

## 2. IMPLEMENTATION OF THE FUNDAMENTAL PRINCIPLES

### 2.1 Implementation of the new principles

Please explain the measures taken in your institution to respect the principles of non-discrimination, transparency and inclusion of students and staff. Describe how your institution ensures full and equitable access to participants from all backgrounds, paying particular attention to the inclusion of those with fewer opportunities.

Haaga-Helia implements a policy for equality in its operations. The policy for equality has its roots in and is guided by Haaga-Helia's value base and ethical principles. We strive to carry out all tasks paying attention to equality, especially in our operations such as: student selection, organization of the studies, interaction between students and staff as well as students among themselves, assessment, recruitment, salaries, and the rights and responsibilities of students and staff. Haaga-Helia is committed to promote equality and inclusion. Discrimination in all forms is prohibited. The current state of equality in Haaga-Helia is reviewed on a yearly basis, and actions are taken when necessary.

Haaga-Helia makes sure that exchange opportunities are equally open for all students regardless of whether they are part-time or full-time student. We offer service hours and organize info sessions for the part-time students in the evenings. Outgoing exchange students are selected transparently according to criteria, which is available on the students' intranet. Haaga-Helia also documents the application and selections very carefully and archives the relevant documents.

Haaga-Helia communicates about outgoing exchange opportunities for students and staff on Haaga-Helia public website, Facebook pages, student intranets and staff intranet. All information is provided in English, so that also the international students and staff can understand. Information on additional grants for students with special needs and students who have children is clearly communicated to students in info sessions and students' intranet.

Haaga-Helia incoming students are asked to let us know if they have any special needs or disabilities already when they apply. This way we can help them to choose the most suitable campus, as well as give recommendations for accommodation and transportation. Haaga-Helia's well-being services, such as health care services, student psychologist, psychiatric nurse and special needs teachers' services are available for all students. Special arrangements can be made for disabled students, students with dyslexia, or other related learning difficulties in order to help them with their studies. These arrangements are planned in cooperation with special needs teachers.

We pay attention to the accessibility on our campuses and services. For example, Haaga-Helia libraries works together with Celia, the center for accessible literature and publishing in Finland to offer literature in accessible formats, such as talking books and braille books. We also look forward to the possible virtual and blended mobility opportunities in the new Erasmus programme, which may enable also students, who will otherwise not be able to participate in long-term mobility.

The needs of physically disabled persons are considered in Haaga-Helia facilities. It is possible to drive in front of the main entrance of each campus. All campuses have elevators to each floor, and accessible washrooms. Pasila and Porvoo campuses have automatically opening doors in main locations. Housing for incoming students with special needs is available, many of HOAS' (The Foundation for Student Housing in the Helsinki Region) newest properties are built accessible.

We are currently updating our information and developing a chart of how we provide the best possible service for students with disabilities. We aim for increase the number of students with fewer opportunities to also go on exchanges, and together with our Erasmus partner universities, we are participating in a project MOB4ALL, which is planned to develop the mobility opportunities inclusively for all. Another example of our work for inclusion, is the European University Diploma in Adapted Physical Activity, EUDAPA programme offered on our sports campus Vierumäki. EUDAPA students are learning and creating adapted physical activities in inclusive settings, e.g. adapted artistic gymnastics, adapted skiing, social inclusion, physical activities for people using a wheelchair.

Teachers' and staff's exchange opportunities are also equally available for all staff. Information about the open places is freely available for everyone on the staff intranet. The administration of Erasmus grants is taken care of centrally by International Services, so we can make sure each faculty and campus have equal opportunities.

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Haaga-Helia pays special attention to students with immigrant background. Our goal is to help them to smoothly integrate in Haaga-Helia student life and the Finnish working life. We offer support via cultural and language learning while they are already studying at Haaga-Helia, but we also reach for them already when they are applying for Haaga-Helia, to make sure they have access to higher education. For example, we work together with Business College Helsinki, a vocational college with a project "Growing roots in Finland", when we support the students to go forward on their educational path.

Please explain what measures your institution will put in place to implement the European Student Card Initiative, and promote the use of the programme's Erasmus+ mobile App to students. Please refer to the timeline indicated on the European Student Card Initiative website<sup>2</sup>.

Haaga-Helia has participated into the Erasmus Without Papers (EWP) task force since autumn 2018. We are very committed to and excited about the digitalization of the Erasmus programme and the European Student Card initiative.

