

# Handbook for exchange tutors 2016



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## Dear exchange tutor,

This handbook provides you with the most important information about exchange tutoring. In this handbook, both the role and the tasks of an exchange tutor will be discussed. As a tutor you are an important part of the network that ensures the exchange students of Metropolia settle in, feel at home, and enjoy both their studies and free time here in Finland.

This material is used for training new tutors, but it is also meant as a reference for your work as a tutor. We have tried to gather all the essential information an exchange tutor might need, from maps to useful phone numbers. New information can always be added to it, so do not hesitate to share your ideas with us if you learn something by experience which ought to be in a handbook like this one.

A tutor provides expertise, experience, and encouragement - this applies to all situations in tutoring. It is important to remember that as a tutor you are representing Finland, Metropolia and METKA. Although exchange tutoring differs greatly from the traditional peer tutoring, the concepts of help, support, and organization are still the foundation of exchange tutoring. The most noticeable difference between these two types of tutoring is the personalized assistance an exchange tutor offers to an exchange student.

Tutoring is an important task which provides many great experiences, so your interest in becoming a tutor is greatly appreciated. Metropolia receives several hundreds of exchange students each year and therefore the need for tutors is never-ending. That is why we at METKA would like to thank YOU for choosing exchange tutoring!

Welcome aboard!

*"It was really nice that you have a tutor who helps you settle in the first days. When you go to a strange country where you don't know anybody, it's nice to know that there is somebody who will pick you up and help you get started." - exchange student -*



# 1 Exchange tutoring

## 1.1 Tutoring and its requirements

Tutoring is a fun activity, but you need to consider some matters before promising to be a tutor for an exchange student. You need to make sure you have enough space in your timetable. School work should not be affected too much by tutoring. As a tutor you will need

- English language skills
- knowledge of the Helsinki region
- a positive attitude
- sufficient amount of time
- patience



Your role as a tutor is mainly to help the student with their acclimatization to Finland. Study schedules and questions regarding specific fields of study are the responsibility of study coordinators and the teaching staff. Basically, exchange tutors take care of matters outside school, but there are exceptions like the orientation days, which are planned together with the head tutors and the international coordinators.

Top 6 tasks of an exchange tutor:

1. Check EAF + get in touch with your exchange students via e-mail ASAP
2. Obtain the "Welcome package" + HOAS keys (from M-piste a few days before the student arrives)
3. Pick up the student (at the airport/train station or ship terminal) and help them find their flat. Show them around their apartment area, Metropolia campus and the city.
4. Inform the student about timetables and the Finnish student life
5. Assist the international coordinator with the orientation days (with the course registrations, campus tour, travel cards, ice-breaking games...)
6. Stay in contact and organize events - be a friend

## 1.2 A tutor's responsibility

Each tutor has a big responsibility, both for their own actions and for the arriving student's first days in Finland. To a new student, the tutor represents both students of Helsinki Metropolia University of Applied Sciences and Finland. It can be hard to decide which information to share about Metropolia and Finland because it can be more fun to tell the new student everything about "exotic Finland" rather than to inform them about which Tuubi workspaces are useful, but try to find a balance.

A tutor is a friend, a fellow student and an ambassador for Finland, so if your mistake regarding an address causes the student to run around Helsinki for hours, that could make the international student's experience of Finland a little less positive.

A tutor's job is not to simply inform the new students about everything, but to stay with the newbies for their first days/weeks in Finland and to do things together with them. When you spend time together, the questions and answers usually come out naturally; a new international student needs a friend and a feeling that he/she belongs, rather than a machine that just spits out answers. Your work as a tutor is priceless. If you, for example, go out for a coffee with your student together with another tutor and his/her student you will enable new friendships!

METKA provides tutoring services to Metropolia's incoming exchange students because they are only here for a short time. Without your extra help, they cannot enjoy their stay in Finland to the fullest.

Remember:

- Tutoring is what you make of it. Just be yourself! That is how you make new friends and can help the most.
- You do not need to have all the answers and all the time in the world! Tutoring is about helping others, having new experiences, and making friends, not about becoming a personal assistant.
- Tutoring is all about volunteers working together for the greater good, so remember to have fun and also to take care of yourself. Share your ideas about free-time activities that tutors could do together, with or without the exchange students.

## 1.3 A tutor's attitude



A negative state of mind is contagious. If you have a raging storm inside you, don't let it show to your exchange student. It is not that you can't be yourself, but all negative things do not need to be said out loud. If you don't have anything nice to say, try to change the subject. Don't express your own opinion as the ultimate truth on matters like politics, religion, teachers, other students, etc. Everyone has the right to make up their own minds.

Everyone has the right to make up their own minds.

Prepare for your first encounter with the exchange student thoroughly. Be truthful, honest, and reliable in all your actions. Keep your word if you promise to do something. Also note that he or she might be exhausted from the trip, so don't try to fit in all the information at once.

A tutor is usually the first person an exchange student meets when arriving to the country. First impressions are really important. In the beginning, you are probably the only person in Finland the exchange student knows. If you are nervous about the first meeting, you can just imagine how nervous the exchange student is.

Respect other cultures and make an effort to get to know the student. Make sure you are understood. The level of English varies a lot between students. Don't be ashamed to repeat yourself or draw a picture to demonstrate what you mean. No one can remember/understand everything the first time. Misunderstandings happen every day, but if you are patient you will find a way to get over and around them.

## 1.4 A tutor's limitations

It might happen that the exchange student asks for your help in difficult and personal problems. Remember, you don't need to have all the answers. Help the student seek help from the right place. You are a tutor, not a psychiatrist. In this handbook, you will find contact information for professional help. Please inform us at METKA if you feel that tutoring is getting too hard for you, or if you just don't have enough time. Don't abandon the student if things get difficult, we'll help! The purpose of tutoring is not to wear people out; we are all in this together. The general idea of tutoring is to have fun and get new friends - while helping other students!

## 1.5 A tutor's cooperation partners

When you work as a tutor, you will have to cooperate with a lot of different people and institutions, not just the new student. Tutoring provides a great chance for you to work on your networking skills and learn more about cooperation between officials. Also, should you need help with anything, don't hesitate to contact your cooperation partners to help you out! Below is a list of a tutor's cooperation partners.

### THE STUDENT UNION METKA

- METKA's member of the student union board, specialized in exchange tutoring
- METKA's member services specialist
- the degree and Finnish-speaking tutors (activities, information, peer support)
- METKA's sports sector (MetroSport, sports courses)

### ESN METROPOLIA

- orientation days at campuses
- activities
- cross-campus cooperation
- other ESN sections in Finland and Europe

### CAMPUS OR FIELD OF STUDY

- the international coordinator
- the study coordinator
- the student's tutor teacher
- the student's teacher in a certain course
- the student associations (Trombi, HTO, Lepo, TXO...)

### OTHER COOPERATION PARTNERS

- HSL, which provides the travel card
- the foreign police, which conduct registration of EU citizens (staying in Finland for over 3 months)
- HOAS, which provides housing and answers regarding housing issues
- other student unions and associations in Helsinki

## 1.6 Language and communication



Odds are that your exchange student's level of English is less advanced than yours. Be prepared to simplify your verbal communication. Talk in a calm way and listen. Don't use the fanciest words you know.

