

TREY's guide for
**INTERNATIONAL STUDENT
TUTORS 2019–2020**

*Tampere University
The Student Union of Tampere University – TREY*

Academic year 2019–2020

Pictures: Juha-Matti Hakojärvi, Henrik Laakkonen
& Aaro Tuukkanen // TT-kamerat

Dear International Student Tutor!

First and foremost: Thank you for being an international student tutor. Your work is extremely valuable for the incoming international students, but its importance is equally high to our university community as a whole.

As an international student tutor, you will help the incoming international students get to know Tampere University, the city and Finland. As a student of this university, you are an expert in telling new students about life and studying here. So your confidence should be high! The international students generally appreciate their tutors' work and will arrive in Finland with open minds, eyes and ears. Remember as well that the tutoring should be a learning experience for you. It serves as a great opportunity to gain international experience right here in your home university!

Although you are doing important work, remember that you are never alone with the challenges of tutoring. The University's International Mobility Services, the Faculties and The Student Union of Tampere University – TREY are always there to help. You do not have to (and realistically even cannot) know everything. Accepting your own limits will help you orientate yourself to the tutoring tasks. You are meant to help your tutee, not to do everything on their behalf. You are not required to throw parties, help with course work or pay for anything. A positive and helpful attitude, willingness to help with finding answers and good planning will result in a great tutoring experience for you and your tutees.

We strongly encourage you to show your tutees around the university community. This naturally means showing them around the campuses and the most important study-related locations at the University. In addition, however, one of the strengths of our community is the multitude of student organizations, activities and free time options provided by the community itself. Introduce your tutees to the student associations and international clubs and participate in their events yourself. Integrating the new international students to our community is not always easy, but the effort really pays off.

This guide is meant to be a helpful tool for all our international student tutors. After first introducing some basics about international students and their tutoring, the guide will proceed

to practical matters regarding the pre-arrival, arrival, stay and departure periods of tutoring. We have tried to include as much important and useful information as possible, but remember that the internet usually beats written guides when it comes to volume of information. The University's website always has the most up-to-date information for international students. Nevertheless, following this guide is an excellent starting point for your tutoring work.

Have a pleasant tutoring experience and remember to have fun!

Mikko Salminen,
Tutoring specialist
The Student Union of Tampere University – TREY



Tutoring specialist
Mikko Salminen
mikko.salminen@trey.fi



International affairs and advocacy
specialist
Anne Mäki-Rahkola
anne.maki-rahkola@trey.fi



Educational and international affairs
Annika Nevanpää
annika.nevanpaa@trey.fi



International affairs, tutoring,
development cooperation
Max Liikka
max.liikka@trey.fi

Contents

The basics of international student tutoring	5
Before arrival	8
On arrival	9
Housing	
Welcome week	
The Student Union TREY	
International clubs & Starting kit service	
Start of studies	20
Study guidance	
IT Services	
Tuition fees & substinence	
Stay in Finland	22
Important official matters	
Local transportation	
Mobile phone, recycling & lost property	
Health care services for international students	
Well-being	
Before leaving	31
Finnish society and customs for international students: An introduction	32

The basics of international student tutoring

An international student tutor is (generally) a degree student of Tampere University who wishes to assist incoming international students with their arrival to Finland and the beginning of their studies here. For them, tutoring is a great opportunity to gain international experience at home, practise their language skills and further their project management expertise. For tutors, the new students are called tutees.

A degree student is a student who has been accepted to complete a Bachelor's or a Master's degree in Tampere. The University has numerous Bachelor's and Master's degree programs whose teaching is usually fully in English. International degree students have equal rights and responsibilities with any Finnish degree student. Degree students will complete a degree in Finland so their stay here is usually two or three years (minimum). Many international degree students hope to stay in Finland even after their studies, so keep that in mind when tutoring them!

An exchange student is a student who is completing a degree in another university outside Finland and has been accepted to study at Tampere University for one semester or one academic year. The credits the student earns here will be included in the degree the exchange student will complete at their home university. Thus, exchange students do not complete a degree in Tampere. The student will return to their home country & university after their exchange period ends. The university is involved in several exchange programs through which international students will arrive in Tampere.

Important contact information

International Mobility Services *mobility.tau@tuni.fi*

Admissions office *admissions.tau@tuni.fi*

TREY's tutoring specialist *Mikko Salminen, mikko.salminen@trey.fi*

TREY's international affairs and advocacy specialist
Anne Mäki-Rahkola, anne.maki-rahkola@trey.fi

E-mail list for international student tutors *trey-international-tutors@lists.tuni.fi*

Additionally, find out who is responsible for incoming international students in your degree program and faculty! Another key person for you is the international organizer of your subject association. Some associations are more involved in tutoring than others, but having an active connection with yours is helpful regardless.

Useful websites

Student's Guide

tuni.fi/studentsguide/tampere-university-students-guide

Information for new degree students

tuni.fi/en/new-degree-students

Information for new exchange students

tuni.fi/exchange

Tampere University Incoming Exchange Students' Facebook group

facebook.com/groups/TampereUniversityExchangeStudents/

TREY's website

trey.fi/en

Study in Finland

studyinfinland.fi

Visit Tampere

visittampere.fi/en

InfoFinland.fi, information on Finland in 12 languages

infofinland.fi

Browse through at least **the Student's Guide** and the information site for new degree students or exchange students before your tutee arrives in Finland. There you can find a lot of information relevant to you and your tutoring work. The Facebook group offers a more informal platform to share information with your peers as

well as allowing for getting to know some of the incoming exchange students.

