GUIDE FOR

INTERNATIONAL TUTORS

University of Tampere, Centre for International Education
Student Union of University of Tampere, Tamy

Academic year 2018-2019
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“By working merely with international students or Finnish students with a background in foreign universities, my tutoring experience gave me a lot of international experience. I gained knowledge about other education cultures, such as South Korea, Bangladesh and Pakistan. Moreover, I was able to grasp an understanding of cultural differences of student life across the world.” (International tutor 2017)

“Tutoring is indeed very valuable later in working life and life in general, as I met student from different parts of the world, interacting with student from different cultural background over the period of time was an enriching experience and taught me many things which are useful and memorable.” (International tutor 2017)

As an international tutor, you have a vital role in helping the international students adjust to their new surroundings. However, you are not alone with this responsibility. There are numerous people at the University of Tampere, the Student Union Tamy and Tampere Student Housing Foundation TOAS constantly working to help international students. Welcome aboard!

As a tutor for international students, you are in an important position. Taking care of practical matters together with international students and familiarising them with Tampere and the Finnish way of life are significant duties. However, you do not have to have all the answers in advance. It is far more important to know where to ask. If you have been an exchange student yourself, you might be able to make use of your own experiences, too.

Bring your tutee to your student association, student events and other free time activities and participate in events and activities yourself as well. The more people international students get to know, the better they usually enjoy their stay. However, do not feel bad if your tutee rather spends time with other international students than locals.

This guide is meant to be a handbook for international tutors and help you remember the most important things in tutoring. Note the handy ‘Good to Remember’ chapter at the end of this guide as well as the Finnish-English tutoring vocabulary. In addition to this guide, international tutors are advised to join the email lists ‘kv-tutorit’ and ‘IS-list’ to receive information about upcoming events and current affairs. You can join the email lists by following the instructions in the chapter ‘Student Union Email Lists and
Communication’. Also, if you have the time and interest, you could read travel reports written by our outgoing exchange students after returning to Finland. These reports might also give you some ideas for tutoring.

We wish you pleasant and rewarding moments as an international tutor!

More information:
• International Office of UTA: intoffice@uta.fi, University Main Building, room A129
• Specialist in International Affairs: kvasiantuntija@tamy.fi, Yliopistonkatu 60 A, 2nd floor
• Email list for international tutors: kv-tutorit@uta.fi

Information about Finland and studying in Tampere for international students:
• Facebook group for incoming exchange students and international tutors of the University of Tampere: UTA Incoming Exchange Students https://www.facebook.com/groups/149430738578518/
• For international students: www.uta.fi/admissions/admitted-students
• Studies: https://www.uta.fi/opiskelunopas/en
• The Student Union Tamy: www.tamy.fi/
• Discover Finland: www.studyinfinland.fi

Travel reports:
• http://www.uta.fi/opiskelunopas/matkakertomukset
BEFORE ARRIVING IN FINLAND

KEEPING IN TOUCH

International students receive their Letter of Acceptance and an information package from their Faculties sometime in May or in June. You can check the exact contents of the package with the International Coordinator of your tutee’s Faculty. Ask the arriving student if they have read the Letter of Acceptance, International Office info sheet and the fact sheet from Tamy. The programme for the Orientation Course, teaching schedules, curricula guides and other important information for new students are to be found on the University’s website.

Contact the international students you are tutoring (aka tutees) as soon as you get their e-mail addresses. Let them know who you are and tell them something about yourself and your student association. Tell them that you are a student yourself and that you are volunteering as a tutor. You could also be in contact and share information through social media prior to your tutee’s arrival. A friendly message from you might relieve their nervousness about going abroad! In your message, remind them:

- To make their housing arrangements as soon as possible.
- To get a medical insurance and/or a European Health Insurance Card. If the international student needs more information on these, please advise them to check the websites on the next page.
- To arrive on a workday and during office hours, if possible.
- To agree to meet you upon their arrival
- To bring their Letter of Acceptance (all students) with them and original degree certificates (degree students).
- To apply for a residence permit as soon as possible, preferably electronically, if they are coming from outside the EU/EEA area.
- About the Orientation Course for new students: The Orientation Course for the Autumn Semester takes place August 20-25 and the Orientation Course for the Spring Semester in early January.

Students are expected to arrive on the first day of the Orientation Course. They can, of course, arrive earlier, which leaves time for housing arrangements and other important matters. For autumn arrivals, it is possible to register with the University already before the Orientation Course. By participating in the Orientation Course students will receive information on many practical matters, such as filling in different kinds of forms, planning their studies, student counselling, library and computer services at the University and much more. Therefore, remember to emphasise the importance of the Orientation Course to your tutee.
More information:

- Teaching schedules: Study Guide > Teaching schedules
- Curricula Guides: Study Guide > Curricula Guides
- Orientation Course: http://www.uta.fi/admissions/university > Orientation Courses for International Students and Researchers
- ECTS Survival Guide: http://www.uta.fi/admissions/admitted-students > ECTS Survival Guide. ECTS Survival Guide contains information on studying at the University of Tampere and living in Tampere/Finland. All new students will get a copy of the guide from the International Office.
- Medical insurance and/or a European Health Insurance Card: http://www.uta.fi/admissions/pre-arrival-information > Health Insurance and Services and www.kela.fi > in English > Kela card > European Health Insurance Card.
- Contact details for the International Faculty Coordinators: https://www.uta.fi/opiskelunopas/en/centre-international-education#international_coordinators

TRAVEL DOCUMENTS

Passport

A passport is the most important document students should have with them as they arrive. In addition, a passport is the only acceptable form of identification in some official contexts, such as when opening a bank account.

Visa and residence permit

Nordic country or EU Member State citizens do not need a visa to enter Finland. Students coming from outside the EU and EEA countries need a visa for a stay of less than three months, or a residence permit in order to stay in Finland for a longer period of time. A residence permit allows one to live, stay and travel in Finland, leave and re-enter the country during the validity of the residence permit.

The applicant has to have a valid passport or other travel document in order to be issued a residence permit. The first residence permit must be applied personally at the Finnish embassy or consulate in the applicant’s home country. The decision to grant a residence permit is made by the Finnish Immigration Service. Encourage the applicant to begin the arrangements on time, as the procedures tend to take a while. It may even take several months to get a residence permit.
Your tutees should make sure they know what documents are required to enter Finland. Their local Finnish embassy or consulate provides information on necessary documentation and the Finnish Immigration Service has an online service to help out with these matters.