During the first days the exchange student will receive a lot of information so repeat what needs to be said, it's not embarrassing. Assume that the person is travelling for the first time and may be stressed out. Manners and courtesy are cultural traits - what is polite in Finland may be rude in other countries. Have patience.

The exchange student usually listens to you carefully, so think about what you are going to say. If you are not sure about something then it is better you take your time to find out the right answer - wouldn't you yourself also rather wait a bit longer than run to the wrong office on the other side of town?

Be truthful, honest, and trustworthy in all that you do or say when you are with the international students - new international students are surprisingly good listeners. All you do or say may be interpreted as the ultimate truth and memorized, since they might not have anyone else to refer to here in Finland. Get to know the basics of the culture you're dealing with. Although people are pretty much the same around the world, there might be some surprises.

- Speak calmly
- Consider your body language (remember cultural differences)
- Draw pictures or maps
- Repeat!
- Know the student's basic cultural characteristics

Here are some useful terms for tutors to know. Refer to this list whenever you see something unfamiliar in Finnish or in English.

airport	lentokenttä	most exchange students arrive by airplane
arrival days	saapumispäivät	on the days when a lot of students arrive in Finland, the student union usually organizes an info stand and tutor contact points at the airport
exchange student	vaihto-opiskelija	a student from another university and another country who comes to

		Finland to study at Metropolia for a limited period of time, usually one semester
exchange tutor	vaihtaritutor	a Metropolia student who volunteers to help exchange students
head tutor	tutorvastaava	a person responsible for coordinating tutor activity on their campus
international coordinator	kv-koordinaattori	part of Metropolia staff, coordinates incoming and outgoing exchange students
international responsible	kv-vastaava	member of the student union board, responsible for all international affairs
degree tutor / peer tutor	vertaistutor	a Metropolia student who volunteers to help new degree students
Erasmus Student Network ESN	ESN	an international network of students that functions in 34 countries
ESN Finland		the national division of ESN
ESN Helsinki		the capital region organization of ESN
ESN Metropolia		the Metropolia chapter of ESN
Electronic Arrival Form (EAF)		the system that connects tutors and exchange students
orientation days	orientaatiopäivät	the day or days at the start of each semester, during which the student learns about their study programme, Metropolia, etc.
ship terminal	laivaterminaali	there are five passenger ports in Helsinki: Länsiterminaali, Katajanokan terminaali, Olympiaterminaali, Makasiiniterminaali and Hansaterminaali

tenancy agreement	vuokrasopimus	a contract between the tenant and HOAS that specifies the terms of the tenancy
fault report	vikailmoitus	a form that can be filled out online if something is broken or out of order at your HOAS apartment
tenant responsibility chart	vastuunjakotaulukko	the chart has info on the responsibilities of a tenant at a HOAS apartment
repair responsibility chart	korvausvastuutaulukko	a chart listing the cost of repairs for damage caused by the tenant's negligence or carelessness at a HOAS apartment

## 2 The exchange student's arrival

### 2.1 The Electronic Arrival Form

There the incoming students are supposed to inform METKA and the tutors about when and how they are arriving in Finland and where they will be staying. This is done in the EAF system. All incoming exchange students are notified of the Electronic Arrival Form by the international coordinators.

The exchange students are advised to register their arrival information to the EAF system at least 4 weeks before their arrival. This means that the exchange students who have registered to EAF on time are entitled to the tutor service, but those who register their arrival e.g. the night before get a tutor only if there happens to be someone who can help at a last minute. This is to ensure that tutors don't have to be alert 24/7. The students will also be informed that if they arrive on weekdays between 8 am - 10 pm (08-22) and weekends 10 am -10 pm (10-22), they will be picked up by a tutor who will take them to their apartment.

As a tutor your job begins by logging in to the Electronic Arrival Form and finding yourself an exchange student. Log in to EAF with your Metropolia log-in information, and there choose students that you want to pick up and tutor. You must do this on your own initiative, 1-2 months before the beginning of the semester. Please note that choosing an exchange student on EAF not only means that you will pick him/her up but you will tutor the student for the entire semester.

Therefore, search primarily for students from your own campus or field of study. If you can't find one, you can also choose someone from another field of study. In these cases, it's a good idea to contact a fellow tutor from that campus and ask for help. Remember - tutoring includes team work! There are also head tutors to help you.

As discussed already in tutor trainings, it is not advisable to become a tutor of too many exchange students. If you have many exchange students to look after you won't have enough time to hang out with all of them and you might struggle also with your studies and/or work if you have too much on your plate. Therefore exchange tutors are only allowed to be the primary contact of 4 exchange students per semester. This is to ensure sufficient contact between the tutor and the exchange student. If we notice that a tutor has assigned themselves as the primary contact of too many groups in EAF, we will email the tutor.

Once you have chosen a student, it's really important to send an email ASAP to the student to relieve their stress. The exchange students will start emailing other people if you are not in contact with them and satisfy their thirst for information.

- Log in at <http://eaf.edu.metropolia.fi/> with your Tuubi username and password
- Click "Tutor tools" and "List Groups"
- Choose a student and click "Assign me"
- By selecting a student you are obligated to send an email to him/her

## 2.2 Emailing your exchange student

Your exchange student is eagerly waiting to hear from you. Here are some things you will need to ask your exchange student via email. Don't panic if they don't have all the answers - that's why you are here to help.

- Have they applied for a HOAS apartment or other type of housing?
- When are they coming to Finland (to confirm that the date you have is correct)?
- When does their orientation begin?

Let them know that

- you are coming to the airport (or boat / train terminal)
- you can pick up the keys to their HOAS apartment for them
- you have information about Finnish culture, the city etc.
- you are going to help them find their way around the campus
- they should bring an unlocked mobile phone and they will receive a Finnish prepaid SIM card
- they should also bring an ethernet cable for the internet connection (see photo)
- they need to bring money for the Helsinki region travel card (also the train ticket to get to the apartment from the airport) and to cover other basic costs
- they need to bring their passport
- European citizens also need to bring their European health insurance card



You can also include

- a photo of yourself (it's easier to recognize each other at the airport)
- your mobile number (just in case)
- if you want you can facilitate the communication with your exchange student by becoming friends on Facebook

## 2.3 Picking up the welcome package (& taxi card, if necessary)

Pick up the exchange student's welcome package at the METKA member service office M-piste (see the office hours [online](#)) some days before the arrival of your student. The welcome package is an envelope that contains some things that are useful during your exchange student's first weeks in Finland:

- the "ABCs of Surviving in Finland" guide (written by tutors)
- Greetings in Finnish
- maps of the city
- some tourist guides

Also, ask METKA international responsables if you will need a taxi card and a travel report form. Since summer 2015 there's a direct train connection from the airport to Helsinki city centre, and METKA tutors will use the train I or P (Kehärata) for picking up exchange students: see section 2.7 for more details.

However, if the HSL train does not operate in a convenient way for your exchange student, METKA can assign you a taxi card to take the incoming exchange student from the airport (or other meeting place) to his/her apartment for the first night with a taxi. In that case you must read the instructions carefully, report the use of the taxi with the Travel report form and bring it back to M-piste within one week of the pickup - see section 2.8 for more details.

## 2.4 Picking up the keys for the HOAS apartment

METKA will pick up all HOAS keys for the exchange students right after the keys are released (= on the first weekday after the tenancy period has started), so there's no need for tutors or the exchange students to go queue to the HOAS office. For the spring semester 2016 METKA gets all the keys on Monday 4 January.