The university website is still partly under construction, so have patience if you can't find every answer to your or your tutee's questions right away. You can always contact TREY, International Mobility Services or your faculty if you have problems with tutoring or questions you cannot answer.

Tutoring as a part of your studies

International student tutoring starts with **tutor trainings** organized during the spring semester and August before the arrival of the new students. For the international tutors tutoring exchange students who will arrive in January, an additional tutor training session is organized before the end of the year. The trainings are a mandatory part of tutoring and you should contact the University & TREY if you can't make it to them. Remember that the trainings are very useful even if you have sat them in previous years.

Those tutors who have completed all the required tutoring tasks receive a compensation and two credits. In order to receive them, active work as an international student tutor, submitting a report and giving final feedback on tutoring at the end of the semester are required. Please note that the credits can be awarded for international student tutoring only once even if you tutor during several semesters. The compensation is sought through TREY and you will receive instructions in the fall of 2019.

Contact TREY, your faculty or the International Mobility Services if you have any questions regarding tutoring as a part of your studies.

Tutoring on different campuses

For each international student tutor, the process is generally the same. You will welcome the incoming student to Tampere, show them around the university, tell them about studying here and hopefully stay in touch throughout their stay in Finland. There are, however, multiple differences between campuses on how international student tutoring is organized. In many cases, the old universities' practices are still in place causing the differences. TREY, the university and student associations are actively working to develop and unify the tutoring system in our university community.

In the city center and Kauppi campuses, international student tutoring is organized through subject and advocacy associations. They are involved in the application and selection processes and the associations' international organizers usually coordinate the tutoring inside a particular degree program together with its program coordinators. Exchange students are coordinated on the faculty level by international mobility coordinators. If you are unsure who to contact, you may seek help from your international organizer or International Mobility Services (**mobility.tau@tuni.fi**).

In the Hervanta campus the involvement of student associations in international student tutoring is not as formal. Of course, the guilds and clubs are involved in international student tutoring, but officially it is organized through the degree programs, faculties and the University's International Mobility Services. The primary contact persons for degree student tutoring are the study advisers (opintoneuvojat) in the degree programs or other degree program staff. For exchange student tutoring, you may contact the International Mobility Services (**mobility.tau@tuni.fi**). Contact your guild or the International Mobility Services if you are unsure who to contact.

You can always send a message to TREY's tutoring specialist Mikko Salminen (mikko.salminen@trey.fi) if you have questions about tutoring, its practicalities or its development. TREY will forward your message to a relevant person if necessary. Remember that contacting the international organizer in your subject association or guild is often the quickest way to get an answer to your questions!

Before arrival

The most important thing to do before your tutee's studies here begin is to contact them. In the city center campus, the International Mobility Services will send out the information on incoming students to the subject associations/degree programs in July, your international organizer then will sort them out and name you a tutee group. In Hervanta, the tutors of degree students have received information on their tutees from the Faculty in May/June. Tutors of exchange students will receive information on their tutee groups from the International Mobility Services in July. Send them a message as soon as you get their e-mail addresses. You may also seek them out on different social media platforms, but the

University cannot guarantee any other contact information than their e-mail address.

In your message, tell your tutee that you are their tutor and you will assist them in starting their studies in Tampere. You may already tell them something about yourself, your studies and your subject association or guild. A friendly message from you might relieve some of the nervousness or anxiety about going to study abroad.

Your tutees should have read all the information they received from the University together with their Letters of Acceptance. Additionally, it is good to remind your tutees of a number of important practical matters:

- Ask them about their housing situation. Direct them to apply for student housing if they already have not done so. Read more about housing on page xx.
- Direct them to arrange health insurance. If they are arriving from EU/EEA/EFTA, they need the European Health Insurance Card. More information on healthcare on page 27.
- Ask them to sort out their arrival to Tampere. If possible, it is easier to arrive on a weekday during office hours. Agree on a time and place for you to meet in person. Remind them that Welcome Week starts on Monday 19 August!

On arrival

Housing

Finding accommodation is one of the most acute needs for the incoming international students. Information on finding housing has been attached to their Letter of Acceptance, but it is useful for you to know a little bit of the housing options for international students. It is important for your tutees to start looking for an apartment or other form of accommodation immediately after they have received information that they have been accepted to Tampere University.

TOAS

Many international students live in TOAS apartments. These are applied for through an online form and TOAS has reserved a number of flats for international students. As of June 2019, TOAS' quota for international students is full. TOAS sends housing offers to accepted applicants in the order of application. This includes information on paying a deposit and accepting the housing offer. Once the deposit is paid, TOAS considers the offer accepted. If the deposit is not paid in time, the offer will expire and the accommodation will be offered to the next applicant on the list.

Rental contracts for these quota apartments are fixed-term agreements. August–May for those international students who will stay the whole academic year, and August–December/January–May for those who will stay only for one semester. These contracts cannot be terminated during the fixed term. The contract should be signed in person at TOAS' office as soon as possible after your tutee's arrival. **You can pick up your tutees' TOAS keys on their behalf before their arrival.** If they arrive after office hours or during the weekend, picking up their keys in advance allows your tutees to get to their apartment right away. Please note that a list of international tutors is sent to TOAS by the International Mobility Services and only the tutors on the list may pick up their tutees' keys. This means that if you wish to collect the keys on another tutor's behalf, you need to contact International Mobility Services in advance. They will then contact TOAS and update their list.

