

Haaga-Helia

Guide for International Degree Students 2018–2019

Welcome to
Haaga-Helia
and Finland!



Haaga-Helia

University of Applied Sciences

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Helsinki, April 2018

The information laid forth in the handbook is subject to changes.

WELCOME TO HAAGA-HELIA

This guide is meant for the international degree students of Haaga-Helia University of Applied Sciences. It has been written to help the international degree students settle in to Haaga-Helia and Finland. We warmly recommend that you read it through carefully. The guide is useful for international students who are planning to study at Haaga-Helia as well as for students who have already been accepted to Haaga-Helia.

Additional information on the study practices and methods applied at Haaga-Helia can be found from our Students' Guide. A list of websites and other information sources mentioned in this guide are listed at the end of the guide. Haaga-Helia Campus Guides offer more detailed campus-specific information, for example on opening hours and campus facilities.

Enjoy your studies at Haaga-Helia!



1. FINLAND

The Republic of Finland is situated in Northern Europe. Finland borders Sweden in the west, Russia in the east, and Norway in the north, while Estonia lies to its south across the Gulf of Finland. The capital city, Helsinki, is located in southern Finland. Finland is perhaps best known for its peacefulness and beautiful nature. Thousands of lakes, a unique archipelago and vast forests form a striking mixture of wooded hills and waters. Each region in Finland has its distinct character, from the wilderness of Lapland to the archipelagos of the South-West and the inspiring lakes of the East. Finland is full of interesting contrasts, such as the four seasons, the midnight sun, the long winter nights and the different cultural heritages of the Eastern and Western parts of the country. In addition to the mystical northern nature, Finland is a modern Scandinavian country with a high standard of living and advanced economy and technology.

Finland was first a province and then a grand duchy of Sweden from the 12th to the 19th century. It became an autonomous grand duchy of Russia after 1809 and finally in 1917 became independent. The declaration of independence from Russia was followed by a civil war, after which Finland became a republic with its own president. In the subsequent half century, Finland made a remarkable transformation from a farm and forest economy to a diversified modern industrial economy; per capita income is now among the highest in Western Europe. Finland joined the United Nations in 1955, the OECD in 1969, and the European Union in 1995. It has been ranked as one of the most stable countries in the world, in a survey based on social, economic, political, and military indicators.

Finland has a population of 5.5 million, with only 15.8 inhabitants per km². It is the eighth largest country in Europe in terms of area, 338,000 km², of which 10 % is water and 69 % forest. Finland is the most sparsely populated country in the European Union, so getting away from the crowds is much easier here than in many other European countries. The majority of the population is concentrated in the southern part of the country. The native language for most of the inhabitants is Finnish, a member of the Finno-Ugric language family most closely related to Estonian. The other official language, Swedish, is the mother tongue of 5.3 percent of Finland's population. The international community in Finland is relatively small compared to other European countries. However, in the last 20 years the number of immigrants has been rapidly growing, with most of them coming from the neighbouring countries. The majority of the international students living in Finland come from European and Asian countries. Many of the immigrants live in or near the capital, Helsinki.

For more information on Finland and Finnish culture, please see chapter 9.



2. HAAGA-HELIA UNIVERSITY OF APPLIED SCIENCES

Haaga-Helia University of Applied Sciences is one of the leading international business schools in Finland. It operates on five different campuses, of which three are located in Helsinki, one in Porvoo and one in Vierumäki. Haaga-Helia educates professionals with strong sales, customer service and entrepreneurial skills. Our expertise focuses on business and services, communication and information management, information and communication technologies, tourism and hospitality and wellness combining health and sports. Haaga-Helia offers students a versatile choice of studies, great opportunities for specialisation, high-quality education in Finnish and English, and wide business networks even during the studies. Our 11,000 students and 600 employees base their activities on highly advanced national and international expertise.

Haaga-Helia started operations in January 2007 as a result of a merger between two well-established private institutions of higher education, both leading in their own sector. However, our institutional roots stretch back to 1881, when the oldest business school in the capital metropolitan region was founded. The student population at Haaga-Helia is very international compared to other Finnish universities of applied sciences; 10% of our students are of international background. There are 1000 international degree students and around 350 international exchange students studying at Haaga-Helia every year, from over 100 different countries. International students voted Haaga-Helia as a winner in Student Satisfaction Awards 2014. Haaga-Helia has a strong international network and almost 200 partner institutions worldwide.

Haaga-Helia emphasizes strongly the quality of its education. The Finnish Education Evaluation Center has awarded Haaga-Helia University of Applied Sciences a quality label, which is valid for six years until 16 June 2023. Haaga-Helia's operations and results are evaluated annually by the Ministry, the Haaga-Helia board and management.

Haaga-Helia is the first Finnish university of applied sciences to be accepted as a member of the International Association of Universities (IAU).

2.1 HAAGA-HELIA DEGREE PROGRAMMES CONDUCTED IN ENGLISH

BACHELOR'S DEGREE PROGRAMMES. Conducted in english:

- Aviation Business (Bachelor of Business Administration) Campus: Porvoo
- Business Information Technology (Bachelor of Business Administration) Campus: Pasila
- Hospitality, Tourism and Experience Management (Bachelor of Hospitality Management) Campus: Haaga
- International Business, full-time and part-time studies (Bachelor of Business Administration) Campus: Pasila
- International Sales and Marketing (Bachelor of Business Administration) Campus: Porvoo
- Multilingual Management Assistants (Bachelor of Business Administration) Campus: Pasila
- Sports Coaching and Management (Bachelor of Sports Studies) Campus: Vierumäki
- Tourism and Event Management (Bachelor of Hospitality Management) Campus: Porvoo

MASTER'S DEGREE PROGRAMMES. Conducted in english:

- Aviation and Tourism Business (Master of Hospitality Management) Campus: Pasila
- Communication Management (Master of Business Administration) Campus: Pasila
- Information Systems Management (Master of Business Administration) Campus: Pasila
- International Business Management (Master of Business Administration) Campus: Pasila

2.2 HAAGA-HELIA CAMPUSES

Haaga-Helia operates in five different campuses. The Haaga, Malmi and Pasila campuses are located in different parts of the city of Helsinki. The Porvoo campus is located 50 km from Helsinki. The Vierumäki campus is located outside the metropolitan area, 130 km north-east from Helsinki.

Each degree student has a home campus at Haaga-Helia, which is appointed to the student according to the degree programme in which the student is studying.

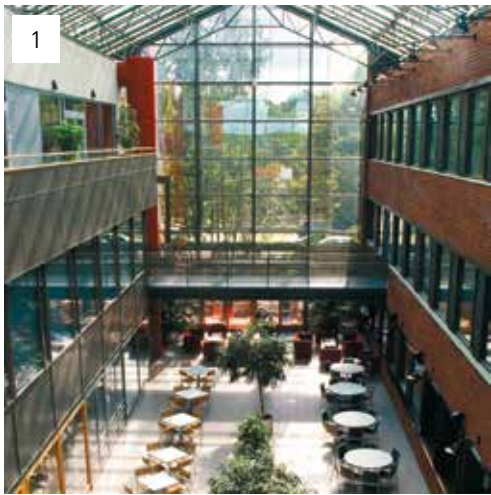
HAAGA, Pajuniityntie 11, FI-00320 HELSINKI

MALMI, Hietakummuntie 1 A, FI-00700 HELSINKI

PASILA, Ratapihantie 13, FI-00520 HELSINKI

PORVOO, Taidetehtaankatu 1, FI-06100 PORVOO

VIERUMÄKI, Kaskelantie 10, FI-19120 VIERUMÄKI



1



2



3



4



5

HAAGA¹,
Pajuniityntie 11, FI-00320 HELSINKI

MALMI²,
Hietakummuntie 1A, FI-00700 HELSINKI

PASILA³,
Ratapihantie 13, FI-00520 HELSINKI

PORVOO⁴,
Taidetehtaankatu 1, FI-06100 PORVOO

VIERUMÄKI⁵,
Kaskelantie 10, FI-19120 Vierumäki

2.2.1 Helsinki Campuses

Haaga-Helia's Haaga, Malmi and Pasila campuses are all located in [Helsinki](#), the capital of Finland. The cities in the metropolitan area – Helsinki, Espoo, Vantaa and Kauniainen – form an area with over one million inhabitants. The Office of the President of the Republic of Finland, the Parliament, the Government and various ministries are all located in Helsinki. In addition to public administration, the metropolitan area is also the indisputable centre of trade, culture and science. The head offices of the most prominent Finnish enterprises, the most famous museums and eight of the twenty universities in Finland are located in the metropolitan area.

Helsinki is a safe modern European cultural city where a cosmopolitan lifestyle exists in perfect harmony with nature. Surrounded by the sea and its own exotic archipelago, Helsinki offers visitors an endless number of possibilities.

2.2.2 Porvoo Campus

Haaga-Helia has one campus in Porvoo. The small and idyllic [Porvoo](#), Finland's second oldest town, is situated just 50 kilometers east of Helsinki. Riverside houses, cobblestone streets and wooden architecture make Old Porvoo a uniquely historical milieu. Porvoo has been an important centre of trade since the 13th century. The town of Porvoo has about 50,000 inhabitants and an area of 654 km². The town is a thriving centre for the economic activity of the eastern part of the province of Uusimaa. Porvoo is a bilingual town, with about 31 % of the inhabitants speaking Swedish as their mother tongue.

2.2.3 Vierumäki Campus

The Vierumäki campus, home to the Sport Institute of Finland, is located just over an hour's drive from Helsinki, in the vicinity of the city of Heinola. Surrounded by beautiful forest and rolling terrain, [Vierumäki](#) is Finland's most versatile leisure-time centre, offering students and visitors accommodation and sports services throughout the year. Vierumäki area offers over 2,000 beds in a very cosy and sporty studying environment. The Sport Institute has long traditions and an excellent reputation as a vocational educator. The sports facilities at Vierumäki include for example two ice rinks, three golf courses, a swimming pool, an indoor sports arena in addition to excellent cross country skiing and hiking tracks. The nearby cities of [Lahti](#) and [Heinola](#) offer more shopping possibilities and cultural activities.

To locate the Haaga-Helia campuses, you can use [Google Maps](#)



3. ADMISSION

3.1 GENERAL GUIDELINES

Applying to programmes conducted in English at Haaga-Helia University of Applied Sciences (UAS) takes place through a direct application. Application information and application form on studyinfo.fi website.

There is entrance examination to each English degree programme at Haaga-Helia. All eligible applicants will be invited to the entrance examination, which includes also a English language test. Depending on the degree programme, the final selection can be based on the results of the entrance examination, points awarded for school certificates, work certificates or distance assignment. The application period for degree programmes conducted in English is once or twice a year. For further information, please see www.haaga-helia.fi/en/education or contact the Haaga-Helia [Admissions Services](#).

3.2 FINANCIAL REQUIREMENTS AND TUITION FEES

There will be a tuition fee applicable to students who are not citizens of countries of the European Union (EU) or the European Economic Area (EEA) or Switzerland.

The amount of the tuition fee in Haaga-Helia is EUR 8,500.00 per academic year in Bachelor of Business Administration programmes and EUR 9,500.00 per academic year in Bachelor of Hospitality Management and Bachelor of Sports Studies programmes as well as in all the Master programmes taught in English.

You are exempted from paying tuition fees if you have one of the documents:

- Passport or identity card to indicate the citizenship of EU/EEA/Switzerland
- EU Blue Card in Finland
- Continuous residence permit card in Finland, Type A permit
- EU Family Member's Residence Card in Finland
- Permanent residence permit card in Finland, Type P permit
- EU residence permit for third-country citizens with long-term residence permit card in Finland (Type P-EU)

More information is available on [Haaga-Helia](#) website.

Students might need to purchase literature and other required material for courses. There may also be additional costs related to elective courses (e.g. field trips). These fees will be announced separately. Students are responsible for financing their own accommodation, meals, insurance and living expenses during their studies in Finland. Students should plan carefully their budget for the studies, and note that the living costs in Finland are relatively high in comparison to many other countries. For more information on the costs of living, please see chapter 9.

Students who apply for a residence permit must show that their income is secured by means of a scholarship, a grant or other funds with which the student can support himself during the academic year.

Students must be able to prove that they have at least 560 euros per month or 6,720 euros per year at their disposal. If the educational institute offers free tuition, accommodation and meals, the required amount can be reduced. The Finnish government does not usually fund the stay of foreign students in Finland. For further information, please see the [Immigration Service's website](#).

3.3 ENGLISH LANGUAGE REQUIREMENTS

Haaga-Helia evaluates applicants' English language skills in a language test included in the entrance examination. An applicant who fails the language test is withdrawn from admission.

3.4 SAT TEST AS AN ALTERNATIVE

Most of the Bachelor's degree programmes as well as the Master's degree programme in International Business Management will introduce the SAT test as an alternative to entrance examinations from autumn 2018 onwards. This new alternative will offer applicants a faster and more convenient application experience. [More information](#) about the test venues and minimum scores.