You will get the keys at METKA member service office M-piste on Bulevardi 31, when you pick up the welcome package for your exchange student. Check the opening hours in advance, they vary from week to week: <http://metkaweb.fi/> , Tel. +358 44 745 4662.

If your exchange student arrives to Finland after METKA has brought their keys to M-piste, you will bring the keys to him/her upon arrival. Please note that the keys are available at M-piste from the release dates onwards and they can be picked up only according to the [opening hours](#) of M-piste, so plan your visit in advance and come a few days early if possible.

If you pick up your student before HOAS has released his/her keys to METKA, to avoid any confusion please remember to agree with your exchange student who will pick up their keys and when.

Please note that METKA also has the HOAS keys of those exchange students who did not sign up for tutoring at EAF - Metropolia International Office instructs them to visit M-piste during its opening hours.

Please be aware that in some exceptions METKA does not have the HOAS keys, e.g. if your exchange student

- arrives before METKA has picked up the keys from HOAS, or
- was able to confirm their HOAS housing only very late (right before or any time after the date of METKA's key pick-up).
- starts their exchange later in the spring semester, and someone was still living in the apartment when METKA picked up the keys in January.
- will move to any of the buildings which are being renovated and released back to the use of the exchange students at a different schedule.

In any of such exceptions instruct your exchange student to grab his/her formal ID, and go together to the HOAS office in Kamppi, at Pohjoinen Rautatiekatu 29.

To check the location of your exchange student's keys, contact METKA some days before the arrival day.

More useful information on accommodation for exchange students, e.g.

the \*exact pickup dates of the HOAS keys will be updated here:

<http://study-guide.metropolia.fi/accommodation-exchange-students>

## 2.5 Liability to pay for lost HOAS keys

Please remember to take good care of the HOAS keys you have received. If the keys go missing HOAS has to rekey the lock of the apartment and it will cost approximately 100-300 euros. The person who has last received the keys is responsible for paying this amount.

Who has the liability?

1. When METKA retrieves the keys from HOAS the responsibility for the keys is transferred from HOAS to METKA and if the keys go missing at this point rekeying of the lock will be paid by METKA.

2. When the tutor receives the keys from METKA the responsibility for the keys is transferred from METKA to the tutor and if the keys go missing at this point rekeying of the lock will be paid by the tutor.
3. When the exchange student receives the keys from the tutor the responsibility for the keys is transferred from the tutor to the exchange student and if the keys go missing at this point rekeying of the lock will be paid by the exchange student.

## 2.6 On the day of arrival

You can prepare for the exchange student's arrival:

- Reserve at least 4 hours for the pick-up
- Make sure that you have the welcome package and the keys to the student's apartment
- Make sure you know the address of the student's apartment (if it is not available through EAF, ask your student via email well prior to the arrival day)
- Wear your tutor t-shirt and make a sign with the student's name, so they will recognize you
- Check the flight information before you leave; be prepared, the flight might be delayed!
- Be on time!



## 2.7 Pick up from the airport with the train

Since summer 2015 there's a direct train connection from the airport to Helsinki city centre. METKA tutors will use the trains I or P (Kehärata) for picking up exchange students, since it is a good chance to teach how the public transportation works here. Additionally, majority of our exchange students live in HOAS buildings that are located on its route (just 100-400 meters away from the train stations of Tikkurila, Myyrmäki, Kannelmäki and Pasila) and there are great connections to Kamppi and Leppävaara as well.

Before entering the train, instruct the exchange student how to buy a single regional ticket from the vending machines for themselves, and make sure your own ticket is also valid. Please note that the exchange students cannot buy a personal Travel Card (that would enable them to

add discounts on it at a later point) at the airport's R-Kioski, so use single tickets until they can go to the HSL service point during the orientation week.

If you haven't loaded the regional season ticket on your HSL travel card, you can buy single paper ticket to get to the airport and the exchange student's apartment. With the instructions in chapter 2.9 you can apply for a refund from Metropolia for 1-2 regional tickets, but you must travel home from the student's apartment at your own expense. Furthermore, Metropolia doesn't compensate any inspection fees issued by HSL if an exchange student or a tutor was caught travelling without a valid ticket.

For insurance reasons, Metropolia does not recommend using your own car for pickups. However, if you choose to use a private car, you may apply for a refund for the price of one regional ticket (5 €) for your journey.

## 2.8 Exceptional pick up with the taxi: Instructions on how to use the Taxi card, travel report and invoice



In some rare occasions METKA will recommend the tutor to use a taxi (instead of the public transportation) to bring the exchange student from the airport to his/her apartment or a place where they'll spend the first night. Examples of such exceptions are:

- student arrives at a time when the airport train does not operate
- student lives in the address Linnoituksentie, or another location that is harder to reach with the public transportation

When you pick up the welcome package at the M-piste, METKA will inform you if the taxi card is needed. If the airport train is not convenient for the pickup, Metropolia's International Office pays for *one* taxi trip to take the student(s) from the airport to their apartment, but not for any other trips. For example, in case the student stays the first night(s) in a hostel instead, the use of a second taxi card is not allowed - kindly help them travel from the hostel to their apartment with public transportation.

To use the taxi card for taking the student to his/her apartment:

- get a taxi from the queue outside the airport
- if you are picking up a bigger group of students, you can call ahead for a taxi van
- before entering the taxi, ask: “Do you accept taxi cards?”
- in the end, ask the driver for a receipt, signature and a part of the taxi card

To report the use of the taxi card to METKA within one week after the pick-up:

- fill out the Travel Report which you can get from member service office M-piste, write a clear description of the journey, including the names of the passengers and the address of origin and the apartment
- attach the receipt with the driver’s signature and a part of the taxi card
- remember to sign the travel report and return it to M-piste within one week after the pick-up
- Even if you do not use the card, remember to bring it back to METKA in time! We are responsible for keeping account of all the cards. If we all are responsible individuals, we will be allowed to continue this kind of operation.

## 2.9 Refunding the regional ticket

When you go to meet the exchange student, you will travel to the airport with public transportation. If you haven’t loaded the regional season ticket on your HSL travel card, you can buy single regional ticket from a vending machine. The regional ticket is valid for 80 minutes, so in most cases prepare to buy a second ticket to get to the student’s apartment for the first night. Keep the original paper ticket(s): you can apply for a 5/10€ refund from the Metropolia International Office.

However, since most exchange students live in Helsinki, tutor’s ticket for returning home will not be refunded. In addition, the tickets of the exchange students are not compensated by Metropolia.

To apply for refund for a public transportation ticket (to get to the pick-up location):

- fill out the Regional ticket refund form which you can get from M-piste
- attach the original paper ticket(s)
- remember to sign the Regional ticket refund form and return it to M-piste within two weeks after the pickup and you will be refunded in cash
- if you needed to use a taxi card, return your Travel Report together with the Regional ticket refund form.

- Please note that the final deadline is October 31 for the autumn semester and April 30 for the spring semester's pickups: METKA will not refund any HSL tickets after that.

## 3 At the Apartment

### 3.1 HOAS in brief

HOAS is the Foundation for Student Housing in the Helsinki Region. Metropolia has reserved a limited number of furnished HOAS apartments for the incoming exchange students (in cooperation with other higher education institutions in the region), and the majority of the exchange students get a room from HOAS.