Any changes to the rental agreement, such as extensions, return of the deposit or other issues must be worked out by your tutee with TOAS. Remind your tutees who stay in TOAS apartments that it is very useful to read through the information sheets for international students on TOAS' website toas.fi/en. You can also see the up-to-date opening hours of TOAS' office on the same website for key pick-up and signing of the rental agreement.

Other housing options

The housing market is usually very busy before and during the fall semester and not all international students will be able to get accommodation from TOAS. For this reason, it is important to brief

them of other options, if necessary.

Pirkan opiskelija-asunnot Oy (POAS) offers apartments for young people under 30, who are students or in the working life, and some of the apartments are reserved just for students. POAS allocates apartments on means-tested basis, so if your tutee has no apartment, they might find one quite fast. More information can be found at poas.fi/en.

Opiskelijan Tampere offers assistance in finding accommodation, as well. They run an apartment listing through which your tutees may search for accommodation through the private market (opiskelijantampere.fi/en/apartments). Additionally, together with the City of Tampere and Tampere Universities, OT runs the INT Housing project which offers accommodation for international students. Read more about the program here: opiskelijantampere.fi/en/int-housing.

It is also possible that your tutee requires some form of temporary accommodation. This can be because they are arriving late at night or their arranged accommodation is otherwise unavailable. Note that it is not your duty to house your tutees. If they have not arranged accommodation for themselves, guide them to a hotel/hostel for the first nights. Opiskelijan Tampere's emergency accommodation offers reasonably priced hostel accommodation at Dream Hostel while your tutee searches for a more permanent solution: opiskelijantampere.fi/en/emergency-accommodation. If Opiskelijan Tampere's accommodation is full or doesn't suit your tutees for some other reason, they can also contact Laura Kaipia, the social affairs specialist of TREY (laura.kaipia@trey.fi), who will help them find a roof over their heads.

Apartments in Finland

Every country has some unique quirks and these become evident in housing. The small things may be evident to people who have lived here for a long time, but they can be surprising to many newcomers. Your assistance in these things is massively helpful! Here are a couple of things that you can tell/remind your tutees about:

- Finnish tap water is clean and safe to drink.
- Shoes are not normally worn inside Finnish apartments.

- Doors usually lock if you close them. This sometimes causes problems with international students as they may forget their keys inside, locking themselves out.
- Finns favor recycling and waste should be handled and recycled correctly. Show your tutee the waste collection area at their accommodation and tell how recycling here works!
- Common areas should be kept clean as students are themselves responsible for cleanliness in TOAS & POAS apartments.
- TOAS & POAS apartments have free internet connection.
- Smoking is prohibited inside and causes fire alarms in TOAS & POAS flats. Remind your tutees that the penalties for this can be severe.
- It is useful also to show your tutee the closest grocery store and bus stop to their apartment and tell them how to get to the university campus.

Remind your tutees to read carefully the terms of their rental agreements. These specify the requirements and rules for their stay, instructions on paying the rent and other matters. The apartment buildings may have their own set of rules, as well, usually available on notice boards next to the staircases. If they are only in Finnish, help translate them to your tutee.

Welcome Week

Welcome Week starts on all campuses on Monday 19 August. Participation for this is mandatory for degree students and highly recommended for exchange students. These groups have slightly different schedules and programs for the week, but generally this is the busiest period for international student tutoring as many practical and official matters are being taken care of in a short time. **Please note that all international student tutors are required to be available during Welcome Week to help incoming students.** The Welcome Week program runs on city center and Hervanta campuses simultaneously.

Be prepared to be in Tampere when the Welcome Week starts. Be

in contact with your tutees and arrange so that you can meet them when they arrive here. Some of the incoming international students may already arrive in late July for the Tampere Summer School, but the majority of students will aim for the start of the Welcome Week. Conversely, some students may be unable to attend the Welcome Week. This is highly discouraged but still possible. These students may require additional assistance because they have not received the important information given during Welcome Week.

If possible, meet your tutee at the bus station or railway station and help them find their way to their accommodation. Note that you are not expected to meet your tutee at the airport. Remind them to carry euros as they need to pay for their transport themselves. It is perhaps best to reserve the bulk of your tutoring for a later time. If your tutee finds their accommodation, finds something to eat, and knows when and where to meet you again, you can be satisfied. **If you cannot meet your tutees upon arrival, make sure that your co-tutor is there.**

Registration & Welcome Week program

As mentioned, Welcome Week kicks off on Monday 19 August. Most of the new international students spend the first day completing their university registration. Your tutees should have received instructions on this before their arrival. The registration is done at the Student Affairs Office on both campuses. The student should bring with them:

- An official form of identification, i.e. passport
- The original copy of the Letter of Acceptance (students in the city center campus)
- A completed registration form (exchange students in the city center campus)
- A receipt to show that they have paid TREY's membership fee (for degree students, optional for exchange students)
- Their original degree certificate to show their educational background or proof of this from their faculty at Tampere University (for degree students only)

The finalized Welcome Week timetable and program will be published on the University website in early July. Once it is published, you can start planning for your tutor meetings! Note that information lectures are offered to the new students during the day and these are mandatory. Plan your activities around these info sessions so that your tutees can attend all necessary lectures.