FOR VICE
LOS ANGELES



4. BEFORE COMING TO FINLAND

WELCOME TO STUDY AT HAAGA-HELIA!

Did you just move to Finland? This chart gives you information about housing, domicile, health care and student benefits.

ARRANGE BEFORE ARRIVAL:

- Housing (HOAS)
- Visa (embassy)
- EU citizens: European Health Insurance Card

HOAS

Still looking for an apartment? The best way to find housing in the Helsinki region is "The Foundation for Student Housing in the Helsinki Region (HOAS)". Full-time students can apply for HOAS student housing. NB! The queues are long. Apply for housing well in advance before coming to Finland!!

DOMICILE, HEALTH CARE AND FINNISH ID NUMBER: TO-DO AFTER ARRIVAL

Go to the Local Register Office (Maistraatti). Take your passport, visa, your address in Finland and study certificate from Haaga-Helia to prove the length of studies.

Fill in and submit your notification of move by filling in the form that you can pick up at post office or local register office. You will be registered in the Finnish population information system and you get a Finnish ID number (needed for using the municipal health care services). You will also officially get domicile in Helsinki region. Process takes time. More information: www.maistraatti.fi/en/

- In Finland students get financial benefits and student community is vivid
- Student Union for all Haaga-Helia students is called Helga
- Student Card is your key to student benefits and to membership of Helga. The card costs ca. 35€ (one year)
- Examples of student benefits: –50 % long distance trains and busses, reduced prices to cultural events (e.g. movies, theater), sports (e.g. swimming, gym), discounts in hostels, restaurants, shops.
www.helga.fi/en



HSL TRAVEL CARD

It is easy and inexpensive to travel with the Helsinki Region Travel Card (Matkakortti). It can be used on all buses, trams, commuter trains and metro.

Students who use a Personal Travel Card are entitled to purchase student priced tickets (–50%). The discount is applicable for both regional and city internal period and value tickets.

More information at: www.hsl.fi → In English

Getting HSL Travel Card with student discount:

You can buy HSL Travel Card at local communal HSL service points (Opastinsilta in Pasila, at the Main Railwaystation's Metro Station or in Itäkeskus). You need to be registered in Local Population Registration Office and have domicile in Helsinki region to get student discount from HSL.

Take with you an official ID (passport/driver's license) and HSL Discount ticket application, which you will get on your first orientation day. More information at: <https://www.hsl.fi/en/tickets-and-fares/discount-tickets/students>



Check the best route in the Helsinki Region with the "Journey Planner" at www.reittiopas.fi/en/

When you need help with practicalities, please, do NOT hesitate to ask YOUR STUDENT TUTOR OR ACADEMIC ADVISOR!

4.1 HOW TO APPLY FOR ACCOMODATION

4.1.1 Helsinki

How to Apply

Students who study in Helsinki (Pasila, Malmi and Haaga campus) can apply for housing with a separate housing application directly from the Foundation for Student Housing in the Helsinki Region (HOAS). You can submit an application as soon as you have been admitted to a school, however no more than four months before you intend to move in. When you have filled in the application, Hoas will process it and we will confirm by email that your application is valid. For more information, please visit [HOAS website](#).

NOTE! Please note that there is a separate application form for degree and exchange students.

Apartment Locations

The HOAS apartments are located in the city of Helsinki, in different suburban areas. Students can apply for a single room, a studio apartment or a family apartment. Male and female students are placed in separate apartments, unless students apply for housing as a couple. HOAS will try to place students according to their wishes regarding the flat type, location, and the proximity of their home campus, but please note that this is not always possible. Students should note that studio apartments for one person are rarely available, due to the large number of applicants. For more information on the different accommodation options for students in Helsinki, please visit the [HOAS website](#).

Rooms

Rooms reserved for degree students are not furnished, so students have to be prepared to buy their own furniture and other necessary utilities. All students must buy their own pillows, blankets, bed linen, towels and dishes. There are affordable home products available from IKEA furniture retailer. The nearest IKEA stores are situated in Espoo and Vantaa. There is a bus running to IKEA from Helsinki, which students can use with no costs. There are also several flea markets in the Helsinki area, which sell affordable furniture. For further information, please see chapter 9.

4.1.2 Porvoo

Haaga-Helia does not have hall of residence in Porvoo. However, our students have been able to get a flat from the quota of other local schools if the schools have not needed all their rooms. The contract for these flats is always made for one academic year at a time. It is also possible to use the flats during the summer months.

All the student lodgings are apartments with 2–3 bedrooms and a shared kitchen and bathroom.

<http://www.porvoonopiskelija-asunnot.fi/index.php/fi/hae-asuntoa>

Degree students accepted to Porvoo will receive further information on accommodation after their acceptance.

4.1.3 Vierumäki

Degree students accepted to Vierumäki will receive further information on accommodation after their acceptance.

4.1.4 Other accommodation possibilities

Besides HOAS, there are several other private agencies and web services where you can apply for an apartment or find adverts on apartments. For example:

- Forenom, a private accommodation and relocation service provider.
- Vuokraovi
- VVO
- Sato
- Oikotie (Finnish website)
- Trade68

In Helsinki there are several hostels for a short stay:

- Hostel Diana Park
- Hostel Domus Academica
- Eurohostel
- CheapSleep Hostels
- Hostel Suomenlinna
- Hostellit website
- Couchsurfing
- Visit Helsinki accommodation pages
- Airbnb

In Porvoo, there is one hostel:

- Porvoo Hostel

4.2 TRAVEL ARRANGEMENTS

4.2.1 Travelling to Finland

By Plane

Most international flights to Finland arrive in Helsinki, the [Helsinki Airport](#), approximately 20 km north from the Helsinki city centre.

The cheapest way to reach the centre of Helsinki from the airport is by bus or train. Bus number 615 (€ 5,50), the Finnair city bus (€ 6,30) and the I-train (€ 5,50) go to the central railway station in Helsinki. Busses for Porvoo depart from the airport approximately once an hour (€ 10–15). All buses leave from platforms located just outside the terminals.

If you prefer travelling by taxi from the Helsinki airport to the city centre, the most convenient companies are the Yellow Line minibus or the Airport Taxi. Their booths are situated in the main lobby of the international arrivals hall. The taxi fare is about 25 € / person to the centre of Helsinki, and lasts approximately 30 minutes (longer during rush hours). Other taxi companies can charge € 30–45.

Some airlines fly also to other major cities in Finland. [Ryanair](#), for example, flies to Tampere.

By Boat

It is possible to reach Finland by boat from several locations, e.g. Stockholm (Sweden), Rostock (Germany) and Tallinn (Estonia). The boats arrive to Helsinki or Turku. For more information, please visit [Viking Line](#) and [Tallink Silja](#).

By Train

Finland can be reached by train from Russia, from Moscow or St. Petersburg. The trains arrive in Helsinki. For more information, please visit [VR website](#).

4.2.2 How to Reach Porvoo

By Bus

Porvoo can be reached by bus from the Helsinki city centre. The bus timetables are available at [Matkahuolto](#).

By Car

It takes under an hour to drive from Helsinki to Porvoo. Take the highway E75, continue to Porvoonväylä (E18/7) about 48km and take off ramp 60.

4.2.3 How to Reach Vierumäki

By Bus

By bus from south: take the bus to Lahti and from north take the bus to Heinola. The bus stations of both cities offer regular connections to Suomen Urheiluopisto, and the bus stop is just in front of the Vierumäki Reception. Comprehensive timetables are available at [Matkahuolto](#) website and the map of Vierumäki at [Vierumäki's official website](#).

By Car

From the south: it takes just over an hour to drive from Helsinki to Vierumäki. Take the highway E 75, continue to the Vierumäki ramp 21, after which you will find road signs indicating for you to turn left. Then drive down to Vuolenkoskentie for about 3 km, until you see the sign indicating a left turn to Vierumäki.

From the north: continue past the city of Heinola for about 12 km until you reach the Vierumäki ramp, and then continue down the Vuolenkoskentie (road 363) as described above.

Instructions on how to reach the different Haaga-Helia campuses can be found in chapter 9.

5. FIRST DAYS

5.1 ORIENTATION

Orientation for the new degree students takes place one week before the lessons start in August/January. During the orientation, the new students will get both general and personal advice from the academic advisor, mentor teachers and tutor students of the student's degree programme.

Each degree programme organizes its own orientation. The orientation programme includes topics such as studying at Haaga-Helia, the curriculum of the student's degree programme, course schedules, registration for courses and grading practices. Orientation is obligatory for first semester students. The Academic Advisor and Student Affairs Secretary must be informed on any delays or absence from the orientation.

5.2 TUTOR SERVICE

Haaga-Helia's Student Union HELGA organizes tutor services for new degree students. You will meet HELGA's student tutors latest during the orientation week. Tutors are there to help with practical study-related matters and they often organize free time activities as well. Student tutors are elder Haaga-Helia students who do tutoring on volunteer bases. Tutors can answer many questions automatically; if they do not know the answer you can find the solution together!

Tutors can help you for example with this kind of questions: Where do I find different services on my campus: class rooms, copy machines, it-rooms, the best cafeteria, library? Who exactly in Haaga-Helia can help me with my questions? How do I find the offices I need to visit after my arrival: Local Registration office, bus ticket, student card? Where can I go swimming / bowling / to movies etc.?

The student tutors are there to support new students throughout their first year of studies. Tutors actively contact new students especially during the early stages of studies. As a new student you can also yourself actively keep in touch with your own tutors throughout the first academic year. Your tutor will help you in person or at least your tutor helps you to find the right person in Haaga-Helia to help you with your question.

You can find the contact information of your own degree programme's Head Tutor and additional information on tutoring at Student Union [Helga's](#) website.

5.3 LATE ARRIVALS

Late arrivals are highly not recommended. Please note, a study place will be cancelled, if the student has not shown his/hers original certificates before the date given in the admission letter. By arriving late of orientation week a student misses all the practical instructions, e.g. enrollments for courses, ICT-system and personal networks.

6. STUDYING AT HAAGA-HELIA

The orientation is compulsory and the courses start after it. New degree students make their course enrolments during the orientation week. Orientation programme is tailored particularly for each degree programme. See timetable in your admission letter/e-mail.

6.1 ACADEMIC CALENDER 2018–2019

Autumn Semester 2018:

6 August – 14 December 2018

Orientation 13 – 17 August 2018

(see more specific details from Material for new students web pages)

Intensive weeks: 6. - 17.8.2018 (weeks 32 - 33)

4th period: 20.8. - 12.10.2018 (weeks 34 – 41)

Intensive week: 15. - 19.10.2018 (week 42)

5th period: 22.10. - 14.12.2018 (weeks 43 - 50)

Holidays: 6.12., 17. - 31.12.2018 (weeks 51 - 1)

Spring Semester 2019:

2 January – 17 May 2018

Orientation 14 – 18 January 2019

(see more specific details from Material for new students web pages)

Intensive weeks: 2. - 11.1.2019 (weeks 1 - 2)

1st period: 14.1. - 15.3.2019 (weeks 3 - 7 & 9 - 11)

Intensive week: 18.- 22.2.2019 (week 8)

Intensive week: 18.- 22.3.2019 (week 12)

2nd period: 25.3. - 17.5.2019 (weeks 13 - 20)

Intensive weeks: 20.5. - 14.6.2019 (weeks 21 - 24)

Holidays: 19.4., 22.4., 1.5. and 30.5.

In addition 18.4. and 30.4. teaching ends at 5.30pm.

6.2 STUDY PERIODS AND HOURS

The academic year is divided into four 8-week periods. Each period has its own timetable. Classes are usually held on weekdays between 8 am and 4.45 pm in day time degree programmes, and between 4.45 pm and 8.45 pm in evening degree programmes. Intensive courses can take place on Saturdays too. There are mainly elective courses on intensive weeks. Exams are included in the study periods.

6.3 ACADEMIC CULTURE

In Finland, the relationship between students and teachers is normally quite informal and equal. Students are encouraged to ask questions during lectures and also outside of the classroom. It is acceptable to express your opinion on the themes discussed during the courses. However, the informality does not mean that an overly relaxed attitude towards studies would be accepted. The independent nature of UAS studies in Finland presupposes that students show initiative and take responsibility for the planning of their studies and for keeping to their own schedules.

Haaga-Helia is a university of applied sciences, which means that the approach is very practical (less theory, more projects). The study methods at Haaga-Helia reflect the methods used in working life. Teamwork skills, for example, are highly appreciated in today's working life. Therefore, there is also a strong culture of studying in teams at Haaga-Helia. Studying in a team helps you to understand and remember the topics studied. Studying in a multicultural group is a great opportunity to learn about culturally different ways of thinking and doing things, and to develop your intercultural competencies.

