

**HAAGA-HELIA**  
**International Student Handbook**  
**2010–2011**



EDITORS Johanna Haapaniemi, Marjo Hiisijärvi, Sonja Valjus, Johanna Virta

GRAPHIC DESIGN Anne Kaikkonen / Timangi

PHOTOS Marek Sabogal (page 21. Courtesy of AMCHAM)

ILLUSTRATIONS Joonas Tauriainen

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# WELCOME TO HAAGA-HELIA

This guide is meant for the international students of HAAGA-HELIA University of Applied Sciences, both degree students<sup>1</sup> and exchange students<sup>2</sup>. It has been written to help international students settle in to HAAGA-HELIA and to Finland. We warmly recommend that you read it through carefully. The guide is useful for students who are planning to study at HAAGA-HELIA as well as for students who have already been accepted to HAAGA-HELIA. Please note that there are often separate instructions for degree students and exchange students in this guide.

Additional information on the study practices and methods used 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.

We hope that you enjoy your studies at HAAGA-HELIA!

**1. International degree students** complete their entire degree at HAAGA-HELIA.

**2. Exchange students** spend only a semester or two at HAAGA-HELIA and graduate from their home university abroad.



## 1. FINLAND

## 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 under Sweden from the 12th to the 19th centuries. 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; its 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 5.3 million, with only 15.7 inhabitants per km<sup>2</sup>. It is the eighth largest country in Europe in terms of area, 338,000 km<sup>2</sup>, 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 5.5 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 8.





## 2. HAAGA-HELIA UNIVERSITY OF APPLIED SCIENCES

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# 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 seven different campuses, of which four are located in Helsinki, two 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, and wellness combining health and sports. HAAGA-HELIA offers students a versatile choice of studies, great opportunities for specialisation, high-quality education in Finnish, Swedish and English, and wide business networks even during the studies. Our 10,000 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 over 300 exchange students studying at HAAGA-HELIA every year, from over 90 countries. HAAGA-HELIA has a strong international network and almost 200 partner institutions worldwide.

HAAGA-HELIA emphasizes strongly the quality of its education. We have been rewarded for our excellent quality by the Ministry of Education, which accredits all Finnish universities. HAAGA-HELIA's operations and results are evaluated annually by the Ministry, the HAAGA-HELIA board and management.

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## HAAGA-HELIA DEGREE PROGRAMMES

### Fields of education at HAAGA-HELIA:

#### **BUSINESS**

##### BACHELOR'S DEGREE PROGRAMMES

- International Business (in English) Campuses: Pasila, Porvoo
- Business Administration (in Finnish, in Swedish) Campuses: Malmi, Vallila, Pasila, Porvoo
- Professional Sales (in Finnish) Campus: Pasila
- Finance and Economics (in Finnish) Campus: Vallila

##### MASTER'S DEGREE PROGRAMMES

- International Business Management (in English) Campus: Pasila
- Entrepreneurship and Business Competence (in Finnish) Campus: Pasila

#### **HOTEL AND RESTAURANT MANAGEMENT**

##### BACHELOR'S DEGREE PROGRAMMES

- Hotel, Restaurant and Tourism Management (in English) Campus: Haaga
- Hotel and Restaurant Management (in Finnish) Campus: Haaga
- Culinary Management (in Finnish) Campus: Haaga

##### MASTER'S DEGREE PROGRAMMES

- Service Business Management (in Finnish) Campus: Haaga

#### **TOURISM**

##### BACHELOR'S DEGREE PROGRAMMES

- Tourism (in English, in Finnish, in Swedish) Campuses: Haaga, Porvoo
- Experience and Wellness Management (in English) Campus: Haaga
- Tourism Management (in Finnish) Campus: Haaga

##### MASTER'S DEGREE PROGRAMME

- Tourism (in English) Campus: Haaga

#### **INFORMATION TECHNOLOGY**

##### BACHELOR'S DEGREE PROGRAMMES

- Business Information Technology (in English, in Finnish) Campuses: Malmi, Pasila, Vallila

##### MASTER'S DEGREE PROGRAMME

- Information Systems (in Finnish) Campus: Pasila

#### **JOURNALISM**

##### BACHELOR'S DEGREE PROGRAMME

- Journalism (in Finnish) Campus: Pasila

#### **MANAGEMENT ASSISTANT TRAINING**

##### BACHELOR'S DEGREE PROGRAMMES

- Multilingual Management Assistants (in English) Campus: Pasila
- Modern Languages and Business Studies for Management Assistants (in Finnish) Campus: Pasila

#### **SPORTS AND LEISURE**

##### BACHELOR'S DEGREE PROGRAMMES

- Sports and Leisure Management (in English, in Finnish) Campus: Vierumäki

##### MASTER'S DEGREE PROGRAMME

- Sport Development and Management (in Finnish) Campus: Vierumäki

## HAAGA-HELIA CAMPUSES

HAAGA-HELIA operates in seven different campuses. The Haaga, Malmi, Pasila and Vallila 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.

### Helsinki Campuses

HAAGA-HELIA's Haaga, Malmi, Pasila and Vallila 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

■ An exchange student's home campus is appointed on the basis of the agreement which HAAGA-HELIA has with the student's home university. The exchange students studying business or IT in Helsinki do not have a home campus and they can select courses from the Vallila, Malmi and Pasila campuses. The international office at exchange student's home university or HAAGA-HELIA's International Services can confirm the student's home campus at HAAGA-HELIA, if needed.

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.

HAAGA<sup>1</sup>, Pajuniityntie 11, FI-00320 HELSINKI



MALMI<sup>2</sup>, Hietakummuntie 1A, FI-00700 HELSINKI



PASILA<sup>3</sup>, Ratapihantie13, FI-00520 HELSINKI



VALLILA<sup>4</sup>, Hattulantie2, FI-00550 HELSINKI

## Porvoo Campuses

HAAGA-HELIA has two campuses in Porvoo. The small and idyllic Porvoo, Finland's second oldest town, is situated just 50 kilometres 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 48,000 inhabitants and an area of 654 km<sup>2</sup>. 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 33% of the inhabitants speaking Swedish as their mother tongue.

POINT-TALO<sup>5</sup>, Opistokuja 1, FI-06100 PORVOO



POMO-TALO<sup>6</sup>, Aleksanterinkatu 20, FI-06100 PORVOO



PORVOO CAMPUS is a new centre for learning and innovation in the Länsiranta area of Porvoo. This new campus integrates Point House and Pomo House into one common campus. Operations at the campus commence in January 2011.

## Vierumäki Campus

The Vierumäki campus, home to the Sports 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 high quality accommodation and sport services throughout the year. Vierumäki area offers over 2,000 beds in a very cosy and sporty studying environment. The Sports Institute has long traditions and an excellent reputation as a vocational educator. The sport facilities at Vierumäki are of the highest standard and include for example two ice rinks, three golf courses, a swimming pool, an indoor sports arena, excellent cross country skiing tracks and a medical centre. The nearby cities of Lahti and Heinola offer more shopping possibilities and cultural activities.



VIERUMÄKI CAMPUS<sup>7</sup>, Urheiluopistontie 373, FI-19120 Vierumäki

To locate the HAAGA-HELIA campuses, you can use Google Maps<sup>8</sup>.



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# ADMISSION

## DEGREE STUDENTS

Depending on the degree programme, applying to programmes conducted in English at polytechnics/universities of applied sciences (UAS) takes place through a system of joint application or using HAAGA-HELIA's own application form. The application form can be submitted online or sent by post to the admissions office of the applicant's first choice polytechnic/UAS.

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/application](http://www.haaga-helia.fi/en/application) or contact the HAAGA-HELIA [Admissions Office](#).

## EXCHANGE STUDENTS

Before a student can apply to HAAGA-HELIA as an exchange student, his/her home university has to nominate the student as an exchange student to HAAGA-HELIA and send HAAGA-HELIA's International Services a confirmation of the nomination by email. After the nomination, the student should follow the application instructions below:

- Fill in the HAAGA-HELIA exchange student online application form
  - Print out one copy of the application
  - Ask your home university's international office to stamp and sign your application form
  - Post the application form together with your transcript of studies and your photo to:

HAAGA-HELIA University of Applied Sciences  
International Office  
Ratapihantie 13  
FIN-00520 Helsinki  
Finland

The application form is available on the HAAGA-HELIA International Services [website](#) one month prior the application deadline. Before starting to fill in the application form, please note that you must complete the form at once, because there is no option to save the application and continue later. Please print each page directly after filling it in.

Application deadlines for exchange students:

- 1 May**, for studies starting in the autumn semester
- 1 November**, for studies starting in the spring semester

For further information, please visit [www.haaga-helia.fi/international](http://www.haaga-helia.fi/international).

Students wishing to apply to HAAGA-HELIA with a freemover status have to apply through the Open University (see [www.haaga-helia.fi/en](http://www.haaga-helia.fi/en) for further information).

## FINANCIAL REQUIREMENTS AND TUITION FEES

Bachelor's level tuition is free of charge at HAAGA-HELIA. There is a tuition fee at the master's level for students who are citizens of countries outside the European Union (EU) or European Economic Area (EEA). The fee, i.e. 3,750 euro per semester, must be paid once the student confirms his or her enrolment. The tuition fee for autumn semester 2010 must be paid by 3 August 2010 at 4.15 pm Finnish time, and for spring semester 2011 by 20 January 2011.

A scholarship scheme covering the tuition fee for the second semester will be introduced. The scholarship will be meant for non-EU or non-EEA students who show good results in their studies during the first semester. Further details will be announced later.

[Exchange students coming to study at HAAGA-HELIA from its partner universities through an exchange programme \(for example Erasmus\) do not have to pay tuition fees.](#) Students wishing to apply to HAAGA-HELIA with the freemover status have to apply through the Open University and pay the Open University's fee (see [www.haaga-helia.fi/en](http://www.haaga-helia.fi/en) for further information).

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 8.

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 500 euro per month or 6,000 euro 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](#).

## ENGLISH LANGUAGE REQUIREMENTS

### ■ Degree Students

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. An applicant can be exempted from the language test if s/he has provided a certificate of his or her language skills to his or her first-choice polytechnic/UAS.

The minimum language skills requirement is as follows: IELTS score academic level 6.0, TOEFL score 550 for the paper-based test, 213 for the computer-based test or 79–80 for the internet-based test, grade C in the Finnish Matriculation examination in advanced level English or skills level 4 in English in the Finnish general language examination.

### ■ Exchange Students

The language of instruction for exchange students at HAAGA-HELIA is English. Students are expected to have a good command of spoken and written English in order to be able to follow lectures and complete course assignments, oral presentations and exams. Students selected to study at HAAGA-HELIA should have language skills of level B1–B2<sup>9</sup> in comprehension, speaking and writing. If a student's language skills do not meet this level, s/he is likely to have difficulties in completing courses at HAAGA-HELIA and the selection of courses in which the student can participate will be limited. HAAGA-HELIA does not require TOEFL or any other language test from incoming exchange students.



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# BEFORE COMING TO FINLAND

## HOW TO APPLY FOR ACCOMMODATION

### Helsinki

#### How to Apply

Students whose home campus is in Helsinki (Haaga, Malmi, Pasila or Vallila campus) can apply for housing with a separate housing application directly from the Foundation of Student Housing in the Helsinki Region (HOAS). For exchange students studying in Helsinki, HAAGA-HELIA has a quota of furnished rooms with HOAS. These rooms are not available for degree students. HAAGA-HELIA does not offer any other housing options in Helsinki.

**Degree students should apply for accommodation as soon as possible after their acceptance to HAAGA-HELIA. For exchange students, the deadline for the accommodation application is the same as for the student exchange application. HAAGA-HELIA does not guarantee housing for exchange students who have applied for housing after the given deadline.** Please remember to fill in your housing application in time, as students are offered housing on first come first serve basis. To apply, please visit the HOAS website at [www.hoas.fi](http://www.hoas.fi).

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

NOTE! Should there be any changes to the exchange student's exchange period, or if student decides to cancel his or her student exchange, the student is obliged to inform the HAAGA-HELIA International Services immediately.

#### Apartment Locations

The HOAS apartments are located in the city of Helsinki, in different suburban areas. **Exchange students can apply for a single room, a studio apartment or a shared studio apartment.** For degree students there are also family apartments available in addition to the room types mentioned above. 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, **especially for exchange students**, due to the large number of applicants. For more information on the different accommodation options for students in Helsinki, please visit the [HOAS website](http://www.hoas.fi).

#### 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 rooms and apartments reserved for exchange students are furnished with basic furniture such as a bed, table, chairs, etc.** All the HOAS rooms have free internet connection, but students must bring their own computer (with an ethernet network card and a RJ45 data cable). All students must buy their own pillows, blankets, bed linen, towels and dishes. **The student**

**union ESN-HELGA will normally arrange a bus trip to Ikea for exchange students during the orientation week, so that students can buy all the items they need.** There is also a bus running to Ikea from Helsinki, which students can use with no costs. For more information, please visit [Ikea's website](http://www.ikea.com). There are also several flea markets in the Helsinki area, which sell affordable furniture. For further information, please see chapter 8.

