



HELLENIC AMERICAN UNION

An educational public charity

NEW Modern Greek Language Program ACADEMIC YEAR 2023-2024

Regulations

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 Modern Greek courses must be over 17 years of age, or attending the 2nd grade of High School.

PLACEMENT TEST

The placement test is offered either onsite or online. Tests are administered at 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.

COURSE ENROLLMENT

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.

In case a prospective student fails to complete the test, their assessment will be based on the answers they have provided.

Past students who have discontinued their studies for a period greater than two academic semesters must re-take a placement test before enrolling.

New students with no knowledge of the Greek language are placed in the A1 course without a placement test.

To achieve their academic goals, students need to enroll in courses per level, in the order indicated by the program of studies. Changing or skipping levels is not allowed. On rare occasions, and with the consent of the teacher and the Academic Team, if a 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 Registration 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 is irrevocable. Test results, scores or commentary related to the test performance of potential students cannot be e-mailed to candidates. Finally, as in every test procedure, the students are notified about their results, but neither these nor a copy of the test are sent to them.

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

- Upon registration to HAU classes, students commit to paying a registration fee. The registration fee is non-refundable in all cases, including cases whereby a class is not formed or a student may finally decide not to enroll. The registration fee does not form part of the tuition fees and is not subjected to any reductions or special offers that may apply during any given registration period. Finally, in case of discontinuation of studies for a period greater than one academic year, students are asked to pay a registration fee.
- Upon registration, adult students commit to paying their tuition fees in full, in cash or by bank deposit/transfer or credit card. Alternatively, they can sign a written payment settlement for tuition installments. The following apply:
 - a) Adult students may pay their tuition fees in full by paying in advance, thus profiting from the respective fee discount.
 - b) Adult students may pay their tuition fees in installments on condition that 1/3 of the sum total has been paid within the first calendar month from the announced class starting date. The remaining tuition fees must have been settled *at least two weeks prior* to class completion.
- For students who notify the Registration Office that they wish to drop a class (core or exam-prep course) *before the completion of a calendar month* from the announced class starting date, the following apply:
 - a) They are entitled to a 50% refund on condition that they have paid the tuition fees in full, and they can present the respective receipt.
 - b) In case they have proceeded to a written payment settlement for tuition installments, they are obliged to pay 50% of the sum total for their drop request to be accepted.
- Students who have signed a written payment settlement for tuition installments and notify the Registration Office that they wish to drop a class *after* the completion of a calendar month from the announced class starting date are obliged to pay the entire sum of tuition fees, regardless of their drop request.
- Workshops *do not fall into any discount category*; therefore, the total amount of fees is either paid fully in advance or in two equal installments. The first installment must be paid upon registration and the second one before their completion date.
- Any down payments are non-refundable.
- 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 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 HAU to conduct lessons fully online, there will be no difference, (partial) reduction, or tuition refund.

- The minimum number of students per course is 8. In case a course is canceled 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 registration fee is non-refundable.
- 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 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.

SCHEDULE CHANGES/ STUDENT TRANSFERS

- 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 a fee (25€).

ADVANCING TO 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 to the next level. If that condition is not met, the student will have to repeat the course or follow one of the two suggestions listed below as indicated by the Academic Team:

- a) Students may sit for a level-specific cumulative test and, depending on their score, they may progress to the next level (score $\geq 70\%$) or

b) Students may attend a series of private lessons as defined by the Academic Team. Upon completion of these classes and prior to the commencement of the next academic semester/year, students are re-assessed. 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 Modern Greek 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 draws on the total number of course hours they must attend based on the results of their placement test. Indicative scenarios of study plans are available in the leaflets for Modern Greek courses. In addition, 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 canceled 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.

COMMUNICATION WITH TEACHERS AND PERFORMANCE CARDS

- ✓ Initial meeting during the first class session regarding course goals and students' obligations
- ✓ Establishing the means of communication with the teacher (usually by exchanging email addresses) so that the teacher can send homework and other (also available on the digital learning platform) to the student in case of absence
- ✓ During the last session (with the exception of Workshops), each student receives the Performance Card of the academic semester along with comments regarding their performance. 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 performance
- ✓ An extraordinary meeting (face-to-face or online) with the teacher and/or with the Academic Team can be arranged upon request

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, and must fulfill 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.
- 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 photocopied 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/flex(ible) classes (see also 10 Student Conduct Regulations for Online and Hybrid/Flex(ible) Classes).

COMPLAINTS

Students should discuss any issues with their teacher first. In case the issue cannot be resolved by the teacher, then the student 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 the designated box in the Library (22 Massalias str., 4th floor).



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