6.3.1 Haaga-Helia Code of Conduct

Haaga-Helia represents a workplace for all its actors, thus the purpose is to maintain a Campus where everybody can study and work in good spirit. Activities are regulated by the Personal Code of Conduct as well as general rules and values applicable to working life.

According to the University of Applied Sciences Law (932/2014), students are entitled to a safe and comfortable study environment. The law also states regulations applicable to the entire community of universities of applied sciences, with the purpose of providing guidelines and a code of conduct for maintaining safety and comfort. Appropriate conduct is stated in the Personal Code of Conduct, [Haaga-Helia Degree Regulations](#).

Appropriate conduct, respectful behavior, as well as equality and justice apply to the entire community. We are operating in a multi-cultural environment where any racist or derogatory talk/behavior is strictly prohibited. Sense of community is an important value.

Personal Code of Conduct also strictly prohibits the use of alcohol or drugs as well as a state of intoxication on Campus premises. Smoking is allowed in a separately assigned area.

6.4 STUDY METHODS

The study methods at Haaga-Helia support self-guided development, which creates a basis for comprehensive learning.

Various study methods are used at Haaga-Helia:

- Lectures
- Teamwork, e.g. project assignments and reports, mini-research projects
- Independent study, e.g. reading assignments, essay assignments, online assignments
- Examinations, individual and group exams

In addition to face-to-face lectures, Haaga-Helia also offers many online courses. The online courses at Haaga-Helia make use of two main learning platforms: Moodle and at Porvoo Campus also SharePoint. Students receive user IDs, passwords and training for these platforms during the orientation. Teacher will also send enrolled students an instruction e-mail before the course starts. For more information about the study methods, please see the course description or contact the teacher. Remember that you need to have basic computer skills and access to internet to complete online courses. Notice that you are required to have your own laptop during your studies starting from the first week of teaching.

All assignments and project reports must be returned by the set deadline. Information on how much assignments, project work and exams count towards the final grade will be provided by the teachers in the beginning of each course. Teachers also give information about exam dates.

Please note that plagiarism is an offence. Please make sure that all quotations you use in your written assignments, including texts taken from the internet, are properly referenced.

For more information about study methods at Haaga-Helia, please see the Haaga-Helia [Students' Guide](#).

6.5 COURSE ENROLMENT

First term degree students enrol for courses during the orientation week in August/January, not beforehand. Please note that every degree programme has an academic advisor to help the students to plan their study schedule. For more information, please see chapter 7.

6.6 COURSE ATTENDANCE

Course attendance is usually mandatory. The lecturer will give detailed instructions about participation and assessment during the first lecture. If the student is unable to attend a class (e.g. due to illness), s/he should notify the teacher in advance. Attendance records are kept for each course. It is polite to arrive for class on time; being late for class is discourteous to both the teacher and fellow students. Professional and courteous conduct also includes turning off your mobile phone during classroom work.

6.7 COURSE ASSESSMENT

6.7.1 Examinations

Haaga-Helia does not have separate exam periods, the exams are included in the course schedule.

Exams can take place in the middle and /or at the end of each course. The teacher of each course gives detailed information about exams.

All exams at Haaga-Helia are completed individually unless you are otherwise instructed by the teacher. Students must observe all instructions given by the exam supervisor in the examination room. There will be no entrance to the room after the specified time. All bags and briefcases must be left at the back of the room; only items needed in the exam e.g. a pencil, eraser and calculator or any material permitted by the course lecturer may be used.

Cheating in examinations and plagiarism of assignments, thesis reports or other existing materials are strictly forbidden. If a student is found guilty of cheating, he or she will be removed from the exam session or learning assignment and the course exam or other performance is failed. Plagiarism will result in failure of the course in question. Proved cheating will be entered in to the study register.

For more information, please see the [Students' Guide](#).

6.7.2 Credit System and Grading Scale

At Haaga-Helia, the scope of studies is indicated in ECTS credits. ECTS is based on the principle that 60 ECTS equals the workload of a fulltime student during one academic year (1,600 hour workload). In general, one ECTS credit requires about 27 hours of study or input from the student. This includes contact hours, independent study, assignments, etc.

Grading Scale

Haaga-Helia

GRADE	DEFINITION	ECTS GRADE
5	EXCELLENT: outstanding performance with only minor errors	A
4	VERY GOOD: above the average standard but with some errors	B
3	GOOD: generally sound work with a number of notable errors	C
2	SATISFACTORY: fair but with significant shortcomings	D
1	SUFFICIENT: performance meets the minimum criteria	E
0	FAIL	F(X)

NOTE: Some courses at Haaga-Helia are assessed on a pass/fail basis without grading. These courses will be graded accordingly as pass/fail.

If the student is dissatisfied with the assessment, s/he should discuss it with the teacher. If the student is still dissatisfied after having discussed with the teacher, s/he may request an oral or written rectification to the teacher in writing within 14 days of the publication of the grade. The final step in the rectification process is the examination board. In such a case, the student should produce a written rectification request with strong supporting evidence within 14 days of the earlier rectification decision.

For more information, please see the [Students' Guide](#).

6.8 TRANSCRIPT OF RECORDS AND OTHER CERTIFICATES

The Student Affairs Office at each campus (at Pasila campus also the Service Center in the library premises) provides students with both transcript of records and study certificates needed for matters such as discounts on trains and buses for free on request. In addition the Service Center at Pasila campus serves all Haaga-Helia students with basic certificates (Transcript of records, Study certificates, KELA and public transportation discount certificates.)

6.9 FINNISH LANGUAGE STUDIES

6.9.1 Finnish Courses at Haaga-Helia

Studying Finnish is important and useful when considering to integrate easier to the Finnish society and to apply for work. Each degree programme includes compulsory Finnish language studies of 6 to 23 ECTS credits depending on the programme. For more specific information, please see the curriculum of each degree programme.

6.9.2 Finnish Courses Organised by Other Institutions

Helsinki area

- [Finnish language courses in the Helsinki Metropolitan Area](http://www.infopankki.fi) (www.infopankki.fi)



7. HAAGA-HELIA GUIDANCE AND COUNSELLING SERVICES

7.1 ADMISSION SERVICES

The Admissions Services takes care of the entire admission process, from the applications to the results. The Admissions Office gives applicants advice, e.g. on application periods, and informs them about admission criteria. The office also arranges the entrance examinations and checks that applicants are eligible for admission.

Admissions Services, Pasila campus,
2nd floor, room 2021
Open Mon - Fri, 9.00 - 15.00
Address: Ratapihantie 13, FIN-00520 Helsinki
Tel: +358 400 230 409 (Mon-Fri 9.00am - 3.00pm)
Fax: +358 9 147 063
E-mail: admissions(at)haaga-helia.fi

7.2 STUDENT AFFAIRS OFFICE

Each campus has its own Student Affairs Office serving the needs of students, staff and the partners of Haaga-Helia. Their main task is to facilitate the student's study process and independent search for information by offering various services ranging from information services to maintaining a student administration system.

The Student Affairs Office's services include the following: letters of enrolment, official transcripts of records, certificates needed for discounts on trains and buses, KELA meal discount cards and passwords. In the office, you also get information on student applications and students' wellbeing. They give guidance and information also on any issues related to study register and study right, in addition to information on graduation. They also prepare degree certificates, inclusive of supplements.

Management of Haaga-Helia Student Services

Ms Airi Hirvonen, Head of Student Services
Email: airi.hirvonen@haaga-helia.fi

HAAGA CAMPUS

Hospitality, Tourism and Experience Management

Address: Pajuniityntie 11, FIN-00320 Helsinki

Open: Mon-Fri 11.00am - 2.00pm

Tel: +358 400 230 401 (Mon - Fri 9.00 - 15.00)

E-mail: studentaffairs.haaga@haaga-helia.fi

MALMI CAMPUS, 1st floor

Business Economics, Information Technology

Address: Hietakummuntie 1 A, FIN-00700 Helsinki

Open: Mon-Fri 9.30am - 11.00am, 11.30 - 1.00pm

Tel: +358 400 230 402 (Mon - Fri 9.00 - 15.00)

E-mail: studentaffairs.malmi@haaga-helia.fi

PASILA CAMPUS, 2nd floor, room 2010

i.a. International Business, Business Administration, Business Information Technology, Multilingual Management Assistant Education, Journalism

Address: Ratapihantie 13, FIN-00520 Helsinki

Open: Mon-Fri 9.00am - 3.00pm

Tel: +358 400 230 403 (Mon-Fri 9.00 - 15.00)

E-mail: studentaffairs.pasila@haaga-helia.fi

Service center, 3rd Floor

Open: Mon-Thu 9.00am - 7.00pm and Fri 9.45am - 5.00pm

Tel: +358 400 230 411

PORVOO CAMPUS, 1st floor

International Business, Business Administration, Tourism

Address: Taidetehtaankatu 1, FIN-06100 Porvoo

Open: Mon, Wed, Fri 9.00am - 12.00am, Tue 12.00am - 4.00pm,

Thu 12.00am - 3.00pm

Tel. +358 400 230 405

Email: studentaffairs.porvoo@haaga-helia.fi

VIERUMÄKI CAMPUS, 2nd floor

Sports and Leisure Management

Address: Kaskelantie 10, FIN-19120 Vierumäki

Open: Mon-Thu 9.00am - 3.00pm, Fri 9.00am - 12.00am

Tel: +358 400 230 407

E-mail: studentaffairs.vierumaki@haaga-helia.fi

7.3 ACADEMIC ADVISORS AND STUDENT COUNSELLORS

Each degree programme has its own Academic Advisor or Student Counsellor who is familiar with the curriculum and requirements of the programme s/he is responsible for. The Academic Advisor or Student Counsellor assists students with general study guidance, personal study plans, credits from previous studies, personal advice and work placement.

7.4 INTERNATIONAL SERVICES

International Services provides information on exchange studies abroad for degree students. In other matters, degree students should always contact the Student Affairs Office or Academic Advisor.



8. HAAGA-HELIA FACILITIES AND SERVICES

8.1 IT AND COMMUNICATION SERVICES

8.1.1 IT Facilities

The computers located in the libraries and computer rooms are available for all Haaga-Helia students for study purposes, during specific opening hours. Students can use the computers for course work as well as for accessing the internet. Students will be provided with a personal user ID during the orientation. The computers are equipped with the required software, such as Access, Excel, PowerPoint and Word. There is a wireless network at all Haaga-Helia campuses.

Detailed information about Haaga-Helia's IT services can be found on the IT Services website at <http://www.haaga-helia.fi/en/services/it-services>.

8.1.2 Communications at Haaga-Helia

The main communication forum at Haaga-Helia is the student Mynet (= Haaga-Helias extranet for the students). There you can find latest internal announcements and practical information related to studies at Haaga-Helia. Each campus also has TV screens displaying campus specific announcements. Teachers often contact students by e-mail. Every student has an e-mail address: `firstname.lastname@myy.haaga-helia.fi`. Students can forward incoming e-mails from "myy" e-mail address to another e-mail address.

ASIO = Finding timetables or the classroom reserved for an implementation. You can search for timetables or classroom information according to

- Course calendars
- Teacher calendars, e.g. counseling hours
- Programme calendars (groups)
- Timetables, classroom reservations, teachers calendars and cancelled lessons

Peppi-system = Student use Peppi-system for enrolling each academic year for attendance or non-attendance and for enrolling the courses, checking the grades and study attainments

Moodle is Haaga-Helia's electronic learning environment and platform, where each course has its own page.

8.2 LIBRARY AND INFORMATION SERVICES

There is a library at each Haaga-Helia campus. The libraries support students' studies with material in printed and electronic form. Students can access various information sources, such as several data systems and data banks. A library card is required when borrowing material. This can be obtained from the library staff free of charge.

A service centre located in the Pasila and Haaga Campuses premises offers both degree students and international exchange students information on practical matters and provides certificates (e.g. study certificate, transcript of records, Kela meal subsidy card, student certificate for public transportation).

8.3 STUDENT'S WELLBEING

Student's wellbeing-services by Haaga-Helia

Each Haaga-Helia campus has a nurse whom students can contact. Please book an appointment in advance. Contact info and office hours of the nurses are available in the Student's Mynet. Other health care services at Haaga-Helia are doctor and psychiatric nurse, see appointment times and contact info in the Student's Mynet.

8.4 STUDENT FINANCIAL AID

Student financial aid is available for foreign citizens if their residence in Finland is considered to be permanent and if they have moved to Finland for a reason other than studying.

Student financial aid consists of a study grant (opintoraha) and a government-guaranteed student loan (opintolaina). Kela provides also assistance with housing costs. For more information about general housing allowance, please visit www.kela.fi/web/en/housing-benefits. The government-guaranteed student loans are granted by banks operating in Finland. Student loans are based on an agreement between a student and a bank. No other collateral is required when the loan is guaranteed by the state. The Social Insurance Institution (KELA) makes the decisions and pays the student financial aid to students.