#### Housing Offer

After a student has applied for housing from HOAS, he will receive a housing offer by email and by post from HOAS. **Exchange students will receive the housing offer in June/July or the end of November/early December, if they have submitted their application in time. Please note that exchange students normally receive only one housing offer.** Students should read through the housing offer carefully and note all the deadlines mentioned in the offer. After this, it is important to confirm the housing offer and make the deposit payment within the given deadline.

IMPORTANT! If you do not make the deposit payment and confirm your housing offer by the given deadline as instructed by HOAS in their offer, the housing will not be reserved for you.

Degree students should pick up their keys from the HOAS office upon their arrival. **Exchange students will normally receive the keys to the apartment from their tutor, who also takes the student to the apartment. Exchange students who arrive after the pick-up have to pick up the keys personally from their local HOAS office or from the HAAGA-HELIA International Office at the Pasila campus.** Please remember to take your ID with you when you pick-up your keys! If you arrive during the weekend, you are responsible for arranging accommodation for yourself until you get the keys to your apartment.

NOTE! Please note that the International Office and the HOAS office are closed on weekends!

#### Helsinki Tenancy Agreements for Exchange Students

The HOAS tenancy agreements for exchange students are **always made for a fixed period of time, according to official semester months (spring semester: January – May, autumn semester: August – December, academic year: August – May)** and only for full semesters and full months. The dates of the tenancy agreement are clearly defined in the agreement. Please note that the **student has to pay the rent for the entire period of time for which the contract is made, even if s/he leaves for home early.** Exchange students' tenancy agreements cannot be shortened without an adequate reason.

#### Rent in Helsinki

The proximity of services, size of the room, number of rooms in the apartment and the level of equipment are the most important factors affecting the rent. The rent of the room in all the HOAS locations includes internet connection, water, heating and electricity.

All apartments reserved for incoming exchange students are furnished. For detailed information on rent, please visit the HOAS website at [www.hoas.fi](http://www.hoas.fi).

Degree students who have further questions on housing should contact HOAS directly at [vuokrausneuvonta@hoas.fi](mailto:vuokrausneuvonta@hoas.fi). [Exchange](#)

students who have further questions on housing in Helsinki can contact HAAGA-HELIA's International Services at [housing@haaga-helia.fi](mailto:housing@haaga-helia.fi) or HOAS directly at [housing@hoas.fi](mailto:housing@hoas.fi). Please note that HAAGA-HELIA's International Services does not handle the accommodation application process for degree students.

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## Porvoo

### Degree Students

HAAGA-HELIA does not have its own 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.

For more information on student accommodation and the application form, visit [www.haaga-helia.fi](http://www.haaga-helia.fi) > In English > Application > Further information > Accommodation.

### Exchange Students

Students coming to study at the Porvoo campuses have to apply for housing with the HAAGA-HELIA Incoming Exchange Student Application Form. Students coming to Porvoo live in the student residence, As Oy Porvoon Jousitie at Lohentie 13 in Kevätkumpu, which is located 3 kilometres from the campuses. The residence is managed by OP-Isännöintikeskus Oy, a housing agency. The apartments are 2–3 bedroom apartments with a shared kitchen and bathroom. Students have their own bedroom. There is a bed, mattress, bed linen, lamp, chair and a desk in each room; a table, chairs and basic kitchenware and utensils in the kitchen and a shower curtain in the bathroom. All apartments are non-smoking. There is a coin-operated washing machine and a sauna in the building. Students can subscribe an internet connection to the apartment.

The rooms vary in size from 20.90 to 25.60 square meters and the rents vary accordingly from 241.36–291.92 € / month including furniture, water and electricity. Students make a rent **deposit of 500 to confirm the room**. International Services will provide information regarding the residence, room allocation and payment details before the term begins. Students **sign a tenancy agreement** upon their arrival and receive their keys. Ms Mari Austin, International Coordinator, at the Porvoo campus, liaises with the housing agency for exchange student accommodation ([mari.austin@haaga-helia.fi](mailto:mari.austin@haaga-helia.fi)).

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## Vierumäki

### Degree Students

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

### Exchange Students

Exchange students coming to study at the Vierumäki campus have to apply for housing with the HAAGA-HELIA Incoming Exchange Student Application Form. They will automatically get a room on campus from a small apartment with a kitchen. Vierumäki staff make accommodation reservations for all incoming exchange students.

The rent is 270–300 € / month per person, with 2 people in one room. The price includes linen, towels and cleaning once a week. The rent is invoiced twice per semester.

## Other accommodation possibilities

You can also look for accommodation with the help of the following contact information and web pages:

- Raaskat Oy real estate agency rents out rooms for students for a short period in Kannelmäki, Helsinki. Please contact the agent Mrs Heleena Raaska, tel. 040 545 0488.
- [www.kimppakamppa.fi](http://www.kimppakamppa.fi) is a web-based service where people seeking accommodation can find both housing adverts and flatmates. You can also leave your own advert on the site. Unfortunately, this service is for the present only in Finnish.
- Aalto University Student Union has a web page where students can place housing advertisements. <http://news.tky.fi/thread.php?group=tori.asunnot>
- On the HOAS website, there is a flea market where students can submit or browse housing adverts. [www.hoas.fi/](http://www.hoas.fi/)
- In Helsinki there are several hostels for a short stay:
  - [www.erottajanpuisto.com/](http://www.erottajanpuisto.com/)
  - [www.hostelacademica.fi/](http://www.hostelacademica.fi/)
  - [www.stadionhostel.com/](http://www.stadionhostel.com/)
  - [www.eurohostel.fi/](http://www.eurohostel.fi/)
  - [www.hostellit.fi/](http://www.hostellit.fi/)
- One hostel in Porvoo:
  - <http://personal.inet.fi/yritys/porvoohostel/>
- There are also several other private agencies and web services where you can apply for an apartment or find adverts on apartments. For example:
  - [www.vuokraovi.com](http://www.vuokraovi.com)
  - [www.vvo.fi](http://www.vvo.fi)
  - [www.sato.fi](http://www.sato.fi)
  - [www.forenom.fi](http://www.forenom.fi)
  - [www.huoneistohotelli-skh.fi](http://www.huoneistohotelli-skh.fi)

## OFFICIAL ARRIVAL DOCUMENTS

This chapter includes useful information on entry and residence regulations in Finland. All foreign citizens travelling to Finland need some form of official identification. Passport, visa and residence permit requirements depend on the nationality of the visitor and the length of the stay. It is recommended that all international students carry a valid passport during their stay, in order to be able to participate in possible group excursions to neighbouring countries.

Documents required from international students:

NATIONALITY	RESIDENCE PERMIT	VISA	PASSPORT
Non-EU citizens	Yes, before arrival	Yes	Yes
EU citizens	Yes (Right to Reside), after arrival	No	Recommended
Nordic Country Citizens	No	No	Recommended

A residence permit (oleskelulupa) is necessary for foreigners (excluding Nordic citizens) wishing to stay in Finland for more than three (3) months. Students who are **NOT citizens of EU/EEA** or equivalent countries (Switzerland) need to obtain a residence permit **before entering Finland** from a Finnish embassy or consulate. The reason for entry must be clearly stated.

**EU/EEA citizens** staying in Finland for more than three months can register their right to reside **only after arrival to Finland**. The local police grant this permit. **Citizens of the Nordic countries** (Sweden, Norway, Denmark, and Iceland) do not need a residence permit; they are registered at the Register Office. See chapter 5 for more information on the residence permit and the registration of EU/EEA and Nordic citizens.

### Visa and Residence Permit of a Non-EU/EEA Citizen

A foreign student must acquire a residence permit if the student's studies in Finland last for more than three months. If the studies last for less than three months, no residence permit is needed. The



student can then conduct his studies within the period of validity of his visa. For further information on applying for a visa, the validity periods of visas and visa application fees, as well as a list of countries whose citizens do not need visas, visit the Ministry for Foreign Affairs website: <http://formin.finland.fi/english/> (Services > Foreign nationals arriving in Finland).

### Is a visa needed first?

A visa is needed if the student has to participate in an entrance exam in Finland prior to being accepted to HAAGA-HELIA and if the student is a citizen of a country which has not signed an agreement on the abolition of visas with Finland. For information on visa applications, please visit the Ministry for Foreign Affairs website (address above). Since the visa allows for only a short stay, the student must usually return to his home country after the entrance examination in order to apply for the actual residence permit.

### How to apply for a residence permit?

A residence permit is obtained from the **Finnish diplomatic mission**<sup>10</sup> in the student's home country before entering Finland. If the student lives outside his home country, the application should be addressed to the Finnish diplomatic mission in the country of residence. The residence permit can also be granted in any other country where the student is staying legitimately, if this is considered reasonable. Applicants must wait for the decision on their application abroad because the residence permit must be stamped on the student's passport when arriving in Finland. A fee of € 125

(2010) is charged for processing the residence permit application. The amount of the fee that is currently in force is listed on the Finnish Immigrations Service's [website](#). The fee must be paid when the application for the residence permit is submitted. Because this is a processing fee, it will not be refunded even if the application is unsuccessful or if the application is withdrawn.

In order to get a residence permit, students must:

- Have a secure means of support during their stay in Finland in the form of a scholarship, grant or other funds
- Be able to prove that they have at their disposal at least 500 € / per month or 6000 € / per year
- Attach details of their health insurance coverage to their application (see chapter 4.3 for a detailed description)

The application form for a residence permit (OLE OPI) and its attachments are available at Finnish diplomatic missions abroad, or it can be printed out from the Finnish Immigration Service's website. The application should include the following attachments:

- Clarification of studies written in the language in which the applicant will study in Finland
- Copies of all pages of the applicant's passport which have entries
- [Enrolment certificate \(degree students\), visa invitation \(exchange students\) from HAAGA-HELIA](#)
- Proof of means of support; for example, a bank statement of the applicant's bank account or a document confirming a scholarship or a grant to be received from an educational institution or other benefits
- Details of comprehensive health insurance coverage

The processing times for applications vary considerably depending on the case. The target is 17 days, but this depends on the case and also on the time of year; the summer period is the busiest, and usually it takes over a month. Sometimes the procedure can take several months. Therefore, the Directorate of Immigration advises students to **apply for the residence permit as early as possible**. The applicant's passport will be held by the officials during this period, and even though the passport can be requested back, this may extend the processing period even further.

#### Residence permit of exchange students studying in an EU country

**There exists no EU or Schengen residence permit and therefore Non-EU citizens have to apply for a new residence permit every time they move to a new EU country. This means that non-EU citizens that study a degree in an EU country have to apply for a new residence permit for student exchange in Finland. Students can apply for the residence permit at the Embassy of Finland in their home country or in the country where they study.**

#### How long is a residence permit valid?

The student residence permit is always temporary (fixed-term, B). Residence permits for students are normally valid for one year from the issue date. The date of expiration is printed on the permit. If you are studying for several years, a new residence permit is required for each year. Please note that in Helsinki you should submit your residence permit application five months before the permit runs out and that in Helsinki it may take a very long time to process your residence permit application (six to seven months for non-EU students). Elsewhere the average processing time is one month. For more information, see [www.migri.fi](http://www.migri.fi) (Finnish Immigration Service) or [www.poliisi.fi](http://www.poliisi.fi) (Police). The residence permit for students expires as soon as the studies end. According to new legislation, however, the student can obtain an extended residence permit for up to 6 months in order to stay and look for a job after graduation. The procedure is not as strict for students from the OECD countries.

#### Residence permits of family members

The family members of residents wishing to move to Finland must also have a residence permit. The permit can be granted on the basis of family ties. The Finnish definition of a family is more restricted than in many other countries, and it is defined in the Finnish law<sup>1</sup>.

For further information on the residence permits, please contact the [Finnish Immigration Service](#)<sup>11</sup>.

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<sup>1</sup> 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 children 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.

## HEALTH INSURANCE

### Non EU/EEA Citizens

Third-country nationals<sup>2</sup> arriving in Finland for the purpose of studying are required to have health insurance if the period of study lasts for more than three months. The requirement is the same for degree and exchange students. Health insurance is one of the obligatory requirements for obtaining a residence permit for studies. Health insurance must be obtained prior to applying for a residence permit. The insurance must be valid for the duration of studies, beginning upon entry to Finland. The insurance policy must be issued by a reliable and financially sound company or institution. The type of health insurance policy a student needs depends on his duration of studies in Finland that, in turn, affects the right of domicile in Finland.