The campuses of Tampere University

Your tutees will possibly partake in campus tours organized by the International Mobility Services and they will get to know the most common areas of their primary study campus quite quickly. It is, however, good to tour at least the primary campus in detail with your tutees. Show them, for example:

- Student Affairs Office & the Information Desk of the International Mobility Services
- Their faculties' and degree program's facilities
- Computer labs and printers around campuses
- E-exam rooms and IT Helpdesk
- Student restaurants and cafés
- Libraries
- SportUni locations
- FSHS/YTHS locations
- Student associations' and guilds' clubrooms
- TREY's and ESN FINT's & INTO's offices

Even if your tutees' studies would not take them to the other campuses of the University, it is still nice to venture outside the immediate environment every once in awhile. You can check out maps of the campuses through here: **tuni.fi/en/about-us/tampere-university/campuses**.

The Student Union – TREY

The new international students are represented in Tampere by the Student Union, TREY. All degree students, both Finnish and international, are members of TREY, while membership is voluntary for exchange and doctoral students. Nevertheless, membership is highly recommended as it gives access to FSHS/YTHS services, counseling, advocacy and other services. Additionally, paying the membership fee is a prerequisite for receiving the student card and all its benefits and functions (key card, library card). The students can get to know TREY's services and work through the **trey.fi/en** website.

Paying the membership fee is possible only after the students arrive to Tampere. They will be given instructions on the payment during Welcome Week. The payment cannot be made in a bank, but TREY will accept card payments on select days during the Welcome Week. The dates are 14–16 August (9am–3pm) and 19–21 August (9am–3pm). Please note that the student card may be ordered only after the membership payment has registered on TREY's server (this usually takes a couple of days). You can direct your tutees to order their student cards here: **trey.fi/en/for-members/member-services/student-card**.

TREY's Service Desks

The Student Union works at three locations on the city centre and Hervanta campuses. The service desks offer member services to students and you can, for example, pick up your student card, loan out sporting equipment and purchase TREY's products through them. The majority of TREY's personnel work at the Rakennustalo building on the Hervanta campus. Currently, TREY does not have a service desk on the Kauppi campus but this is being negotiated with the university.

Service desk, city center campus

Kalevantie 4, room D213 (Main building, ground floor),
33100 Tampere
phone: +358 44 361 0210
e-mail: help@trey.fi

Service desk, Hervanta campus

Korkeakoulunkatu 10 (Päätalo building, 2nd floor), 33720
Tampere
phone: +358 40 713 0073
e-mail: help@trey.fi

Main office

Hervanta campus
Rakennustalo building (L-wing, 3rd floor), 33720 Tampere
e-mail: toimisto@trey.fi

TREY's communication channels

Before their arrival, your tutees are usually very interested in all information about their destination, the university and the student community. One good way to bring them up to speed is to tell them about the Student Union's activities and communication channels. Here are the channels through which TREY communicates its events, advocacy work and other activities. Ask your tutees to start following their subject associations, guilds and other clubs, as well! Getting in the loop with TREY & the student associations even before the students arrive can make them feel a part of the community faster!

TREY's website

You can find TREY's website from **trey.fi/en**. The website contains current news and information about the Student Union's activity and upcoming events. The website also includes the most up-to-date contact details of board members and staff.

Social media

The liveliest social media communication of TREY is through Facebook, and TREY can be found under the name **TREY - Tampereen ylioppilaskunta** or **@treytampere**. Facebook is the cradle of TREY's news, blog posts, statements, videos and events.

Twitter is a channel for societal discussion, where TREY takes stands, participates in dialogue with other operators and live-tweets about events, such as the meetings of the council. TREY's account on Twitter is **@treytampere**. On Instagram, TREY's communication is more light-hearted and casual, and it centers around the student community. TREY's account on Instagram is **@treytampere**.

Email lists

TREY maintains various email lists for volunteers and people in positions of trust operating in different duties, such as the student representative body, TREY's Council of Representatives, tutors and the boards of the associations operating within TREY. You can find more information about these lists from TREY's website: **trey.fi/communication**.

Newsletter and tent cards

The Student Union has one open newsletter meant for everyone, which is published on the open email lists **trey-uutiskirje@lists.tuni.fi** (Finnish) and **trey-newsletter@lists.tuni.fi** (English). You can find the instructions on joining the lists on TREY's website at **trey.fi/communication**. The newsletter is published once a week around noon on Friday. TREY's tent card is a monthly published printout that is distributed to the University restaurants, and it contains the most current news, events and advocacy news of the Student Union.

TREY's events

There are numerous events around the university community every week. Here are a couple that are organized by the Student Union. See TREY's communication channels for further information, bring your tutees along and join the fun!

Opening day 10-12 September

The joint opening week of the whole university community is celebrated on 10-12 September. Wednesday 11 September is the students' day, which culminates to the party at Tullikamari Klubi and Pakkahuone. More information about the schedule and the

performer of the night is coming to the channels of TREY and the university.

Newcomers' orienteering 18 September

Newcomers' orienteering is a checkpoint tour that takes over the whole city center of Tampere. Teams of freshers go around checkpoints organised by the associations, and they get to perform different tasks from poetry reading to obstacle courses. The teams with the highest scores are rewarded after the orienteering at the afterparty. Follow TREY's channels for more information!

Sports fair and Hobby fair 25-26 September

The Hobby fair organised at the city center and Hervanta campuses offers you an easy way to introduce different hobby associations to the new students. At the same time, the divisions of the umbrella organisations Mahti and Turvokke offer more sporty activity possibilities at the Sports fair. Go visit both fairs with your tutees, more information will be published on TREY's website.