The terms of the temporary housing offered to exchange students differs from the regular service HOAS provides to the degree students. As an example, only furnished rooms are offered to exchange students. The rent of these rooms is fixed at approx. 410-560 € according to the type of accommodation. The rent includes basic furniture, home insurance, water, heating, electricity and the Internet connection. The rental agreement is made for a fixed time (full semesters, full months, regardless of the duration of the exchange period) and it cannot be terminated before the end date of the signed agreement.

The exchange students receive the tenancy agreement to their e-mail address before arrival, and they confirm it by signing the contract and sending it to HOAS along with a receipt of the paid deposit. Students receive a lot of important information with their HOAS apartment offer:

- TENANT RESPONSIBILITY CHART: maintenance responsibilities in the apartment
- TENANT CHARGE SHEET: list of sums of money that the tenant will be charged for repairs that are needed "due to his/her carelessness, negligence, or lack of maintenance"
- GENERAL TERMS OF THE TENANCY AGREEMENT
- HOAS RULES AND REGULATIONS OF THE HOUSING COMPANY

Please encourage your exchange student to read through the material to avoid misunderstandings and unnecessary costs. Some students haven't lived on their own before and those who have don't know the common procedures of Finnish student housing.

### 3.2 Checking the condition of the apartment

When arriving to the HOAS apartment, the tutor and the exchange student should first check over the condition of the apartment. All possible faults in the apartment's condition should be noted

and a Fault report form filled out within two weeks of moving in (www.hoas.fi -> Fault report) to ensure that your exchange student is not held responsible of any damage caused by the previous tenant. If possible, have the student take photographs of the room and common areas before unpacking. Check at least:

- Can all the items on the furniture list be found in the apartment?
- Do the hotplates, the oven, the refrigerator and their lights work?
- In what condition are the power outlets, ceiling power points, ceiling hook, possible ceiling rose and the functioning of the lights?
- Are the inside doors in place and undamaged?
- Are there any substantial scratches, dents and holes in the walls, floor...?
- Are there any mirrors on the walls? Are the walls all the same colour (walls should normally be painted white)?
- Is there any damage to bathroom washbasins, such as cracks?
- Are any of the taps or the toilet leaking?
- Are the floor drains and washbasins unclogged?
- Has someone smoked in the apartment?
- Is there something left behind by the previous student? Sometimes tenants leave kitchenware in the kitchen cupboards; those are at free use. Please remember that no food, clothes or bed linens should be left behind for hygiene reasons!
- Is there anything else to comment on?

It is always a duty of the previous tenant to clean the apartment thoroughly before departure. If this duty has been neglected, call HOAS immediately to ask about the possibility to order a cleaning service at the expense of the previous tenant.

In case of actual damage, malfunction and other faults to the apartment, please show your student the Fault report form online on the HOAS webpage. In addition to reporting what's wrong with the apartment, instruct them to select which kind of access they prefer to the apartment: "No Masterkey" should be selected IF they want the maintenance man to schedule an appointment with them before coming to fix the problem. The default answer on the form is to have the maintenance men come in with their "Masterkey" when it first fits their schedule.

Remind your student that HOAS has outsourced the maintenance work to another company, and they prioritize all the faults reported and send maintenance men to visit the apartments in accordance to the urgency of the fault. However, especially during the beginning of the semester there can be a delay of weeks in responding to each fault report. In very urgent cases (e.g. plumbing leakage, broken window) you can call the 24 hour service number of Securitas.

### 3.3 Settling in

After checking the condition of the apartment, please remember to show your student how the door locks work in Finland - especially the little switch on the side of the door that either locks or keeps the room door unlocked. Too often international students have been locked out of their rooms when they have gone to use the bathroom. In case of lost keys or lock-out, the 24h phone numbers of the door opening service can be found on the information board or on a sticker on the main door (more information later at point 3.4).

Other important points to go through with the exchange student are the following:

- Smoking is strictly forbidden in HOAS apartments
- Night-time peace is from 10 pm to 6 am on weekdays and from 11 pm to 8 am on weekends and holidays --> a security company drives around the properties and ensures that the rules are respected in the properties. They have the right to charge the tenants if there are disturbances.
- Faults, damage or marks that are not considered "normal wear and tear" will be fixed at the tenant's cost. Report all faults requiring repair when moving in.
- Tenants are not allowed to paint the walls, or put nails/screws/bolts into them - not even for sectioned mirrors, shelves etc.

Other important parts of settling in on the first day are the following:

- Set up the prepaid SIM card
- Save the national emergency number 112 and the door opening service phone numbers to the cell phone
- Register to the HoasNet (if problems, call Sonera's customer service +358 200 11611)
- Tell the student where the nearest grocery store is (mark this also on the map)
- In addition to food, students will have to buy a RJ45 data cable for the Internet connection, and own pillow, blanket, bed linen, towels and dishes for the apartment.
- Show the sauna, garbage point, laundry room (usage by mobile phone), common area ("kerhohuone"), storage room -> the locations of these places can usually be found on the information board in the house's lobby or on the HOAS webpage (see the section "Tenant info" for exchange students and choose the location).
- Show the student where the bus stop, metro station and/or train station are, and how to get there (you can mark them on the map)
- Inform which bus, metro, or train (or direction) the student should take to get to school/Helsinki
- Show them the Journey planner website
- Show how the lock works!

Before leaving the apartment, remember to explain thoroughly to the exchange student when and where you will meet next.

### 3.4 Securitas 24 hour door opening service

Securitas provides 24 hour door opening service which the tenant can order by calling +358 20 491 2962. Please have the exchange student save the phone number in his/her mobile phone.

The door opening fee will be charged with an invoice from Securitas, and it costs appr. 27 euros. It is important to pay for the door opening on time, since Securitas charges unpaid openings from HOAS for 47 euros and HOAS adds 6 euros for sending the bill to the tenant.

### 3.5 Moving out

Before the end of the exchange period, the student will receive a letter from HOAS confirming the ending of the tenancy agreement and giving instructions for also the final cleaning. All the tenants are together responsible for the condition of the common areas in a shared apartment until the end of their tenancy agreement, and can be charged if the cleanliness level is not met before the final inspection.

Remind your student to fill out the Deposit return form online. The deposit is returned 4-6 weeks after the expiration of the tenancy agreement, if the student has paid all the rents and other possible fees on time, returned the keys, cleaned the apartment and taken his/her belongings away when moving out.

### 3.6 HOAS contact information

If the student has anything regarding the apartment or tenancy agreement she/he wonders about, please tell them to email [housing@hoas.fi](mailto:housing@hoas.fi). The person who answers these emails is in charge of the exchange students' housing arrangements and serves in English. In more urgent cases you can call the HOAS service number +358 9 5499 0381. A lot of practical information is also available on [www.hoas.fi](http://www.hoas.fi) -> see the section for Exchange students.

## 4 At the campus

### 4.1 Studying as an exchange student at Metropolia

The tutor isn't responsible for the student's studies, but it is good to ask every now and then how their studies are going, and check that there have not been any problems. Yet again, the tutor should act as a communicator between the school and the exchange student. If the exchange student has study-related problems, he/she should contact the study coordinator or the international coordinator.