### Third-country Nationals Studying in Finland for Less Than Two Years

A student who enters Finland to study for less than two years is not usually granted the right of domicile, i.e. a home municipality in Finland, and therefore is not entitled to municipal health care services. Consequently, the student must have private insurance covering the cost of medical treatment up to € 100,000 .

<sup>2</sup> 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.

### ■ Third-country Nationals Studying in Finland for at Least Two Years

A student who enters Finland to study for at least two years is usually granted the right of domicile, i.e. a home municipality in Finland, and is therefore entitled to municipal health care services. Consequently, the student must have private insurance covering the cost of medical treatment up to € 30,000 (primarily medication costs). In order to be granted a home municipality in Finland, the student must register at a local population registration office (maistraatti), see chapter 5.

For further information, please visit [www.migri.fi](http://www.migri.fi) (English -> Students -> Non-EU citizens)

### EU/EEA Citizens

EU/EEA citizens should obtain the European Health Insurance Card from their country of residence prior to departure. The card can be obtained from the social security institution in 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 recommended to have private travel insurance, for example covering luggage and travel expenses in case of a cancellation due to illness.**

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## TRAVEL ARRANGEMENTS

### Travelling to Finland

#### By Plane

Most international flights to Finland arrive in Helsinki, the [Helsinki Airport](#)<sup>12</sup>, approximately 20 km north from the Helsinki city centre.

The cheapest way to reach the centre of Helsinki and Porvoo from the Helsinki-Vantaa airport is by [bus](#)<sup>13</sup>. Bus number 615 (about € 4) and the Finnair city bus (about € 6) go to the central railway station in Helsinki. Buses depart for Porvoo approximately once an hour (about € 10). 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 [www.vikingline.fi](http://www.vikingline.fi) or [www.tallinksilja.com](http://www.tallinksilja.com).

#### 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 [www.vr.fi](http://www.vr.fi).

### How to Reach Porvoo

#### By Bus

Porvoo can be reached by bus from the Helsinki city centre. The bus timetables are available at [www.matkahuolto.fi/en/](http://www.matkahuolto.fi/en/).

## 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 [www.matkahuolto.fi](http://www.matkahuolto.fi) and the map of Vierumäki at [www.vierumaki.fi](http://www.vierumaki.fi).

### 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 8.

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## COURSE ENROLMENT

### ■ Exchange Students

Exchange students have to enrol for courses before their arrival to HAAGA-HELIA. The enrolment period for courses in the autumn semester is in May/June and in early January for courses in the spring semester. The exact dates are available in the Academic Calendar (see chapter 6). For instructions on course enrolment, see chapter 6.

### ■ Degree Students

First term students, i.e. students who are starting their studies, enrol for the courses with the help of tutors during the orientation week (16–20 August 2010).

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## OTHER PREPARATIONS

### ■ Degree Students

#### Medical Documents

Students who come from outside Finland are advised to bring along any relevant documents relating to their state of health, e.g. vaccinations. This will help them when they have to contact any members of our medical services.

#### School Certificates

Students should bring with them their original secondary school certificates. (Admission to the degree programme is conditional on receipt and acceptance of your original upper secondary school certificates. These certificates must be presented to HAAGA-HELIA on the first orientation day.)

### ■ Exchange Students

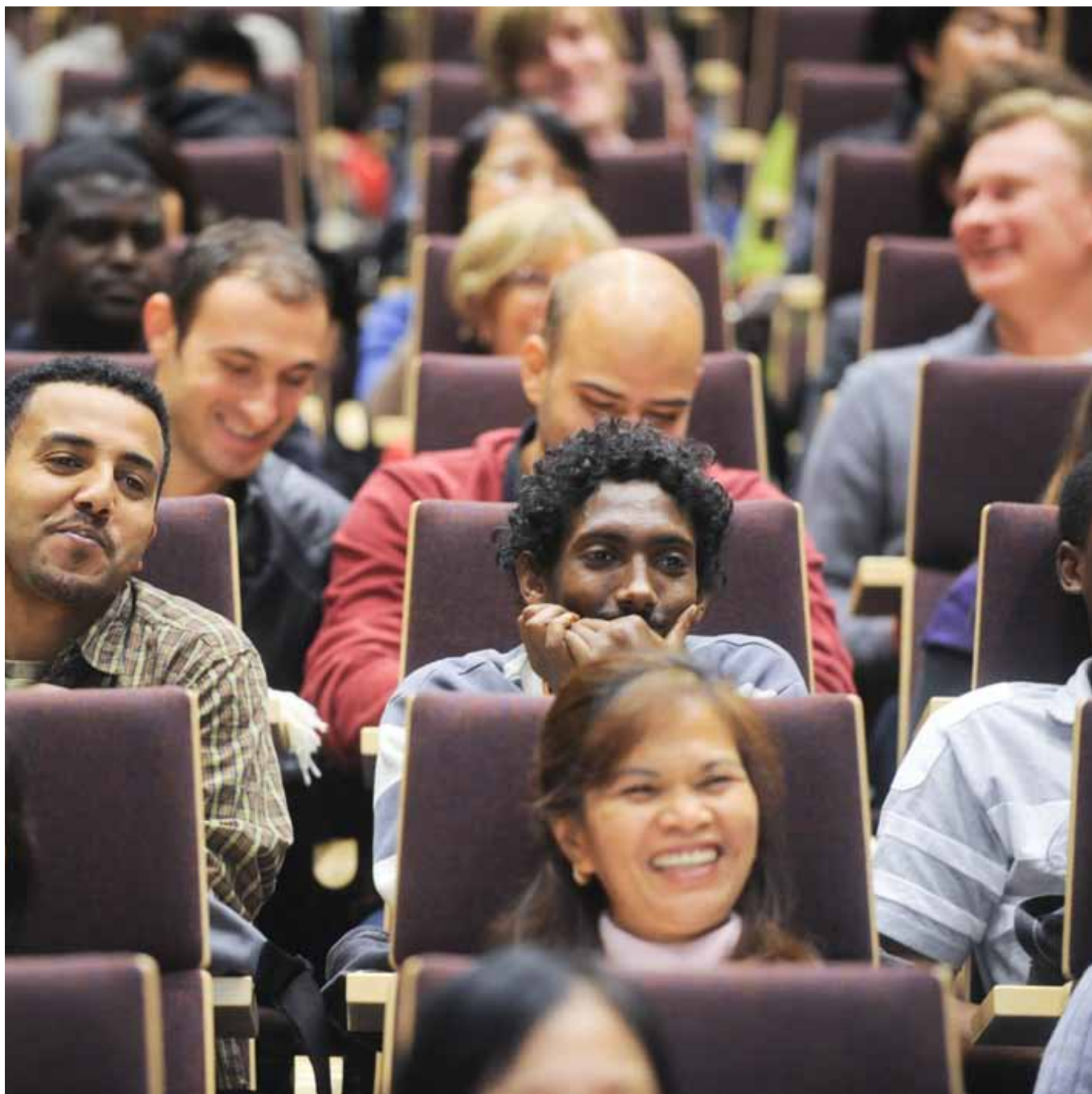
#### Learning Agreements

The learning agreement is a contract between the student, his or her home university and HAAGA-HELIA. It ensures that the student's studies at HAAGA-HELIA will be recognised at the student's home university. It is the student's responsibility to ensure that this document is completed and signed by both the student's home university and HAAGA-HELIA. You can use the form provided by your home university or the one provided by HAAGA-HELIA (the form is available on HAAGA-HELIA International Services' website).

After you have registered for courses in the WinhaWille system, fill in the learning agreement. If possible, get it stamped and signed by a representative of your home university before your arrival to Finland. Bring the learning agreement to the orientation where it will be signed and stamped by HAAGA-HELIA's representative.

#### Pick-up Service

Exchange students who wish to use the HAAGA-HELIA's pick-up service should inform student association ESN-HELGA about their arrival by the set deadline. For more information on the pick-up service, please visit [www.haaga-helia.fi/international](http://www.haaga-helia.fi/international).



## 5. FIRST DAYS

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# FIRST DAYS

## ORIENTATION

### ■ Degree Students

Orientation for new degree students takes place one week before the lessons start in August. 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.

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 about any delays or absence from the orientation.

### ■ Exchange Students

International Services will arrange an orientation for all new incoming exchange students before the beginning of the courses, on 18–20 August 2010 (autumn semester 2010) / 12–14 January 2011 (spring semester 2011). All new exchange students have to attend the orientation, so students should make travel arrangements accordingly.

The orientation will give students essential information on various practical matters such as studies, housing and living in Finland. The orientation is also a great opportunity to meet other exchange students and make new friends. ESN-HELGA will organize an evening programme during the orientation.

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## TUTOR SERVICE

### ■ Degree Students

HAAGA-HELIA's student union HELGA organizes tutor services for new degree students. New students will meet their tutors during the orientation week. Tutors will be there to help the new students with all study-related matters and also to organize activities. New students get more information about the tutors in their letter of acceptance.

### ■ Exchange Students

Each exchange student of HAAGA-HELIA will have a student tutor. Tutors are volunteer degree students of HAAGA-HELIA who are interested in foreign languages and different cultures. Tutors support the exchange students particularly in the beginning of their exchange period.

ESN-HELGA, which is a part of the student union HELGA, coordinates exchange student tutoring activities at HAAGA-HELIA. ESN-HELGA provides incoming exchange students with personal

tutors who contact the students by email before their arrival. If you have not heard from your tutor one month before the beginning of the semester, please contact ESN-HELGA's tutor coordinator at [esn-tutor\(at\)helga.fi](mailto:esn-tutor(at)helga.fi).

The tutor's most important task is to be the exchange student's friend and help with all the practical issues related to moving to a new country. Tutors meet the exchange students at the airport, take the students to their apartment and tell about the life in Finland. Tutors also help the exchange students with the arrival formalities and, for example, take them to the best shopping places. Tutors can also help the exchange students to find hobbies and build a normal life in Finland.

In addition to tutoring, ESN-HELGA organises various free time activities and events for exchange students (for more information on the activities, please see chapter 8). ESN-HELGA's website ([www.esn-helga.com](http://www.esn-helga.com)) provides useful information about the organisation's activities, as well as living in Helsinki and Finland.

---

## ARRANGEMENTS TO MAKE

Students should complete the arrangements mentioned in this chapter in the following order:

1. **Sign your tenancy agreement**
2. **ONLY degree students: register at the Population Registry Office (Maistraatti)**
3. Helsinki: apply for a travel card at the HSL Public Transport Office
4. **ONLY EU/EEA citizens: apply for a right to reside in Finland at the Immigration Police**

### ■ Tenancy Agreement

When international students first arrive to Finland they should go and sign their tenancy agreement before completing the other arrangements mentioned below, i.e. if they have not already signed it.

## Population Registration at the City Administrative Court

Basic information on people residing in Finland is recorded in the Population Information System. The information that is registered includes e.g. name, date of birth, nationality, family relationships and address. The information in the register is used by the electoral, tax, health care and judicial authorities, and also for the purpose of generating statistical information.

### Degree Students

According to Finnish legislation, all foreign citizens residing in Finland for a period of longer than one year are required to register their details in the Population Information System at a local registry office of the city administrative court (maistraatti). As part of the registration process, the student will be issued a Finnish personal identity code. This unique identifying number is used to distinguish those born on the same day. It is also used by banks, hospitals and public registers and it is needed for the payment of wages, salaries and fees. Careful use of the personal identity code reduces the risk of error in registers and therefore improves your data protection.

A Finnish municipality of residence is registered for foreigners who intend to stay in Finland permanently and have a residence permit for at least one year. Students coming outside EU or ETA countries are required a minimum of two years of studies in Finland to receive a right to municipality of residence. The right to municipality of residence entitles to certain municipal services, of which the most essential to foreign students are municipal health care and hospital service, the eligibility to vote and the eligibility to receive discount on bus fare cards.

Please note that students should register at the local registry office closest to their home campus. Local registry offices close to HAAGA-HELIA campuses:

#### HELSINKI

Helsinki Registry Office  
Address: Albertinkatu 25,  
001810 HELSINKI  
Office hours: Mon–Fri, 8.00–16.15

#### PORVOO

Porvoo Registry Office  
Address: Piispankatu 34, 06101 PORVOO  
Office hours: Mon–Fri, 9.00–16.15

#### VIERUMÄKI

Heinola Registry Office  
Address: Kaivokatu 15, 18100 HEINOLA  
Office hours: Mon–Fri, 8.00–16.15

### Exchange Students

Exchange students do not have to register at the local registry office. Only students staying in Finland for more than one year must register.