Anniversary celebration 19-20 October

TREY's first anniversary celebration will be an academic dinner party with traditional singing, dancing and feasting. The anniversary celebration weekend continues Sunday with a traditional brunch. The anniversary party is a great way to introduce your tutees to the most festive of student parties! Sign-up and further details will be published later on TREY's website.

Wappu

The academic year of students culminates in the two-week Wappu celebrations at the end of the spring semester. The Student Union, associations and clubs organize over a hundred events during the Wappu weeks. There are all kinds of events and something for everyone. Experiencing the Finnish Student Wappu is a must for every international student in Tampere.

Culture Appro

The regularly organised Culture Appro offers a possibility to get to know the cultural life in Tampere. The destinations of the Culture Appro vary from the theatre and art museums to stand-up comedy and harness racing. Follow TREY's announcements about the future Culture Appros.

International clubs & Starting kit service

The new university community is, by nature, international. It is meant to be reflected in everything that is happening in our community. Your role as an international student tutor is very important for this goal. Internationalization is not always easy and sometimes its basic principles, such as bilingual communication, is forgotten. An excellent way of improving our internationality and integrating international students better into our community is participating in the activities organized by the numerous international clubs working in Tampere. Additionally, most subject associations have international organizers who, for example, see that international students are catered for in the associations' events and services.

Two Erasmus Student Network local sections exist in Tampere: ESN FINT (esnshint.org) and ESN INTO (esninto.org). These are international clubs aimed at everyone who is internationally-minded and hopes to meet people from all over the world. Both do important work bringing international students and Finns closer together by organizing events, participating in advocacy work and supporting international students in Tampere. Read more about their work through their websites. One important service the ESN clubs provide is the Starting kit service. Formerly done through the Student Union, ESN FINT & ESN INTO now organize this service. Incoming international students can loan a kitchen set which includes some homeware basics such as utensils, pots & pans and plates. Read more through the organizations' websites! A deposit payment is required when picking up the set.

Other international clubs & associations exist on the University campuses, as well. There is a large spectrum of them; some of them bring together students of a certain discipline, some concentrate on internationalization in Finland. All international associations and clubs are connected by promoting internationalism in our

community, however. Get to know the clubs & associations through TREY's website: trey.fi/en/associations/associations-operating-within-trey. Through these international clubs & associations your tutees can find peer support from other new international students. Finding this peer group is very important, but remember to show your tutees around other organizations as well. Very often international students hope to make friends with local students and this can be difficult if international and Finnish students spend their free time separately in their own clubs.

Start of studies

Study guidance

All international students are entitled to study guidance and counseling. These services are first introduced during Welcome Week when study planning and practices are discussed. Of course, you can go over the basics of university studies in Finland with your tutees, but you are not expected to serve as a personal study counselor to them. You can always ask them to contact the faculty's international mobility or program coordinator or a student counselor, for example, if you are unsure or unwilling to discuss study-related problems with your tutees.

In general, degree students study according to the structure of their degree program. Planning of their studies must be done together with a staff member from the degree program so you may direct your tutee to contact them if they have any problems with it. The possible subjects and courses a degree student may complete depends on their degree program. For exchange students there is more freedom of choice when it comes to choosing their courses. However, exchange students have completed a preliminary Learning Agreement with their home university, indicating the courses which they are planning to take during their studies in Tampere. If they wish to alter that, they must contact their home university first.

Basic information about study guidance services and university studies in general can be found in the University Handbook: **tuni.fi/studentguide/handbook/uni**. This contains a lot of important and useful information on a variety of topics. Please note that the University website will be updated and amended throughout the

year and some information may not yet be available. Be patient and ask around! Note as well that your tutees will be given plenty of information on their studies during Welcome Week info sessions and in the material sent out or given to them by the University and TREY.

IT Services

During Welcome Week, the international students are asked to activate the University's TUNI account. Through this they will gain access to numerous IT services such as e-mail, course registration and electronic exams. IT Services will organize an info session about their services during Welcome Week and you should emphasize its importance to your tutees. Many new electronic services will be offered in the fall and the best way to learn about them is to attend the info session.

Remind your tutees that the University uses the @tuni.fi e-mail address in all official matters and that they should start using it right away. It is a good practice to check their inboxes on daily basis during the week. The University has several computer labs which are open to students. Show them to your tutees, tell them how they can be used and how, for example, printing works. If your tutee has a laptop, it can be useful to remind them that electrical outlets in Finland put out 230V/50Hz according to the EU standard. An adapter may be needed if this is different in the student's home country.

To access Internet, the University offers wireless networks. The Eduroam network can be used with the TUNI account.

Tuition fees & substinence

As of 2017, international students from outside the EU/EEA countries (or equivalent, such as Switzerland) must pay tuition for studying for a degree in English in a Finnish university. The tuition requirement does not apply to doctoral students or permanent residents of Finland ([A] or [P/P-EU] residence permit or EU Blue Card holders). The incoming students should be familiar with possible grants offered by the University. These pay for a part or the whole tuition in return for academic excellence and sufficient earned credits. For this reason, international degree students often have a larger

incentive to earn a lot of credits with good grades than Finnish students. Understanding this outside pressure can help you with your tutoring. It must be noted, however, that the incentive to study intensively does not mean that the international degree students are not interested in leisure and free time activities.

International students are required by Migri (the Finnish Immigration Service) to have adequate means of monetary support upon their arrival to Finland. A residence permit for studies can be granted for two years, if your tutee can prove that they have sufficient financial resources for your entire stay in Finland. The student must have 560€ at their disposal every month to be able to pay for accommodation, food and other needs. For a two-year stay, the required amount is 13,440€, the yearly requirement is 6,720€ in their bank account. Migri will assess the student's means of income every time they submit an application. Read more about the requirements at migri.fi/en/means-of-support.