One of the most common exchange programs (less than a year's stay in Finland and Metropolia) is the ERASMUS program, also known as European Community Action Scheme for the Mobility of University Students. The aim of the ERASMUS program is to encourage and support academic mobility of higher education students and teachers within the European Union, the European Economic Area, Iceland, Liechtenstein, and Norway.

Studying abroad is not an approved reason for delaying a student's graduation. If a student studies abroad, he/she has to research the possibilities of transferring the credits that he/she attains in the other country before leaving for the exchange. This is why it is very important for the student to create a personal curriculum that shows the study points/credits earned during the exchange. Every exchange student in Metropolia should make a plan for their studies in Finland. Courses attended in Finland should correspond as closely as possible to the content of the home school's courses; this makes it easier to transfer the credits. That way, the student can have a great experience in Finland without any problems awaiting him/her at the home university. In different countries there are different ways to define courses and grades. The EU's goal is to contribute to students' movement, but the main problem has been to unify the course credit system; that is why the Erasmus exchange program started using the ECTS system (European Credit Transfer System). The ECTS system offers a way to observe study attainments and to easily transfer credits.

### 4.2 Campus tour

"Where's the toilet?" Walk around all parts of the campus and reserve time for questions. You can do this in a big group or as a duo! You should include the following places in the campus tour (if available):



- the international coordinator's office
- the library
- the school nurse's room
- the school psychologist's office
- the local student association offices
- the toilets
- the janitor's desk
- the cafeteria and other lunch places
- the gym and sports hall

### 4.3 Orientation days

In the beginning of each semester (August & January) there will be orientation days in the largest campuses. Orientation is mandatory for all incoming exchange students. As a tutor, you should make sure you and your student are informed and take part (and come early) in the orientation days! All information given during the orientation days is relevant to the exchange student. Both you and your students get a lot of information regarding practicalities in Metropolia and Finland, such as information on school practices, travel cards or visits to the foreign police. And you will meet all other exchange students!

The days are mainly organized by the international coordinators and other school officials, but tutors play an important role! You take part in the planning of the orientation days and help the international coordinators to realize the events. You can have your own time slot for activities and a tour around the campus, usually at the end of the day. In order to help the exchange students socialize and team up with other students more effectively, you can organize team-building and ice-breaking activities as a part of the program. Feel free to use any games and group activities you learned in the tutor training or already know. Take the initiative! It's more than okay to make a fool out of yourself! :)

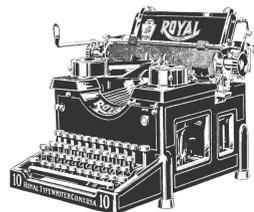
- find out about the [orientation days at your local campus \(scroll down to see the 'Orientation for exchange students' of your own field of study\)](#)
- mark down the date EARLY in your calendar
- inform the international coordinator which parts of the program you'll attend (they usually send an online registration form)
- contact the head tutor of your campus and inform them whether you are attending or not
- make sure your exchange students know their way to the orientation activities
- check out any orientation materials posted to the Tuubi workspace

- attend the orientation days, meet everyone and have fun!

## 4.4 Computer orientation

Exchange tutors are usually asked to help out in the computer orientation. This is an excellent opportunity to spread our own “propaganda”. Make sure everyone is familiar with relevant METKA and ESN related websites, etc. If your exchange student misses the orientation days, you can organize a private lesson. Introduce at least the following:

- the Metropolia [Study Guide](#)
- the [Tuubi portal](#) and workspaces
- [METKA's](#) official website, [www.metkaweb.fi](http://www.metkaweb.fi)
- [ESN Metropolia's](#) website, [esn.metkaweb.fi](http://esn.metkaweb.fi)
- the [HSL Journey Planner](#), [www.reittiopas.fi/en](http://www.reittiopas.fi/en)
- METKA's and ESN Metropolia's Facebook pages



## 4.5 The international coordinator

Every field of study has 1-3 international coordinators; this is the first person the student should visit. It's also a good idea for you as a tutor to go and introduce yourself to the international coordinator, since they can help you with almost anything regarding exchange students. The best thing is to contact the international coordinator beforehand and make an appointment, to make sure they are in their office at the time your student plans to visit.

The coordinator or the student affairs office can provide:

- the KELA meal subsidy card
- the study certificate that proves student status and confirms that the student lives in the Helsinki region (Helsinki, Vantaa, Espoo)
- the Travel Card form, which requires a signature from a Metropolia official
- the VR Form / Matkahuolto Form for long distance trips

## 4.6 Head tutors

The head tutor is a student who has received tutor training and has been chosen by his/her fellow tutors to become the head tutor of their campus or degree program. The head tutor acts as a link between the international coordinator, the exchange students, the tutors and METKA.

A head tutor's tasks include the following:

- be familiar with both exchange tutoring and peer tutoring
- know the tutors at their campus and regularly stay in touch with them
- coordinate the tutor activities at their campus or degree program
- communicate with the local student associations
- regularly cooperate with the local international coordinator and/or coordinator of their field of study, especially during the orientation days
- stay up to date with and collaborate with Metropolia, METKA and ESN Metropolia on events and social activities
- be a reliable leader

All the head tutors from different campuses or degree programs come together in meetings organized by METKA. In these meetings they get to discuss all issues related to tutoring, share their experiences, develop new ideas and usually also enjoy some nice food and drinks.

## 5 In the city

### 5.1 At the HSL office

Metropolia exchange students are eligible for a -50% HSL student discount when they meet the following eligibility criteria:

- the student is over 17 years of age but under 30
- the student lives temporarily (less than two years) in the area of validity of HSL's regional tickets (Helsinki, Espoo, Kauniainen, Vantaa, Kerava or Kirkkonummi)
- the student is studying on a full-time basis (at least 25 hours per week)

In order to get the discount, they need to have a specific form (available for print on [www.hsl.fi](http://www.hsl.fi)) with them when they're buying the HSL travel card. The student needs to get the form signed by a Metropolia official, usually the international coordinator. When the student goes to buy the HSL travel card, it would be good if the tutor could act as translator and make sure the student gets the right kind of ticket and that they understand how it functions.

The travel card itself costs 5 €. If the student is going to upload one month of Helsinki region travel time, then the first cost will be around 22 €.

Documents needed for getting a travel card:

- official identification with a photograph (a national identity card or passport)
- the travel card application form with the stamp and signature of the educational institution (Metropolia)

The right to a discount is valid for the duration of studies, with a maximum of one year before it must be renewed. If the studies continue, the right to discount can be renewed at a service point. If the student does not renew the right to discount, they can load their travel cards with tickets for adults / general period tickets, which are more expensive.

### 5.2 At the police station

All students from EU countries must register with the local police in Finland. The registration should be done as soon as possible, within weeks of arrival, at the latest within three months after. When registering, the student should have with them:

- a passport or European identification card
- proof of his/her studies at Metropolia (student certificate)

- a declaration of their funding
- circa 50 € registration cost; note: the police offices do not accept Visa Electron

Students must register at the foreign police station *in their municipality of residence* - in the city where they live. The addresses of police stations in Espoo, Helsinki and Vantaa as well as the forms that the student will have to fill in can be found at [www.poliisi.fi](http://www.poliisi.fi). Additional information on registration can be found on the following websites:

- Finnish Immigration Service: [www.migri.fi](http://www.migri.fi)
- Ministry for Foreign Affairs of Finland: [www.formin.fi](http://www.formin.fi)

### 5.3 At the bank

It is a good idea for the student to get a Finnish bank account, so he/she doesn't have to pay transaction fees when making rent payments or buying food. Remind the student to ask for internet bank codes, and that he/she is entitled to get them. Some banks have not given exchange students internet banking codes, even though the students are entitled to the codes. The codes are needed, since payments made via the internet are free. Do not allow the employee of the bank to argue them out of this, though some will try. Students doing work placement in Finland will need a bank account.