## Right to Reside of EU/EEA Citizens

Citizens of Nordic and EU/ EEA countries, and Switzerland, do not need a residence permit. However, with the exception of citizens of Nordic countries, international students **must register at the local police office to obtain a certificate of residence.**

Citizens of the EU and EEA must register their right to reside in Finland at a local police station **if the studies last for more than three months.** Students from the EU/EEA countries must meet the following conditions in order to obtain the right to reside in Finland:

1. The main reason for the stay is to study at a Finnish educational institution, which has to be proven with
  - an enrolment certificate from HAAGA-HELIA
  - a certificate given by the student's home institution, stating that the student is participating in an exchange programme (applies only to exchange students).
2. The student must have sufficient means to support the stay in Finland during the studies.
3. The student must have valid health insurance (or a European health card from his or her home country) covering all the health risks during the stay in Finland.

In addition to the forms mentioned above, students need a passport photo and an identification to register. The cost of registration for EEA citizens is € 45 (2010). The registration form is available at the [Police's website](#)<sup>14</sup>

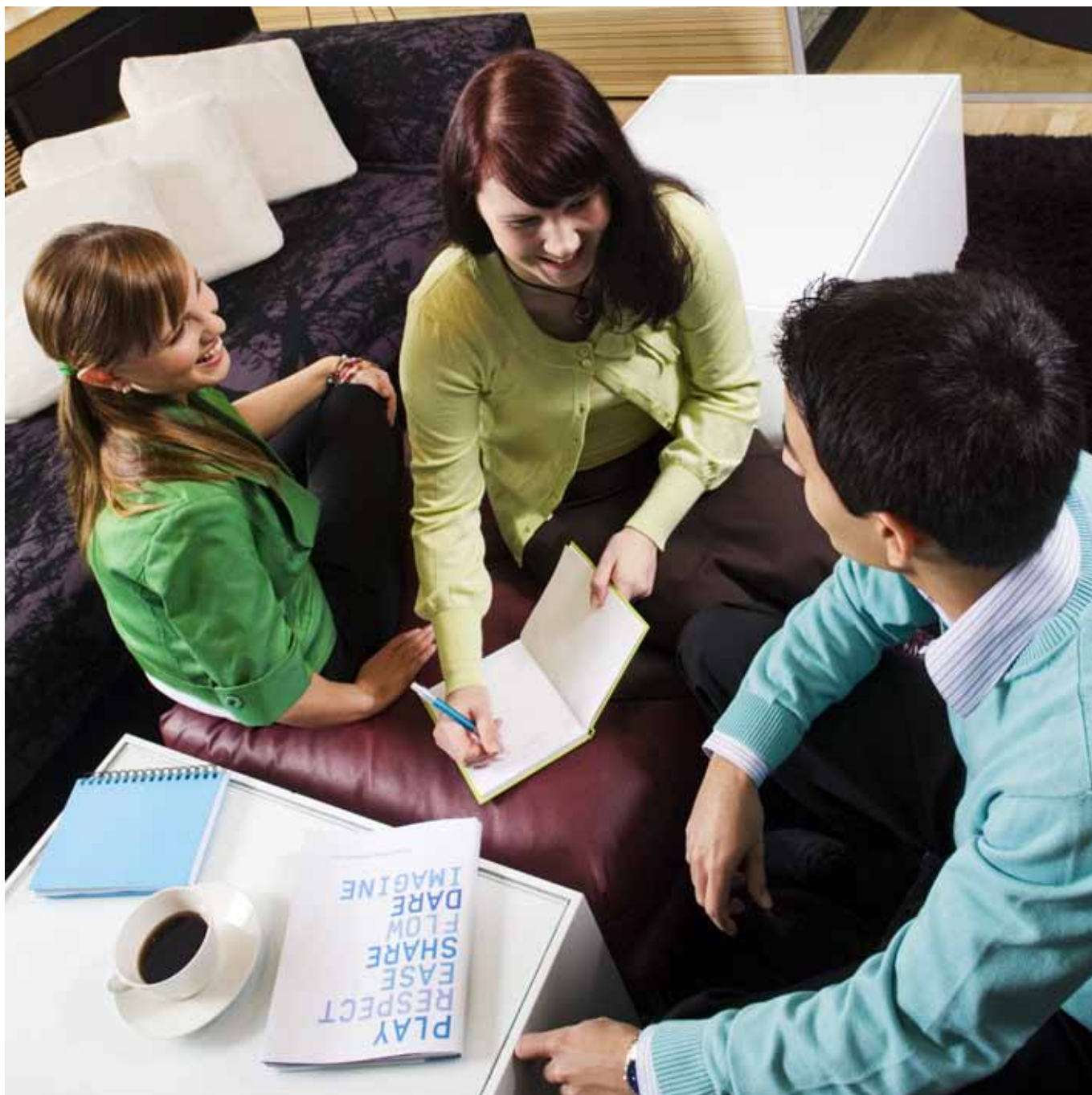
The local Police offices in which EEA students can register:

#### HELSINKI

Helsinki District Police (at Malmi)  
Address: Viljatie 2, 00700 Helsinki  
Tel. (09) 189 3220  
Phone service: Mon–Fri, 9.00–11.00  
Office hours: Mon – Fri, 8.00–16.15  
(Wed 8.00–17.30)

#### PORVOO

Police Office  
Address: Tulliportinkatu 1, 06101 Porvoo  
Tel. (019) 5486 11  
Office hours:  
Mon, Wed–Fri, 09.00–16.15  
(Tue 09.00–18.00)



## 6. STUDYING IN HAAGA-HELIA

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# STUDYING AT HAAGA-HELIA

## ACADEMIC CALENDAR 2010–2011

### Autumn Semester 2010

**16 August – 17 December (including the exam period)**

Please note that the compulsory orientation is before the beginning of the semester

**Degree students' course enrolment starts: 10.5.2010**  
**Exchange students' course enrolment starts: 31.5.2010**

Please note that new degree students enrol at the orientation

Orientation: 16–20.8.2010 (see more specific details from your admission letter/e-mail)  
Study period 4: 23.8.–15.10.2010  
Intensive week: 18–22.10.2010  
Study period 5: 25.10.–17.12.2010  
Holiday: 6.12.2010

### Spring Semester 2011

**17 January – 20 May (including the exam period)**

Please note that the compulsory orientation is before the beginning of the semester

**Degree students' course enrolment starts: 7.12.2010**  
**Exchange students' course enrolment starts: 3.1.2011**

Please note that new degree students enrol at the orientation

Orientation: 10-15.1.2011 (see more specific details from your admission letter/e-mail)  
Study period 1: 17.1.–18.3.2011  
Intensive week: 21–25.3.2011  
Study period 2: 28.3.–20.5.2011  
Intensive week: 23.5.–17.6.2011  
  
Holidays:  
Winter holiday: 21–25.2.2011  
Easter holiday: 22–25.4.2011  
(21.4.2011 teaching ends at 17.30)

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## 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 8.00 and 20.45. Intensive courses can also take place on

Saturdays. Intensive weeks are mainly reserved for elective courses. Exams are included in the study periods. There are no separate exam weeks at HAAGA-HELIA.

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## 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.

## 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: Blackboard and Moodle. 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.

All assignments and project reports must be returned by the set deadline. Information on how much the 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](#)<sup>15</sup>.

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## COURSE ENROLMENT

### ■ Degree Students

First term degree students enrol for courses during the orientation week in August, 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.

### ■ Course Planning Instructions for Exchange Students

Exchange students have to enrol for the courses before arrival. The course enrolment period for courses in the autumn semester is in May/June and in early January for courses held in the spring semester. The exact enrolment dates are available in the Academic Calendar (see chapter 6).

The list of available courses and their timetables can be found in an Excel timetable on the [HAAGA-HELIA website](#)<sup>16</sup> one month prior to the beginning of course enrolment. The courses available for exchange students can be sorted in the Excel timetable by choosing EXCH from column C. All courses marked with the EXCH code are held in English. Go through the list of courses and discuss together with your study counsellor at your home university which courses would be suitable for you.

Please note the following points while choosing your courses:

- Some courses have prerequisites (mentioned in the Excel timetable)
- Check the Excel timetable on the HAAGA-HELIA website and make sure that the courses you are interested in are available during the semester and that they do not overlap. (Remember to take into account the distance between campuses, please see chapter 8.10).
- Do not choose more courses than 35 ECTS

Exchange students can select EXCH courses from several programmes and campuses, but only in the city of their home campus.

Follow the course enrolment instructions (see chapter 6.5.3) carefully.

### Course Enrolment Instructions

1. Plan your courses carefully before you start registering for the courses.
2. Course enrolment at HAAGA-HELIA is done via WinhaWille online course registration system. You will receive your user ID and the password for the WinhaWille system before the enrolment period begins.

**Degree students** receive the passwords during their orientation.

**Exchange students** receive the passwords by email from their HAAGA-HELIA contact person one week before the enrolment at the latest.

1. Enrol for the courses as soon as possible after the beginning of the enrolment period. Some courses are very popular, so you have to be fast in order to get a place in the course. Please check that there are still places left for the courses you are planning to take. You can also choose courses that are full, but your participation can be confirmed only if somebody cancels their enrolment.
2. **Please note that the registration for courses is officially confirmed by attending the first lesson of the course. A student who is absent from the first lesson will lose his place in the course. Attending the first lesson is mandatory.** If you arrive to HAAGA-HELIA after the courses have started, you should e-mail the teachers of your courses and inform them that you would like to take part in the course even though you are not able to attend the first lecture (the staff members' email addresses at HAAGA-HELIA are always `firstname.lastname(at)haaga-helia.fi` and the teacher's name is mentioned in the course description in the course timetable).

### How to Use the WinhaWille Course Registration System

Course enrolment is done with the WinhaWille online course registration system.

**Degree students** receive their WinhaWille username and password on the first orientation day.

**Exchange students** receive their personal WinhaWille username and password by e-mail from the International Services of their home campus a week before the enrolment begins at the latest.

### Login

Go to: <https://wille.haaga-helia.fi/winhawille/>  
Type your username and your password.

Press Login.

WinhaWille system has all the important functions on the left side of the page.

## Enrolment

1. GO TO ENROL: IMPLEMENTATION
2. SEARCHING COURSES:

Select the campus in which the course takes place from the first drop down box **Department**. You can search the courses:

- By course code: for example **ROE1RB002A** or
- By course name: for example **Successful Selling**

Do not use the **lecturing language** as a search criteria. This is because some of the courses have inaccurately Finnish as their lecturing language even though the course is conducted in English. All the courses marked with the EXCH code in the Excel timetable are conducted in English.

Click search.

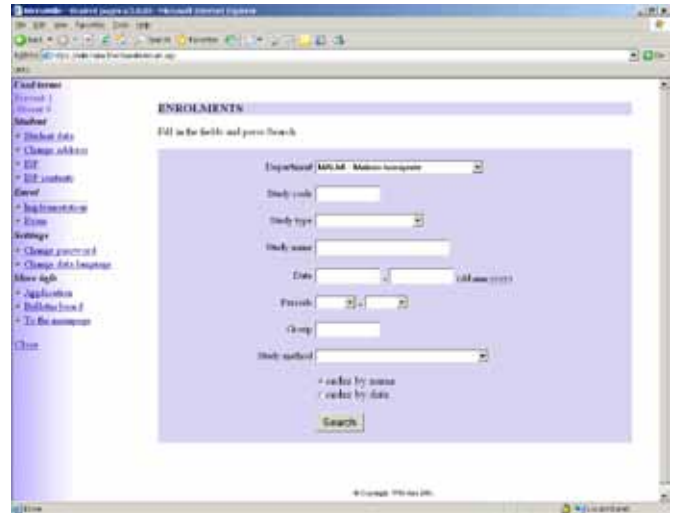
A list of the courses will appear (see the following page).

3. SELECTING COURSES

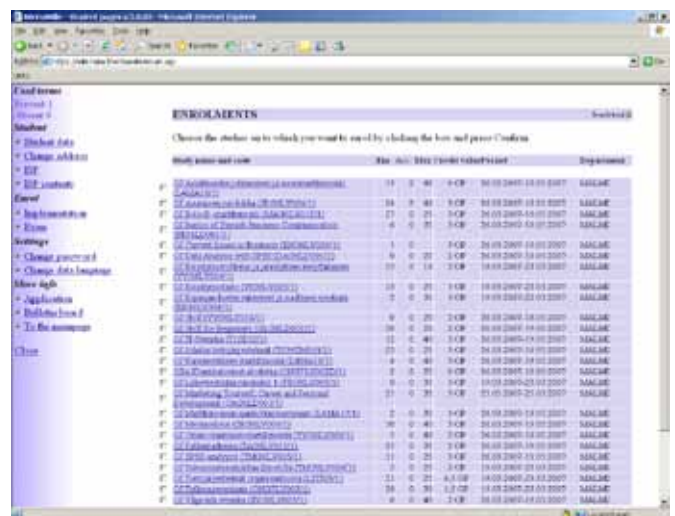
Check if there are still places available for the course. The maximum places for the courses can be seen from the column **Max**. The number of enrolled students can be seen in the column **Enr**. You can also choose courses that are full, but your participation can be confirmed only if somebody cancels his enrolment.