It is good to remind your tutees that Finland, in general, is an expensive country to live in and that getting work can be difficult for international students. Therefore, they should prepare for the higher cost of living beforehand and have enough funds to support themselves throughout their stay here. In addition to being a problem in applying for a residence permit, it is also a big disappointment if the student finds themselves without enough cash to actually experience Finland during their stay.

Finnish citizens and permanent residents are entitled to Finnish social security and student financial aid. Note however that most of the incoming students are not entitled to this. The only social assistance provided for everyone concerns food vouchers and emergency medicine. For this reason, it is good to remind your tutees about the requirement of having their own means of support.

Stay in Finland

Important official matters

Passport, visa & residence permit

A passport is the most important document your tutee possesses. It is used to get in the country at border control and often it is also

the only accepted form of identification in Finland, for example at a bank.

Students from outside the EU/EEA and Nordic countries must have a visa to enter Finland. For a stay lasting over three months, a residence permit is required. These documents are applied for through a Finnish embassy, consulate or a visa centre in the student's home country. A residence permit is usually necessary for students as their stay here lasts a longer period. With it, your tutees can stay and travel in Finland and leave and re-enter Finland during the validity of their residence permits. The incoming students should make sure they know about the required documents for their arrival. Their residence permit processes are probably already under way, but it is useful to ask about it anyway. You can read more about the official documents through:

- **Finnish Immigration Service** *migri.fi*
- **Ministry for Foreign Affairs of Finland** *formin.fi*

EU Citizens' registration

As mentioned, EU/EEA citizens do not need a residence permit in Finland. However, all EU/ EEA citizens who stay in Finland for over three months without leaving the country need to register their stay at the Finnish Immigration Service within three months of entering the country. If the student leaves Finland and returns (a trip to Tallinn, for example), the three-month limit restarts from the time they return. Citizens of the Nordic countries only need to register their stay if it lasts more than six months. Their registration is done in the Local Register Office (maistraatti). The documents required for registration of EU/EEA citizens are:

- Registration form (filled in online at **enterfinland.fi**)
- Passport / ID
- Certificate of enrolment / letter of confirmation from the University
- Proof of adequate funds (e.g. Erasmus grant certificate) and health insurance (the EHIC card)

Note that degree students need to prove that they have done this before going to the Local Register Office (see below).

Finnish personal identity code

All new international students will need a Finnish personal identity code. Students coming from outside the EU/EEA/EFTA should apply for the code along with their residence permit. EU and EEA nationals and non-EU nationals with a comparable status (EFTA countries) or students who have not received the code with the residence permit, will have to apply for the identity code after they arrive in Finland. More information about the Finnish personal identity code can be found on the website of the Local Register Office (**maistraatti.fi/en/Services/Registration-of-a-foreigner**). This registration is free of charge. After the registration, those students who stay in Finland for at least one year (i.e. all degree students) will receive the home municipality right (kotikuntaoikeus). This entitles them to, for example, municipal healthcare services.

Working in Finland

Students who have been granted a residence permit for studies may engage in gainful employment without restrictions if the employment consists of practical training or diploma work as part of a degree. During terms when lessons are given, the student is allowed to do an average of 25 hours of part-time work per week. These restrictions do not apply to students from EU/EEA countries.

The number of working hours is not restricted weekly, but the restriction concerns each term. In other words, students can work periodically according to the current situation. During holidays, that is, during summer and Christmas holidays, students can work full-time without hourly restrictions. A student residing in Finland with a residence permit for studies can spend an unlimited time as an intern as part of their degree.

Working in Finland requires a tax card which can be acquired once the student has a personal identity code. If your tutee wishes to work alongside their studies, tell them that getting a job can be difficult as most employers require fluent Finnish skills from their employees. International students have, however, found work delivering mail and testing software, for example. Additionally, an increasing number of companies work in English. Subject associations and

other student organizations often arrange excursions to potential employers so encourage your tutees to join. Getting to know the companies working in one's field of study may yield an internship or a job.

Local transportation

Cycling

From the standpoint of environment and health, the best form of transportation in Tampere is cycling. The journey planner for cycling in Tampere can be found through **kevytliikenne.tampere.fi**. Current cycling maps and traffic notifications can be found from the **tampereenliikenne.fi** service. Tampereen polkupyöräilijät ry's website **tarakka.fi** offers a comprehensive selection of bike and repair shops. Remind your tutees that using a helmet is, although not mandatory, highly recommended.

Public transport

The buses of Tampere regional transport, Nysse, will transport students to and between every campus of the University.

First and foremost, your tutees should get themselves their own travelcard. This can be bought from the Frenckell customer service point or ordered from Nella Online Service for €5 (Finnish personal identity code required). Traveling with a travelcard is considerably cheaper and more practical than other payment methods, and traveling is especially inexpensive with season tickets. Other forms of payment include cash and the Nysse mobile app. Read more and see the opening hours of the Frenckell office through **tampere.fi/en/transport-and-streets.html**.

Student discount and night fare

Student discounts are possible only for those students who are permanent residents of Finland. Most international students have to therefore travel on standard fares. There are no student discounts when paying for a ticket with cash or Nysse mobile. The discount does also not apply in the night fare of the ticket, which is an extra €3,5 for tickets bought between 00:00–04:40. A useful tip is to tell your tutees to reserve extra cash or value on your travelcard

for night-time travels!