More information:

- Ministry for Foreign Affairs of Finland: www.formin.fi > In English
AS YOUR TUTEE IS ARRIVING

Be prepared to be in Tampere before the semester begins, as the students will be arriving in Finland in August for the autumn semester and around New Year for the spring semester.

Usually your tutee will let you know their arrival date well in advance, but there might be some exceptions. Some students may arrive already at the end of July to participate in the Tampere Summer School, but the majority will arrive sometime in August. All international tutors have to be available during the Orientation Course to help the tutee with registering and other practicalities. Tutors do not have to participate in the programme. If your tutee arrives after the Orientation Course, you may have to schedule even more time for tutoring as they haven’t received any information provided during the orientation.

If your tutee is staying at TOAS and is arriving during the weekend or outside office hours, you can pick up their key in advance from the TOAS office. The International Office will send TOAS lists of the tutors and their tutees. TOAS will give the keys only to the persons whose name is on those lists. If you’re planning on collecting the key for someone else than your tutee, notify the International Office in advance (intoffice@uta.fi) they will inform TOAS. Remember that the key can’t be collected before the previous tenant has left, usually not before the first working day of the month.

If possible, meet your tutee already at the bus or the railway station and help them find their way to the accommodation. You are not required to meet your tutee at the airport. However, help them find their way to the city centre by informing them about the airport bus timetables. The exchange students should pay for the transportation themselves, so remind them to have euros with them upon arrival. If you cannot meet your tutee yourself, make sure that your co-tutor will be there instead!

More information:
- Train timetables: www.vr.fi/cs/vr/en/frontpage
- Airport buses: www.paunu.fi/in-english/
- Flight details: www.finavia.fi/en
- Bus timetables: www.matkahuolto.fi/en
HOUSING

All students accepted to the University receive instructions on how to apply for a flat with their Letter of Acceptance.

TOAS has a quota of furnished flats (with a bed, mattress, desk, chair and a bookshelf) reserved for international students. The basic equipment does not include bed linen nor kitchenware. International students should apply for a TOAS flat by filling in the online application form. Room reservations are made in the order the applications are received. The applicant receives information on how to pay the deposit and the reservation fee together with the housing offer.

Housing offers will be sent via email. By paying the deposit, the applicant approves the offer and it will be considered a contract. If the applicant fails to pay the deposit by the deadline, the offer will expire and the room in question will be offered to the next applicant on the waiting list. TOAS withholds the right to cancel the offer/contract in case the applicant has not been accepted into the University of Tampere.

Rental agreements for quota rooms are fixed-term tenancy agreements: for degree and exchange students staying for the entire academic year from the beginning of August till the end of May; for exchange students staying from August till December; for exchange students staying from January till the end of May. Fixed-term tenancy agreements cannot be terminated during the contractual period. Each tenant must sign their tenancy agreement in person at the TOAS housing office as soon as possible after their arrival. If you have collected your tutee’s key in advance, TOAS requires that the tenancy agreement preferably be made the next working day at the TOAS office. If the student needs to extend the rental agreement, they may fill in the extension form TOAS sends each tenant prior to the end of their tenancy agreement. With the same form, the student can provide their banking details to TOAS in order to receive their deposit after moving out. The deposit will be refunded the following month after the tenancy agreement has ended (if the flat check-up is approved, all rents been paid and keys returned to the TOAS housing office on time).

International students are advised to read all the documents provided by TOAS as well as the guide “A-Z living with TOAS” on the TOAS website.

Opiskelijan Tampere (‘Student’s Tampere’) association assists students in apartment hunting, if necessary. Opiskelijan Tampere provides flats for students in the autumn semester. There might be difficulties finding a flat in the autumn semester, but a majority of the international students usually
find a flat. Usually there are no problems with housing during the spring semester.

More information:

- The University’s Accommodation page: [www.uta.fi/admissions/pre-arrival-information > Accommodation](http://www.uta.fi/en/admissions/pre-arrival-information/)
- TOAS website: [www.toas.fi/en](http://www.toas.fi/en)
- Housing Anywhere: [https://housinganywhere.com/](https://housinganywhere.com/)

Tell your tutee the following about TOAS:

- The tenancy agreement is fixed, students can apply for another TOAS flat only under exceptional circumstances.
- Rent must be paid through a bank account. TOAS provides a rental invoice, valid throughout the tenancy period. If the invoice is lost, a new one can be picked up from TOAS.
- Every TOAS building has an internet connection free of charge.
- It is forbidden to accommodate anyone in your room.
- Smoking in both the flats and staircases is strictly forbidden. Smoking indoors causes the fire alarms to go off very easily.
- Each tenant is responsible for the cleanliness of the common areas and for keeping silence at night.
- It is perfectly safe to drink tap water in Finland.
- In Finland people don’t usually wear shoes indoors.

Matters to go over when arriving to your tutee’s TOAS flat:

- Show them how the door lock mechanism works and tell them that doors lock automatically when closed!
- Show them where the nearest bus stop and grocery store are.
- Show them where the building’s waste bins are and how to recycle their waste properly (see the chapter ‘Environment and Recycling’).
- Tell them to clean up the kitchen after use as the kitchen is expected to be clean and the students are responsible for cleaning up after themselves.
TEMPORARY ACCOMMODATION

Your tutee might need some type of temporary accommodation upon arrival if they arrive late at night or a few days before their flat is available. It is not your duty to accommodate your tutee even if they ask you to. You could, for example, guide them to a hostel for a few nights. Some information on affordable temporary housing options is sent with the Letter of Acceptance.

In addition, Opiskelijan Tampere offers temporary accommodation for students who do not receive a flat on time. More information is available on the Opiskelijan Tampere website (www.opiskelijantampere.fi/en). No temporary accommodation will be arranged in the spring.

AFFORDABLE ACCOMMODATION (distance from UTA in brackets)

- Dream Hostel (150 m)
  Address: Åkerlundinkatu 2.
  Email: info@dreamhostel.fi, tel.: +358 45 2360 517
  Website: http://www.dreamhostel.fi/en/home/

- Hotel Omenahotelli (1 km/1,7 km)
  Address: Hämeenkatu 7.
  Website: www.omenahotels.com.