We administer our international mobilities and partnerships with MoveON solution offered by QS Unisolution. We are going to be connected to the EWP via MoveON. During the development phase of the software, we are closely monitoring the development in active dialogue with MoveON staff and participating in the training webinars as they are offered. Furthermore, Haaga-Helia and other MoveON-user universities in Finland have formed a peer-support group for discussing the best ways to use the software and sharing the best practices and helping each other in trouble shooting. The release of a new version of MoveON, including the EWP functionalities, is expected in June 2020. Haaga-Helia is prepared to take the new functionalities into use as soon as they will be released.

In 2020, Haaga-Helia is already using the Inter-Institutional Agreement (IIA) Manager. We shall renew our Erasmus+ agreements using the Erasmus+ Dashboard or via API in MoveON, when available. All our outgoing Erasmus+ students now use the online learning agreement (OLA). We inform our students and promote and encourage them to use OLA and Erasmus+ App via email and on the Moodle platform we are using for supporting the students with their exchange planning and practicalities. The incoming exchange student are also encouraged to send their Learning Agreement through the OLA platform or by using the Erasmus+ app.

In Haaga-Helia, International Services team members are the main users of the new online tools. We have assigned main users who regularly participate in the virtual training sessions offered by different stakeholders. They, in turn, take care of training the other relevant Haaga-Helia colleagues for using them. A training plan has been established, and the trainings for OLA and IIA have taken place during this spring, and more trainings are scheduled for autumn 2020, for training relevant study advisors for OLA. We are preparing ourselves also for sending and receiving the online nominations and acceptances by 2022 and exchanging the transcript of records by 2023. The central organization ensures smooth and effective implementation of the tools.

Please explain how your institutions will implement and promote environmentally friendly practices in the context of the Erasmus+ programme.

Haaga-Helia's goal is to be carbon neutral by the year 2035. Currently we are carefully calculating the carbon footprint we produce, in order to be able to reach our goal. Furthermore, Haaga-Helia Haaga Campus has specialized in hospitality management education for 50 years, and for celebrating the 50-year anniversary, we started cooperation with John Nurminen foundation, for raising funding and helping to protect the Baltic Sea. The Green Office environmental management system has been in use on our campuses already for a long time.

Promoting environmentally friendly practices has been on International Services' agenda, too. We believe that by going paperless in the Erasmus process and participating the EWP practices is one way to support sustainability. The covid-19 pandemic has encouraged us to plan virtual mobility options for our students and staff. We look forward to receiving more information about the new Erasmus programme's support for blended mobility. In fall 2020, we are going to pilot virtual modules and exchanges with some of our partner universities, and we hope to have a full virtual exchange option

<sup>2</sup> [https://ec.europa.eu/education/education-in-the-eu/european-student-card-initiative\\_en](https://ec.europa.eu/education/education-in-the-eu/european-student-card-initiative_en)

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available in 2021. Virtual student and staff mobility is one way to support internationalization at home possibilities. Internationalization at home should be developed so that more students and staff can have international experience without contributing to the emission from travels, which will reduce a great amount of carbon footprint.

Haaga-Helia recommends for the incoming and outgoing exchange students to use environmentally friendly transportation options whenever possible. We do encourage our students and staff to travel to their exchange destination by train if possible. Naturally we have to take into account, that often flying is the only option from Finland, because of the geographic location of our country. Nevertheless, the students are advised not to take many cheap flights at the destination, and they are informed about the possibility to compensate their flights. Our Porvoo Campus offers bicycles to the students' use, and city bikes are available in Helsinki. Incoming students can also get a 50 % discount for public transportation. During the orientation, we advise the students to the Finnish recycling procedures. Full recycling is made possible on all campuses and all student housing.

Please explain how you will promote civic engagement and active citizenship amongst your outgoing and incoming students before, after and during mobility.

Haaga-Helia promotes exchange opportunities, active participation and integration in many ways. International Services arranges Haaga-Helia international day where incoming exchange students and students who consider on going for exchange can meet, and where degree students who have been on exchange can share their experience. The earlier exchange students share their experiences also in Haaga-Helias Mobility Portal which students considering to go use to explore all the Haaga-Helia partner schools and read the experiences of the earlier exchange students before making the decision on going for exchange. Many of the exchange students take part in "tandem-learning" language courses, helping the Finnish students to pick up the exchange student's local language and the exchange student to learn Finnish. The exchange students are encouraged to share their experience through Instagram hashtags and other social media. The exchange students have also produced videos for Haaga-Helia to share in social media.