Select the courses in which you want to enrol by checking them off (there is a checkbox in front of each course).

Press **Confirm** to confirm your enrolment.



Picture 1.



Picture 2.

## Managing your courses

### GO TO STUDENT: ISP

1. Definitions
  - a) Enrolments – courses you have enrolled for, but participation has not been confirmed.
  - b) Participations – courses you have enrolled for and participation has been confirmed.
  - c) Completions – courses that have been completed.
  - d) Planned studies – courses you have enrolled for, but have not been accepted for because the course has been cancelled or it is full.

2. DELETING COURSES

If your participation has not been confirmed by the teacher, you can delete the course yourself:

- a) Select **Enrolments**.
- b) Press search.

- a) A list of the courses which you have enrolled for will appear. Delete the course by checking it and pressing **Delete**.

If your participation has been already confirmed by the teacher, you will not be able to delete the course yourself. Degree students should contact the Student Affairs Office to cancel their course participation. **Exchange students** should contact the teacher of the course by e-mail to cancel their participation. The staff members' email addresses at HAAGA-HELIA are always firstname.lastname(at)haaga-helia.fi and the teacher's name is mentioned in the course description in the course timetable.

3. COURSE COMPLETIONS

- a) Select **Completions**. A list of the completed courses and grades will appear.
- b) Log out

You can log out from WinhaWille by selecting **Close**.

## COURSE ATTENDANCE

Course attendance is usually mandatory. **Exchange students are expected to attend all courses signed and agreed within the learning agreement or similar.** 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 ill-

ness), 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.

## COURSE ASSESSMENT

### Examinations

Exams usually take place at the end of each course and the teacher of each course gives detailed information about exams. The exam times and rooms are announced a few weeks prior to the 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 an exam will result in course failure and the student will be removed from the examination room. This rule applies to both full-time and exchange students. **Cheating is strictly forbidden and will result in an official warning, of which the exchange student's home university will also be informed.** The student will also be eliminated from the course without a possibility to re-take the exam.

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

### 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 hours 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.

Exam results are made available via the WINHAWILLE student interface.

If the student is dissatisfied with the assessment, he should discuss it with the teacher. If the student is still dissatisfied after having discussed with the teacher, he may request rectification in writing within 14 days of the publication of the grade. The final step in the rectification process is the degree board. In such a case, the student should produce a rectification request with strong supporting evidence within 7 days of the earlier rectification decision.

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

### Transcript of Studies and Other Certificates

#### Degree students

The Student Affairs Office at each campus (at the Pasila campus also the info desk) provides students with both an official transcript of studies and study certificates needed for matters such as discounts on trains and buses for free on request. In addition, the reception at the Pasila campus serves all HAAGA-HELIA students and will provide an official transcript of studies, study certificates, KELA meal discount cards and WinhaWille passwords.

#### Exchange Students

Exchange students will receive all necessary certificates (e.g. certificates needed for student discounts on transportation, meal benefit card, certificate of attendance) from their contact person at the HAAGA-HELIA International Services on request. The transcript of studies (a list of completed courses) will be mailed to exchange student's home university two or three months after the end of the exchange study period.

## FINNISH LANGUAGE STUDIES

### Finnish Courses at HAAGA-HELIA

#### ■ Degree Students

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.

#### ■ Exchange Students

HAAGA-HELIA organizes several Finnish courses for exchange students each semester. The course information is published on the HAAGA-HELIA website for incoming exchange students.

### Finnish Courses Organised by Other Institutions

Helsinki area

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

Porvoo

- [Porvoon Kansalaisopisto](#)
- [Botgå Medborgarinstitut](#)

### Erasmus Intensive Language Courses (EILC)

The Erasmus Intensive Language courses, a scheme supported by the European Commission, are specialised courses in the less widely used and less taught European Union languages and the languages of other countries participating in Erasmus. The courses give Erasmus students (and possibly Erasmus teachers) the opportunity to study the language of the host country for 3–8 weeks, in the host country. The EILC courses are available only for Erasmus exchange students, not to international degree students or to exchange students coming to HAAGA-HELIA through other exchange programmes (e.g. FIRST or bilateral).

Further information about the courses can be found on the [European Commission website](#)<sup>17</sup>



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# HAAGA-HELIA FACILITIES AND SERVICES

## STUDENT COUNSELLING

### Degree Students

#### Admissions Office

The Admissions Office takes care of the entire admission process for international degree students, 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.

Please note that the Admissions Office gives guidance **only for degree students, not for incoming exchange students**. Guidance for exchange students is given by International Services (see chapter 7).

ADMISSIONS OFFICE, PASILA CAMPUS, 2<sup>nd</sup> FLOOR  
Address: Ratapihantie 13, FIN-00520 Helsinki  
Open Mon–Fri, 9.00–15.00  
Tel: +358 9 400 230 409 (Mon–Fri 9.00–15.00)  
Fax : +358 9 147 063  
E-mail: admissions(at)haaga-helia.fi

#### 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. Please note that the Student Affairs Office gives guidance **only for degree students, not for incoming exchange students**. Guidance for exchange students is given by International Services (see chapter 7).

The Student Affairs Office's services include the following: letters of enrolment, official transcripts of studies, certificates needed for discounts on trains and buses, KELA meal discount cards, WinhaWille 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.

HAAGA CAMPUS, 1<sup>st</sup> FLOOR  
Hotel, Restaurant and Tourism Management, Culinary Management  
Address: Pajuniityntie 11, FIN-00321 Helsinki  
Open: Mon, Wed, Thu and Fri 10.00–13.30 and Tue 13.00–16.00  
Tel: +358 9 400 230 401 (Mon–Fri 9.00–15.00)  
Fax: +358 9 2296 6300  
E-mail: studentaffairs.haaga@haaga-helia.fi

MALMI CAMPUS, 1<sup>st</sup> FLOOR  
Business Economics, International Business, Information Technology  
Address: Hietakummuntie 1 A, FIN-00700 Helsinki  
Open: Mon–Thu 9.30–11.30 and 12.00–13.30  
also Tue 15.30–17.45 and Fri 9.30–11.00  
Tel: +358 9 400 230 402 (Mon–Fri 9.00–15.00)  
E-mail: studentaffairs.malmi@haaga-helia.fi

PASILA CAMPUS, 2<sup>nd</sup> FLOOR, ROOM 2010  
International Business, Business Administration,  
Business Information Technology, Multilingual Management  
Assistant Education, Journalism  
Address: Ratapihantie 13, FIN-00520 Helsinki  
Open: Mon–Fri 9.00–15.00  
Tel: +358 9 400 230 403 (Mon–Fri 9.00–15.00)  
E-mail: studentaffairs.pasila@haaga-helia.fi  
Reception, 1st Floor also open during school weeks Mon–Thu  
8.00–18.00 and Fri 8.00–17.00, outside school weeks Mon–Fri  
8.00–17.00

POINT HOUSE, PORVOO CAMPUS, 3<sup>rd</sup> FLOOR  
International Business, Business Administration  
Address: Opistokuja 1, FIN-06100 Porvoo  
Open: Mon, Tue, Wed, Fri 9.30–12.00, Thu 12.00–15.00  
Tel: +358 9 400 230 405  
E-mail: studentaffairs.porvoo@haaga-helia.fi

POMO HOUSE, PORVOO CAMPUS, 3<sup>rd</sup> FLOOR  
Tourism  
Address: Aleksanterinkatu 20, FIN-06100 Porvoo  
Open: Mon–Thu 10.00–12.15, closed on Fridays  
Tel: +358 9 400 230 405  
E-mail: studentaffairs.porvoo@haaga-helia.fi

VALLILA CAMPUS, 2<sup>nd</sup> FLOOR  
Business Economics, Information Technology  
Address: Hattulantie 1, FIN-00550 Helsinki  
Open: Mon–Fri 9.00–15.00  
Tel: +358 9 400 230 406  
E-mail: studentaffairs.porvoo@haaga-helia.fi

VIERUMÄKI CAMPUS, 2<sup>nd</sup> FLOOR  
Sports and Leisure Management  
Address: Urheilupuistotie 373, FIN-19120 Vierumäki  
Open: Mon–Fri 8.15–15.00  
Tel: +358 3 8424 1222  
E-mail: studentaffairs.vierumaki@haaga-helia.fi

#### Management of HAAGA-HELIA Student Services

Ms Mirja Vatanen, Director of Student Services  
Email: mirja.vatanen(at)haaga-helia.fi

#### 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.

#### International Services

International Services provides information only on exchange studies abroad for degree students. In other matters, degree students should always contact the Admissions Office or Student Affairs Office. For International Services contact details, please see chapter 7.

## STUDENT COUNSELLING

### Exchange Students

#### International Services

Each HAAGA–HELIA campus has its own international service for its students. International Services provides all the guidance related to studying at HAAGA–HELIA and living in Finland **for exchange students**. The personnel of International Services handle the exchange students' application process and give advice for exchange students on their studies, housing arrangements and other practical matters.

Please note that HAAGA–HELIA does not provide thesis counseling for the exchange students.

**For degree students**, the International Services provides information only on exchange studies abroad. In other matters, degree students should contact the Admissions Office or the Student Affairs Office.

#### International Coordinators

##### Helsinki

HAAGA CAMPUS  
Degree Programmes in Hotel, Restaurant and Tourism  
Management, Culinary Management

Ms Katri Salmi, room A331  
Tel. +358 40 488 7543  
Fax +358 9 580 78 377  
E-mail: katri.salmi(at)haaga-helia.fi

##### Helsinki

MALMI, PASILA AND VALLILA CAMPUS  
Degree Programmes in Business and IT

Ms Sonja Valjus  
Pasila campus, room 5012  
Tel. +358 40 530 6696  
Fax +358 9 385 4478  
E-mail: sonja.valjus(at)haaga-helia.fi

Ms Inka Paakkinen  
Pasila campus, room 5012  
Tel. +358 40 488 7006  
Fax. +358 (9) 2296 5310  
E-mail: inka.paakkinen(at)haaga-helia.fi

Ms Johanna Virta  
Pasila campus, room 5012  
Tel. +358 40 4887 504  
Fax. +358 9 2296 5310  
E-mail: johanna.virta(at)haaga-helia.fi

Ms Marjo Hiisijärvi  
Mon-Wed: Malmi campus, room B102  
Thu: Pasila campus, room 5012  
Tel. +358 40 488 7004  
Fax + 358 (9) 385 4478  
E-mail: marjo.hiisjarvi(at)haaga-helia.fi

Ms Henna Juusola  
Vallila campus, room 239  
Tel. +358 40 4887524  
Fax +358 9 2296 6753  
E-mail: henna.juusola(at)haaga-helia.fi

#### Helsinki Housing Services:

Ms Marjo Hiisijärvi  
housing(at)haaga-helia.fi

##### Porvoo

Degree Programmes in Business and Tourism

Ms Mari Austin  
Pomo House, room L304  
Tel. +358 40 543 4572  
mari.austin(at)haaga-helia.fi  
Fax +358 9 2296 5655

##### Vierumäki

Degree Programmes in Sports and Leisure Management  
Ms Mairit Pellinen  
Tel. +358 3 8424 1005  
Fax +358 3 8424 1208  
E-mail: mairit.pellinen(at)haaga-helia.fi

## IT AND COMMUNICATION SERVICES

### 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.

### Please note!

If you lose or forget your domain user password for the computers, please contact HAAGA-HELIA's Helpdesk ([helpdesk\(at\)haaga-helia.fi](mailto:helpdesk(at)haaga-helia.fi)). The WinhaWille password can be renewed at the Student Affairs Office or at the reception in Pasila.

Detailed information about HAAGA-HELIA's IT services can be found on the IT Services website at [www.haaga-helia.fi/en/it-services](http://www.haaga-helia.fi/en/it-services)<sup>18</sup>.

### Communications at HAAGA-HELIA

The main communication forum at HAAGA-HELIA is the student extranet (<https://extra.haaga-helia.fi/english/>). 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. It is essential to update your e-mail address on WinhaWille since the staff will use the address you provide in WinhaWille. Announcements related to specific courses are sent by e-mail or posted in the course website in Moodle or Blackboard.

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## LIBRARY AND INFORMATION SERVICES

There is a [library](#)<sup>19</sup> 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 via internet connection, and a collection of CD-ROM databases. A library card is required when borrowing material. This can be obtained from the library staff free of charge.

## 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. **It is not available for exchange students.**

Student financial aid consists of a study grant (opintoraha), a housing supplement (asumislisä) and a government-guaranteed student loan (opintolaina). The study grant and housing supplement are government-financed 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. HAAGA-HELIA has a Student Financial Aid Board, where decisions about the student financial aid are made in accordance with KELA policy. For more information, please visit [www.kela.fi](http://www.kela.fi).