- Hotel Mango (2 km)
  Address: Hatanpään puistokuja 36.
  Email: info@mangohotel.fi, tel.: +358 1 0666 2111
  Website: www.mangohotel.fi > In English

- Hotel Ville (2 km)
  Address: Hatanpään valtatie 40.
  Email: info@hotelliville.fi, tel.: +358 44 500 2088
  Website: hotelliville.fi/uk/pages/home

- Hotel Hermica (8 km)
  Address: Insinöörinkatu 78.
  Email: sales@hermica.fi, tel.: +358 3 365 1111
  Website: www.hermica.fi

- Tampere Camping Härmälä (4,5 km)
  Address: Leirintäkatu 8. Open during summer only.
  Email: harmala@suomicamping.fi, tel.: +358 20 719 9777
  Website: https://www.suomicamping.fi/en/harmala.
OPENING A BANK ACCOUNT

The latest information on bank services in Tampere is available on Tamy’s website (tamy.fi). Search for tags ‘international tutoring’ and ‘bank services’.

Opening a bank account is optional. Those who have a bank account in another EU country do not necessarily need to open one in Finland. Banks should not charge for international payments when using an IBAN code for account transfers or when paying invoices in the SEPA area. If the student wants to open a bank account anyway, they should remember to bring their passport.

If the student is receiving a grant from the University of Tampere, a Finnish bank account is obligatory.

UNIVERSITY REGISTRATION

All international students must pick up their registration forms from the International Office form from the International Office, fill it in and return it to the Registrar’s Office. During the Orientation Course the forms can also be picked up from the info desks in the lobby of the Main Building. International students also receive an information package, including instructions on registering, a form for notification of change of address, information on public transport in Tampere, contact details of the international coordinators of the Faculties, and the Orientation Course programme. In the autumn semester, students can register during and before the Orientation Course. In the spring semester, the registration starts at the beginning of the Orientation Course. For the exact dates, please visit: https://www.uta.fi/opiskelunopas/en/registrarsoffice

In order to register at the Registrar’s Office, international students must have the following items with them:

- A passport, or if they come from an EU or EEA country, other applicable identification.
- The original Letter of Acceptance from their Faculty. If the original has been misplaced or is needed elsewhere, the International Office can provide them with a copy.
- A completed registration form
- A receipt of the payment of the Tamy student union membership fee (voluntary for exchange and visiting students).
- A completed student card application form and a photograph for the card (for students who cannot apply for the card online, see page 17,
voluntary for exchange and visiting students).
• Degree students also need a confirmation from their Faculty at UTA that they have presented the original documents of their educational background at the Faculty.

After registering, international students receive a Student Certificate for the University of Tampere. With it they are eligible for all student discounts and benefits and can use the FSHS services even before their student card is ready providing that they have paid the Student Union membership fee.

Additional information:
• International Office: Email: intoffice@uta.fi, location: lobby of the University Main Building, room A129

THE CAMPUS AREA

During the Orientation Course, the International Office recruits international tutors to give tours around the campus area. However, it might be a good idea to show the most important facilities to your tutee yourself:
• International Office & Registrar’s Office
• Your tutee’s host Faculty
• Computer Labs & IT Services
• Language Centre
• Student restaurants and cafeterias
• Libraries
• Sports centre Atalpa
• FSHS/YTHS
• Pinni A, Pinni B, Linna, Virta, and the buildings in Kauppi Campus

STUDENT UNION MEMBERSHIP

Being a member of the Student Union Tamy is a prerequisite for receiving a student card and related benefits and discounts, including the FSHS (YTHS) health services. Exchange and visiting students should pay the (Tamy) student union membership fee either in cash (at a bank) or through online banking by 30 September in the autumn semester and 31 January in the spring semester. New degree students have to pay the fee during yearly enrolment period by 31 August. It is absolutely necessary to keep the receipt. Note that banks usually charge a service fee for cash payments which
may be subtracted from the full amount of the fee. Membership payment is only accepted by Tamy if it is paid in full, so find out if the bank has a service fee and add that to your payment. The membership fee cannot be paid at the University nor at the Tamy office. The Student Union membership fee may vary from year to year, being €58 for one semester and €116 for the whole academic year 2018–2019.

Doctoral students must also pay the membership fee when registering if they want the membership benefits. The fee is lower for doctoral students (€24.50 for one semester and €49 for the whole academic year) because it does not include the FSHS fee. By showing their student card, doctoral students are entitled to Tamy’s services, discounts offered by Tamy’s cooperation partners and some local discounts for students. They are not, however, entitled to national student discounts, such as the Matkahuolto bus travel discounts, VR train travel discounts or meal discounts. However, doctoral students can eat at a lower price in Juvenes restaurants by showing their student card at the counter.

Remind your tutee that all Bachelor’s and Master’s degree students, both Finnish and international, are entitled to the same Student Union services and benefits.

Membership for exchange students is not mandatory as it is for degree students. However, the membership is strongly recommended for them, too, due to health care services, discounts, counselling, supervision of interests and other services they are entitled to through Tamy’s membership. Remember to tell your tutee about the benefits of the student union membership.

**Explain the following membership benefits and discounts to the student:**
- Matkahuolto bus travel and VR train travel student discounts (available only with a Finnish student card)
- KELA’s meal subsidy for students
- FSHS’s health care services for students
- The numerous student benefits and discounts offered locally and by Tamy’s cooperation partners (such as Opiskelijan Tampere)
- Tamy’s membership services, such as counselling, student card and the Starting Kit
STUDENT CARD

Once the student has paid the Tamy membership fee, they can apply for the student card online at www.tamy.fi. A passport photo needs to be included in the application. It takes about three weeks to manufacture a card, after which it can be collected from Tamy’s Services Office. The price of the card is €10. The list of student cards ready to be collected is available on Tamy’s website: if the card holder’s student number appears on the list, the card is ready to be collected. The student can obtain their card by showing a photo ID. Student cards for Doctoral students do not include the key card feature and they do not appear on the aforementioned list.

During the first weeks, the student certificate functions as proof of student status and entitles students to the student benefits and grants access to the services of FSHS. The international students receive the certificate from the Registrar’s Office upon registering.

New student cards also function as library cards and key cards to the University’s computer labs. The key card feature can be activated either in Tamy’s Services Office or at the University IT Helpdesk. The library card feature is activated in the Main Library in the Linna building.