Community engagement is actively encouraged in Haaga-Helia. We cooperate with the local church, which helps Haaga-Helia to offer the services of a university chaplain to our students and staff as part of our well-being services. The university chaplain offers discussion service for members of all religions, and she is very active in researching communality and inclusion. Haaga-Helia also cooperates with local vocational colleges, e.g. Helsinki Business College, with supporting their students with immigrant background in making their way ahead in their educational path and getting admitted in Haaga-Helia.

Many of our outgoing students complete a free elective course called Intercultural Training, which guides the students and enhances their intercultural learning before, during and after the exchange. The students who complete this course, are required to engage in different activities on their destination, e.g. extra-curricular activities, charity events or similar in order to benefit the community in their destination.

Our incoming exchange students actively take part in course related projects for Finnish companies, sharing their international experience with local businesses. The degree students together with exchange students frequently arrange and participate in activities and take part in research e.g. in order to learn more about an international customer base. Many of these projects also include local business in the field. Every year, the incoming student are also invited to take part in the Erasmus in Schools program. Participating has been quite popular among our incoming students.

The exchange tutor (ESN Helga) network is very active arranging lots of events and activities for the exchange student as well as inviting them to the regular student activities making them part of the local student union. The local ESN section ESN Helga organises many events also in cooperation with other ESN student unions in other universities. ESN Helga and other student organisations are invited to the orientation at the beginning of each semester to tell about their activities to exchange students.

## 2.2 When participating in Mobility Activities - After mobility

Please demonstrate your commitment to implement full automatic recognition in your Higher Education Institution.

Please describe the concrete steps you will take to ensure the full automatic recognition of all credits gained for learning outcomes achieved during a mobility period abroad/ a blended

mobility, according to the Council Recommendation on Automatic Mutual Recognition<sup>3</sup>.

Haaga-Helia is very committed to recognizing the credits our students complete while on exchange. This kind of fully automatic recognition has been in place at Haaga-Helia for many years, and it will also be implemented when the blended mobilities will be possible. In 2018 according to the EU-survey 80 % of our students gained full recognition from their sending institution of their study period abroad. Haaga-Helia has internal deadlines for the credit transfers. It is advised that the credit transfers should be done as soon as possible, but no later than within three months after the mobility has ended, providing that the student has received their Transcript of Records.

Outgoing students are required to complete 30 credits per semester, also during exchange. 100 % of learning agreements (LA) are signed at Haaga-Helia before the exchange. We are striving for getting all the host universities to sign the LAs also before the mobility, but in the 2018 EU survey, 67 % of our students informed that their LAs were signed by three parties before the mobility. The studies are individually planned with each student, and specific LA workshops are arranged to support the students in their study planning. Most of the study programmes have mobility windows, which makes the credit transfer much easier. Students receive study advising service also during the exchange, and students are advised to inform the course changes immediately to their international coordinator. At Haaga-Helia, study advising, and credit transfer is the responsibility of international coordinators. This is a very customer friendly approach, since the students can receive all service from the same person.

Haaga-Helia offers electronically signed, official Transcript of Records that the incoming students can download themselves to speed up their recognition process. If needed students can also ask for a signed paper copy from the International Services. Haaga-Helia would prefer that Erasmus partners would "trust" and accept our self-downloaded Transcript of Records as an official document, which will increase efficiency and make credit transfer process smoother for students. Incoming students receive their transcripts in due course. Teachers have three weeks to complete the assessment after the course ends. Therefore, three weeks after the semester we can issue the transcripts for the students.

Please describe your institution's measures to support, promote and recognise staff mobility:

Information about international teacher and staff exchange opportunities is available for all Haaga-Helia staff members on our intranet. The opportunities are promoted by publishing testimonial videos of staff who already completed a successful exchange. Staff weeks organized by partners universities are always promoted on Haaga-Helia intranet's front page to make it more visible and engaging for the staff members and teachers.

Outgoing teachers and staff members start planning on the exchange during the personnel development discussions. All exchanges are planned together with the applicants' supervisor. This way we can make sure that the objectives of the exchanges are in line with Haaga-Helia's strategic goals. International Services supports outgoing staff and teachers by giving information about the application process and travel arrangements on the staff intranet. The intranet site includes instructions for both the supervisors and the staff members. International Services sends also email reminders to staff members going to exchange. For any question staff members or teachers may have, staff exchange service email answers any questions and helps teachers and staff members with applications and exchange process.