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## 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/scholarships.html](http://www.studyinfinland.fi/scholarships.html).

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## STUDENT UNION HELGA

HELGA is the student union of HAAGA-HELIA. Its objective is to represent the students of HAAGA-HELIA, to help to solve issues regarding student social affairs such as health care and educational affairs like grading or other problems concerning studies or teaching. The most visible action of the student union is providing the student card, which gives access to more than a thousand different kinds of benefits and discounts all over Finland. The student card is also a certification of student union membership. HELGA also organizes the tutoring activities at HAAGA-HELIA for both international and Finnish students.

The student union's organization is formed by the elective board of representatives, which chooses the board. The board is charged with the operations of the student union, whereas the representatives are the highest authority. Under the board there are different divisions, for example an international division about which you can read more below. HELGA has three full-time employees: the Secretary General, the Secretary for International Affairs and the Tutoring and Office Secretary. The Secretary General is responsible for the student union's administration, co-operation, organization and educational affairs. The Secretary for International Affairs and Tutoring handles affairs concerning international students and tutoring. The office secretary takes care of membership and student card matters.

For further information on HELGA, its operation and contact details please visit HELGA's website [www.helga.fi/en](http://www.helga.fi/en).

## GROUPS AND ASSOCIATIONS FOR STUDENTS

Finnish student culture has long traditions involving student clubs and associations. HAAGA-HELIA, too, has strong traditions in organized student activity. There is a student organization for every degree programme and study unit. These associations promote the benefits of their own degree programme or unit. More information on the student associations is available at HELGA's [website](#). For more information on the activities arranged by HELGA and the different associations, please see chapter 8.

Participating in a student organization or association is a very common extracurricular activity for students studying in Finland. The student organizations and groups offer a great opportunity to get to know new people and spend your spare time in different kinds of events.

There are four registered student associations for the different degree programmes at the Pasila campus: Atkins (Business Information Technology), HSOY (Management assistants), Skuuppi (Press) and Talko (Business). There is also a registered student association in every HAAGA-HELIA unit: Hattara (Business and Business Information Technology, Malmi), Helium (Business, Porvoo), Pomy (Tourism, Porvoo), Pore (Hotel, Restaurant and Tourism, Haaga), Sture (Business and Business Information Technology, Vallila) and Tahkon Talli (Sports, Vierumäki). The HAAGA-HELIA student associations have their own websites, where you can find their contact information and activities. The associations' websites are listed on HELGA's website.

### HELGA International Division

The HELGA International Division consists of the international division board, ESN-HELGA, and also the international degree student groups IDS and AIESEC. The international division board looks after international student benefits in both social and educational affairs. The ESN-HELGA and the international degree student group IDS as well as AIESEC are more concentrated on organizing different kinds of events for the students, as well as on international activities and communication between the exchange students, international degree students and domestic degree students. More information is available on their websites (see below).

### IDS

#### Student Organisation for International Degree Students

This new international activity group, which is especially intended for HAAGA-HELIA's international degree students, was started in autumn 2009. International degree students are strongly encouraged to take part in its activities and in HELGA's activities in general. The international degree students' organisation IDS works under the international division and is able to organize the events or services wanted or needed. The goal is to support the integration of international students by organizing events that bring Finnish and non-Finnish students together. Sign up for the group by contacting HELGA's secretary for International Affairs and Tutoring ([kvutorsihteeri\(at\)helga.fi](mailto:kvutorsihteeri(at)helga.fi) or call + 358 45 110 89 43).

### ESN HELGA

#### Student Organisation for Exchange Students

The Erasmus Student Network HELGA is responsible for arranging different kinds of services for incoming exchange students at HAAGA-HELIA. ESN-HELGA's international tutors take care of the exchange students' needs throughout their stay in Finland. For further information on ESN-HELGA, its activities and contact details please visit its website [www.esn-helga.fi](http://www.esn-helga.fi).

### AIESEC

AIESEC has also recently started its activities within HELGA. AIESEC identifies itself as "the international platform for young people to discover and develop their potential". You can find more information on AIESEC activities on its website at [www.aiesec.org](http://www.aiesec.org).

## STUDENT BENEFITS

Students studying 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.

### Public Railways (VR)

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 for € 6. A [certificate](#)<sup>20</sup> signed by the HAAGA-HELIA Student Affairs Office is needed to obtain the student card. [Exchange students will get this certificate during the orientation from HAAGA-HELIA International Services](#). 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](#).

### Long Distance Buses (Matkahuolto)

Students are entitled to a 50% discount on long-distance buses if travelling one-way for more than 80 km. 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](#)<sup>21</sup> signed by the HAAGA-HELIA Student Affairs Office is needed to obtain the student card. [Exchange students will get this certificate during the orientation from HAAGA-HELIA International Services](#). 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 [www.matkahuolto.fi](http://www.matkahuolto.fi).

### 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.

#### 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, the student card is a sufficient proof of studies. A blue SAMOK card can be purchased from HELGA (see chapter 7).
- 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 social security number. For more information on how to acquire the social security number, please see chapter 5. International students who are not granted domicile can apply for temporary residence and get the normal priced ticket, but not the discount.

### 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. The right for a student meal discount is certified either by a valid SAMOK student card (blue or green card) or by a Kela student meal subsidy card. You will receive the KELA meal subsidy card in the orientation. You will be charged the subsidy price if you show your student card or the KELA meal subsidy card to the cashier. 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!

### HELGA's Student Benefits

For more information on benefits offered to students who have HELGA's student union card, please visit [www.helga.fi](http://www.helga.fi).

### 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.

## 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 (see above). The price of a student meal is € 1–3 (2010) with the HAAGA-HELIA student card or the meal subsidy card. Students can have one warm meal per day at the student price. In Finland, the lunch includes only 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 Extranet: Studies → Student Meals.

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## 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. Our aim is to actively promote a multi-cultural environment that is motivating and productive to students and staff alike. We will ensure that key information is available also in Swedish and 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).

---

## 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. All sports courses start with the PHY code in the 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, please see the HAAGA-HELIA Campus Guides.

Helsinki city sports department's [website](#)<sup>22</sup> offers information on other private and public sport services in Helsinki.

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# LIVING IN FINLAND

## 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 incomprehensible 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 intercultural 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 boyfriend or girlfriend, 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.

## 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.

### 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.

### 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.

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. A good example of this equality is the fact that Finland has a female president, Tarja Halonen, who is the country's first female president, and who was the Foreign Minister before she was elected to the highest office. 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.

## 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 take 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](#).

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## 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.

Students in need of information about health, illness or health care services can call the Telephone Health Service number (09) 10023. For further information on the service, please see chapter 8.

**HAAGA–HELIA does not take any responsibility for students' medical expenses in case of illness or emergency.**

### Health Care Services at 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 Extranet](#).

#### Campus Nurses

Campus	Name	Contact Information	Location
Haaga	Ms Liisa Kouvonon	Tel. 09 5807 8641 or 050 310 5600	Room 372
Malmi	Ms Irja Turkki	Tel. 09 350 92 157 or 050 323 4346	The room opposite to the dance studio (in the basement)
Pasila	Ms Hannele Ahokas	Tel. 040 334 0120 or (09) 1489 0258	Room P27 (on the upper basement floor of the SLK Building)
	Ms Arja Taipale	Tel. 050 310 5591 or (09) 1489 0348	
Porvoo	Ms Mervi Ravanne	Tel. 040 480 6768	
Vallila	Ms Anneli Kahilainen-Niskanen	Tel. 044 775 6002	The room near the gym (in the basement)
Vierumäki	Ms Satu Nipuli	Tel. (03) 849 4238 or 044 797 8579	

#### Other Health Care Services at HAAGA-HELIA

Campus	Name	Contact Information
Haaga	Student psychologist Sari Kaasalainen	Tel. 050 520 0412
Pasila	Doctor Seija Halme	Appointments through the nurse
Pasila	Psychiatric nurse Sirpa Helenius	Tel. 050 545 1853, Reception at room 365 (SLK Building, 3rd floor)
Vallila	Doctor Johanna Tissari	Appointments through the nurse, The room near the gym (in the basement)

For more information on the Health Care Services provided by HAAGA-HELIA, please see the Student's Extranet.

## Public and Private Health Care Services

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

### 1. 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](#)<sup>23</sup>. Students should always contact the nearest public health centre.

Health stations closest to the student accommodation:

#### Helsinki

PASILA: VALLILAN TERVEYSASEMA (Vallila Health Station)

Address: Rautalammintie 2

Doctor's appointments: Tel. (09) 3105 0333

Dentist's appointments: Tel. (09) 3105 3500

Opening hours: Mon 8.00–18.00, Tue–Fri 8.00–16.00

KAMPPI: TÖÖLÖN TERVEYSASEMA (Töölö Health Station)

Address: Sibeliuksenkatu 14

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

Dentist's appointments: Tel. (09) 3104 6202

Opening hours: Mon 8.00–18.00, Tue–Fri 8.00–16.00

KANNELMÄKI: KANNELMÄEN TERVEYSASEMA

(Kannelmäki Health Station)

Address: Kaustisenpolku 6 A

Appointments: Tel. (09) 3104 7355

Opening hours: Mon 8.00–18.00, Tue–Fri 8.00–16.00

#### Emergency Health Care in Helsinki

Residents of Helsinki who fall ill and require urgent medical care should first seek treatment from their own health station. The health stations are open from Monday to Friday between 08.00–16.00.

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 24 hours a day.

Southern, Western and Central Districts:

HAARTMAN HOSPITAL EMERGENCY DEPARTMENT

Address: Haartmaninkatu 4, building 12

Telephone: (09) 310 63231 or (09) 310 5018 (switchboard)

Eastern, South-eastern, North-eastern and Northern Districts:

MALMI HOSPITAL'S EMERGENCY HEALTH CENTRE

(Malmin sairaala)

Address: Talvelantie 6

Telephone: (09) 310 67204 or (09) 310 6611 (switchboard)

Opening hours: Mon–Fri 16.00–22.00, Sat–Sun 08.00–22.00

Emergencies 24h every day

#### Porvoo

PORVOON SOSIAALI- JA TERVEYSKESKUS (Porvoo Health Station)

Doctor's appointments: B-vastaanotto

Address: Lundinkatu 13 C, 06100 PORVOO

Appointments: Tel. (019) 520 211

Opening hours: Mon–Fri 8.00–16.00

#### Vierumäki

HEINOLAN TERVEYSKESKUS (Heinola Health Station)

Address: Torikatu 13, Heinola

Appointments (24 hrs): Tel. (03) 7152 205

#### 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.

### 2. 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 an 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:

[Diacor Medical Centers](#)<sup>24</sup>

[Mehiläinen Clinics and Dentists](#)<sup>25</sup>

[City Dental Clinic](#)<sup>26</sup>

#### Nursing Services

Students in need of medical care or advice can call the public health care officials Telephone Health Service number (09) 10023, which is open 24 hours every day of the year. The service is run by professional nurses with long experience in health care. The service costs the price of a normal telephone call and is available also in English.

## Mental Health Care

### NYTYI ry

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.

#### Nyyti Help Line

Tel. (0)1080-6656 (weekdays 10.00–11.00)  
[www.nyyti.fi/toimisto/in\\_english.htm](http://www.nyyti.fi/toimisto/in_english.htm).

#### The SOS Center<sup>27</sup>

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.

#### Appointment hours:

Mon–Fri 9.00–15.00  
Tel. (09) 41350 501  
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 Outpatient Department](#)<sup>28</sup>. The department is open from Monday to Friday between 8.00 - 16.00.

#### In an emergency,

students should contact the Aurora Hospital:  
AURORA HOSPITAL (Aurooran sairaala)  
Address: Nordenskiöldinkatu 20, building 14, Helsinki  
Tel. (09) 310 65721

## 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 checks 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](#)<sup>29</sup> offers help to problems related to narcotics.

Address: Toinen linja 4 A, 00530 Helsinki  
Tel. 09 3104 011 / switchboard  
Office hours: Mon - Fri 8.15–16.00  
E-mail: [sosiaalivirasto \(at\) hel.fi](mailto:sosiaalivirasto@hel.fi)

### Drug Ambulance

The Drug Ambulance helps with problems related to narcotics.  
Address: Viherniemenkatu 5, 00530 Helsinki  
Tel. 09-2787727  
Office hours: Mon–Sun 18.00–24.00  
E-mail: [huumeambulanssi \(at\) huumeambulanssi.fi](mailto:huumeambulanssi@huumeambulanssi.fi)

### Recovery station (Selviämishoitoasema)

Offers short time help for problems related to narcotics.  
Open 24h/day.

