

WHERE TO FIND INFORMATION ON/HELP WITH...

WHAT?	WHO/WHERE?	ADDITIONAL INFORMATION
CAREER ISSUES	<p>Career Services LUT, also on LUT intranet</p> <p>Ohjaamo/Lappeenranta: ohjaamo@lappeenranta.fi</p> <p>Ohjaamo/Lahti: ohjaamo.lahti@lahti.fi</p>	<p>For under 30-year-olds</p> <p>Guidance in services available in Finnish</p>
CHALLENGES IN EMPLOYMENT RELATED ISSUES	<p>Supervisor → supervisor's supervisor → the dean</p> <p>HR manager (HR director: employer's representative)</p> <p>Union representatives</p>	<p>LUT intranet, see Staff Zone</p>
CLARIFICATION OF THE PROGRESS OF STUDIES/RESEARCH/DISSERTATION FOR MIGRI	<p>Sisu</p> <p>Supervisor</p>	<p>Student can print a certified Certificate of student status or Transcript of records</p> <p>Research/dissertation related statements</p>
DOCTORAL STUDENT TUTOR	<p>amir.togiani@lut.fi</p>	<p>Help especially for doctoral students arriving from abroad with no previous contact to LUT</p>

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EQUALITY ISSUES	LUT Universities intranet	
GENERAL STUDY RELATED ISSUES (CERTIFICATES, TRANSCRIPTS OF RECORDS)	Sisu Student customer service Doctoral School	<p>Student can print a certified Certificate of student status or Transcript of records</p> <p>Suitability of studies for doctoral degree, other types of certificates</p>
HARASSMENT AND INAPPROPRIATE CONDUCT	Immediate supervisor or his/her supervisor	LUT Universities intranet
HEALTH AND SAFETY AT THE WORKPLACE	Safety representatives	
HELP AND SUPPORT IN CHALLENGING SITUATIONS IN LIFE, MENTAL WELL-BEING	<p>For LUT employees: Occupational health psychologist, see LUT Universities intranet</p> <p>Nyyti ry</p>	<p>Help and consultation in individual-level and work community-level problems (by referral from an occupational health physician or occupational health nurse)</p> <p>Terveystalo (occupational health care) digital mental well-being services Mielen Chat, Mielen Sparri</p> <p>Nyyti ry promotes the mental health and learning ability of students (information, support and activities for mental wellbeing and coping) – Learn life skills (subpage)</p>

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	Tukinet Campus chaplains	Information and team chat services available online, in Finnish
HOLIDAYS/WORKING HOURS (LUT EMPLOYEES ONLY)	Supervisor, HR secretary	<p>Research and teaching staff is within the scope of the total working hours arrangement. Employees to whom the total working hours arrangement is applied agree with the supervisor about the work tasks and use of working hours in an annual work plan.</p> <p>The annual working time of 1612 hours is equivalent to about 46 weeks of work if you work according to standard office hours regularly.</p> <p>The research and teaching staff do not earn annual leave. However, a holiday bonus is paid to the teaching and research staff; the so-called calculatory leave entitlement determines the amount of the holiday bonus.</p> <p>If you are covered by total working hour agreement, agree your leave period with your supervisor.</p> <p>LUT intranet</p>

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HOSTING AGREEMENT	Secretaries in schools LENS LES LBS	
ISSUES RELATED TO THE DISSERTATION SUPERVISION	Supervisors → Head of the doctoral programme	
LEAVE OF ABSENCE (LUT EMPLOYEES ONLY)	HR Secretary Mepco HR management system	LUT intranet
LIFE CRISES, MENTAL HEALTH PROBLEMS	Saimaan kriisikeskus 05 453 0020 Lahden seudun kriisikeskus Mental Health Finland Lappeenranta: Mielenterveys- ja päihdepäivystys 05 352 4610 Lahti: Akuutti24-päivystys	Services available only in Finnish Services available only in Finnish Services online in English In acute situations: Emergency services in mental health problems and substance abuse Information online only in Finnish

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OCCUPATIONAL HEALTH CARE SERVICES (LUT EMPLOYEES ONLY)	LUT Universities intranet	<p>You are entitled to services if</p> <ul style="list-style-type: none"> • your regular working hours are no less than 14 hours/week, or • you are on a leave of absence from a position at the university and are working on a grant, or • you are on an unpaid leave of absence during which you are paid maternity, paternity, or parental benefit under the Finnish social insurance act.
PUBLICATION BONUS	<p>Secretaries in schools</p> <p>LENS LES LBS</p>	LUT intranet
<p>PUBLIC HEALTH CARE SERVICES</p> <p>Information online available mainly in Finnish</p>	<p>Local social and health care districts</p> <p>Lappeenranta: Ekhva</p> <p>Lahti: Päijät-Sote</p>	Municipal health care services are available at normal customer fees for those who have registered their municipality of residence in the Digital and Data Population Service Agency (DVV).
PHYSICAL WELL-BEING	<p>For employees:</p> <p>MOVEO for staff</p>	Services are mainly free-of-charge

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	For employees and students: MOVEO sport and well-being services	For students a membership is required
RESEARCH ETHICS	Research services, Victoria Kompanets	LUT intranet
RESEARCH EXCHANGE	HR Anu Honkanen	LUT intranet
SERVICES FOR FAMILIES Information online available only in Finnish	Lappeenranta: Ekhva Lahti: Päijät-Sote Lappeenranta: Perheneuvonta Lahti: Perheneuvonta	Eksoite = South Karelia Social and Health Care District Information available mainly in Finnish Seurakuntien perheneuvonta (services for families offered by congregations in Lappeenranta and Lahti) Information available in Finnish
Sisu student information system	eLUT website sisuhelp@lut.fi LUT Doctoral School study affairs staff	Information for doctoral students Technical issues, help with the system Study plan in Sisu Study drafts

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STUDENT CARD	The Student Union of LUT (LTKY) Frank (a student benefit and identification service)	<p>General information on student cards – see information for postgraduate students</p> <p>ordering a national student card</p> <p>Note! Trains (VR) and buses (Matkahuolto) do not offer discounts for doctoral students. Food on student price or services of YTHS (FSHS =Finnish Student Health Service) are not available either.</p>
STUDENT HOUSING	LOAS (Lappeenranta) LAHDEN TALOT (Lahti)	
STUDY ISSUES	LUT Doctoral School study affairs staff opinto@lut.fi Responsible teacher of the course Supervisors, LUT Doctoral School study coordinators	<p>Course and exam enrolments</p> <p>Specific questions about courses</p> <p>Studies outside LUT University</p> <ul style="list-style-type: none"> • Checking the level • Applying for the Flexible Study Right in another Finnish university



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	Supervisors, LUT Doctoral School study coordinators	Dissertation process
USER ACCOUNTS FOR STUDENTS	studenthelpdesk@lut.fi	eLUT website
WAGE ISSUES/YPJ UNIVERSITY SALARY SYSTEM	Supervisor, HR secretary	Wages, pay slip Tax card: Certia Service desk, see LUT intranet