### 5.4 At the tax office

If the student comes to do practical training, the student needs a tax card and possible help with signing a job agreement. A tax card can be obtained from the tax office. It is recommended to contact the tutor teacher in the case that the student is going to work. Working students will also need to open a bank account. Students are permitted to do a limited amount of paid work under a residence permit issued for studies if the work in question is practical training included in the studies or final project work. Part-time employment is also possible, if the working time comes to an average of 25 hours per week at most. There are no limitations on working hours or full-time employment during holidays, specifically the summer and Christmas holidays. Earnings from part-time work during term-time may be included in the amount of disposable funds required for a residence permit at the discretion of the authorities. This is not, however, possible in the case of a first residence permit.

## 5.5 At the library

A library card to one of the city's libraries can be useful. They can be acquired at any of the public libraries and can be used in all the libraries in the capital area. You can find more information about public libraries and the services they offer at [www.libraries.fi](http://www.libraries.fi). It is also a good idea for the student to get a library card at his/her campus's library.

## 5.6 Telephone

It is much cheaper for the exchange student to get a Finnish SIM card than to keep using their foreign card. Pre-paid services usually don't cost much. Saunalahti has proven to be the cheapest, but it's good to compare the prices when choosing the card. At R-Kioski you can find all different types of pre-paid cards.

## 5.7 Internet connection

Introduce the student to all possible places of using the internet that you know: school libraries, public libraries (usually a library card is required), some book stores such as Akateeminen Kirjakauppa, Internet cafés, etc. Many of the exchange students bring their own laptops with them.

All the HOAS apartments have a free internet connection. When signing their rental agreement the students are given instructions on how to access the network. They will also need an Ethernet web cable (RJ-45). This is good to tell them in your first email, so they can bring it with them, or you can go shopping for one together after arrival. If there are any problems with the HOASnet, please contact Sonera's customer service directly (+358 200 11611). Please see further information on the HOAS webpage.

## 6 Health care and insurance

### 6.1 Important numbers

Please inform exchange students about the following numbers and forms that are needed in case of an emergency:

- the national emergency number is 112
- the official Helsinki region Nursing Advice Number is +358 9 310 100 23 (note: one might not be able to call this number from a prepaid connection)

### 6.2 Student health insurance

Students from the EU / EEA countries are entitled to public health services in Finland if they are covered by health insurance in their own country. An official document/European Health Insurance Card is needed for all health services in Finland. Note that the European Health Insurance Card is not valid during your travels to and from Finland and during excursions to a third country. The institutions of higher education do not cover accidents taken place during the student's stay, and without a valid insurance the medical payments may be quite expensive. Please remember that though citizens of the EU and EEA countries are entitled to all health services in Finland, they must have insurance. The student should ask the social security authorities in their home country for the document needed for social security in Finland.

Students from outside the EU / EEA must have private insurance to cover the duration of the visa to the Schengen area. The insurance must cover cases of illness and accident, and include travel costs to the home country. EU law requires that students coming from outside the EU obtain an insurance that covers costs for basic treatment before coming to Finland. The insurance should cover the treatment and health care provided by municipal health care systems. The costs are charged from the insurance company afterwards.

For travel outside Finland (for example, to Russia), the student must be sure their insurance is valid in these countries as well. They should remember to bring a valid insurance policy with them when they travel. They will also need a valid passport. If you have travel insurance you can contact private health care stations/clinics in the area. Your insurance will reimburse the treatment expenses according to your contract. Check your contract!

## 6.3 Municipalities' health care stations

Students of Universities of Applied Sciences are entitled to use municipal services. This includes basic health care services as well as hospital services. This may include also further treatments and examinations if they are necessary during the estimated time of stay in Finland.

If you are a citizen of the European Union or a country belonging to the European Economic Area (EEA), the fee for an appointment with a doctor at a Helsinki City health station is quite affordable, around 15-30 €. The treatment costs do not cover the medical transport to the patient's home country.

EU and EEA countries are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Great Britain, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Iceland, Liechtenstein and Norway. Citizens of Australia and Switzerland are entitled to municipal health care with the same rights as citizens of the above-listed countries.

Students from other countries than the ones listed above are supposed to contact private health care stations in the area. Students are only provided urgent medical care at the city's health care stations and they are charged according to the actual costs of the treatment. Emergency health care is also charged according to the actual costs. Depending on what kind of insurance the student has the costs are sometimes charged directly from the patient and reimbursed later. Take your passport/ ID-card, European health card, insurance form, and study certificate with you.

To which municipal health care station should the student go? This depends on where the student lives! To find out where the student should go to receive health care, or to find out if the student's condition requires urgent care, call the official Helsinki region Nursing Advice Number: +358 9 100 23.

## 6.4 School nurses at the campuses

Metropolia's school nurses have reception hours and they provide students directly with health care services or refer them to further medical treatment according to the situation. You can find the contact information of the school nurses on Tuubi (For Student -> Welfare -> Health Care).

More information on health care can be found in the Metropolia Study Guide (General Information for Students -> Student Well-being and Medical Facilities).

## 6.5 Emergency dental care

On weekdays, if in urgent need of dental care, you can turn to

- the dental clinic of your district
- the Ruskeasu Dental Clinic at Mannerheimintie 172



On weekends and holidays, you can call the Kallio Health Station Emergency Dental Clinic (Toinen linja 4C). If the Emergency Dental Clinic cannot offer an appointment, it will refer the patient to a private dentist. The fees charged are the same as in the municipal dental care. Without a referral, the City of Helsinki will not refund the costs of this private dental care.

## 6.6 Psychological counseling for students

During studies there may come a time when special support is needed for life's challenges. A psychologist is provided by Metropolia for the well-being of students, to provide counseling for learning, motivation and stress related issues. Contact the school psychologist by email ([opintopsykologi@metropolia.fi](mailto:opintopsykologi@metropolia.fi)) or by phone.

All conversations are completely confidential and you can express your most troubling thoughts. Typically concerns are related to relationships, study problems, cultural issues, anxiety, fears, depression, substance abuse, eating and sexuality. During these meetings it is possible to find new ways to achieve creative problem solving, improve self-knowledge, and develop stress management skills. The service is free of charge to Metropolia students, including exchange students. Up to five meetings are provided in English or Finnish.

## 6.7 Crises

What if an exchange student gets seriously ill, becomes unexpectedly pregnant, becomes depressed, starts to use drugs, or receives bad news from home? What is a tutor supposed to do? A tutor's most important role is to be a source of moral support for the exchange student and to guide him/her to the relevant source of help. It might be easier for tutors to approach the school staff, other tutors or METKA if something seems to be wrong with the student.