Patients are asked to contact the station,  
tel. 09-310 80095, before treatment.  
Address: Töölön kisahalli, Paavo Nurmen kuja 1, Helsinki

## 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](#)<sup>30</sup>.

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

### Helsinki

has 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 two pharmacies at Piispankatu which have long opening hours:  
Weekdays: 8.00–21.00  
Saturdays: 8.00–20.00, Sundays: 10.00–18.00

## 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. Pick pocketing 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 travellers insurance from your home country prior to your departure in case your luggage or other property gets stolen.

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## ACCOMMODATION

### 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.
- Systems develop for 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.

## 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



## Change of Address Notification

If you move to a different apartment, you should submit a change of address notification in order to have your mail delivered to the correct address. Forms are available at post offices and Local Register Offices. For more information, please visit [www.posti.fi/changeaddress/](http://www.posti.fi/changeaddress/)

## 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.

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## COMMUNICATION

### 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-kioski around the city, for example at the railway station. The following pre-paid cards are available in Finland at the moment: [DNA prepaid](#)<sup>31</sup>, [DNA Arvo](#)<sup>32</sup>, [Sonera Easy](#)<sup>33</sup>, [GoMobile](#)<sup>34</sup> and Saunalahti Prepaid.

### 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.

### Post Offices

#### Main post offices

HELSINKI Main Post Office  
Address: Elielinaukio 2F  
Phone: 0200 71000  
Open: Mon–Fri, 7.00–21.00, Sat–Sun, 10.00–18.00

PORVOO  
Address: Mannerheiminkatu 13  
Phone: 0200 71000  
Open: Mon–Fri, 9.00–20.00

Local post offices can be found via the [online post office search service](#)<sup>35</sup>.

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

### 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](http://www.digitv.fi).

Please note that you are also required to buy a TV licence. The fee is € 224.30 per year and it can be paid in 1, 3, 6 or 12 instalments. Please note that apartments can be checked for a TV licence. Households without a TV licence will get a penalty fee, if checked. For more information, please visit [www.tv-maksu.fi](http://www.tv-maksu.fi).



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	91.1 MHz	91.1 MHz	101.5 MHz
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
The Voice	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.

## COSTS, MONEY AND BANKING

### 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.

### 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.

### 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](#)<sup>36</sup>, [Sampo Pankki](#)<sup>37</sup>, [OP-Pohjola](#)<sup>38</sup> and [Aktia](#)<sup>39</sup>.

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

### 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.

### 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 (some smaller grocery stores can be open until later). 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.

## 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, WTC Building (Kaivokatu entrance)  
U.S. and U.K imports and others.

## Second hand shops and flea markets

- **UFF**  
[www.uff.fi/](http://www.uff.fi/)  
Fredrikinkatu 36  
Hämeentie 4  
Iso Roobertinkatu 4-6  
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)  
[www.pelastusarmeija.fi](http://www.pelastusarmeija.fi)  
  
HELSINKI  
Koulutanhua 6  
Malminraitti 1  
Mannerheimintie 90  
Pääskylänrinne 3  
  
VANTAA  
Horsmakuja 8  
Liesikuja 1
- Recycling Centre (Kierrätyskeskus)  
Clothes, furniture and other stuff  
[www.kierratyskeskus.fi](http://www.kierratyskeskus.fi)  
Kyläsaarenkatu 8  
Lönnrotinkatu 45  
Matinpurontie 8 (Espoo)  
Horsmakuja 6 (Vantaa)

The [ESN-HELGA website for exchange students](#)<sup>40</sup> also provides information about various shops in Finland.

## PUBLIC HOLIDAYS

HOLIDAY	IN FINNISH	2010	2011
New Year's Day	Uudenvuodenpäivä	Fri 1.1	Sat 1.1
Epiphany	Loppianen	Wed 6.1	Thu 6.1
Good Friday	Pitkäperjantai	Fri 2.4	Fri 22.4
Easter Day	Pääsiäispäivä	Sun 4.4	Sun 24.4
Easter Monday		Mon 5.4	Mon 25.4
May Day	Vappuaatto	Sat 1.5	Sun 1.5
Ascension Day	Helatorstai	Thu 13.5	Thu 2.6
Whitsunday	Helluntai	Sun 23.5	Sun 12.6
Midsummer Eve (partly a holiday)	Juhannusaatto	Fri 25.6	Fri 24.6
Midsummer	Juhannuspäivä	Sat 26.6	Sat 25.6
All Saints	Pyhäinpäivä	Sat 6.11	Sat 5.11
Independence Day	Itsenäisyyspäivä	Mon 6.12	Tue 6.12
Christmas Eve (partly)	Jouluaatto	Fri 24.12	Sat 24.12
Christmas Day	Joulupäivä	Sat 25.12	Sun 25.12
Boxing Day	Tapaninpäivä	Sun 26.12	Mon 26.12

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## 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.

## 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 22 percent, with a rate of 17 percent for food and animal feed and 8 percent for transport.

## 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.

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## TRANSPORTATION

### 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](#)<sup>41</sup>.

**Long-distance trains** are operated by a state-owned enterprise, VR<sup>42</sup>. You can reserve and buy tickets from central railway stations or at VR's [website](#)<sup>43</sup>.

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.

### Public Transportation in the Helsinki Region

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)**.

The Helsinki region has a very efficient public transport system, which is run by the [Helsinki Region Transport Authorities \(HSL\)](#)<sup>44</sup>. There are five different forms of public transport: buses, local trains, trams, metro and the ferry to the island of Suomenlinna. The travel card allows the card holder to travel on all forms of public transport within the city of Helsinki.

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 and Friday 7.30–17.00. 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 [www.hsl.fi](http://www.hsl.fi).

Students who are studying full-time are entitled to buy a personal student Travel Card with a 50 percent discount on standard fares.

For more information on the discount, please see chapter 7. A Travel Card costs € 9, 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 with the student discount is approximately € 22, and in the whole Helsinki region zone € 45. The Travel Card must be updated at the beginning of each academic year at a HSL service point.

The best way to plan local travelling in Helsinki and the capital area is to use the online [Journey planner](#)<sup>45</sup>, 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.

### Public Transportation in Porvoo

For more information on local transportation in Porvoo, please visit [www.porvoonliikenne.fi](http://www.porvoonliikenne.fi).

### 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.

The city of Helsinki and the city of Porvoo also offer City bikes. You can get a City bike from one of the 26 City bike stands around the city centre of Helsinki and from three stands around Porvoo. The deposit for a City bike is € 2. The City bike should be used only inside the area shown on the map.

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.

### 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:

Pohjoinen Makasiinikatu 9

Tel. (09) 310 39000, Fax (09) 310 39001, rakennusvirasto@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: Rauhankatu 20, 06100 Porvoo

Tel. (019) 520 2240 , Fax. (019) 520 2239

Opening hours: Mon–Fri 12.00–15.00

E-mail: [pysakoinnivalvonta\(at\)porvoo.fi](mailto:pysakoinnivalvonta(at)porvoo.fi)

## HOW TO REACH THE HAAGA-HELIA CAMPUSES

### Helsinki: Haaga campus

Address: Pajuniityntie 11, 00320 Helsinki

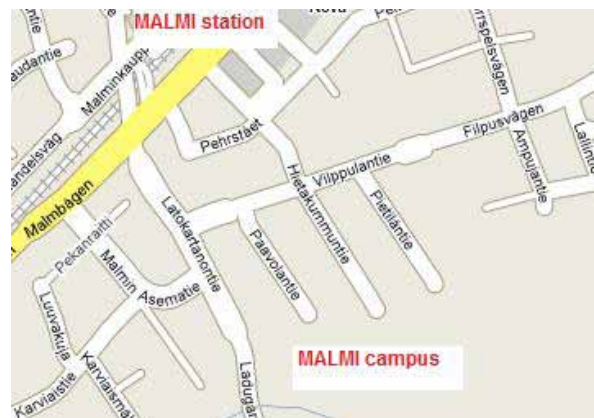
The Haaga campus is located 8 kilometres from the centre of Helsinki, and can be reached by buses number 40, 42, 43, 43B, 46 and 63, or by trains S, U, A, E, L and M to the Huopalahti station. From the city centre, the easiest way to come to the HAAGA campus is by bus number 63. From Pasila it is easiest 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 Latokartanon tie 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 Latokartanon tie.



### Helsinki: Pasila campus

Address: Ratapihantie 13, 00520 Helsinki

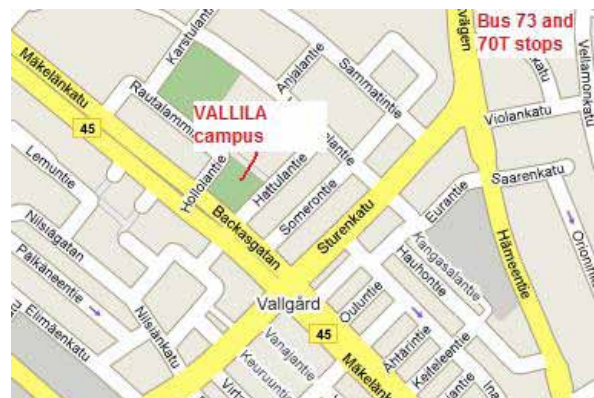
The Pasila campus is located 3 kilometres from the centre of Helsinki and it can be reached by train. Every local train stops at the Pasila station. Local trains are marked with a letter: M, E, S, U, L, I, K, N. The Pasila campus is located 300 meters from the Pasila station and the building can be seen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



### Helsinki: Vallila campus

Address: Hattulantie 1, 00550 Helsinki

The Vallila campus is located 4 kilometres from the centre of Helsinki and it can be reached by various busses, such as 62, 64, 65A, 66A, 67 and 72 and tram 7B. The busses and trams stop right in front of the campus. From the Pasila campus it is easiest to reach Vallila by tram 7A. From Malmi it is easiest to arrive by busses 70T or 73, which stop at Hämeentie (please see the map below).



## 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](#)<sup>46</sup>.

### Porvoo: POMO campus

Aleksanterinkatu 20, 06100 Porvoo



### Porvoo: POINT campus

Opistokuja 1, 06100 Porvoo



## 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](#)<sup>47</sup>. 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 – Vallila (30 min)  
Busses 73 and 70T
- Malmi – Pasila (25 min)  
Trains K, I, N
- Pasila – Vallila (10 min)  
Tram 7A from Pasila to Vallila, Tram 7B from Vallila to Pasila
- Pasila – Haaga (25 min)  
Trains A, S, M, E
- Malmi – Haaga (45 min)  
Train connection Malmi – Pasila – Haaga



## 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 southwestern 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.

For more information, please see [pictures and detailed instructions of suitable outdoor winter clothing in Finland](#)<sup>48</sup>

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.



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## WORKING IN FINLAND

### 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.

### How to Search for Work

HAAGA-HELIA student's Extranet offers plenty of information on working in Finland. Please see Extranet -> Career services.

### 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](http://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.



## 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](#)<sup>49</sup>

Tax enquiry telephone number (in English): 020 697 050  
Mon–Fri, 9.00–15.00

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

HELSINKI TAX OFFICE (Helsingin Verotoimisto)  
Address: Vuorikatu 14, 00100 Helsinki  
Office hours: Mon–Fri 9.00–16.15

PORVOO TAX OFFICE (Itä-Uudenmaan verotoimisto)  
Address: Tulliportinkatu 1, PL 94, 06101 Porvoo  
Tel. (09) 7311 20  
Office hours: Mon 9.00–18.00, Tue–Fri 9.00–15.00

HEINOLA TAX OFFICE (Päijät-Hämeen verotoimisto)  
Address: Rauhankatu 3 A, 18100 Heinola  
Office hours: Mon–Fri 9.00–15.00

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## 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](#)<sup>50</sup>
- [Places of worship](#)<sup>51</sup>

## 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](#)<sup>52</sup>
- [Finland Festivals](#)<sup>53</sup>
- [SixDegrees, a magazine for foreigners living in Finland](#)<sup>54</sup>
- [Restaurants in Finland](#)<sup>55</sup> (Helsinki, Vantaa, Espoo, Porvoo, Turku, Tampere and Kuopio)
- [FinnGuide](#)<sup>56</sup>
- [FinlandLive.Info](#)<sup>57</sup>

### 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](#)<sup>58</sup>
- [Helsinki City libraries](#)<sup>59</sup>
- [Museums and exhibitions](#)<sup>60</sup>
- [Movies](#)<sup>61</sup> and theatre
- [Dance Performances](#)<sup>62</sup>
- Tickets to concerts, sports events and theatre: [Lippupalvelu](#)<sup>63</sup>, [Lippu.fi](#)<sup>64</sup> and [Tiketti](#)<sup>65</sup>
- [Helsinki City Tourist Office](#)<sup>66</sup>
- [Caisa](#)<sup>67</sup>, international cultural centre
- [Calendar of nightlife in the biggest cities](#)<sup>68</sup>
- [We Are Helsinki](#)<sup>69</sup>, magazine presenting restaurants, shops and nightlife of Helsinki. Articles in Finnish and English

### Porvoo

Porvoo Tourist Office provides information on [culture](#)<sup>70</sup>, [outdoor activities](#)<sup>71</sup> and [restaurants, cafes and bars](#)<sup>72</sup> in Porvoo.