Additional information:
• The Services Office of Tamy: tamy.fi/en; tamy@tamy.fi
• Student cards ready to be collected: www10.uta.fi/Kortit/
• VR: www.vr.fi/en/
• Matkahuolto: matkahuolto.fi/en

STARTING KIT

All international students who have paid the Student Union membership fee can borrow kitchenware (Starting Kit) from Tamy by paying a deposit. The deposit is €20 and after returning the dishes clean and undamaged, the student will be refunded €17. The Specialist in International Affairs is in charge of the Starting Kits. The basic package includes a sauce pan or a frying pan, soup plates and dinner plates, glasses and mugs, cutlery, a kitchen knife and a spatula.

Most of the kitchenware is second-hand and the number of kits in stock varies throughout the year. The stock is operated on a first come, first served basis and it cannot be guaranteed that everyone gets a set. Note that bed linen or bedding is not included.
IT SERVICES

A brief introduction to the University IT Services will be given on the Orientation Course. Attending the presentation is recommended. After registering with the University, the students receive a Basic User Account (BUA). The BUA must be activated online. It is generally operational on the following day of the activation. The BUA should be activated as soon as possible as it is needed when signing up for courses and exams online. Also, the computers in the computer labs as well as the Office 365 email account require a login with the BUA.

A student who has not yet received or applied for a student card can get a temporary key card, which can be collected at the IT Helpdesk. A personal ID is required to get the key card.

During the Orientations, some computer labs are accessible without a key card. Tell your tutee that the computer labs are reserved for working silently. It is rude to talk loudly to others or on the phone, as the other students are there to study. Show your tutee how to use the key card to access the computer labs. Tell them about the printing quota. More quota can be purchased online at https://printshop.tampere3.fi/ or at the customer service counter in the Main Building (Room A025). The customer service counter only accepts cash payments.

Make sure that your tutee learns how to use the Office 365 email! Point out that the University sends all the official messages to the student.uta.fi email addresses. Therefore, it is important that the students check their inboxes regularly!

If your tutee has a laptop, you should tell them that the mains voltage in Finland is 230 V at a 50 Hz frequency according to the EU standard. As standards might vary according to country, an adapter may be needed.

Wireless networks are available at the University. The recommended wireless network is Eduroam. A Basic User Account is required to log in.

LOCAL TRAFFIC

As some international students may live far from the city centre, encourage them to acquire a travel card for Tampere Regional Transport (Tampereen seudun joukkoliikenne) services.
International students are entitled to student benefits if:
• they are aged 25 years or older, i.e. a member of the adult age group. Under 25-year-old students can buy youth tickets.
• they have a personal Tampere Travelcard: Finnish social security number is required.
• their home municipality is Kangasala, Lempäälä, Nokia, Orivesi, Pirkkala, Tampere, Vesilahti or Ylöjärvi. Please note, that the secondary address does not entitle you to a discount.
• they are aged 30 years or older, and have been granted student financial aid by Kela
• they are a full-time student in a senior secondary school, a vocation education institution, a university or a another tertiary education institution.
• their studies lead to a vocation or a degree, and the duration of your academic year is at least 8 months.

In the long run, buying a travel card is cheaper than purchasing single tickets. The reloadable travel card costs 5 € and the minimum sum to be loaded onto the card is 10 €. Travel cards are sold at the Tampere Regional Transport customer service point.

• Tell your tutee about Finnish bus travel practices:
  • buses only stop when you wave at them
  • the buses are entered through the front door and exited through one of the back doors
  • the bus ticket should be with you throughout the entire trip
  • at night an additional night fare will be charged
  • timetables are available at the customer service point, online and at bus stops

More information:
• Tampere Regional Transport
  Website: joukkoliikenne.tampere.fi/en/home.html
  Customer service: Frenckellinaukio 2 B, ground floor
• Timetables: aikataulut.tampere.fi/?lang=en
• Repa Reittiopas: reittiopas.tampere.fi/en/

MOBILE PHONE

For international students, a pre-paid calling card is a good alternative. Prepaid cards can be purchased in R-kiosks, for example. ESN FINT hands out prepaid calling cards for international students during the Orientation Course in the Main Lobby for free.
A mobile phone bought in your tutee’s home country might not work in Finland, as it might be locked for a certain operator’s SIM card. If your tutee wants to buy a new phone, affordable second-hand mobiles are sold in mobile phone shops and flea markets.

More information on ESN FINT: esnfint.org, office in the Linna building
BEGINNING OF STUDIES

PLANNING STUDIES

International students are entitled to student counselling. During the Orientation Course, study planning and study practices will be introduced. Your tutee can ask for help in all study-related matters from the international coordinator of their Faculty. A list of the international coordinators is included in the info folder handed out during the Orientation Course and is available online.

Basic information on studies, for example teaching schedules, is available in English at the University’s website. International students can also attend courses at other institutions of higher education in Tampere within the cross-institutional Unipoli cooperation programme. If your tutee has questions about studying which you are not able to answer, advise them to contact their international coordinator!

More information:

• Curricula Guides: Study Guide > Curricula Guides
• Teaching schedules: Study Guide > Teaching schedules
• Contact details for the International Faculty Coordinators:
  https://www.uta.fi/opiskelunopas/en/centre-international-education#international_coordinators
• Unipoli: www.unipolitampere.fi/studying/unipolistudies.html
• ECTS Survival Guide: www.uta.fi/admissions/admitted-students > ECTS Survival Guide. The guide contains information on studying at UTA and living in Tampere/Finland. A printed version is handed out to all new international students during the Orientation Course.

TUITION FEES

Finnish universities introduced tuition fees in 2017. At the University of Tampere, fees are collected in Master's degree programmes taught in English, starting in August 2017 or after.

Fees will be collected from non-EU/EEA citizens starting their degree studies in Master’s degree programmes taught in English in August 2017 or after.

Students are not required to pay tuition fees if they are:

• EU/EEA citizen or their family member (spouse/child)
• equivalent to EU/EEA citizens (i.e. citizen of Switzerland)
• already reside in Finland (continuous [A] or permanent [P/P-EU] residence permit type), or have an EU Blue Card
• have started their Master’s degree studies before autumn 2017

Doctoral students are not required to pay tuition fees.

FINANCIAL AID AND SCHOLARSHIPS

As a rule, international students should have adequate means of support upon their arrival in Finland. The Finnish Immigration Service has estimated the income requirement to be 560 € per month or 6720 € per year. Living in Finland is relatively expensive to many foreigners.