Sometimes it can be difficult to balance between confidentiality and the will to help. In these situations, a tutor can only use common sense. The most important thing is to be knowledgeable about the professionals who can help, so that you can point the exchange student to the right person if needed, e.g. the school nurse, the school psychologist, the police or the university

chaplain. If the student is thinking about going home for one reason or another, he/she needs to get in touch with the international coordinator.

There are crises that are impossible to prepare for. The most important thing in an emergency is that you remain calm. It's good to write some kind of note or memo about the problem or occurrence, so it's easier to give an accurate description later. If a student has started to act in a strange way or seems to be in a bad situation, it is good to ask the student, in a gentle manner, if he/she is okay. Most exchange students will not voluntarily speak about their problems to a tutor so you might have to take the first step.

If you still think that everything is not alright with the student, a good way to find out is to ask his/her friends if they have noticed something. Almost everyone suffers from cultural shock or homesickness during their stay abroad. Still, it's important to remember that everyone makes their own decisions - do not interfere if the student does not want your help.

## 7 METKA

### 7.1 What is METKA?

METKA is the student union for all students enrolled at Helsinki Metropolia University of Applied Sciences. The student union is an independent student organization and our main task is to promote students' interests within and outside Metropolia. METKA offers help and advice in any questions or troubles a student might have concerning studies or student life. As a tutor, you are an important part of METKA.

When a student's rights have been ignored, for example if a student has been treated unjustly by a teacher, METKA's job is to help the student and act as a spokesperson for him/her.

The organization functions democratically. Every year, elections are held to form a student parliament. The Student Parliament is the highest decision-making body in METKA and consists of 25 students, who are elected every autumn. All members of the student union have the right to vote. The Student Parliament is obligated to represent all Metropolia students. Everyday tasks of the student union are performed by the board members and the permanent staff.

The student associations on campuses work in close cooperation with METKA. Being a member of your local student association is an easy way to have an impact on student affairs like sports and wellbeing. The student associations have representatives in the relevant committees of METKA.

### 7.2 Sports

METKA's sports services are open to all Metropolia students, including exchange students. You can reserve Metropolia's sports halls, attend courses and aerobics classes, play badminton and a lot more with a METKA Sports Pass. Metropolia's gyms are available for all students, free of charge. If students would like METKA to offer a specific sports class or course, they can make proposals. You can find out more about METKA's sports services on [www.sport.metkaweb.fi](http://www.sport.metkaweb.fi).

### 7.3 ESN Metropolia

ESN Metropolia, the Erasmus Student Organization of Metropolia, is an independent organization that operates in cooperation with METKA. ESN Metropolia is part of the international ESN network, which functions in 34 countries. The aim of ESN is to offer services to exchange students and to develop and support student exchange and mobility. ESN operates at three structural levels: local, national, and international. Local level means local sections, such as our own here in METKA.

National refers to all the sections of Finland (there are annual meetings). An example of an event organized at the international level would be the Annual General Meeting (all the sections together, International Board and Council of National Representatives.)

ESN Metropolia's main goal is to bring incoming and returning exchange students and other internationally-minded people together through different social events and activities. Every year the ESN Metropolia board, together with the international tutors, organizes trips to Lapland, Russia, Estonia, Latvia, etc. They also host welcome and farewell parties, games nights and other special celebrations (Valentine's, May Day). Moreover, from time to time ESN Metropolia hosts workshops, or weekend courses, that will enhance the professional skills of students of Metropolia.

Exchange tutors will not only be part of all the fun, but will also be rewarded for their activity in the event-management process. All tutors who want to help in event organization have the ESN Metropolia board members as their support.



The ESN card entitles you to discounts on trips, parties and events. These cards are also valid across Europe and give you discounts on various other ESN sections' events.

In order to get the section ESN card, you need to have your ID and a printed photo of yourself with you and you need to fulfill one of the following criteria:

- You have been an exchange student
- You are currently on exchange
- You are an active member of ESN Metropolia (a tutor or a student).

The cost of the card is 5 €, however it may change from semester to semester.

For up-to-date information follow ESN Metropolia on Facebook or contact the board.

## 7.4 Students working across national borders

Students are also working across borders. The student union METKA is a member of the larger union SAMOK (Union of Students in Finnish Universities of Applied Sciences). SAMOK offers services to member student unions and ensures that the students' voices are heard by the state administration and other relevant stakeholders. A total of approximately 56 000 students are members of the student unions that are members of SAMOK, however, SAMOK speaks for close to 130 000 UAS students all in all.

SAMOK in turn is a member of ESU (European Students' Union). The aim of ESU is to represent and promote the educational, social, economic and cultural interests of students at the European level towards all relevant bodies and in particular the European Union, Bologna Follow Up Group, Council of Europe and UNESCO. Through its members, ESU represents over 11 million students in Europe.

For more information visit the following websites:

- [www.samok.fi/en](http://www.samok.fi/en)
- [www.esu-online.org](http://www.esu-online.org)



## 8 Contact information

### 8.1 METKA

Metropolitan Ammattikorkeakoulun opiskelijakunta - METKA

Bulevardi 29 B, 00180 Helsinki

Postal Address: PL 4060, 00099

tel. 09 7424 6570

[www.metkaweb.fi](http://www.metkaweb.fi)

E-mail: [metka@metkaweb.fi](mailto:metka@metkaweb.fi)

Specialist, Member Services

E-mail: [international@metkaweb.fi](mailto:international@metkaweb.fi)

tel. 050 350 1603

### 8.2 ESN Metropolia

[www.esn.metropolia.fi](http://www.esn.metropolia.fi)

E-mail: [esn.board@metropolia.fi](mailto:esn.board@metropolia.fi)

### 8.3 International coordinators

#### Culture and Arts

Helsinki:

Ms Anna-Liisa Auramo

Hämeentie 153 B, 00560 Helsinki, Finland

tel +358 (0)50 597 3249

e-mail: [anna-liisa.auramo@metropolia.fi](mailto:anna-liisa.auramo@metropolia.fi)

Vantaa:

Ms Marika Antikainen

Lummetie 2 b, 01300 Vantaa, Finland

tel +358 (0)40 673 8443

e-mail: [marika.antikainen@metropolia.fi](mailto:marika.antikainen@metropolia.fi)

## Business

Ms Terhi Topi

Leiritie 1, 06100 Vantaa, Finland

tel +358 (0)40 652 7661

e-mail: terhi.topi(at)metropolia.fi

## Health Care and Social Services

Health Care and Nursing:

Ms Katariina Alava

Tukholmankatu 10, 00290 Helsinki, Finland

tel +358 (0)40 653 3345

e-mail: katariina.alava(at)metropolia.fi

Welfare and Human Functioning:

Ms Eija Tamminen

Vanha vierťotie 23, 00350 Helsinki, Finland

tel +358 (0)40 522 4911

e-mail: eija.tamminen(at)metropolia.fi

## Technology

Helsinki:

Ms Irina Tikka

Bulevardi 31, 00180 Helsinki, Finland

tel +358 (0)40 356 3775

e-mail: Irina.tikka@metropolia.fi

Espoo:

Ms Tiina Piipponen

Vanha maantie 6, 02650 Espoo, Finland

tel +358 (0)40 772 2847

e-mail: tiina.piipponen(at)metropolia.fi

Vantaa:

Ms Elina Värtö

Leiritie 1, 01600 Vantaa, Finland

tel +358 (0)40 480 6914

e-mail: Elina.varto(at)metropolia.fi

## 8.4 Hostels and other services in Helsinki

In some rare cases exchange students don't have an apartment when they arrive in Finland. If this is the case with your student, you should escort them to a hostel, which they have to pay for themselves. Also, the student might arrive before the start of their rental contract, and therefore needs to stay in temporary accommodation for the first days.