### 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.

## Student Organisation Activities

### HELGA

Twice a year the Student Union organizes the greatest event for the new students: The Freshmen Party. The point of the event is to get to know people and have lots of fun. HELGA's main goal is to organize communally important events and it has its first annual gala coming in late November. HELGA also arranges the traditional HELGA Cup every spring. For more information, please see [www.helga.fi](http://www.helga.fi).

### ESN-HELGA

ESN-HELGA organises various free time activities and events especially for [exchange students](#), such as "get to know" weekends, trips to Lapland, St Petersburg and Stockholm, as well as bowling, ice-hockey, parties, and Finnish cooking. For more information on ESN-HELGA's activities, please visit ESN-HELGA's website [www.esn-helga.com](http://www.esn-helga.com). The HELGA office is located in the basement (K1) of the Pasila campus.

### The International Degree Student Group

The international degree student group IDS organizes events and activities for international degree students. All degree students are welcome to participate in its events. The group just started its work in autumn 2009, so now is a great opportunity for new students to join. The group is mainly focusing on non-alcoholic events. The main thing is that the group enforces common activities between international degree students, exchange students and domestic degree students. They can get together and play games and sports, cook, go to the theatre, opera or do whatever you can imagine. More information about the group is available on HELGA's website.

### Other Activities

The student associations organize parties with different kind of themes as well as sports activities. For example at the Pasila campus, the HSOY association organizes a floor ball match weekly. The associations are based on voluntary action and all the active people involved are students. The associations are always open for new ideas for events and of course new active people are needed. In many cases the working language is Finnish, but it is not an obstacle to participation, as English can be used as well. There are plenty of opportunities to be active and the easiest thing is to take part in the events!

# CHECK LIST

## ■ DEGREE STUDENTS

### Before arrival

- Submit the confirmation form, the personal data form and the copies of your secondary school certificates 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 well in advance. Remember to obtain appropriate health insurance and attach details of it to your residence permit application. Further information: [Finnish Immigration Service](#)<sup>73</sup>.
- 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 Population Registry 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.

## ■ EXCHANGE STUDENTS

### Before arrival

- Fill in the HAAGA-HELIA online application and mail a signed copy to HAAGA-HELIA International Services.
- Apply for accommodation as soon as possible. Students are offered accommodation on a first come first served basis.
- If you come from **outside the EU or EEA**, apply for a residence permit well in advance. Remember to obtain appropriate health insurance and attach details of it to your residence permit application. Further information: [Finnish Immigration Service](#)<sup>74</sup>.
- Confirm the accommodation offer and make the deposit payment **by the given deadline**.
- If you wish to use the pick-up service, fill in the arrival form by the given deadline.
- Enrol for courses through the WinhaWille course registration system.
- After course registration, fill in a learning agreement, get it signed by the study counsellor of your home institute and bring it with you to Finland.
- Write down the mobile phone number of your tutor and take it with you. Call him if your travel plans change at the last minute or if you do not find each other.
- 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.
- If you come from a country outside the EU/EEA, obtain private medical insurance.
- Bring with you some warm, rain and wind proof outdoor clothing as well as some lighter clothing for warmer seasons.

### Your first days in Finland

- Upon your arrival, you will receive an info package containing all the important forms, documents and your apartment keys. Keep the info package with you during the first days.
- Participate in the orientation programme and meet the staff of International Services.
- **Only Helsinki:** Apply for a travel card at the HSL Public Transport Office.
- **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 three months and you are not a citizen of a Nordic country).

### Before leaving Finland

- **Only Porvoo students:** Give notice on your tenancy agreement one month before your departure if you do not have a termination date on upon signing it.
- Clean and empty your room and common areas, and also the storage and balcony, of your personal belongings before moving out.
- Return all the library books you have borrowed.
- Make sure that your rent and other bills are paid.
- Close your bank account if you have one.
- **Students living at HOAS apartments:** Return your apartment keys on the final day of your tenancy agreement (if the last day of the month is a public holiday or weekend, the moving day is the next working day) to the housing office.
- Fill in the HAAGA-HELIA exchange student feedback form, which will be sent to you by e-mail.
- If you need a signature to some documents and/or a certificate with the exact dates of your arrival and departure, please stop by at International Services personally to get it.

# USEFUL LINKS

## BANKS

Nordea [www.nordea.fi/](http://www.nordea.fi/)  
Sampo pankki [www.sampopankki.fi/](http://www.sampopankki.fi/)  
Pohjola [www.pohjola.fi/](http://www.pohjola.fi/)  
Aktia [www.aktia.fi/](http://www.aktia.fi/)  
Osuuspankki [www.op.fi](http://www.op.fi)

## COMMUNICATION

### Dna

[www.dna.fi/en/privatecustomers/mobilecommunication/Subscriptions/Sivut/dnaPrepaid.aspx](http://www.dna.fi/en/privatecustomers/mobilecommunication/Subscriptions/Sivut/dnaPrepaid.aspx)

### Sonera

[www.sonera.fi/en/Easy+Prepaid/](http://www.sonera.fi/en/Easy+Prepaid/)

### Post Offices

[www.posti.fi/english/thepostservices/postofficesearch/index.html](http://www.posti.fi/english/thepostservices/postofficesearch/index.html)

## HAAGA-HELIA

### Campuses

#### Haaga

[www.haaga-helia.fi/en/haaga-helia/contact-information/haaga](http://www.haaga-helia.fi/en/haaga-helia/contact-information/haaga)

#### Malmi

[www.haaga-helia.fi/en/haaga-helia/contact-information/malmi](http://www.haaga-helia.fi/en/haaga-helia/contact-information/malmi)

#### Pasila

[www.haaga-helia.fi/en/haaga-helia/contact-information/pasila](http://www.haaga-helia.fi/en/haaga-helia/contact-information/pasila)

#### Porvoo Point

[www.haaga-helia.fi/en/haaga-helia/contact-information/porvoo-point](http://www.haaga-helia.fi/en/haaga-helia/contact-information/porvoo-point)

#### Porvoo Pomo

[www.haaga-helia.fi/en/haaga-helia/contact-information/porvoo-pomo](http://www.haaga-helia.fi/en/haaga-helia/contact-information/porvoo-pomo)

#### Vallila

[www.haaga-helia.fi/en/haaga-helia/contact-information/vallila](http://www.haaga-helia.fi/en/haaga-helia/contact-information/vallila)

#### Vierumäki

[www.haaga-helia.fi/en/haaga-helia/contact-information/vierumaki](http://www.haaga-helia.fi/en/haaga-helia/contact-information/vierumaki)

### International Services

[www.haaga-helia.fi/international](http://www.haaga-helia.fi/international)

### Student Affairs Office

[www.haaga-helia.fi/en/studies/student-affairs-offices](http://www.haaga-helia.fi/en/studies/student-affairs-offices)

### Student's Extranet

<https://extra.haaga-helia.fi/english/>

### Website

[www.haaga-helia.fi](http://www.haaga-helia.fi)

## HEALTH CARE

### Diacor

[http://eng.diacor.fi/index.php?option=com\\_content&task=view&id=12&Itemid=41](http://eng.diacor.fi/index.php?option=com_content&task=view&id=12&Itemid=41)

### The City Dental Clinic

[www.cityhammas.com/en/node/1](http://www.cityhammas.com/en/node/1)

### Helsinki City Psychiatric Services

[www.hel2.fi/terveyskeskus/english/contact/psychiatric/index.html](http://www.hel2.fi/terveyskeskus/english/contact/psychiatric/index.html)

### Helsinki City Social Services Department

[www.hel2.fi/social\\_service\\_department/](http://www.hel2.fi/social_service_department/)

### Helsinki Health Centre

[www.hel2.fi/terveyskeskus/english/index.html](http://www.hel2.fi/terveyskeskus/english/index.html)

### Mehiläinen

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

### SOS Centre (mental health)

[www.mielenterveysseura.fi/sos-keskus/sos\\_en.asp](http://www.mielenterveysseura.fi/sos-keskus/sos_en.asp)

## FINNISH IMMIGRATION SERVICES

[www.migri.fi/netcomm/content.asp?path=8,2474](http://www.migri.fi/netcomm/content.asp?path=8,2474)

## FINLAND

### Brochures

[www.visitfinland.com/w5/index.nsf/\(pages\)/Brochures](http://www.visitfinland.com/w5/index.nsf/(pages)/Brochures)

### Finland

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

### Finnish Tourist Board

[www.mek.fi/w5/meken/index.nsf/\(Pages\)/Index](http://www.mek.fi/w5/meken/index.nsf/(Pages)/Index)

### Infobank

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

### Virtual Finland

<http://virtualfinland.fi/en.html>

### Visit Finland

[www.visitfinland.com/](http://www.visitfinland.com/)

### Why Finland

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

## FINNISH LANGUAGE COURSES

Finnish language courses  
in the Helsinki Metropolitan Area  
[www.selma-net.fi/temporary/file.asp/data\\_id=1261/S2en2008.pdf](http://www.selma-net.fi/temporary/file.asp/data_id=1261/S2en2008.pdf)

## NEWSPAPERS

Helsingin sanomat (the main Finnish newspaper)  
[www.hs.fi](http://www.hs.fi)

## HELSINKI

The City of Helsinki  
[www.hel.fi/english](http://www.hel.fi/english)

Helsinki City Tourist Office  
[www.hel.fi/tourism/](http://www.hel.fi/tourism/)

Helsinki Business Hub  
[www.helsinki.businesshub.fi/](http://www.helsinki.businesshub.fi/)

## LEISURE ACTIVITIES

Helsinki  
[www.hel2.fi/tourism/EN/matko.asp](http://www.hel2.fi/tourism/EN/matko.asp)

Art Exhibitions  
[www.helsinki.fi/en/index/taidejakulttuuri/nayttelyt.html](http://www.helsinki.fi/en/index/taidejakulttuuri/nayttelyt.html)

Bikes  
[www.hkl.fi](http://www.hkl.fi) -> In English -> Services -> City bikes in Helsinki

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

Dance  
[www.helsinki.fi/en/index/taidejakulttuuri/tanssi.html](http://www.helsinki.fi/en/index/taidejakulttuuri/tanssi.html)

International Culture Centre Caisa  
[www.caisa.fi/](http://www.caisa.fi/)

Movies  
<http://www.helsinki.fi/en/index/taidejakulttuuri.html>

Theatre  
<http://www.helsinki.fi/en/index/taidejakulttuuri.html>

Tickets  
[www.lippupalvelu.fi/html/home.html?!=EN](http://www.lippupalvelu.fi/html/home.html?!=EN)  
[www.lippu.fi/PublishedService?theme=3](http://www.lippu.fi/PublishedService?theme=3)  
[www.tiketti.fi/?lang=en](http://www.tiketti.fi/?lang=en)

## Porvoo

Activities  
[http://tourism.porvoo.fi/en/activities\\_experience](http://tourism.porvoo.fi/en/activities_experience)

Bikes  
<http://matkailu.porvoo.fi/> -> In English -> Activities and Experience -> Porvoo on bike **City bikes in Porvoo**

Porvoo Tourist Office  
<http://tourism.porvoo.fi/en>

Restaurants, cafes, nightclubs  
[http://tourism.porvoo.fi/en/restaurants\\_cafes/nightclubs\\_dancing](http://tourism.porvoo.fi/en/restaurants_cafes/nightclubs_dancing)

Sights  
[http://tourism.porvoo.fi/en/sights\\_places\\_to\\_visit](http://tourism.porvoo.fi/en/sights_places_to_visit)

## TRANSPORTATION

Long distance trains  
[www.vr.fi](http://www.vr.fi)

VR student card form  
[www.vr.fi/eng/pdf/yleinen/opiskelijakortti\\_en.pdf](http://www.vr.fi/eng/pdf/yleinen/opiskelijakortti_en.pdf)

VR Timetable, prices, tickets  
<http://service.vr.fi/ticket/index.jsp?setLanguage=ENG>

Long distance buses  
[www.matkahuolto.fi/en/](http://www.matkahuolto.fi/en/)

## WORKING

HAAGA-HELIA's career services  
[www.haaga-helia.fi](http://www.haaga-helia.fi) -> Extranet -> Career Services

Job site for students  
of Finnish universities of applied sciences  
[www.jobstep.net](http://www.jobstep.net)

Job site for university graduates  
[www.aarresaari.net/english](http://www.aarresaari.net/english)

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## FOOTNOTES

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