Other Grants

Scholarships are rarely available for international students in Finland. For more information on different grants and scholarships, please visit the Centre for International Mobility's website www.studyinfinland.fi/tuition_and_scholarships.

8.5 STUDENT UNION HELGA AND HAAGA-HELIA STUDENT COMMUNITY

Student culture in Finland has long traditions, also in Haaga-Helia. Participating in Student Union or student organizations' activity is a very common extracurricular activity. The student community offers support, great opportunities for networking and alternatives for spending your spare time in different kinds of events.

Student Union HELGA is by law a part of Haaga-Helia and it provides various services. The most essential services for the new students are the student card, student tutoring and free time events. By becoming a Student Union member you will get the official student card, which is your key to the financial student benefits you are entitled to in Finland (details about the student benefits: www.helga.fi/en). Becoming a member also helps you to integrate to student community and become aware of your rights as a student. When you feel more at home in Finland, you are surely interested of HELGA's activities like e.g. Freshmen Party, Zone-Sport Services, Student Union Election, student trips etc.

Besides providing services, HELGA's mission is to represent students' voice in Haaga-Helia's working groups. HELGA Board nominates student representatives to working groups. We also encourage students to contact HELGA, if you should have challenges regarding student social affairs (e.g. health care, housing) and educational affairs (e.g. grading, problems concerning studies).

8.5.1 AIESEC HH

AIESEC identifies itself as "the international platform for young people to discover and develop their potential". Local Committee AIESEC HH performs this mission in Haaga-Helia by organizing their members work placement opportunities and possibilities to improve their intercultural communication and leadership skills. You can find more information on AIESEC activities via website: facebook.com/AIESEC.HH.

8.5.2 ESN-HELGA

Student Organisation for Exchange Students

ESN is the international student association "Erasmus Student Network". Local section ESN-HELGA arranges tutoring, events and trips for Haaga-Helia's incoming exchange students. All Haaga-Helia students can apply to become international tutor of ESN-HELGA. For further information on ESN-HELGA please visit the website: www.esn-helga.com.

8.5.3 Student Associations

Haaga-Helia students have also founded independent student organizations for every study unit and there are even campus specific student associations. These student associations promote the benefits of their own unit, degree programmes or campus.

Student Associations on Haaga-Helia campuses are:

- Haaga Campus: Pore (Hotel, Restaurant and Tourism)
- Malmi Campus: Hattara (Business and Business Information Technology)
- Atkins (Business Information Technology)
- HSOY (Multilingual Management Assistant)
- Skuuppi (Journalism)
- Talko (Business)
- Porvoo Campus: Hepo (Business and Tourism)
- Vierumäki Campus: Tahkon Talli (Sports and Leisure)

Haaga-Helia student associations have their own websites, where you can find their contact information and activities. The associations' websites are also listed on HELGA's website: www.helga.fi/en.

8.6 STUDENT BENEFITS

Students studying full-time in institutions of higher education in Finland are entitled to different kinds of students discounts in Finland. The easiest way of proving that you are studying in Finland and entitled to student benefits is to show your official student card as provided by the Student Union HELGA.

8.6.1 Public Railways (VR) and Long Distance Buses (Matkahuolto)

Students are entitled to a 50% discount on long distance train tickets in second class. In order to get the discount, a special student card for long-distance travel is needed. The cards are available at the central train stations and at coach offices. A certificate signed by the Haaga-Helia Student Affairs Office is needed to obtain the student card. For more information, please visit VR's website www.vr.fi/en.

8.6.2 Public Transportation in the Helsinki Region (HSL Travel Card)

Students studying full-time at Haaga-Helia and living in the Helsinki region are entitled to buy a personal student Travel Card with a 50 percent discount. Part-time students and adult students are not entitled to the discount. The Travel Card can be used in all public transport – buses, trams, local trains and metro. For more information, visit www.hsl.fi/en.

Documents needed when purchasing a Travel Card:

- Official ID with photo (an official identity card, passport, driver's license, or Kela card)
- Discount ticket application with Haaga-Helia's stamp and signature
- If you have a valid blue SAMOK student card with a current term sticker on it,
- Students over 30 years of age have to present a positive study grant decision or student loan decision from KELA (Social Insurance Institution of Finland). The decision must show the number of months remaining on the grant.

In order to get the discount, international students must have a Finnish personal identity number. International students who are not granted domicile can apply for temporary residence and get the normal priced ticket, but not the discount.

8.6.3 Student Meal Subsidy

Students are entitled to a discount on the price of their meal in all student restaurants belonging to the student meal subsidy system for higher education students. You will be charged the subsidy price if you show your student card or the KELA meal subsidy card to the cashier. You will receive the KELA meal subsidy card in the orientation. The lunch discount cards and student cards offer a discount also in student restaurants in other universities. Please note that the card should be used only by the card holder. The card will be taken away if it is used by another person than the card holder!

8.6.4 HELGA's Student Benefits

For more information on benefits offered to students who have HELGA's student union card, please visit www.helga.fi/en.

8.6.5 Other Benefits

In addition to the benefits mentioned above, there are several other benefits offered by different organisations. Always check if the organisation or company (e.g. hairdresser, hostel, movie theatre) offers some kind of student discount. Please note that in order to get the student discount you always have to be prepared to show your student card or a certificate of attendance.

8.7 STUDENT CAFETERIAS AND RESTAURANTS

The student cafeterias at Haaga-Helia operate on a self-service basis. University students in Finland are entitled to meal subsidies in student restaurants. The price of a student meal is € 1–3 (2017) with the Haaga-Helia student card or the meal subsidy card. Students can have one warm meal per day at the student price. The student lunch includes one course (compared to countries where you have a starter, first course and second course). The meal includes meat, fish or vegetables together with pasta, rice or potatoes, and some salad and bread. The various menu options and prices are listed in the cafeteria. In addition to student meals, the cafeterias also provide a range of hot and cold beverages, sandwiches and snacks.

Menus, locations and opening hours of Haaga-Helia's student cafeterias are available on the Haaga-Helia Mynet: Services → Meals.

8.8 SPORT FACILITIES

Haaga-Helia organizes versatile sports opportunities for its students and also grants study credits for sports. Information on physical education courses is available in our Students' Guide and timetables.

The representatives of Haaga-Helia's different student associations acting on different campuses can also give you more information about the sports offered at Haaga-Helia. They might organize some additional sports activities that Haaga-Helia does not provide.

Haaga-Helia students also have several different sports facilities at their disposal. For further information on different campuses' sports facilities:

www.zonesports.fi/en

Helsinki city sports department's website and Porvoo city sports department's website offers information on other private and public sport services in Helsinki and in Porvoo.

8.9 PROMOTION OF EQUALITY AT HAAGA-HELIA

The Constitution of Finland (731/1999) states that nobody, without acceptable justification, can be discriminated against due to age, sex, language, origin, religion, health, handicap, personal conviction or opinion, or any other reason pertaining to the person. Haaga-Helia has an equality and non-discrimination plan based on the legislation.

8.10 MULTICULTURAL AND LANGUAGE POLICIES

Haaga-Helia aims to actively promote a multi-cultural environment that is motivating and productive to students and staff alike. It is ensured that key information is available also in English, for the benefit of students. Haaga-Helia will continue to provide students and staff with education and training that supports the development of intercultural competencies (knowledge and awareness).

8.11 HANDICAPPED STUDENTS AT HAAGA-HELIA

The needs of physically handicapped students are taken into account in our facilities as well as possible. Some of our older premises might be difficult to access when having physical handicap. Special exam arrangements can be made for handicapped students and applicants to the extent that this is practically possible. If you have some special needs related to your physical or mental health, please inform the Student Affairs Office about it already before arrival. Information concerning the health of students is kept confidential.



9. LIVING IN FINLAND

9.1 FINNISH CULTURE

Throughout history Finnish culture has been influenced by other cultures. Cultural influences from the time of Swedish and Russian rule are still notable. Today, cultural influences from North America are prominent. Young people are also travelling a lot and bringing new cultural ideas to Finland. Despite all the international influences, there are some cultural features that are very typical to Finns.

9.1.1 Finnish Traditions

Sauna is a one of the most famous Finnish traditions. Having a sauna is something natural to all Finns. Yet people do have their own ways of bathing in the sauna. The only rule is to be silent and peaceful. Everyone can follow their own rhythm in moving between the hot room, the washing room and the open air, perhaps including a jump to the lake or the sea. In Finland, both men and women bathe in the sauna, but never together except within the family. There are no mixed public saunas in Finland. The sauna is no place for anyone in a hurry. When the bathing is over, it is customary to continue the occasion with a conversation, drinks or perhaps a light meal.

Most Finnish people love nature. There is a strong emotional bond to the countryside and nature, as urbanisation is a relatively recent phenomenon. A very typical Finnish free time activity is spending time at rural cottages, often situated by a lake or by the sea. The cottages provide a peaceful and a natural environment, away from the haste of the modern life. Some cottages are even without running water and electricity, but normally each cottage has a sauna. The activities related to cottage life include going to sauna, swimming, fishing, picking up berries and mushrooms, barbecuing and enjoying the peace and nature.

9.1.2 Customs and Etiquette in Finland

The first cultural difference you will notice already on the airport bus is the silence in public situations. Finns talk in moderate tones and do not do much to call attention to themselves. Usually only if something unexpected happens, Finns start chatting with strangers. This rule does not apply to everyone, for example older women and people from the countryside are more likely to chat with strangers. The silence is related to respecting other people and not intruding to their personal area.



It is a cultural norm in Finland to be modest and downplay one's accomplishments. Being humble and modest is seen as a virtue. This is related to the non-hierarchical social structure: everyone is considered equal and differences are minimised.

There is a high degree of equality between the two sexes in Finland, as can be seen in the relatively high number of women holding high ranking positions in politics and other areas of society. Chauvinistic or patronizing attitudes towards women are generally considered unacceptable. Women are usually financially independent and may offer to pay their share of a restaurant bill, for instance. A man can politely refuse the offer, but it is equally polite to accept it.

The Finnish mentality is often characterised by less small talk and more honest and straight-forward type of communication compared to other cultures. Finnish people mean what they say, which also means they usually do as they promise. Finns have a special attitude to words and speech: words are taken seriously and people are held accountable for what they say. "Take a man by his words and a bull by its horns," says a Finnish proverb. Most Finns carefully consider what they say and expect others to do so too. In Finland verbal agreements and promises are considered binding. Invitations or wishes expressed in a light conversational manner (such as: "We must have lunch together sometime") are often taken at face value, and forgetting them can cause concern.

Finns are better at listening than at talking, and interrupting another speaker is considered impolite. A Finn does not grow nervous if there are breaks in the conversation; silence is regarded as a part of communication. Finns usually speak unhurriedly, even in their mother tongue.

Finland is a self-service country. People in Finland, as in many western countries, weigh their own vegetables in the supermarket, pump petrol into their cars themselves, and perform all kind of repair jobs. And they generally do their own cooking, cleaning and laundry. Especially if you are accustomed in your own country to having domestic chores done for you, you may find this difficult at first.

Finns almost never visit each other without first making an 'appointment'. This also applies to close friends. Even a mother will phone her daughter to find out when it's convenient to come by. People almost never drop by unannounced. The same rule applies to family: first you call ('How would it be if we came by today?'). If your visit would be inconvenient, your host will simply tell you so: 'No, today isn't a good day. Come another time if you like'. The Finns do not consider this rude or blunt, but 'honest'. In these situations, honesty is considered more important than tact. The Finns also like to know exactly when you intend to arrive. That gives them time to tidy up the room and have something to offer ready when you ring the doorbell.

9.1.3 Good to know about Finnish culture

- Finnish people can be rather quiet and passive, which does not mean they are angry. It is part of many Finns' personality to be quiet and calm.

- Punctuality is very important. If you are meeting someone at 1 pm, it means 1 pm sharp. In Finland, it is better to be ten minutes early than five minutes late. If you are late, you should let the person waiting for you to know about it. The Finns equate not being on time with not being trustworthy; they can't count on you.
- In Finland you are expected to queue nicely and quietly, Finnish people get very irritated if someone overtakes the queue.
- Procedures, fees and prices at offices and institutes are not open for negotiation.
- Most Finns can speak foreign languages, but they may not be used to doing so or even being around foreigners.
- It is polite to take off your shoes when visiting homes of Finnish people.
- Attending a party at someone's home usually means you take your own alcoholic drinks with you. The invitation often includes the abbreviation OPM which literally means bring your own bottle.
- Remember that smoking is forbidden in all public buildings, schools and schoolyards. Please note the designated smoking areas. It is also forbidden to use, possess or be under the influence of alcohol anywhere in the school area.
- Smoking indoors is often considered socially unacceptable, so it's polite to go outside and smoke if you are visiting Finnish people's homes, even during the winter.
- It is illegal in Finland to use, possess and sell drugs. Most Finnish people strongly disapprove of drug abuse.
- There is "every man's right" to access most publicly and privately owned forests, fells, lakes and rivers in Finland for recreation and exercise. More info on every man's right: [Everyman's right](#).