You can find an up-to-date list of local accommodation services on the [Visit Helsinki website](#).

## 8.5 Useful websites

These websites are useful for both you and your exchange student:

- [eaf.edu.metropolia.fi](http://eaf.edu.metropolia.fi), Electronic Arrival Form
- [www.metropolia.fi/en](http://www.metropolia.fi/en), Metropolia University of Applied sciences
- [opinto-opas.metropolia.fi/en](http://opinto-opas.metropolia.fi/en), Metropolia's Study Guide: General information for students -> International opportunities -> Incoming Exchange Students
- [www.metkaweb.fi/en/tutoring/freshman-tips](http://www.metkaweb.fi/en/tutoring/freshman-tips), METKA's tips for new students
- [www.esn.metropolia.fi](http://www.esn.metropolia.fi), ESN Metropolia's website
- [www.samok.fi](http://www.samok.fi), Union of Students in Finnish Universities of Applied Sciences
- [www.esn.org](http://www.esn.org), Erasmus Student Network
- [www.studyinfinland.fi](http://www.studyinfinland.fi), Cimo's info about Helsinki and Finland
- [www.studyhelsinki.fi](http://www.studyhelsinki.fi)
- [kartta.hel.fi](http://kartta.hel.fi), tourist Map of Helsinki and the Metropolitan area
- [www.reittipos.fi/en](http://www.reittipos.fi/en), journey planner for the greater Helsinki area
- [www.hsl.fi](http://www.hsl.fi), public transportation in the Metropolitan area
- [www.vr.fi](http://www.vr.fi), national railway timetables
- [www.matkahuolto.fi](http://www.matkahuolto.fi), national bus timetables
- [www.onnibus.fi](http://www.onnibus.fi), cheap bus tickets across Finland
- [www.hoas.fi](http://www.hoas.fi), foundation for student housing in the Helsinki Region
- [www.forenom.fi](http://www.forenom.fi), a provider of furnished flats
- [www.finland.fi](http://www.finland.fi), information about Finland
- [www.cimo.fi](http://www.cimo.fi), Cimo's homepage
- [www.helsinki.fi](http://www.helsinki.fi), the City of Helsinki's homepage
- [www.vantaa.fi](http://www.vantaa.fi), the City of Vantaa's homepage
- [www.espoo.fi](http://www.espoo.fi), the City of Espoo's homepage

## 9 Tutor diary and essay

Documenting the tutor activities consists of two parts:

1. Writing a tutor diary during the tutoring activities
2. Writing a tutor essay or making a portfolio in the end of the tutoring career

The exercises are returned to METKA via e-mail: [international@metkaweb.fi](mailto:international@metkaweb.fi).

The exercises help you to develop your learning skills and self-knowledge. In addition to that they are a great way to give constructive feedback and suggestions on developing the tutor activities.

### 9.1 Tutor diary

It is best to start writing your diary right away when you get home from the tutor training! You are not writing the tutoring diary for anyone else than yourself. Of course someone will read it in the end, but remember that it is meant to support your own learning process.

Keep track of the dates of your tutoring activities. If you can't remember exact dates and times, then come up with estimates (accuracy of one month).

Your diary should explain how often you have met your exchange students and how often you have taken part in events or helped in organizing them. Include the date, a short description of the event, your part in it and what you learned from it.

Here is an example caption from an active student diary in the middle of her tutoring career.

DATE	EVENT	DESCRIPTION	WHAT I LEARNED
December 12, 2015	E-Mail session	I started to exchange emails with my exchange student José and ...	I learned interesting facts about my new friend and his culture ...
January 7	pick-up from airport	I went to Helsinki-Vantaa airport and ...	Next time I will reserve more time for the pick-up and ...
January 10	campus meeting	Our campus responsible organized a	Our tutoring team consists of different nationalities and

		meeting in the school cafeteria to ....	everyone has a different understanding of how a meeting should work...
January 13	orientation day	We helped the coordinator and organized a tour around the campus...	Next time I will ask the janitor to open the doors for me in advance...
February 14	Valentine's Day	We went skating and ...	I think there are some cultural differences in personal space. I think José has a crush on me and ...

## 9.2 Tutor essay or tutor portfolio

In addition to the diary, you need to write an essay about tutoring of at least two pages or make a creative tutor portfolio.

### 9.2.1 Tutor essay

Title: My tutoring career - First name Last name

Font: Times New Roman

Font size: 12

Line spacing: 1,5

Margins: 2 cm / all sides

Length: 2 - 5 pages

The following questions and structure will help you to write your essay. You don't need to include the questions in your text; remember to write the text in the form of an essay and not only loose sentences or words. Concentrate on reflecting upon the things you have learned about tutoring, yourself, and/or working with other people.

1. Description of tutoring activities
  - When did you begin your work as a tutor?

- On which campus or campuses have you been active?
- What did you do with your exchange students? What did you show them?

## 2. Your own goals

- What got you excited to join tutoring?
- Which were the goals you set for yourself in the beginning? What did you want to learn?
- What other expectations did you have, regarding the training and the tutoring?
- How were the official objectives (check the study module description) met? What did you learn?

## 3. Analyzing your own work

- What kind of results did you get with the exchange students you tutored?
- How do you think you acted with the exchange students; what was good / what could you have done better?
- How much time did you spend on tutoring?
- What kind of new things did you learn about yourself?
- What would you do differently?

## 4. Tutoring skills in working life

- What kind of skills have you learned that can be useful in your working life / what is the main benefit you received from tutoring activities regarding your future working life?
- How did tutoring support your professional development?
- How are you going to use your tutoring skills in the future?
- What would you have missed if you didn't take part in tutoring?

## 5. SUPPORT FOR THE ACTIVITIES

- How did the tutor training support your work / what did you learn during the training?
- Where did you get support during your tutoring career?

## 6. DEVELOPING TUTORING ACTIVITIES

- How would you improve METKA's tutoring activities and trainings?
- What should be done better at your own campus or at Metropolia?

## 7. OTHER COMMENTS OR FEEDBACK

Tell us what is on your mind!

## 9.2.2 Tutor portfolio

Title: My tutoring career - First name Last name

Font: optional

Font size: 12

Length: optional

A portfolio is a folder or digital presentation of your tutoring.

A portfolio can be a traditional printed folder or a digital document. It can include photos and video material. The portfolio can be a printed folder, blog, website or PowerPoint presentation.

A tutor portfolio should include at least the following:

1. A table of contents, in which you will gather the parts of the portfolio as a numbered list
2. The portfolio material itself: photos, videos etc.
3. A description of your own tutoring: with the same guidelines as the tutor essay, but shorter and possibly utilizing captions and photos

If you're going to make a tutor portfolio, please send your idea to METKA beforehand to make sure your portfolio concept will be accepted. Contact METKA via e-mail: [international@metkaweb.fi](mailto:international@metkaweb.fi).

## Some space for notes!

Make notes, draw something, or write down names and numbers of your new friends!