Repa, Nella and Lissu

The online services of Tampere City Transport are Repa Journey Planner, Nella Online Service and Lissu Traffic Monitor. Repa offers the fastest traffic connections by searching with an address **reittiopas.tampere.fi**. From Nella Online Service, the students can add travels to their travelcard **nella.tampere.fi**. Lissu Traffic Monitor follows the bus routes in real time: **lissu.tampere.fi**.

Mobile phone, recycling & lost property

Mobile phone

Some mobile phones bought in your tutees' home countries might not work in Finland because their SIM cards are locked to a certain service provider. Moreover, using the service from their home countries can rack up high phone bills. Therefore, a prepaid SIM is a good alternative for international students. These can be bought at R-kioskis, for example. Free SIM cards are also given to international students during Welcome Week. Compared to the rest of the world, mobile data is cheap and works very well in Finland. International calls might be expensive, though. If your tutee needs a phone for Finnish use, cheap used alternatives are widely available through online flea markets, for example. Scams happen, so caution your tutees if they buy something from these flea markets!

Recycling

Encouraging your tutees to recycle and to care for the environment is a good way to ensure that they understand the Finnish approach to dealing with waste. At their accommodation, encourage your tutees to see how waste is sorted and ask them to participate accordingly. For example, a growing number of apartment buildings' waste stations include biowaste bins. Ask your tutees to collect metal, paper, cardboard and glass, and sort them out in the proper bins. Recycling is possible on campus, as well!

Second-hand stores and flea markets are good places to find cheap goods, clothes and furniture. It is good to remind your tutees that bottles and can containing beverages can usually be returned

to a grocery store for a small deposit.

Lost property

If your tutee happens to lose important personal belongings, tell them to:

- Cancel all important cards, such as credit/debit cards
- Close their mobile subscription
- Inform IT Helpdesk about a lost student card
- Inform Nysse about a lost travelcard
- Ask the police, Pirkanmaan Löytötavaratoimisto, or the University's info desks if they have the lost property there

Health care services for international students

The well-being and health of all international students who have paid the Student Union membership fee is supported by the Finnish Student Health Services (FSHS). FSHS offers general, mental and oral health services and support for well-being of study communities. They are present at Welcome Week but it is useful to know at least the basics of student healthcare for international students. FSHS services are not available on the weekends or nights. See further below for information on urgent healthcare.

Contact information and opening hours

Kalevantie 3 A, 33014 Tampere
Korkeakoulunkatu 6, 33720 Tampere
Mon-Thu 8 a.m.–3 p.m., Fri 8.a.m.–2 p.m.

Treatment need assessments and appointments

Chat service in Self yths.fi/en/self Mon-Thu 12 p.m.–3 p.m., Fri 12 p.m.–2 p.m.

Phone service Mon–Thu 8 a.m.–3 p.m., Fri 8.a.m.–2 p.m.
General health phone 046 7101054
Oral health phone 046 7101058
Mental health phone 046 7101054

Check FSHS' website for all units' contact details and opening hours and our exceptional opening hours through yths.fi/en. Self is the students' own online service for health care issues at FSHS through which students can, for example, book appointments and fill in forms.

Public healthcare, insurance and urgent care

Some international students may choose not to pay the TREY membership fee and therefore are not eligible for FSHS services. Furthermore, as FSHS services are not available 24/7, the students may need to use the public healthcare services in Finland.

Please note that the home country of your tutees effects the healthcare coverage they have in Finland. Students arriving from the EU, EEA countries or Switzerland are eligible for a European Health Insurance Card (EHIC), available through their own countries' health insurance provider. With EHIC, a student is eligible for the same necessary public healthcare services as Finnish citizens. Additionally, students from the Nordic countries are eligible for the same services as Finnish citizens through the Nordic social security agreement.

Students from outside the EU/EEA must have health insurance to cover their potential medical costs in Finland. Migri has outlined a set of requirements for this insurance, which you can read here: migri.fi/en/insurance. Remind your tutees that the EHIC or private health insurance is a requirement for a residence permit and that healthcare without any insurance can be very costly. Read more through: kela.fi/web/en/from-other-countries-to-finland-quick-guide

Sick leave

If your tutee is entitled to Finnish social aid, they can get sickness allowance in the case of a prolonged illness. Kela's website provides more information on this: kela.fi/web/en/sickness-allowance

Well-being

The pressures of moving to a new country, getting to grips with the Finnish society and enduring culture shock are almost inevitable parts of the international student experience. Your support and availability will be a big help to your tutees but you are not alone. If your tutee experiences mental health issues, physical illness, an accident or violence, you are not expected to take care of matters on their behalf. Contact International Mobility Services and your tutee's program coordinator/faculty int. mobility coordinator and brief them of the situation. TREY's specialists are also there to help. For the most acute situations, remind your tutee that the emergency phone number in Finland is 112.

In urgent need for care?

Tampere city healthcare service's helpdesk offers help, tel. +358 (0)3 10023, daily from 7 a.m. to 10 p.m. At night, on the weekends and on public holidays the first aid unit Acuta at the Tampere University Hospital (TAYS) is the primary point of contact, Teiskontie 35, building K, tel. +358 (0)3 311611. **The emergency telephone number for ambulances, fire brigade and the police is 112.**

If your tutee needs to go to the hospital, here are a couple of things you can do:

- 1. See if you or some other Finnish speaker could accompany your tutee to the hospital.** This alleviates anxiety and ensures that your tutee understands everything that is happening. The language barrier can grow quite big in problem situations, so the company of a Finnish speaker is very useful.
- 2. Notify the International Mobility Services** (exchange students) **or your tutee's program coordinator** (degree students) if your tutee gets into an accident. If this happens at an event, notify the organizers, as well.
- 3. Remember to contact International Mobility Services and/or the tutee's Faculty and/or TREY if you have any problems or questions regarding the well-being of your tutee.** You are not expected to sort out all problem situations on your own.