9.2 CULTURAL ADJUSTMENT

Moving to a new country is a remarkable change in one's life: you are suddenly surrounded by a new environment, new people, new ways of doing things, new languages and a new culture. What you know to be true may not be valid in this new situation. Things look different from what you are used to and the sound of the language is incomprehensible gibberish. The foods you know (and love!) may not be readily available (if at all) and many new foods may smell odd and taste even stranger! People might be behaving in a strange and incomprehensive way.

Not understanding what you are seeing or the language you are hearing can be very confusing. You might feel like your mental 'wires are crossed' and that you are receiving mixed signals from your senses. In all this confusion, you also have your emotions at work, and you may feel overwhelmed by all the new input; surprised or shocked, delighted or distressed, frustrated that everything takes longer to do or impatient with yourself that you don't understand many things.

People adjust to change differently. According to research in the field of inter-

cultural psychology, the amount of transition stress depends on:

- How different your home culture is from Finnish culture
- Amount of international experiences: if you've already been through cultural transitions, you are more prepared
- How welcome you feel in Finland
- Your social networks in Finland (having support and friends helps)
- Other big changes/challenges in your life at the same time (you are naturally more prone to get stressed if you are at the same time worrying about a sick family member, the separation from your family and loved ones, the political situation in your country, etc.)
- The weather in Finland (international students are not used to the darkness of the Finnish winter, which can affect mental wellbeing)

Culture shock is similar to stress and depression. Symptoms of culture shock include the following: feeling tired all the time, apathy (feeling indifferent, lack of motivation and excitement), homesickness and complaining about Finland and Finnish culture all the time. This is a totally normal reaction when you are living in a foreign country, far away from home and your friends. What helps in stressful moments is to have some familiar elements in your everyday life: hobbies that you loved at home, presenting your own culture to your friends by cooking typical dishes, playing music from home, renting movies from your home country and spending time with people with similar interests or background. It is important not to stay alone at home because being with other people helps to release the stress.

In moments of stress, remember that living abroad is a great learning experience and not everyone has the courage to live in a foreign country. If you are shocked about the Finnish culture, try to understand the reasons behind the Finnish cultural practices by discussing with other international students and Finns. Remember that each culture has positive and negative features.

9.3 HEALTH CARE AND SOCIAL SERVICES

The health care services available for EU citizens and non-EU citizens in Finland are different. Non-EU citizens must use private health care services. EU citizens are entitled to public health care services.

The general emergency number in Finland is 112 for the police, fire brigade and ambulance.

9.3.1 Health Care Services at Haaga-Helia

NOTE that Haaga-Helia does not take any responsibility for students' medical expenses in case of illness or emergency.

Each Haaga-Helia campus has a nurse whom students can contact. You can dis-

cuss with confidentiality about all matters relating to health, living habits and your personal situation with Haaga-Helia's nurses. Appointments with a nurse are free of charge. Please book an appointment in advance. Contact info and office hours of the nurses are available in the [Student's MyNet](#).

Haaga-Helia provides also a possibility to visit a doctor, a psychiatric nurse and a priest. Please note that these services are not available on each campus and the regularity of the service varies.

For more information on the Health Care Services provided by Haaga-Helia, please see the Student's MyNet.

9.3.2 Public Health Care Services for EU Citizens

European Health Insurance Card

EU/EEA citizens should obtain a European Health Insurance Card (which replaces the form E-128 or E-111) from their country of residence prior to departure. The card can be obtained from the social security institution of the student's country of permanent residence. The card will entitle students to transfer their existing social benefits to another EU/EEA member state (e.g. medical or hospital treatment against a small fee). In addition to the card, students are highly advised to have private travel insurance, which covers for example also their luggage.

Health care services for EU citizens

EU citizens are entitled to the same health care as Finnish citizens by presenting their passport and the European Health Insurance Card (see the above) at a hospital or health station. If you need to go to a doctor, you should contact the closest public health centre where you live. Except in case of emergency, it is recommended to make an appointment in advance.

A doctor's appointment at a public health centre costs € 13 - 20. Information on public health care services is available on the [City of Helsinki Health Department's website](#)³. Students should always contact the nearest public health centre.

Health Centers in Helsinki

PASILA: Kalasataman terveystasema (Kalasatama Health Center)

Address: Työpajankatu 14 A

Doctor's appointments: Tel. (09) 310 0333

Opening hours: Mon – Fri 7.00 – 20.00

KAMPPI: Töölön terveystasema (Töölö Health Center)

Address: Sibeliuksenkatu 14

Doctor's appointments: Tel. (09) 3104 5500

Dentist's appointments: Tel. (09) 3105 1400

Opening hours: Mon–Tue, Thu–Fri 8.00 - 16.00, Wed 8.00 - 18.00

KANNELMÄKI: Kannelmäen terveysasema

(Kannelmäki Health Center)

Address: Kaustisenpolku 6 A

Appointments: Tel. (09) 3104 7355

Opening hours: Mon–Tue, Thu - Fri 8.00 - 16.00, Wed 8.00 - 18.00

Health Centers in Porvoo

PORVOON SOSIAALI- JA TERVEYSKESKUS (Porvoo Health Center)

Opening hours: Mon - Fri 8.00 - 16.00

For areas on the East side of the Porvoo river:

Address: Piispankatu 22, Tel. (019) 520 4233

For areas on the West side of the Porvoo river:

Address: Askolinintie 1 A, Tel. (019) 520 4351

Health Centers in Vierumäki

HEINOLAN TERVEYSKESKUS (Heinola Health Center)

Address: Torikatu 13, Heinola

Appointments 8 a.m. - 10 p.m. daily: Tel. +358 (0)3 849 4388

NOTE!

Private clinics offer health care services at higher prices; a first visit to a doctor can cost €50 - 100. Private health centres are a good option if you have an insurance that covers the treatment.

9.3.3 Private Health Care Services for Non-EU citizens

For citizens of non-EU and non-EEA member countries, personal insurance which covers all medical expenses in case of illness or emergency is obligatory. Since the public health centres do not offer treatment for people who are not citizens of the EU/EEA, it is very important for students to have a private health insurance which covers expenses in case they become ill. Without such insurance, the student will be liable for all medical fees and expenses incurred in the event of accident or illness.

In case of illness, students who have a private health insurance can contact any private health clinic and make an appointment to see a doctor. A visit to a doctor or a dentist at a private health clinic usually costs € 50 - 100.

Private health clinics:

Mehiläinen Clinics and Dentists

City Dental Clinic

9.3.4 Emergency Health Care

Residents of Helsinki and Porvoo who fall ill and require urgent medical care should first seek treatment from their own health center. The health centers are open from Monday to Friday between 08.00 - 16.00. However if your local health station is closed and your condition or illness requires urgent medical treatment, you should go to the emergency health centre. The Emergency Departments of hospitals mentioned below accept patients in the evenings, nights and during the weekend.

Helsinki, Southern, Western and Central Districts

Haartman Hospital Emergency Department
Address: Haartmaninkatu 4, Building 12
Tel. (09) 310 34361 or (09) 5018 (switchboard)

Helsinki, Southwestern, Southeastern and Northern Districts

Malmi Hospital and Emergency Room
Street address: Malmi Hospital, Talvelantie 6, J-Wing, 00700 Helsinki
Tel. +358 (0)9 310 67204

Porvoo

Porvoo Hospital
Address: Sairaalanatie 1
Tel. 019 54 821

Vierumäki

08:00-21:00
Heinolan terveystakeskus (Heinola Health Center)
Address: Torikatu 13, Heinola
Appointments 8 a.m. - 10 p.m: tel. (03) 849 4388
At nights 22:00 - 08:00
Päijät-Hämeen keskussairaala (Päijät-Häme Central Hospital)
Tel. (03) 819 11

9.3.5 Mental Health Care

Nyyti ry is a Student Support Centre based on voluntary student work. It offers support for university students through a Helpline and a Virtual Shoulder service during semesters. Nyyti ry also has internet support groups, and it organises theme nights and training and provides useful information about studying and living in Finland. There are plans to set up a support group in English as well.

The SOS Center

Helps foreigners living in Finland in different crises of life. The help is short-term therapeutic conversational help. The principle of the centre is to give help as soon and flexibly as possible. You can also get help anonymously. The service is cost-free for the client.

Tel. (09) 41350501

Address: Maistraatinportti 4 A, 4th floor, 00240 Helsinki

The psychiatric department of the Health Centre in Helsinki

People in need of psychiatric crisis care should initially contact the Psychiatric Services.

In an emergency,

students should contact the Aurora Hospital:

Aurora Hospital (Aurooran sairaala)

Address: Nordenskiöldinkatu 20, building 14, Helsinki

Tel. 09 310 5015 (switchboard)“

9.3.6 Narcotics

Selling drugs is illegal in Finland, as is the use and possession of drugs. A person in possession of drugs, including hashish, runs the risk of being arrested and deported from the country or imprisoned. Drug selling carries very heavy penalties. Please note that the Finnish customs regularly check mail deliveries from abroad, and a person receiving a postal delivery containing any kind of drugs (including medicines which are considered illegal in Finland) runs the risk of a penalty. For information on what medicines students are allowed to bring to Finland, see chapter 8.

Students needing help with narcotic problems can contact the organizations below.

Helsinki City Social Services Department

The Helsinki City Social Services Department offers help to problems related to narcotics.

Address: Toinen linja 4 A, 00530 Helsinki

Tel. 09 310 5015 / switchboard

Office hours: Mon - Fri 8.15 - 16.00

E-mail: sosiaalivirasto (at) hel.fi

Drug Ambulance

The Drug Ambulance helps with problems related to narcotics.

Address: Viherniemenkatu 5, 00530 Helsinki

Tel. 09-2787727

Mon-Thu 18.00 - 23.00, Fri-Sun 18.00 - 23.00.

E-mail: huumeambulanssi (at) huumeambulanssi.fi

Recovery station (Selviämishoitoasema)

Offers short time help for problems related to narcotics.

Open 24h/day.

Patients are ask to contact the station,

tel. 09-310 80095, before treatment.

Address: Töölön kisahalli, Paavo Nurmen kuja 1, Helsinki

9.3.7 Medicine and Pharmacies

Students are allowed to bring a maximum of one year's use of legally acquired prescribed and self-cure medicines from an EU/EEA country and a maximum of three months use of legally acquired prescribed and self-cure medicines from a non-EU and non-EEA country. Students must be able to prove with a doctor's prescription or a medical certificate that the prescribed medicine is intended for the student's own use. For more information, please visit the [Finnish Custom's website](#).

In Finland, medicines can only be bought from pharmacies (Apteekki). A doctor's prescription is required for certain medicines.

IN HELSINKI there are several pharmacies open until 21.00 every day and one 24-hour pharmacy in the city centre:

Yliopiston apteekki, Address: Mannerheimintie 96

IN PORVOO there are 5 pharmacies:

Gammelbackan Apteekki, Suolakatie 2, 06400:

Open Mon-Fri 9.00 - 17.00

Porvoon Vanha Apteekki, Näsin koulukatu 2:

Mon - Fri 8.00-20.00, Sat 10.00 - 16.00 and Sun 10.30 - 18.00

Porvoon Uusi Apteekki, Piispankatu 30:

Mon - Fri 8.00-20.00, Sat 9.00-18.00 and Sun 10.00 - 18.00

Kevätkummun Apteekki, Sammontie 1:

Mon - Fri 8.00 – 20.00 and Sat 9.00 - 16.00

Näsin Apteekki, Aleksanterinkaari 1:

Mon - Fri 8.00 – 20.00 and Sat 9.00 - 18.00

9.4 SAFETY

Finland as a whole is a relatively safe country, and even the capital, Helsinki, has been ranked as one of the safest cities in the world. Despite this, it is always wise to use your common sense to ensure your personal safety and the safety of your belongings. Students living in Helsinki should be aware of pickpockets during the summer season and should avoid certain areas during the night such as the Kaisaniemi Park in central Helsinki. Pickpocketing is quite rare in Finland and most suburbs in Finland are normally quite safe, even at night.

Violent crime is rare in Finland, but it is smart not to walk home alone at night, especially for women. Public transportation in Finland is safe, even at night. Most Finns are normally friendly and helpful towards foreigners. The number of people under the influence of alcohol in public often comes as a surprise to many foreigners. Normally these people are harmless, but if confronted by a drunken person the smartest thing is to walk away from the situation. When going out, it is always advisable to keep an eye on your drink and your purse.

