewed individually by the Academic Team, whose decision is not subject to appeal.	
COMMUNICATION	
An introductory meeting is held during the first class. In this meeting, Students are informed about the course objectives and their academic responsibilities.	An introductory meeting (either in person or online) with the instructor is held during the first weeks of the course to present the course objectives and Student responsibilities.
Establishing the means of communication with the teacher (usually by email) so that the teacher can send homework and other material (also available on the digital learning platform) to the student in case of absence.	
At the final class of each academic term, each Student receives a Performance Card containing detailed comments on their progress, together with the Letter to the Student and the Student's Guide, which explain the available study options based on their academic goals and performance.	A scheduled parent-teacher meeting (either in person or online) takes place at the end of each academic term to discuss the Student's academic progress (Report Card Days).
	Parents or guardians are contacted by telephone whenever Students are absent from class.
Students/Parents/Guardians may also request an additional meeting (either in person or online) with the instructor and/or the Academic Team by appointment. Please note that progress updates are not provided during Student drop-off or pick-up times.	



CLASS SCHEDULE & MAKE-UP LESSONS

- The announced class schedule is generally not subject to change. However, the HAU reserves the right, for academic, organizational, or operational reasons — and in particular where the minimum required number of participants has not been reached — to refrain from opening a course or to postpone or cancel a scheduled course prior to its commencement. In such cases, Students who have already enrolled will be notified in a timely manner.
- Programs lasting longer than one academic hour (Young Learner, Adolescent and Adult Courses) include a break.
- Official public holidays, as defined by the Ministry of Education, have already been included in the program and classes on these dates will not be rescheduled.
- Classes that have been canceled due to circumstances beyond the control of the HAU are not made up and tuition fees are not refunded. In case Students exceed the permitted number of absences due to serious health, or other reasons, they can attend, upon agreement with the Academic Team and their instructor, special support lessons so that they can integrate smoothly into the class upon their return.

ARRIVAL, DEPARTURE & GENERAL SAFETY MATTERS

- All Students are expected to strictly comply with the announced class schedule. Parents and guardians are kindly requested to arrive on time to collect minor Students after the end of class. Repeated, unjustified, and systematic delays in collecting minor Students raise serious safety concerns for which the HAU cannot be held responsible. In exceptional circumstances, parents/guardians must notify the Academic Secretariat well in advance (at least thirty (30) minutes before the end of class) by calling at +302103680031, -060, or -095 to inform the school of any delay or if another adult will collect the child. Any adult collecting a child on behalf of the parent/guardian must present a valid identification document.
- Transportation of minor Students outside the building where classes take place may be carried out only by their parents or legal guardians, who bear full responsibility for their child's safe transportation. Requests for minor Students to be escorted by a member of the teaching staff will not be accepted unless the parents/guardians have previously submitted the official Arrival and Departure without Escort Authorization Form, validated by a Citizens' Service Center (KEP) or issued electronically via gov.gr.

CODE OF CONDUCT | GENERAL TERMS

- Repeated misconduct which disrupts the smooth delivery of classes can lead to Students' expulsion. These Students are not entitled to a refund and must fulfill their financial obligations according to the written payment settlement they have signed.
- The HAU reserves the right to refuse re-enrollment of any Student whose behavior disrupts the proper operation of classes.
- Students caught cheating during any written examination and who fail to comply with the instructions/warnings of the teacher/proctor will be disqualified for that examination.
- Students who hand in all or part of a project that has been plagiarized will be disqualified on that particular project.
- The use of photocopied textbooks is strictly prohibited under all circumstances.
- Filming and/or recording all or part of a lesson without a written consent from the HAU is not allowed.

CODE OF CONDUCT | HYBRID/FLEX(IBLE) CLASSES

- Students attending classes remotely should, to the extent possible, participate from a quiet, well-lit room with a neutral background and a limited camera field of view, ensuring that third parties are neither visible nor able to observe or interfere with the lesson.
- Students are required to be logged in and ready at least ten (10) minutes before the scheduled start of class in order to ensure that their Internet connection and all required equipment (microphone, camera, and headphones) are functioning properly. They should also have their login credentials readily available to ensure immediate access to the online platform.
- The camera must remain switched on throughout the lesson. The microphone must remain muted during class and may be unmuted only when requested by the instructor or when the Student wishes to ask a question. The instructor reserves the right to mute a Student's microphone, disable the Student's camera, or remove the Student from the hybrid/flex(ible) class whenever deemed necessary.
- Students are expected to monitor messages posted in the platform chat and to use the chat only for communication directly related to the lesson.



- Students should have all necessary learning materials readily available before the lesson begins (e.g. textbooks, notebooks, pens, pencils, etc.).
- Students may keep a bottle of water nearby; however, eating or smoking during class is strictly prohibited.
- Students are expected to dress appropriately, in a manner consistent with attendance in a physical classroom.
- Students and/or any third party are strictly prohibited from photographing, audio-recording, screen-recording, or video-recording any part or the entirety of a lesson.
- Questions should be asked in the same manner as in a physical classroom by using the "Raise Hand" feature available on the online platform.
- Students are expected to participate actively and engage with both their classmates and instructor. They must not engage in conversations with family members during class or divert their attention to unrelated activities, such as watching television or viewing other content on their computer screen.

CODE OF CONDUCT | ASYNCHRONOUS LEARNING

- Students enrolled in courses which include an asynchronous learning component are required to complete all assigned activities within the deadlines communicated to them. Failure to submit the required assignments will result in an absence being recorded.
- The asynchronous component frequently includes interaction with classmates. All communication must be conducted respectfully, using appropriate language and demonstrating respect for freedom of expression and differing viewpoints.
- Given the importance of the asynchronous component to the successful completion of each level, parents/guardians of Students enrolled in Young Learner & Adolescent courses are regularly informed about their child's participation and progress.

COMPLAINTS

- For any issue concerning their studies, Students should first discuss the matter with their course instructor. If the matter falls outside the instructor's purview or cannot be resolved at that level, Students may contact the Academic Team by email at english@hau.gr, by telephone at +302103680023, or in person, by appointment.