



HELLENIC AMERICAN UNION

An educational public charity

# NEW English Language Program 2020-2021

Regulations

[ Student Brochure ]

**HELLENIC AMERICAN UNION**

MASSALIAS 22, 10680 ATHENS

T.: 210 3680900 F.: 210 3633174

Email: [english@hau.gr](mailto:english@hau.gr)

Web: [www.hau.gr/english](http://www.hau.gr/english)


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 BASED ON AGE

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 on-site and is 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 correct the placement test as soon as possible and inform prospective students of the results. Should the prospective student wish, they may ask for additional clarification regarding their performance. The original test will remain at the Hellenic American Union and neither the original nor a copy will be returned to the student. Test results, scores or any commentary related to the test will not be e-mailed to candidates or their parents/ guardians.

ADULTS	YOUNG LEARNERS AND ADOLESCENTS
The test consists of oral and written discourse comprehension, oral discourse production and evaluation of grammar structures and vocabulary. An oral interview might also take place, if needed.	The test consists of oral and written discourse comprehension, oral discourse production and evaluation of grammar structures and vocabulary.
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 evaluation will be based on the answers they have provided.	In case a prospective student fails to complete the test, their evaluation will be based on the answers they have provided.
In case the prospective student wishes to enroll in an examination preparation course, the placement test that will be administered will be in the form of the corresponding examination they wish to participate in. Results: <ul style="list-style-type: none"> <li>ECCE (short term)</li> </ul> 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.	In case the 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, 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.
<ul style="list-style-type: none"> <li>ECPE (short term)</li> </ul> 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.	
<ul style="list-style-type: none"> <li>New students: following a placement test</li> </ul>	
All new students, without exceptions, will take a placement test, unless they have acquired a Michigan (MLA), Cambridge or Hellenic American University English Language Certificate during the previous examination period. In this case, the student presents the relevant certificate or the official results of the institution 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) English Language Certificate Level B1, B2, etc. or C1 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 that do not know any English 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. There is a special enrollment procedure with a placement test and student profiling from parents and teachers. There is a special enrollment procedure for students in the Second, Third, and possibly for individual cases in the Fourth Grade of Elementary School.
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.	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.

## **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, or can sign a written payment settlement for tuition installments.
- Students who inform the Registrar's 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. In case a student decides to stop attending after the third class session, they must pay in full the tuition fees 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 session.
- Particularly for hybrid / flex(ible) classes, students have to pay the tuition fees in full if, despite receiving the relevant information about the necessary equipment before registering, they then encounter equipment and connection issues that may prevent them from attending classes. In such cases, it should be noted that the responsibility lies with the student, not HAU. Therefore, the aforementioned issues do not constitute reason for a refund or a discount in tuition fees.
- It is clarified 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
- 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. 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, the student will not be charged with additional tuition fees, if such exist.
  - request a full refund of the tuition fees. The placement test fee will not be refunded.

- In case a student drops out, he/she 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 Financial Department 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, he/she must pay the entire amount of the course's tuition fees as those have been defined for the period he/she plans to attend.

## **TIME SCHEDULED**

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

## **SCHEDULE CHANGES**

- Students, upon their registration, 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, if a major professional, or other reason arises, and provided there is an opening in another course which is offered on another day and time, then, after consulting with the Academic team and the Registrar's office, a permanent course change can be made. Irregular course attendance on different days and times is not allowed.
- In order for the students to achieve their academic goals, they need to enroll in to courses per level, in the order indicated by the program of studies. Changing or skipping level is not allowed. On rare occasions, and with the consent of the teacher and the Academic team, if the student fulfills the relevant requirements, they can take a placement test to skip a level. In that case, the relevant fee will be paid to the Registrar's Office, and that fee will not be deducted from the tuition fees. Taking the placement test does not necessarily mean that the student will be placed at a more advanced level, unless the results are satisfactory. The final decision lies with the Academic team and it is irrevocable.

## **COMMUNICATION WITH TEACHERS AND PERFORMANCE / REPORT CARDS**

<b>ADULTS</b>	<b>YOUNG LEARNERS AND ADOLESCENTS</b>
Initial meeting during the first class session regarding the course's 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's 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 from the teacher the Performance Card of the academic semester along with comments regarding his/her performance. In three-month and 6-month long programs particularly, each student receives a Letter to the Student and a Student's Guide where he/she can see in detail his/her options for the next academic semester based on his/her goals and performance.	Contacting the parent/guardian via phone in case of the student's absence and continuous communication regarding 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 his/her 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

All students must have an overall score  $\geq$  than 70% 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.

## PROGRAM AND POLICIES ON MAKING-UP CLASSES

Lessons have a start and end date as defined by the course's 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 Hellenic American Union's control 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

- 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 hourly 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, in which case, the student 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 and the final decision rests upon the Academic team, and that decision cannot be challenged.
- The 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 Academic team (2103680095/2103680028/2103680011). The Academic team should also be informed in cases whereby children will be picked up by another adult, who needs to bear his/her 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 Citizen's Central Service (KEP) or a police department. The 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.
- 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.
- 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 Academic team's approval.
- The use of photocopied books is not allowed.
- Filming and/or recording all or part of a lesson without the HAU's written consent is not allowed. Special rules are in place for hybrid / flex(ible) classes (see Student Conduct Regulations for hybrid classes).

## STUDENT CONDUCT

Repeated misconduct which disrupts the smooth conduct 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.

## COMPLAINTS

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



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