Remember that inviting unfamiliar people to your home is not wise. Students living in a shared apartment are always responsible for their guests, and should make sure that their guests do not take the property of roommates or pose a threat to them. Exchange students are encouraged to leave any unnecessary valuables at home and to buy travelers insurance from your home country prior to your departure in case your luggage or other property gets stolen.

9.5 ACCOMMODATION

9.5.1 Housing Etiquette and Rules

Please note that housing etiquette or housing rules in Finland might be very different from what you are used to in your home country. A house where many nationalities live together also has its own dynamics, which are determined largely by the customs and personalities of the residents. Sharing an apartment with people with a totally different cultural background and ways of doing things can sometimes be irritating and frustrating. But remember that living with people from other cultures is a great opportunity to develop your intercultural understanding.

Apartments occupied by Finnish students, on the other hand, will have certain features in common:

- Each person has a private space. Although kitchens, bathrooms and toilets are shared, most Finnish people, even young people, value their privacy highly. If the door is closed, knock before entering.
- Property is individual. Each person buys his own food and other personal items. Food may be put into a common refrigerator, but this does not mean that everyone may help themselves to it.

- Sharing chores: Residents take turns in cleaning shared spaces, and you often see rosters and schedules hanging on walls.
- In principle, everyone in a student apartment buys their own food, prepares their own meals and cleans up the kitchen when done. Residents often cook for each other and eat together. Costs are calculated and everyone pays their share.

Students living in the HOAS apartments receive the housing rules directly from HOAS. Please read the rules very carefully. Please note that unpaid rent or other payments as well as disturbances in the apartments are taken very seriously. The exchange student's home university will be notified in case of unpaid housing payments or disturbances. Disturbances in the apartments can lead to the cancellation of the student exchange, in which case the student will be sent home.

Students living in the HOAS apartment buildings should note that:

- You and your flatmate together are responsible for keeping the apartment clean. All tenants must do their share of cleaning the kitchen (including the refrigerator and stove), bathroom and other common areas.
- Each student is responsible for cleaning his own room and doing his own dishes.
- You should take the garbage out regularly. Take turns if necessary.
- Although the kitchen and bathroom are in common use, each tenant takes care of his/her own things and also uses only his/her own things, unless of course you have agreed otherwise with your flatmate(s).
- You should respect the people who are trying to study. Have parties in the clubrooms, not in your own room! For further information on the clubrooms and saunas and how to rent them, please contact HOAS.
- When moving out, make sure you leave the apartment in a clean and tidy condition. Please note that both your room and the common areas (kitchen including the stove and the refrigerator, bathroom and hallway) must be cleaned. If the apartment is not in a proper condition, it will be cleaned at your expense and the cleaning fee will be deducted from your housing deposit or charged from you.
- Disturbing neighbours in the apartments must be avoided. Night-time silence lasts from 23.00 (11 pm) to 6.00 on Fridays and Saturdays and from 22.00 (10 pm) to 6.00 at other times.
- Failure to comply with the rules and regulations may lead to liability for damages or cancellation/termination of the rental agreement. Full compensation is required from the person responsible for damaging constructions or furniture or for neglecting cleaning. The residents are responsible for ensuring that their visitors also observe these rules.

9.5.2 Recycling

Please remember to take your garbage to the garbage bin. Waste must be packed and placed into containers in accordance with instructions on separating waste. Each apartment building has different kinds of waste containers for different kind of garbage. Tenants themselves must take care of the waste other than domestic at their own expense. Do not leave garbage in the corridors, balconies or apartment. It is also forbidden to leave any furniture, electronic equipment etc. in the garbage areas.

The usual waste containers, located in the residential areas with blocks of flats, throughout the metropolitan area.

- Mixed Waste
- Paper
- Combustible Waste
- Biowaste
- Paper or Board Based Packages



9.5.3 Electricity

The electric current in Finland is 220 V (230 V), 50 Hz and the plugs are two-pin continental size plugs. We recommend that you bring your own adapter if this is required. However, adapters are available also in airport shops, some department stores and in the shops for electrical devices.

9.6 COMMUNICATION

9.6.1 Telephones

Phone cards can be bought from kiosks and post offices. When making calls abroad there are several international operators to choose from. The international prefixes include 00, 990, 991, 994, 999 and 99500. Before making a phone call, check the charges for your country as they vary according to the company.

Due to a small number of public phones in Finland, it is recommended that you have a mobile phone. A pre-paid card is a good option for persons who stay only for a short period of time. You can buy a pre-paid subscription from any R-kiosk around the city, for example at the railway station. The following pre-paid cards are available in Finland at the moment: DnaPrepaid, and Sonera Easy.

9.6.2 Internet

Computers with internet connection are widely available for use in Finland. Haaga-Helia students can use the computers located at the Haaga-Helia campuses. All public libraries around Finland offer the opportunity to use computers with internet connection, for free. Please note that normally you have to book the computer from the library in advance. There are also internet cafes, especially in major cities, where you can use the internet.

9.6.3 Post Offices

Helsinki Main Post Office

Address: Elielinaukio 2F

Phone: 0200 71000

Open: Mon - Fri 8.00 – 20.00, Sat 10.00 – 16.00, Sun 12.00 -16.00.

Porvoo Main Post Office

Address: Runeberginkatu 33

Phone: 0200 71000

Open: Mon – Sat 7.00 – 21.00, Sun 10.00 – 18.00

Local post offices can be found via the [online post office search service](#).

Stamps are available at post offices, some bookstores, R-kiosk and stamp machines. Mailboxes, as well as stamp machines, are orange in colour.

9.6.4 TV and Radio Programmes

In order to watch television you should have a DVB receiver (set top box) or a digital television. When buying a set top box, bear in mind that cable subscribers and those living in antenna households need to buy different models. For more information, please visit www.digitv.fi.

As of 1 January 2013, TV licence is collected by the Finnish Tax Administration. The fee is collected from all tax payers whose income is at least € 7352 per year. For more information, please visit http://www.vero.fi/en-US/Individuals/Payments/Public_broadcasting_tax.

There are several radio stations for you to listen to:

STATION	HELSINKI	PORVOO	VIERUMÄKI
Classic Radio	92.9 MHz	90.8 MHz	107.4 MHz
Groove FM	88,6MHZ	88,6MHZ	-
NRJ 96.8 MHz	93.5 MHz	96.6. MHz	-
Radio Rock	94.9 MHz	94.9 MHz	89.7 MHz
Radio Aalto	92.5 MHz	92.5 MHz	94.2 MHz
Radio Nova	106.2 MHz	106.2 MHz	104.4. MHz
Radio Helsinki	88.6 MHz	89.4 MHz	-
Radio Vega	101.1 MHz	101.1 MHz	101.1 MHz
Suomi Pop	98.1 MHz	98.1 MHz	102.4 MHz
Kiss FM	104.6 MHz	104.6 MHz	105.0 MHz
YLE Puhe	103.7 MHz	103.7 MHz	90.3 MHz
YLE Radio 1	87.9 MHz	87.9 MHz	93.2 MHz
YLE X	91.9 MHz	92.3 MHz	95.5. MHz
YLE Radio Suomi	94.0 MHz	94.0 MHz	94.0 MHz
YLE Mondo	97.5 MHz	97.5 MHz	97.5 MHz

Many radio channels abroad can also be listened to via the internet.

9.7 COST, MONEY AND BANKING

9.7.1 Currency

Finland uses the European single currency, euro. The euro (€) is made up of 100 cents. The denominations in circulation are:

Notes: 5, 10, 20, 50, 100, 500 euros

Coins: 2 and 1 euros, and 5, 10, 20 and 50 cents.

9.7.2 Cost of Living in Finland

The minimum monthly budget for living and studying in Finland (including food, accommodation, transport and entertainment) is about€ 600-700. It is advisable to budget a larger sum for the first month after your arrival, as there are always essential items which need to be bought in the beginning of your study period.

The minimum monthly budget can be roughly divided as follows:

- Rent: € 300 - 500
- Food: € 170
- Transportation: € 60
- Leisure, other personal expenses: € 60

Other expenses, e.g. for study material, also need to be taken into account. In addition, students should plan to supplement their monthly budget by € 85–250 for personal needs and lifestyle (food and social life, travel plans within Finland and to neighbouring countries, sports, hobbies etc.). There are always also unanticipated expenses for any international traveller, especially if you want to see and experience as much as possible during your stay. Remember that with a student card you will get meals and other services at the student price, and also discounts on transportation and cultural and recreational activities.

9.7.3 Banks

Banks in Finland are open Monday to Friday 9.30–16.15. Students can open a bank account on arrival in Finland. In order to open a bank account, you need your passport (or some other type of official identification document), a registration certificate from Haaga-Helia and an address in Finland.

When you open an account, you will be given a bankcard, which can be used to check your balance, pay bills and withdraw money from ATMs (Automatic Teller Machines) around the clock. An ATM is called “pankkiautomaatti” or “Otto” in Finnish. If you will be working in Finland, your employer will need a bank account number in which to pay your salary.

All banks operate throughout Finland, the largest being; Nordea, Danske Bank, OP-Pohjola and Aktia.

Nordea recommends that international students studying in Helsinki use the Nordea Senate square bank (Address: Aleksanterinkatu 30, opening hours 10.00–16.30).

9.7.4 Credit Cards

Credit cards are commonly used in Finland. Visa, EuroCard, MasterCard, Diners Club International and American Express can be used all over the country. You can also withdraw cash with a Visa card, MasterCard and EuroCard from ATM's displaying their logos.



9.8 SHOPPING

Grocery shops and department stores are generally open on weekdays 9.00 - 21.00, Saturdays 9.00 - 18.00, and on Sundays 12.00 - 18.00. Wines and spirits can be bought from ALKO shops. Mild spirits can also be bought from grocery stores. Please note that it is illegal for people under 18 to buy alcohol in Finland. People under 20 can buy only mild spirits.

9.8.1 Ethnic Grocery Stores

There are many small ethnic grocery stores in Helsinki, for example in the Hakaniemi and Kallio districts, which offer a wide range of items from different parts of the world. Below are some examples of stores selling ethnic foods.

- Stockmann's Food Department, Aleksanterinkatu 52
Excellent selection, relatively expensive, occasional bargains.
- Thai Market, Yrjönkatu 25
Food and spices from Thailand.
- Vii-Voan, Hämeentie 3
A good selection of Oriental food and spices.
- Behnford's, Citykäytävä, Keskuskatu 6, 00100 Helsinki
U.S. and U.K imports and others.

9.8.2 Second hand shops and flea markets

- UFF
<http://www.uff.fi/>
Fredrikinkatu 36, Hämeentie 4, Hämeentie 29, Mannerheimintie 104, Runeberginkatu 4 C, Turunlinnantie 12
- Hietalahti market
At the west end of Bulevardi
Almost anything at reasonable prices, outdoors on the market square.
- Salvation Army Flea Market (Pelastusarmeijan kirpputori)
<http://www.pelastusarmeija.fi/>

Helsinki: Kiviparintie 2, Malminraitti 1
Vantaa: Laukkarinne 4, Liesitori 1
- Recycling Centre (Kierrätyskeskus)

Clothes, furniture and other stuff
<http://www.kierratyskeskus.fi/>
 Hosantie 2 (Vantaa)
 Kauppakartanonkatu 12
 Keinulaudankuja 4
 Kutojantie 3 (Espoo)
 Kyläsaarenkatu 8
 Rusthollarinkatu 1 (Espoo)“

The [ESN-HELGA website for exchange students](#) also provides information about various shops in Finland.

9.9 PUBLIC HOLIDAYS

HOLIDAY	IN FINNISH	2018	2019
New Year's Day	Uudenvuodenpäivä	1.1.	1.1.
Epiphany	Loppianen	6.1.	6.1.
Good Friday	Pitkäperjantai	30.3.	19.4.
Easter Day	Pääsiäispäivä	1.4.	21.4.
Easter Monday	Toinen pääsiäispäivä	2.4.	22.4.
May Day	Vappuaatto	1.5.	1.5.
Ascension Day	Helatorstai	10.5.	30.5.
Whitsunday	Helluntai	20.5.	9.6.
Midsummer Eve (partly a holiday)	Juhannusaatto	22.6.	21.6.
Midsummer	Juhannuspäivä	23.6.	22.6.
All Saints	Pyhäinpäivä	3.11.	2.11.
Independence Day	Itsenäisyyspäivä	6.12.	6.12.
Christmas Eve (partly)	Jouluaatto	24.12.	24.12.
Christmas Day	Joulupäivä	25.12.	25.12.
Boxing Day	Tapaninpäivä	26.12.	26.12.