University of Tampere Scholarships Programme

The University of Tampere scholarships are intended for students who are required to pay tuition fees in Master’s degree programmes. The programme consists of two scholarship categories

1. The University of Tampere tuition fee scholarships cover either 100% or 50% of the tuition fees in a two-year Master’s degree programme
2. The University of Tampere global student award for academic excellence scholarships cover 100% of the tuition fees and include a 7,000 € annual scholarship to cover the student’s living expenses during the two-year Master’s degree programme.

A substantial number of scholarships will be available for the most talented fee-paying students.

Finnish student financial aid

Student financial aid can be granted to international students who are registered as permanent residents of Finland in the population register system and whose purpose for residence in Finland is something other than education (for example, work, family ties or return migration). However, the majority of those coming to study in Finland is not entitled to student financial aid.

Different kinds of foundations and funds in Finland allocate grants and scholarships to students. However, these scholarships are usually only small monetary compensations that do not cover all living expenses. Especially doctoral students may benefit from scholarships as they are seldom granted to Bachelor or Master students.
INTERNATIONAL ACTIVITIES

You are welcome to participate in Tamy’s international activities with or without your tutees! The Committee for International Affairs assists Tamy in supervising students’ interests regarding international affairs and organizes activities for both Finnish and international students. The committee meetings are open to everyone, so you are welcome to join in any time!

Opiskelijan Tampere is a cooperative association established by the student unions in Tampere. Remember to tell your tutees about their website where they can find useful information on different student discounts and benefits, job opportunities and cultural and free time activities. At the online marketplace, one can also buy, sell and donate their unnecessary items.

ESN FINT, Erasmus Student Network in Tampere organizes free-time activities, such as trips, sauna evenings and simple hang-outs, mainly for foreign students, but welcomes all internationally-minded students to join in. Enthusiastic volunteers are especially needed at the beginning of each semester to help in organizing events for incoming international students. ESN is a Europe-wide network for exchange students and they announce their activities on the IS-list and their own members’ list. Membership fee is €2 for the duration of two years.

More information:
• Tamy: www.tamy.fi > in English
• ESN FINT: www.esnfint.org
• www.opiskelijantampere.fi

STUDENT UNION EMAIL LISTS AND COMMUNICATION

You should tell your tutee to join Tamy’s IS-list which provides information on current affairs, local events, university courses and other useful matters in English. The IS-list is a moderated email list. Instructions on how to join the list can also be found on Tamy’s website.

Tamy’s Facebook page (TamyTampere) and the group Tamy’s International Students are a good forum to catch the latest news and prompt informa-
tion on activities. On the Facebook page, the posts often include information in English either in the actual post or in the first comment!

HOW TO JOIN AN EMAIL LIST

To subscribe, simply send an email to listserv@uta.fi with one line of text in the body of the note as follows:

SUBSCRIBE [list name] [First name] [Last name]

For example, to subscribe to the IS-list, a person called Ida International would send an email to listserv@uta.fi with the text:

SUBSCRIBE is-list Ida International.

Please leave the subject line of your email empty and delete any signatures you may have. Once you have subscribed to the list, you can send email to the list in question. The list address is the same as the list name.
STAYING IN FINLAND

REGISTRATION OF STAY

Foreign nationals must register their stay in Finland and the way to do it varies depending on their nationality.

Nationals of the EU and EEA countries

EU and EEA nationals and non-EU nationals with a comparable status (Switzerland) do not need a visa nor a residence permit. However, they need to register their right of residence with Finnish Immigration Service service point if they stay in Finland for more than 90 days. The Finnish Immigration Service service point handle the registration, except for Nordic nationals, who are registered at the Local Register Office (maistraatti in Finnish). It is a good idea to register as soon as possible after arriving in Finland. Not registering might cause problems if the international student gets into an accident, has to deal with the police or is claiming for damages.

Students coming from outside the EU and EEA countries

Students coming from outside the EU and EEA countries need a visa for a stay of less than three months, or a residence permit in order to stay in Finland for a longer period of time. The residence permit is meant for a stay that is not considered tourism or other type of short-term stay. One must apply for a residence permit at a Finnish embassy or consulate before arriving in Finland. An electronic application is recommended, and can be processed faster than a paper application. A residence permit for study purposes is usually granted for one year at a time. The final decision is always made by the Finnish Immigration Service. See also the chapter “Travel Documents”.

More information:
- Finnish Immigration Service: www.migri.fi > English
- Ministry for Foreign Affairs of Finland: www.formin.fi > In English
- UTA website: http://www.uta.fi/admissions/pre-arrival-information > Residence permit and work permit

NOTIFICATION OF CHANGE OF ADDRESS AND LOCAL REGISTRATION

All new exchange and degree students will need a Finnish personal identity code for UTA’s student register and for the national data warehouse in
higher education. Furthermore, students with at least two years of right to study can be granted a municipality of residence entitling them to municipal health care services. The personal identity code is also required for applying for the municipality of residence. In addition, the personal identity code might be needed as identification at banks and hospitals, for example.

**Finnish Personal Identity Code**

Non-European students should apply for the personal identity code along with their residence permit application. If they did not ask for the personal identity code when applying for the residence permit they can ask for the registration at the Local Register Office after their arrival in Finland.

EU/EEA nationals can obtain the personal identity code from the Local Register Office.

Once the student has been granted the personal identity code, he/she has to present the document stating it along with his/her passport/identity card at UTA Registrar’s Office, preferably upon the registration with the university.

**Address Change Notification**

All people moving to, from or within Finland are required to submit a notification of change of address (muuttoilmoitus). The form is available at the International Office, post offices or the Local Register Office. If the student has access to Finnish online banking services, they can also submit the notification online. Those registered with the Local Register Office must submit a notification of change of address every time they move to, from or within the country. By law, the notification should be submitted no later than one week after moving. In post offices you can also find specific postcards you can send free of charge (in Finland) to inform your friends of your new address.

Additional information:
- Population Register Centre: http://vrk.fi/etusivu > English

**WORKING AND TAXATION**

An increasing number of international students are willing to work while studying. The Finnish labour legislation applies to everyone working in Finland, regardless of their nationality. Likewise, all employers are obliged to pay employment pension contributions as well as social security, unemployment security and accident insurance contributions for foreign employ-
Those coming from the EU and EEA countries and Switzerland do not need a work permit if their work period lasts less than three months. After that, they must register their right of residence in Finland, but they do not need a special residence nor a work permit.

