

TERMS OF REGISTRATION AND CANCELLATION AT KUOPIO COMMUNITY COLLEGE

For registration (enrolment) we will need the following information:

- title/number of the course
- name and ID-number of the student
- contact information of the student, including address, telephone number and e-mail
- if a student is under the age of 18 we will need the address, telephone number and email address of the guardian
- educational background and employment status (for Statistics Finland)

ONLINE REGISTRATION AND CANCELLATION:

opistopalvelut.fi/kuopio

For online cancellation you will need the following information:

- your registration number(s) and course number(s)
- only online registrations can be cancelled online

REGISTRATION, CANCELLATION AND DISCOUNTS AT OUR CUSTOMER SERVICE DESK

Students can sign up for courses by telephone at the Customer Service Desk, tel. **017 184 711**

You can also visit our customer service desks:

Puistokatu 20, Kuopio

Nilsiantie 78, Nilsia

Juankoskentie 13, Juankoski

Check the opening hours on our website: **kansalaisopisto.kuopio.fi**

In addition, you can contact these customer service desks to show proof for course fee discount:

Kaavi: Kunnantalo puh. 040 023 1446, Kaivotie 1

Karttula: Yhteispalvelupiste puh. 017 184 906, Kissakuusentie 6

Maaninka: Asiakaspalvelupiste puh. 044 748 8211, Maaningantie 32

Rautavaara: Kunnantalo puh. 040 860 8228, Koulutie 1

Tuusniemi: Virastotalo, puh. 044 718 4745, Keskitie 22

Vehmersalmi: puh. 044 718 4744

Please note that for security reasons enrolments cannot be made by email.

IMPORTANT FACTS ABOUT REGISTRATION

- There are no free try-out lessons on the courses.
- When you sign up for a course you are agreeing to pay the course fee. You will get a notice of your place on the course immediately after signing up.
- The person submitting the registration (for an underage person, the guardian) is responsible for the registration, the course and material fees and for following the terms of cancellation. Billing details (personal details of the payer/guardian) must be filled out if the payment is made by a person other than the student. You can submit a registration for another person only by giving your own billing details.
- A registration for a course designed for adults and children can be accepted only when both the adult and the child have registered.
- For whole-year courses you must register separately for the autumn and spring terms. These will be billed separately.
- If the course is full you can choose the waiting list. The Customer Service Desk will then call you if there is a vacancy on the course. If we are unable to reach you, we will call the next person on the list.
- Registrations through the teacher of the course are not possible.
- Students will not be separately notified about the start of the course.
- We suggest that the students enroll as early as possible to make sure that they have a place on the course.

CANCELLATION, INTERRUPTING STUDIES, DENIAL OF ADMISSION

- Cancellation cannot be arranged with the teacher of the course.
- You can cancel your enrollment free of charge latest 6 days before the course begins. Cancellations can be made online or by calling or visiting the Customer Service Desk. If the last free cancellation day is during the weekend or bank holiday, you have to make the cancellation on the previous working day. After this, the student must pay the course fee in whole, even if he/she does not attend the course or interrupts studies.
- Cancellation can also be made by email by sending a message to: kansalaisopisto.asiakaspalvelu@kuopio.fi. The message must include the name and telephone number of the student plus number and title of the course. The time of cancellation will be the time when the message has entered the college email system.
- Free cancellation is possible if the college changes the place or time of the course substantially.
- If the student has to cancel the course due to health reasons at the beginning of the course, the cancellation fee is 15€ + the lessons attended. The student has to send the medical certificate and her/his bank account number to the customer service office. If the student has attended over half of the lessons, no refund will be paid.
- If the college changes the teacher or if the student has chosen a course at a wrong level it is not a reason for free cancellation. It is possible to change the course for another level if there are course places available, please contact the Service Desk.
- The course will begin if there are enough participants (each course has a set minimum) 6 days before the beginning of the course. If a course is cancelled, students will be informed by a text message.
- Failure to pay the course fee will result in loss of right to study.
- The college is not responsible for course changes that are not caused by the college. The students will be informed about any course changes by a text message.

PAYING THE COURSE FEE

- The invoice will be sent after the course has started. If you have a right to a discount, you have to contact the Service Desk before the course begins.
- You will not receive refund if the college has cancelled one lesson. The cancelled lessons will be rescheduled at a later date.
- If the course fee is not paid by the due date there will be a reminder letter (5€), after which the case will be transferred to a debt collection agency.
- Failure to pay the course fee will result in loss of right to study.
- If a person is included in the student list of a course but has not registered, the college is entitled to make the registration and charge the student a full course fee.

EMPLOYEE BENEFITS

Employee benefits granted by employers are personal benefits. Employee benefits include sports vouchers which can be used to pay course fees. For more information about using employee benefits contact the Service Desk.

DISCOUNTS

Discounts are personal. If you have a right to a discount, you have to contact the Service Desk before the course begins. After the course has started, no discounts will be granted. A student is entitled to only one discount per course. Discounts apply to course fees only, not material or maintenance fees. There are no discounts for small group tuition or self funding courses (omakustannekurssi). There are discounts for (1) unemployed; (2) retired people, persons over 63 years and immigrants (only courses marked "opintotuketurssi"); (3) for siblings if more than one sibling under 16 years participate. For more information contact the Service Desk.

OTHER

If you have any questions, contact the Service Desk before the course starts or when you are registering on a course which has started.