9.10 FOOD

Traditional Finnish cuisine is a combination of European, Fennoscandian and Western Russian elements; table manners are European. The food is generally simple, fresh and healthy. Fish, meat, wholemeal products (rye, barley, oats), berries, mushrooms and ground vegetables (potatoes and turnips) are typical ingredients whereas spices are not common due to their historical unavailability. Finns often drink milk with their meals. In years past, Finnish food often varied from region to region, most notably between the west and east. In coastal and lakeside villages, fish was a main feature of cooking, whereas in the eastern and also northern regions, vegetables and reindeer were more common.

Modern everyday Finnish cuisine is a mixture of various international influences. Today, spices are a prominent ingredient in many modern Finnish recipes. Finns like to cook Italian, Mexican, Chinese and French dishes at home and this influence can be seen in the menus of the student cafeterias as well.

Finns eat relatively early compared to many other nationalities. Breakfast can be quite substantial and it is usually eaten at home before going to school/work. The typical breakfast is oatmeal or other continental-style foods, e.g. bread. Lunch is usually a full warm meal, served by a canteen at workplaces and schools. It is usually eaten between 11.00 and 13.00. A typical lunch break lasts less than an hour. Dinner is eaten at around 16.00 to 18.00 at home.

9.10.1 Service Charges and Tipping

Service charges are included in hotel room rates and also in restaurant prices, but although it is not expected, there is nothing to stop customers giving an extra tip if they think the service warrants it.

Value added tax is added to invoices and normally included in the displayed total price for goods and products in Finnish shops and restaurants. The standard rate for VAT, the initials for which are ALV in Finnish, is 24 percent, with a rate of 14 percent for food and animal feed and 10 percent for transport.

9.10.2 Drinking Age

In Finland a person aged 20 can buy alcoholic drinks of any kind from an Alko store. People over 18 years of age and over can buy mild alcoholic drinks containing at most 22 percent alcohol by volume, such as wines and beers. The sale of wine and spirits to people under 18 years of age is prohibited by law. Customers may be asked to show a passport, identification card or driving licence as proof of age.

9.11 TRANSPORTATION

9.11.1 Long-distance Trains and Buses

Long-distance coaches offer a safe, affordable and environmentally friendly way of travelling long distances. The public transportation network, which covers the whole country, ensures efficient connections to destinations all over Finland. A comfortable ride is ensured by fully equipped high-standard coaches. Tickets and timetables are available at Matkahuolto offices and [website](#).

Long-distance trains are operated by a state-owned enterprise, [VR](#). You can reserve and buy tickets from central railway stations or at [VR's website](#).

Students are entitled to a 50% discount on long distance train and bus tickets in second class. In order to get the discount, a special student card for long-distance travel is needed. The cards are available at the central train stations and at coach offices for € 6. A certificate signed by the Haaga-Helia International Services is needed to obtain the student card. Exchange students will get this certificate during the orientation. Please note that that the same certificate is valid for both VR (long-distance trains) and Matkahuolto (long-distance buses). For more information, please visit [VR's website](#)

Students studying at Finnish institutions of higher education are granted a 50% discount for long-distance train and coach tickets if the trip covers at least 80 km. For more information on these benefits, please see chapter 7.

The [public transport route planner](#) service helps you to find out the best route to anywhere in Finland.

9.11.2 Local Transportation

Helsinki Region

The Helsinki region has a very efficient public transport system, which is run by the [Helsinki Region Transport Authorities \(HSL\)](#). There are five different forms of public transport: buses, local trains, trams, metro and the ferry to the island of Suomenlinna.

The metropolitan area (Helsinki, Espoo, Kauniainen and Vantaa) forms an integrated regional transport area with a unified system for travel fares. It is easy and inexpensive to travel with the Helsinki Region Travel Card (Matkakortti). The Travel Card can be used in all public transport – buses, trams, local trains and metro. The travel card allows the card holder to travel on all forms of public transport **within the city of Helsinki and Helsinki region (Espoo, Vantaa, Kauniainen)**.

Students studying as exchange students at Haaga-Helia and living in the Helsinki region are entitled to buy a personal student Travel Card with a 50 percent discount. A Travel Card costs € 5, and one can choose whether to load a time period between 14 - 366 days during which the student can travel freely, or money (value), and pay for each journey separately. The price for one month validity in Helsinki city zone is approximately € 27, and in the whole Helsinki region € 53.

Travel cards for Helsinki's public transport system can be obtained from the HSL Public Transport Office, which is located in the -1 floor of the main railway station. The office is open Monday - Thursday 7.30 - 19.00, Friday 7.30 - 17.00 and Saturday 10.00 - 15.00. Travel cards can be reloaded at any railway or underground station as well as at R-Kiosks and selected shops. Regional Travel Cards can be bought at local communal service points or at the HSL office. For further information, please visit HSL's website <https://www.hsl.fi/en>.

Documents needed when purchasing a Travel Card:

- Official ID with photo (an official identity card, passport, driver's license, or Kela card)
- Discount ticket application with Haaga-Helia's stamp and signature

The best way to plan local travelling in Helsinki and the capital area is to use the online [Journey Planner](#) which helps to find the fastest route from one place to another and offers good maps of the routes. In order to use the service, you need to know the addresses between which you wish to travel.

Porvoo

For more information on local transportation in Porvoo, please visit www.porvoonliikenne.fi.

9.11.3 By Bike

A cheap way to move around is by bike. You can buy bikes in department stores or stores selling sports equipment. New bikes, even the very simple ones, cost from € 300 upwards. You can also ask somebody to lend or sell his or her bike to you or you can try the lost property auction at the local Police Station. The time and place of the auctions can be found on the internet site of the Finnish Police. Flea markets, recycling centres and bike stores might also sell used bikes.

When riding a bike you should use the bicycle paths marked with a sign. In places where there is no special cycle path, use the right side of the roadway, not the sidewalk. The law requires that you use the lights on a bicycle when driving in the dark. It is also strongly recommended that you wear a helmet.

9.11.4 By Car

Driving licences issued in other EU or EEA countries are equally valid in Finland. A person residing permanently in a country which has signed the Geneva or Vienna Road Traffic Convention and who holds a national or international driving licence or an official Finnish/Swedish translation of a national driving licence is entitled to drive motor vehicles equivalent to those indicated on the non-Finnish licence for

up to a year following entry into Finland. A person who lives permanently in Finland or has been studying in Finland for at least six months may apply to exchange a driving licence issued in another country for an equivalent Finnish driving licence without having to take a new driving test.

Driving a motor vehicle under the influence of alcohol or other intoxicants is a crime in Finland. The driver of a motor vehicle is guilty of drunken driving if he has a minimum of 50 mg of alcohol per 100 ml of blood, or a minimum of 0.22 mg per litre of exhaled air. The limits for aggravated drunken driving are 120 mg (blood) and 0.53 mg (exhaled air). Please note that drunken driving laws are strict. Police institute random roadside breathalyzer tests. Drivers who register a 0.05 or above alcohol content are subject to immediate arrest, the penalty being confiscation of the driving licence, a fine, a ban on driving for a certain period or a maximum of two years' imprisonment.

Seat belts are compulsory by law both in the front and the back seats. Headlights must always be used. When passing a moose warning sign by the road remember to keep your eye on the roadside for them, as hitting a moose or a deer at fast speed can be very dangerous. In Finland all cars must use winter tyres in December, January and February. Also note that winter conditions require a different kind of driving, and driving in slippery winter weather can be dangerous for a person who is not used to it. One must give way to buses when they are setting off from a bus stop and always to the trams. Pedestrians have the right of way at zebra crossings.

There are many automated petrol stations operating 24 hours a day, with machines taking € 20 and 50 € notes, and bank or credit cards.

Parking in Helsinki

is subject to a charge in nearly every street during working days and also on Saturdays in the inner city. Parking is allowed only on marked parking spaces. Commuter parking (park-and-ride) is a convenient way to avoid traffic jams in the city centre. You can park your car and continue by metro, bus, tram or commuter train. Remember to check if you have to pay for parking. In suburban areas, parking on the sides of the street is free. Car owners living in the inner city can obtain a residential parking permit, which entitles them to park in the residential parking spaces free-of-charge.

CONTROL REQUESTS

- Parking fines and protests
- Residential and corporate parking permits
- Parking metre and ticket machine
- maintenance

Customer service: Elimäenkatu 5
Tel. (09) 310 39000, Fax (09) 310 38674, E-mail: rakennusvirasto(at)hel.fi

Opening hours:
Mon 8.15 - 17.00, Tue - Thu 8.15 - 16.00, Fri 9.00 - 15.00
Postal address: P.O. Box 1508, 00099 Helsingin kaupunki

Parking in Porvoo

is subject to a charge or to a time limit in the city centre. Car owners can obtain a residential parking permit that entitles them to park free of charge.

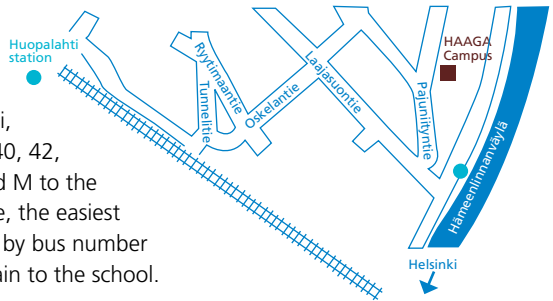
Customer service:
Address: Rihkamatori A, 06100 Porvoo
Tel. (019) 520 2240
Opening hours: Mon - Fri 09.00 - 15.00
E-mail: pysakoinninvalvonta(at)porvoo.fi

9.11.5 How to Reach the Haaga-Helia Campuses

Helsinki: Haaga campus

Address: Pajuniityntie 11,
00320 Helsinki

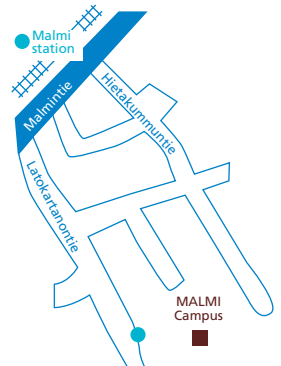
The Haaga campus is located 8 kilometres from the centre of Helsinki, and can be reached by buses number 40, 42, 43 and 63, or by trains S, U, A, E, L and M to the Huopalahti station. From the city centre, the easiest way to come to the HAAGA campus is by bus number 63. From Pasila it is easiest to take a train to the school.



Helsinki: Malmi campus

Address: Hietakummuntie 1 A,
00700 Helsinki

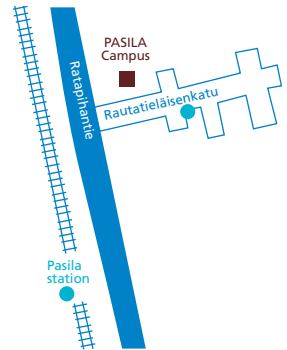
The Malmi campus is located 10 kilometres from the centre of Helsinki. The campus can be reached by trains K, N and I. The Malmi railway station is about 5 minutes away from the school. Walk along the street Latokartanontie and after 400 meters you will see the Haaga-Helia building on your left. From Vallila campus the easiest way to reach Malmi campus is by bus 70T or 73. The buses stop directly in front of the Malmi campus at Latokartanontie.



Helsinki: Pasila campus

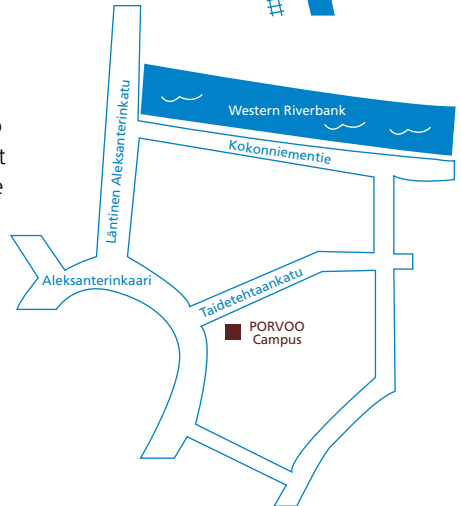
Address: Ratapihantie 13, 00520 Helsinki

The Pasila campus is located 3 kilometres from the centre of Helsinki and it can be reached by train. Every local train stops at the Pasila station. Local trains are marked with a letter: M, E, S, U, L, I, K, N. The Pasila campus is located 300 meters from the Pasila station and the building can be seen from the station. The fastest way to reach the Pasila campus from the Vallila campus is to take a tram 7B which stops at Rautatieläisenkatu.



Porvoo campus

Address: Taidetehtaankatu 1, 06100 Porvoo
Porvoo is located 50 km from Helsinki and it can be reached by bus or by ferry. Exchange students of Porvoo campus live in Porvoo and can reach the campus by local busses. The service is however not very frequent and many students prefer walking or cycling. The local bus fare is approximately € 3 one way. More information on transportation to and in Porvoo is available at the [Porvoo website](#).