Those coming from outside the EU and EEA countries and have been granted a residence permit on the basis of studying are allowed to work an average of 25 hours weekly during study terms, if the employment is part of their studies (practical training or diploma work). The number of working hours is not restricted during holiday season.

Foreign nationals must also acquire a tax card from the Tax Office. In order to get one, they need a personal identity code. See page 24-25 ‘Finnish Personal Identity Code’.

International students often ask about work opportunities in Finland. Unfortunately, finding a work placement may be difficult as many employers demand employees to speak fluent Finnish. However, some international students have found a job in delivering mail and doing software testing, for example. Useful tips for finding a job in Finland can be found on the websites listed below. In addition, Tamy’s Specialist in International Affairs sends information on available jobs to the IS-list.

More information on employee rights and responsibilities:

- Occupational safety and health administration: www.tyosuojelu.fi/web/en/home
- INTO Finland: http://www.infopankki.fi/en/sitemap
- Finnish Immigration Service: www.migri.fi > in English
- Public employment and business services: www.te-services.fi/te/en/

Information on employability and careers on UTA website:
http://www.uta.fi/opiskeluopas/en/working-life

ENVIRONMENT AND RECYCLING

Environmental care practices vary significantly from one country to another, even inside the EU. It is important to tell your tutee some basic things about environmental matters in Finland. Finnish law mandates one to recycle!
Tell your tutee how to recycle their waste. Information in English can be found on the website of “Tampere Regional Solid Waste Management”. At the University, encourage your tutee to pay particular attention to sorting organic waste (in student restaurants) and paper (in computer rooms)! If you wish to give your tutee more detailed information on how environmental matters are taken into account at the University, please see the Ekokampus’ website. You can also contact the Environmental Coordinator Saana Raatikainen (saana.raatikainen@uta.fi).

Buying and selling second-hand goods is fairly common in Finland. Second-hand shops and flea markets are great places to find reasonably priced items in a good condition. There is also a flea market community on the University’s Intranet for students and staff.

A bicycle is very handy for moving about in Tampere. Affordable second-hand bicycles can be found, for instance, in Etappi bicycle shop, police auctions or the UTA flea market community. Tamy and the tourist information “Visit Tampere” (Hämeenkatu, the Tampere Theatre building) hand out regional bicycle maps.

You can also advise your tutee to visit the “Opiskelijan Tampere” association’s website, if they are looking for furniture, for example.

Tips for recycling:
• Recycle your own waste and bring it to the building’s waste collection bins.
• Recycle mixed waste and bio waste.
• Collect paper waste into a paper bag or a cardboard box and empty it into the paper collection bin
• Take cardboard and carton into the cardboard collection bin.
• Take metal items (tins, cans without deposit etc.) into a metal collection bin.
• Return glass and plastic bottles as well as metal beverage cans with a deposit to stores.
• Take broken glass and bottles without deposit to a glass recycling point (in Tammela market square, for example).

More information:
• UTA Facebook flea market: https://www.facebook.com/groups/1593462217553552/
• Environmental Coordinator of UTA: saana.raatikainen@uta.fi
• Ekokampus: http://www.uta.fi/ekokampus/en/about.html
• UTA recycling room: https://www.uta.fi/opiskelunopas/en/recycling-
room

- Etappi bicycle shop: trety.org (in Finnish) address: Sarvijaakonkatu 28–30
- Tampere Regional Solid Waste Management: www.pjhoy.fi/inet/pjjoy/flow.nsf/docs/company
- Tampere flea markets: kirpputorihaku.com/kirpputori/tampere (in Finnish)

LOST PROPERTY

In case your tutee loses important belongings (e.g. passport, wallet, mobile phone, travel card, student card) tell them what to do:

- Cancel all important cards
- Close the telephone subscription
- Inform the IT Services of the University about the lost student card
- Inform the Regional Transport about the lost travel card (see “Local Traffic” for details).
- Ask the lost property office at the police station or Pirkanmaan Löytötavaratoimisto
- Check the Information Desks at the University to see whether the lost item has been returned there.

More information:

- Police Lost Property Office
  Address: Sorinkatu 2
  Website: http://www.poliisi.fi/about_the_police/lost_property
  Email: loytotavara.sisa-suomi(at)poliisi.fi
- Pirkanmaan löytötavaratoimisto (Pirkanmaa Lost Property Office)
  Address: Sammonkatu 21
  Website: www.plt.fi/en
HEALTH CARE AND INSURANCE

All students who have paid the Student Union membership fee (excluding doctoral students) are entitled to student health care services in every Finnish Student Health Service, FSHS (in Finnish Ylioppilaiden terveydenhoitosäätiö, YTHS) unit in Finland.

A FSHS staff member usually gives a presentation during the Orientation Week, but it is recommendable to go through this with your tutee. Tell your tutee that FSHS provides basic health care services (including dental care and mental health care services) but does not include special health care services, such as reproductive health services. FSHS is closed in the evenings and on weekends.

WHEN FSHS (YTHS) IS NOT AVAILABLE

Public health services

Students coming from the EU, EEA countries and Switzerland are eligible to apply for a European Health Insurance Card, issued by their national health insurance provider. The card gives students access to medically necessary, state-provided healthcare on the same terms as local residents. A person without any type of insurance card has to cover the costs of public health care services themselves.

Students coming from any of the Nordic countries are entitled to health care services according to the Nordic social security agreement. In addition to the Nordic countries, Finland has social security agreements with some other countries as well.

Remind students coming from outside the EU and EEA countries that health centre services and hospital services are chargeable. A whole day in a hospital may cost hundreds of euros to a patient without health insurance, and therefore, health insurance must be valid throughout the entire period of stay. More information on insurances can be found on the website of Finnish Immigration Service: http://migri.fi/en/insurance
IN CASE OF AN EMERGENCY

In case of an acute illness or an emergency, contact either a private clinic (remember the insurance!) or the Emergency Clinic Acuta.

1. If your tutee has to go to a hospital, it would be helpful if you or someone else who speaks Finnish and knows how things are done in Finland, could go with them to make sure the student understands everything and gets the best possible assistance.

2. In case your tutee gets into an accident, please let the International Office know as soon as possible. You can send an email to intoffice@uta.fi or call either the International Office or the Coordinators of International Education.

3. If the accident happens while participating in some event, remind them to inform the event organiser about what has happened.