If needed, your tutee can seek support from FSHS, the police (poliisi.fi/en), Victim Support Finland (riku.fi/en/home), or Crisis Center Osviitta (mielenterveysseurat.fi/tampere/in-english), for example. Contacting TREY, the student's faculty or International Mobility Services can be a good first step. The student is then directed to contact an appropriate support service. You or your tutee do not need to know all the support services, it is enough to know who to contact first.

All students, regardless of age, nationality, ethnicity, skin color, gender, sexuality, state of health, ability to function, beliefs, family situation or socioeconomic background are equal members of the university community. Any kind of discrimination based on a person's characteristics will not be accepted. Intervene if you encounter discriminatory behavior and support people who encounter it. The Student Union offers help if you need it. Remember that you should not accept any possible discriminatory or insulting behavior from your tutees either.

Harassment contact persons

TREY has two harassment contact persons, who will give advice and support in cases of harassment, assault, discrimination and other cases of inequality students might face. You can contact the harassment contact persons even if you are unsure of your situation or you just want to discuss ways to intervene in cases of harassment. If needed, the harassment contact persons will guide you to further assistance.

The harassment contact persons operate on the terms of the student and no further action or contact will be made without consent. All conversations with the harassment contact persons are fully confidential.

You can contact both harassment contact persons via email (hairinta@trey.fi) or only one of them: hairintamies@trey.fi (male) or hairintanainen@trey.fi (female).

Before leaving

When your tutees are leaving Finland, they need to take care of several practicalities. Generally these apply to exchange students only, but some of the practicalities regarding accommodation, for example, can be applied to outbound degree students, as well.

Transcript of Records

A transcript of your tutees records is available through the Student Affairs Office. They can collect their transcript once they have completed their study modules and all the grades have been registered. Sometimes all the credits have not yet been registered before the student's departure. In this case, they need to fill out the transcript order form online. The transcript will then be sent to their home address once it is complete.

Learning Agreement

Erasmus+ exchange students need to have their Learning Agreements (the original ECTS Learning Agreement document) signed by their Faculty.

Accommodation

Your tutees should ensure that they have emptied their accommodation of their own belongings. They should also clean the apartment. If the final inspection of the accommodation finds additional cleaning needs, those costs will be deducted from the deposit.

If your tutee lives at TOAS, the keys should be returned to the TOAS office the first working day after their tenancy agreement ends. Read more about TOAS' practices through toas.fi/en/your-tenancy/moving-out. Note that fixed-term agreement cannot be cancelled mid-agreement.

Other practicalities

The outbound students should close their Finnish bank account (if they have one) and terminate other service agreements such as mobile phone plans. All open invoices should be paid. They should

file an official notification of move to the Local Register Office/Posti if they are leaving Finland or moving to a new apartment in Finland. The student's travelcard should be returned to Nysse's Frenckell office if they wish to have the remaining balance refunded. This prompts a 5€ processing fee.

Finnish society and customs for international students: An introduction

A big part of international student tutoring is telling your tutees about the little quirks of living in Finland. These may seem mundane to you, but some of your tutees might encounter them for the first time in their lives. The official matters can always be worked out with the university, for example. These brief introductions to Finnish culture and society are your responsibility, however. After all, you are the expert of living and studying in Tampere!

- Finnish people are precise and punctual and expect this from others, as well. It is polite to notify others if you are running late. An unusual twist to this is the concept 'academic quarter hour'. This means that lectures and other events at the University usually start 15 minutes after the hour. Exams and course registrations start at the announced time, however.
- Indoor spaces like apartments and university premises are always heated and warm throughout the year. It is still a good idea to prepare for the winter and get some warm clothes like coats, hats, gloves and boots before the first snowy morning. It is also a good idea to check the temperature before going out.
- In Finland, silence is not at all impolite. Some international students might be uncomfortable with it, but Finns do not usually mind silence.
- Using reflectors in the fall/winter is highly encouraged. It will get and stay dark pretty early in the fall, and reflectors make their users visible in traffic.
- Students usually do not buy their books but use the university libraries. Many books are available in electronic form.

- Cheating and plagiarism are rare in Finland and offenders face severe consequences.
- Finland has quite strict smoking laws. This means that many premises such as the campus areas in general are non-smoking. Cigarettes can be bought at grocery stores but they cannot be visible to customers.
- Grocery stores stay open until quite late every day of the week.
- Buying water is not necessary in Finland. The stuff out of the taps is perhaps cleaner than any bottled water!
- Finland is a big country! Many international students hope to travel to Lapland during their stay but they should be aware that public transport can be expensive and the distances are quite long. Nevertheless, it is obviously highly recommended to explore Finland from Nuorgam to Hanko!

Et cetera, et cetera... There are hundreds of things more you can tell your tutees about Finland. The most important thing is to be enthusiastic about showing them around and listening to their needs. Remember to enjoy tutoring! The positive attitude will surely shine through to your tutees. It is not forbidden to learn something new about Finland either!