Vierumäki campus

The Vierumäki campus is located 130 km from Helsinki, 30 km from Lahti and 15 km from Heinola. The Vierumäki Sports Institute can be reached by busses from Helsinki, Lahti and Heinola. There is a bus connection between Helsinki – Lahti – Helsinki every hour. For more information, please visit [Matkahuolto's website](#). Please note that there is a small village called Vierumäki ca. 5 km from the Sports Institute. You should take the bus to the Sports Institute (Suomen Urheiluopisto), not to Vierumäki.

Transportation Between Campuses in Helsinki

- Malmi – Pasila (25 min) Trains K, I, N
- Pasila – Haaga (25 min) Trains A, S, M, E
- Malmi – Haaga (45 min) Train connection Malmi – Pasila – Haaga

9.12 WEATHER AND CLOTHING

Four different seasons mark the climate of Finland; autumn, winter, spring and summer.

Autumn begins around the last week of September in south-western Finland and in northern Finland about one month earlier. In autumn, the daily temperature remains below 10 °C. The Finnish climate is characterised by irregular rains caused by rapid changes in the weather.

In winter, the temperature in southern Finland remains below 0 °C, but warm airflows can raise the daily high above 0 °C at times. During the winter months, particularly in January and February, temperatures can vary from 0° to -20° centigrade. Winter clothing is needed to protect from the cold. Ears, fingers, toes or cheeks that have been exposed to freezing temperatures for even a short period of time may be severely damaged. Also proper winter boots are needed since the ground is covered with ice and can be very slippery.

Finnish buildings are usually well heated and you need less clothing, no matter how cold it is outside.

During the winter months the days are six hours long in the south and in the north the sun isn't seen for two months.

In spring, the mean daily temperature rises from 0 °C to 10 °C. Spring begins in early April. Once the mean daily temperature exceeds 5 °C, the thermal growing season is considered to have begun. This takes place about one month after the beginning of spring: at the end of April in southern Finland.

Summer usually begins in southern Finland in late May and lasts until mid-September. The daytime temperature in southern Finland during the summer occasionally rises close to 30° centigrade. During the summer, it never gets really dark, and in the north the sun does not set.



9.13 WORKING IN FINLAND

9.13.1 Work Permit

EU/EEA citizens do not need a work permit to work in Finland.

Students from non-EU/EEA countries 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 in fulltime employment during holidays, specifically the summer and Christmas holidays. If the non-EU/EEA citizen concerned has a residence permit other than a student's residence permit, e.g. on the basis of family ties or for humanitarian reasons, it often includes an unlimited or limited right to work. Citizens of the non-EU/EEA countries who intend to work more than 25h/week need a work permit. For further information, please contact the nearest Finnish embassy or consulate, or the Finnish Immigration Service.

9.13.2 How to Search for Work

Haaga-Helia student's Extranet offers plenty of information on working in Finland. Please see MyNet → Career and Entrepreneurship

Employment and economic development office

Finnish employment services aim to enhance the operation of the labour market, to develop working life organisations, to ensure the availability of skilled employees and develop their skills, and to advance the employment and integration of immigrants. There are over 200 employment offices in Finland. The employment offices offer individualised customer service and internet services, which jobseekers can use on their own. For more information, please visit www.mol.fi.

Other services

There are also various job sites on the internet:

All students of universities of applied sciences can register for the **JobStep Career and Recruitment Service**, which offers basic information and advice on job search, as well as contact info for counsellors in all the universities, and also vacancies info (a user-ID is needed to log in).

Aarresaari Academic Career Services is a network of 19 Finnish universities offering students basic information and advice in career planning. This website is a good place to get started when searching for academic jobs.

9.13.3 Taxes

If you will be working in Finland, please note that taxation rules for foreigners vary according to bilateral agreements between governments. For further information on taxation in Finland, please visit the [Finnish tax office's website](#)

Tax enquiry telephone number (in English): 020 497 050
Mon - Fri, 9.00 - 16.15

In order to receive a tax card (verokortti), please contact the local tax office:

HELSINKI TAX OFFICE (Helsingin Verotoimisto)

Address: Aleksanterinkatu 9, 4. krs.

Office hours: Mon - Fri 9.00 - 16.15

PORVOO TAX OFFICE (Uudenmaan verotoimisto)

Address: Tulliportinkatu 1, PL 94, 06101 Porvoo, Tel. 029 512 000

Office hours: Mon - Fri 9.00 - 15.00

9.14 RELIGION

There has been complete freedom of religion in Finland since 1923. There are two national churches in Finland, the Lutheran and the Orthodox. The Evangelical Lutheran Church is the country's largest denomination; eighty percent of the population is baptised Lutheran and one per cent Orthodox. There are also Catholic, Jewish and Islamic congregations as well as numerous smaller religious communities.

- [Religious communities](#)
- [Places of worship](#)

9.15 LEISURE ACTIVITIES

Living in Finland offers you wonderful opportunities to explore a rich variety of tourist attractions both in Finland and in the neighbouring countries. The following websites provide information about free time activities and attractions in Finland:

- [Visit Finland](#)
- [Finland Festivals](#)
- [SixDegrees, a magazine for foreigners living in Finland](#)
- [Restaurants in Finland](#) (Helsinki, Vantaa, Espoo, Porvoo, Turku, Tampere and Kuopio)

9.15.1 Helsinki

There is a rich variety of cultural and sports activities available in Helsinki. Information on most of the events and activities can be found online:

- [Helsinki City Sports Services and outdoor activities](#)
- [Helsinki City libraries](#)
- Tickets to concerts, sports events and theatre: [Lippupalvelu](#), [Lippu.fi](#) and [Tiketti](#)
- [Helsinki City Tourist Office](#)
- [Caisa](#), international cultural centre
- [We Are Helsinki](#), magazine presenting restaurants, shops and nightlife of Helsinki. Articles in Finnish and English

9.15.2 Porvoo

[Porvoo Tourist Office](#) provides information on culture, outdoor activities and restaurants, cafes and bars in Porvoo.

9.15.3 Vierumäki

[Vierumäki](#) is a versatile centre of education, leisure and sports. Vierumäki is located on the beautiful Salpausselkä ridge in southern Finland. It is surrounded by beautiful forests and rolling terrain.



CHECK LIST

BEFORE ARRIVAL

- Submit the confirmation form, the personal data form and the copies of your secondary school certificates with the translation when needed to the address mentioned in the letter of acceptance.
- Apply for accommodation as soon as possible.
- If you come from outside the EU or EEA, apply for a residence permit as soon as possible. Remember to obtain appropriate health insurance and attach details of it to your residence permit application. Further information: [Finnish Immigration Service](#).
- Confirm the accommodation offer and make the deposit payment by the given deadline if you are applying for housing from HOAS.
- If you are an EU or EEA citizen, obtain a European Health Insurance Card from the local social security office in your home country and/or acquire private medical insurance.
- Bring with you some warm, rain and wind proof outdoor clothing and shoes as well as some lighter clothing for warmer seasons.
- Bring your original secondary school certificates with you.
- Bring with you any relevant documents related to your state of health.
- Arrange your arrival to Finland in such a way that you will be able to attend the very beginning of student orientation.

YOUR FIRST DAYS IN FINLAND

- On the first orientation day, you will receive an information package containing some important forms, documents and passwords. Keep the package with you during the first days.
- Participate in the orientation programme of your home campus.
- Sign your tenancy agreement and pick up the key for your apartment.
- Register at the Local Register Office (Maistraatti)

- Only EU/EEA citizens: Apply for a Right to Reside in Finland at the Immigration Service of the Police Station (that is, if your stay in Finland exceeds 3 months and you are not a citizen of a Nordic country).
- Only Helsinki: Fill in the discount ticket application for public transport and get it stamped at the reception (Pasila) or Student Affairs Office. With the application, you can apply for a travel card at HSL Public Transport Office.

USEFUL LINKS

BANKS

Nordea	www.nordea.fi/
Sampo pankki	www.danskebank.fi
Pohjola	www.pohjola.fi/
Aktia	www.aktia.fi/
Osuuspankki	www.op.fi

COMMUNICATION

Dna

<http://www.dna.fi/en/>

Sonera

<http://www.sonera.fi/service+in+english>

Post Offices

<http://www.posti.fi/henkiloasiakkaat/>

HAAGA-HELIA

Campuses

Haaga

<http://www.haaga-helia.fi/en/about-haaga-helia/campuses/haaga>

Malmi

<http://www.haaga-helia.fi/en/about-haaga-helia/campuses/malmi-campus>

Pasila

<http://www.haaga-helia.fi/en/about-haaga-helia/campuses/pasila-campus>

Porvoo

<http://www.haaga-helia.fi/en/about-haaga-helia/campuses/porvoo-campus>

Vierumäki

<http://www.haaga-helia.fi/en/about-haaga-helia/campuses/vierumaki-campus>

Student Affairs Offices

<http://www.haaga-helia.fi/en/services/student-services>

International Haaga-Helia

www.haaga-helia.fi/international

Student's Mynet

<https://mynet.haaga-helia.fi/english/Pages/default.aspx>

Website

www.haaga-helia.fi/en

HEALTH CARE

Diacor

<http://www2.diacor.fi/en/home.html>

Helsinki City Psychiatric Services

<http://www.hel.fi/www/Helsinki/en/social-health/mental/mental/>

Helsinki City Social Services Department

<http://www.hel.fi/www/sote/en>

Helsinki Health Centre

<http://www.hel.fi/www/Helsinki/en/social-health/health/stations/>

Mehiläinen

<http://en.mehilainen.fi/personal-customers>

SOS Centre (mental health)

www.mielenterveysseura.fi/en/

Finnish Immigration Services

<http://www.migri.fi/frontpage>

Porvoo Health Center

<http://www.visitporvoo.fi/health-services>

FINLAND

Finland

www.finland.fi

Finnish Tourist Board

<http://www.visitfinland.com/about-us/>

Infobank

www.infopankki.fi

Virtual Finland

<http://virtualfinland.fi/>

Visit Finland

www.visitfinland.com/

FINNISH LANGUAGE COURSES

Finnish language courses in the Helsinki Metropolitan Area

<http://www.finnishcourses.fi/>

Finnish language courses in Porvoo (Porvoon kansalaisopisto)

<http://www.porvoo.fi/kansalaisopisto>

NEWSPAPERS

Helsingin sanomat (the main Finnish newspaper)

www.hs.fi

Uusimaa (the local Finnish newspaper in Porvoo)

<http://www.uusimaa.fi/>

HELSINKI

The City of Helsinki

www.hel.fi/english

Helsinki City Tourist Office

www.visithelsinki.fi/In_English/Visitor/Helsinki/Tourist_Information.iw3

Helsinki Business Hub

www.helsinki-businesshub.fi/

LEISURE ACTIVITIES

Helsinki

<http://www.visithelsinki.fi/en>

Art Exhibitions

<http://www.visithelsinki.fi/en/whats-on/events-in-helsinki/today-in-helsinki>

Bikes

www.virtualtourist.com/travel/Europe/Finland/Etelae_Suomi/Helsinki-242105/Transportation-Helsinki-City_Bikes-BR-1.html

Clubs

<http://klubitus.org/kalenteri.php?>

International Culture Centre Caisa

www.caisa.fi/

Movies

www.finnkino.fi

Theatre

<http://www.visithelsinki.fi/en/whats-on/events-in-helsinki/theatre>

Tickets

www.lippupalvelu.fi/ > English

www.lippu.fi/tickets.html?language=en

www.tiketti.fi/?lang=en

PORVOO

Activities

<http://www.visitporvoo.fi/things-to-do-in-porvoo>

Bikes

<http://www.visitporvoo.fi/things-to-do-in-porvoo#biking>

Porvoo Tourist Office

<http://www.visitporvoo.fi/tourist-information>

TRANSPORTATION

Long distance trains

www.vr.fi/

VR student card form

<https://www.vr.fi/cs/vr/en/students>

VR Timetable, prices, tickets

<https://www.vr.fi/cs/vr/en/frontpage>

VR student card form

<http://www.vr.fi/en/index/junaliput/long-distancetraintickets/basicticket/students.html>

Long distance buses

www.matkahuolto.fi/en/

WORKING

Haag-Helia's career services

www.haaga-helia.fi -> MyNet -> Career and Entrepreneurship

Job site for university graduates

https://www.aarresaari.net/index.php?id=1&lang_id=1

ENDNOTES

1. According to the Finnish Aliens Act (Section 37), a family member is a spouse or a legally registered partner, an underage child or any child whose legal guardian the person is. A partner can be equated to a spouse regardless of the sex if the partners have lived in the same household for over two years. If the partners share the custody of a child, there is no time requirement. In some cases it is possible for child over 18 years of age or for the parents of the student to be included in the definition of family members, if the person living in Finland is their actual caretaker.
2. The term “third-country national” in this context refers to a person who is not a citizen of either one of the EU countries or a citizen of one of the following countries: Norway, Iceland, Liechtenstein or Switzerland. Students from Quebec (Canada) are also exempted from the health insurance requirement.

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