4. If there are any problems or confusing issues, you and your tutee can always contact the International Office (intoftice@uta.fi) and the staff of the Centre for International Education.

More information:

- Health Insurance and Services: www.uta.fi/admissions/pre-arrival-information > Health Insurance and Services
- YTHS in English (FSHS): www.yths.fi/en
- Kela, the Social Insurance Institution of Finland: www.kela.fi/web/en
- Health services of the city of Tampere: www.tampere.fi/en/social-andhealth-services.html
- Municipal Telephone Health Service, information and advice daily between 7:00-22:00, tel. +358 3 100 23
- First Aid Unit Acuta, Tampere University Hospital, Teiskontie 35, Building K: www.pshp.fi/en-US/Emergency_Services
- Contact details for the staff at the Centre for International Education: http://www.uta.fi/opiskelunopas/en centre-international-education
PROBLEMS AND OTHER EMERGENCIES

Smaller problems are quite common when staying abroad, but severe crises and/or emergencies are typically quite rare. However, problems or emergencies may occur, such as mental health issues, physical illnesses, getting into an accident or being mugged. In such instances, tell the student where to find help and support and let the International Office and the International Coordinator of their Faculty know what has happened. You should also remind your tutee of the European emergency number 112.

Remember that no one has to cope on their own: depending on the situation, help and support are provided by FSHS, Crisis Centre Osviitta, the police, the University chaplain or Victim Support Finland, for example. In many cases, it may be help-ful to turn to the University’s International Office or the Student Union Tamy for further advice.

No one should tolerate hurtful or unpleasant behaviour. Tamy has trained anti-harassment contact persons (male and female) to help students who have been harassed by offering them support in dealing with the incident.

Remind your tutees of Tamy’s role as the supervisor of students’ interests. If your tutees have problems with their studies or accommodation, or if they need help with some type of personal crisis, they can contact Tamy. Tamy’s specialists are working for all students’ wellbeing, including the international students, providing that they have paid the Student Union membership fee. Tamy also works to promote students’ position and interests in dealing with authorities and other official organs and may provide support in negotiations.

Special Arrangements for Students with Disabilities

If your tuttee contacts you in need for special arrangements due to personal disabilities or handicaps, advise them to contact opintoneuvonta@uta.fi

Further information:

- Crisis Centre Osviitta: http://www.mielenterveysseurat.fi/tampere/in-english/. Email: osviitta@osviitta.fi, tel. +358 400 734 793
- Information on accessibility for students with disabilities can be found: https://www.uta.fi/opiskelunopas/en/essential-information/accessibility
- Naistari, the international meeting place for women: www.naistari.fi/english/, tel.: +358 3 317 8583
- Tukinainen, rape crisis centre: www.tukinainen.fi > In English
• Victim Support Finland: www.riku.fi > in English > Victim support Finland, tel.: 116 006
• LGBT Rights in Finland: www.pirkanmaanseta.fi/in-english/, seta.fi/
in-english/
• Non-Discrimination Ombudsman: www.syrjinta.fi/web/en/ombudsman
• FSHS crisis help in Tampere: tel.: +358 46 710 1054

Support from Tamy:
• Matters concerning accommodation or legal advice: sopoasiantuntija@tamy.fi
• Student union’s anti-harassment contact persons, confidentially by email: hairinta@tamy.fi, or by phone: +35850 361 2846. You can also contact both anti-harassment persons personally.
• Matters concerning education and studies: kopoasiantuntija@tamy.fi
• Living, livelihood and other related matters: kvasiantuntija@tamy.fi
• Legal counseling: https://tamy.fi/en/members/services-for-members > Legal counselling
WHEN YOUR TUTEE IS LEAVING

When your tutee is leaving, remind them of some practicalities.

Transcript of Records
• Students can pick up their Transcript of Records from the Registrar’s Office as soon as they have completed their study modules and the credits have been registered.
• In case some credits have not yet been registered in Student’s Desktop, students should fill in a Transcript Order Form online. Their Transcript of Records will be then sent to their home address. Remind your tutee to update their contact details in Student’s Desktop.

Learning Agreement
• Erasmus exchange students need their original Learning Agreements (ECTS Learning Agreement) signed by their Faculty’s International Coordinator.

Accommodation
• If your tutee is staying at TOAS, the flat has to be empty and the key must be returned by the first working day (by noon) following the last day of tenancy. Moving out and travelling home should therefore be arranged in a way that this does not cause any problems.
• There will be a final inspection conducted at the flat prior to departure and should there be need for cleaning services, the costs will be deducted from the deposit. Should everything be in order, the deposit will be refunded as soon possible.
• Fixed-term contracts cannot be cancelled before the specified ending date!

Other matters:
• Those who have registered with the Local Register Office should file an official notification of move.
• The student’s Finnish bank account should be closed, other possible service agreements terminated and invoices paid.
• The travel card should be returned to the Tampere Regional Transport Service Point in order to be refunded the possible remaining value on the travel card. Note that a processing fare (5 €) will always be deducted when returning the card.

More information:
• Registrar’s Office: aktuaari@uta.fi
• Transcript Order Form:  https://elomake3.uta.fi/tunnistaudu.php?lomake_id=18712
• Notification of change of address:  www.posti.fi/changeaddress
• TOAS giving notice form:  https://toas.fi/en/your-tenancy/ending-your-tenancy-agreement-and-moving-out/
• Change of address in Student’s Desktop:  studentsdesktop.uta.fi
GOOD TO REMEMBER

CHECKLIST TO GET STARTED IN FINLAND

1. Collect the key for your room and, if necessary, sign the tenancy agreement at the TOAS office or some other housing agency.
2. Collect the registration and info package from the International Office located in the Main Building, room A129.
3. Pay the Tamy membership fee at a bank or use your online banking system. Keep the payment receipt! This fee is voluntary for exchange and visiting students, but it is obligatory for all degree students.
4. Pay the Atalpa Sports Services fee. If you’re staying for only one semester, pay the sports fee at the Atalpa Sports Centre. If you’re staying the whole year, you may pay the sports fee together with the Tamy membership.
5. Open a bank account if you wish. Students from SEPA countries do not necessarily need a Finnish bank account. In case you wish to open an account, check out Tamy’s website.
6. Register at the University: Fill in the registration form and an optional student card application form. Bring the payment receipt of the Tamy membership fee and a passport photo! Take the documents to the Registrar’s Office. You may take the passport photo to the Registrar’s Office also later on. After registering successfully you will receive your Student Certificate and your Basic User Account.
7. Activate the Basic User Account after university registration. The BUA will be in use a few days after the activation.
8. Enroll in courses in NettiOpsu, which can be found on Student’s Desktop. Note that the enrollment period for Language Centre’s Finnish courses usually begins very early! If there are any problems in enrolling in courses, contact the study coordinators or teachers by email or in person.
9. Pick up a travel card from Tampere Regional Transport office.
10. Collect the Starting Kit from Tamy.
11. Get a mobile phone subscription and/or a mobile phone. ESN FiNT hands out free prepaid SIM cards during the Orientation Course.
12. Join the IS-list.
13. Collect your student card from Tamy roughly three weeks after registering.
14. Register your right of residence with the Finnish Immigration Service within three months of arrival (students from EU and EEA countries) or at the Local Register Office (students from Nordic countries).
PRACTICAL MATTERS

You might want to go through the following things with your tutee.