After the mobility, the teachers and staff members give feedback on their experience via EU survey. They also are encouraged to share their experiences in their team's staff meetings and write blogs and share photos and videos in social media.

The importance of staff mobility is recognized by Haaga-Helia management for example by granting each teacher 20 hours as resource for planning and completing the exchange. Staff members will always get regular work hours for staff exchange as well. International services handle grants for teacher and staff exchanges, and all costs of the exchanges are covered by home institution.

Incoming staff and teachers are very welcome to visit Haaga-Helia. Hosting the visitors very well is regarded very important at Haaga-Helia. Incoming teachers are supported by International Services and by peer hosts in the faculty. We make sure that the incoming teachers have plenty of networking

<sup>3</sup> The text of the Council Recommendation on Automatic Mutual Recognition may be found at: [https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1568891859235&uri=CELEX:32018H1210\(01\)](https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1568891859235&uri=CELEX:32018H1210(01))

opportunities while in Finland.

Incoming non-teaching staff visitors are welcomed on the annually organized international staff week. The staff week has been very popular over the years and the participants give excellent feedback on our service and programme. The objectives of the staff week are for example promoting Haaga-Helia and Finland to our partner universities, providing networking opportunities and enhancing the professional development of all the visitors and our own staff members.

Haaga-Helia promotes all its incoming staff and teacher exchanges by sending newsletters to partners about Haaga-Helia's mobility opportunities. Haaga-Helia personnel is encouraged to be active in "recruiting" e.g. visiting lecturers and specialists to share their expertise at Haaga-Helia. Visiting teachers and staff create great opportunities for internationalization at home and creates added value for Haaga-Helia staff and students.

### 2.3 For the Purposes of Visibility

Please provide the web link where you will host the Erasmus Policy statement in the future. Please reflect on how you plan to regularly promote the activities supported by the Programme.

Erasmus Policy statement will be hosted on this website: <https://www.haaga-helia.fi/en/international/erasmus-haaga-helia?userLang=en> We also promote the Erasmus charter by displaying it framed in our main lobby.

Haaga-Helia promotes the learning mobility activities for incoming and outgoing students and staff via many channels: Haaga-Helia's public website, Moodle learning platform, staff intranet, student intranet and social media. In addition, International Services will arrange information and promotion events such as orientation afternoons, International days, teacher and staff exchange info webinars, welcome events for freshmen, etc. Students and staff are able to search for suitable exchange destinations via MoveOn publisher. International Coordinator are active in promoting exchange opportunities for the faculty members, staff members and students. Application times and process for the grants and exchange opportunities are informed on all Haaga-Helia campuses via before mentioned channels. Haaga-Helia International staff week quests are always asked to promote their universities in "meet and greet" event.

Haaga-Helia will send regularly email newsletters to our partner universities and other stakeholders. Erasmus activities and internationalisation opportunities are promoted via Haaga-Helia Signals which is our stakeholder magazine.

Please describe how you will ensure that the principles of this Charter will be well communicated and applied by staff at all levels of the institution.

Haaga-Helia top management is very committed to the Internationalization goals. The president of Haaga-Helia and two vice-presidents filled in the ECHE self-assessment tool and this way are very well informed about ECHE principles. The Haaga-Helia board was involved in writing the Erasmus policy statement. Once the top management is committed it is easy to implement the principles in all our organization. All Haaga-Helia supervisors (program directors, team leaders, managers etc.) have been engaged in discussing the implementation of the internationalization goals of our new strategy. ECHE self-assessment results have been discussed and analysed in these meetings.

All International Coordinators participated in discussing the new Erasmus fundamental principles this spring 2020. Study advisers and work placement coordinators will be engaged in implementing the new principles in fall 2020. EU-survey results and comparison with the national GPA has been analysed by the relevant staff members. According to the EU-survey Haaga-Helia students and staff rather satisfied and happy with their mobility experiences.

The Erasmus charter for students is available on student intranet and students participating in Erasmus mobility are required to read it. Special attention is paid in promoting the extra grants for students with fewer opportunities. We continue promoting sustainability, accessibility, equality and transparency in our operations.

The principles of Erasmus charter are seen as important and already quite well implemented at Haaga-Helia, so we believe that we are qualified in participating in Erasmus programme. In Autumn 2020 if Haaga-Helia will receive the charter we plan to further promote the Erasmus programme on our campuses.