In everyday life

• The Finns’ concept of time is very precise. If the student is running late, it is polite to notify everyone who might be waiting for them.
• Deadlines for course enrolment are fixed. At the University, however, lectures usually start fifteen minutes past the hour.
• In Finland, silence is not considered awkward. The speech culture in Finland differs from many other countries.
• In Finnish homes, shoes are taken off indoors and left in the hall.
• Finland’s strict tobacco law forbid smoking in public spaces, such as bars. University cafés are also non-smoking areas, and it is forbidden to smoke inside flats.
• Recycling centres and flea markets are good places to shop. There are also second-hand bicycles available.
• People are legally bound to use a reflector (luminous tag in their clothing) when it is dark outside and they must wear a helmet while riding a bicycle.

At the University

• Students must keep quiet and not disturb others during exams. Cheating in exams and plagiarism are rare and have heavy consequences!
• Students can borrow books from the University Library with their student card. The libraries operate on a self-service basis. There are also plenty of books and other material in foreign languages at the city libraries. If a book is overdue, students have to pay a delay fee and if they do not return the books at all, they will not be able to borrow any more books from the library.
• It is possible to load meal tickets on to the student card in Juvenes restaurants for a lower price.

Free time activities

• ESN language groups offer informal language teaching with a native speaker.
• Travelling in Finland. You can tell the student about ESN’s student trips to Lapland and Russia.
• Inform the student on activities provided by the different student associations, Tamy’s hobby associations and committees and, if elections are taking place, student politics as well.
Things to do with your tutees

• Tampere sightseeing: Pyynikki, Särkänniemi, Näsinneula, etc.
• Main Library Metso
• Coffee houses, restaurants
• Museums: Moomin, Sara Hildén, Taidemuseo, Pelimuseo, etc.
• Theaters: Tampereen Teatteri, Työväen teatteri, etc.
• Concerts: Tampere-talo, Pakkahuone, etc.
• Public sauna (Rajaportti, Kaupinoja, Rauhaniemi): swimming & sauna culture
• Winter sports
• Ice hockey and football matches
• Ikea tour
• Barbeque evening
• Finnish food night
• Independence day party
• Finnish nature, flora and fauna: hiking, picking mushrooms and berries, etc.
• Cottage trip
• Movies or board games
• Ferry to Stockholm/Tallinn
• Trip to Lapland
• Picnics
• Events of your student association
• Minigolf in Koulukatu
• MM-kyykkä
• Erasmus Student Network (ESN) events
• TAMY’s events
• “Mölkkyfest” and other outdoor activities

More information:

• Sport Centre Atalpa: sport.unipolitampere.fi/indexen.html
• ESN FINT activities: www.esnfint.org
• Juvenes discounts and benefits: www.juvenes.fi > in English
• News for international students: http://www.uta.fi/en/ajankohtaista
• Bulletins on Student’s Desktop at studentsdesktop.uta.fi
• The city main library Metso: www.tampere.fi/kirjasto/mamut/englanti
USEFUL VOCABULARY

Academic year = lukuvuosi
Admission = opiskelijavalinta
Application for student accommodation = asunnonhakulomake
Bank account = pankkitili
Bank deposit = pankkitalletus
Bank receipt = pankkikuitti
Basic User Account (BUA) = peruspalvelutunnus
Bilateral student = kahdenvälinen vaihto-opiskelija
Course enrolment = kursseille ilmoittautuminen
Curricula Guide = opinto-opas
Degree student = tutkinto-opiskelija
Dental care = hammashoito
Emergency Room/First Aid Unit = päivystyspoliklinikka
Exchange student = vaihto-opiskelija
Finnish personal identity code = henkilötunnus
Flat check-up = asunnon muuttotarkastus
Insurance = vakuutus
International Office = kansainvälisten asiain toimisto
IT Services = Tietohallinto
Language Centre = Kielikeskus
Learning agreement = opintosuunnitelma
Letter of Acceptance = hyväksymiskirje
Local Register Office = maistraatti
Local transport = paikallisliikenne
Main building = Päätalo
Means of support = toimeentuloselvitys
Municipality of residence/Place of domicile = kotikunta
Notification of change of address = osoitteenmuutosilmoitus
Notification of move = muuttoilmoitus
Ombudsman for minorities = vähemmistövaltuutettu
Orientation Course = orientaatioviikko
Passport = passi
PSP (personal study plan) = HOPS
Receipt for payment = maksukuitti
Personal identity code = henkilötunnus
Population Register Centre = väestörekisterikeskus
Postgraduate student/PhD student = jatko-opiskelija
Recycling (waste) = jätteiden lajittelu
Registering with the University = ilmoittautuminen yliopistoon
Registrar’s Office = aktuaarinkanslia
Rental deposit = vuokratakku
Reservation fee = varausmaksu
Residence permit = oleskelulupa
Residence permit application = oleskeluluvan hakulomake
Right of residence/Municipality of residence = kotikuntaoikeus
Scholarship = apuraha
Semester = lukukausi
Student association = ainejärjestö
Student card = opiskelijakortti
Student certificate = opiskelijatodistus
Student health service = opiskelijaterveydenhuolto
Student Union = ylioppilaskunta
Tampere Student Housing Foundation = TOAS
Tax Office = verotoimisto
Teaching schedule = opetusohjelma
Temporary accommodation = tilapäismajoitus
Transcript of Academic Records = opintosuoritusote
Travel card = matkakortti
University Information Desk = opastus
Visa = viisumi
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