

International tutor's HANDBOOK



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Introduction

Tutors are the heart and soul of TAMK. International tutors have a huge responsibility in making the exchange students feel like home here and because of this a little bit of help might come in handy at time to time. This guide was made for these situations to ease the tutors on their journey as international tutors, both the new and old ones.

With this guide every tutor will manage just fine in adapting the exchange students to Finland and TAMK. Even though the guide might seem a bit thick, the instructions are not meant to be orders or to be followed strictly by the book. Instructions on this guide are only giving you advices for the situations you face up to as an international tutor. It's also good to keep in mind that not all the tutees are the same; some wants to do everything on their own and doesn't need the tutor for anything and then there are those who need help with everything. That's why it is good to change your own style of helping according to the exchange students needs. Everyone will create their own style of tutoring along the way and learn all the things needed so no need to be worried.

International tutoring is not meant to be a full-time job for the tutors. Of course when the exchange students are arriving to Finland they need a lot of help and during their first weeks in Finland tutors have a lot of things to do. The main point in tutoring is to help the students to get over with the difficulties at the beginning and be there for them when they need you. Keep in mind that you are your exchange students friend and fellow student and everything is going to go just fine!

Welcome as an international tutor!

You are officially starting your career as an international tutor. If you haven't worked as an international tutor before you might feel a bit lost but don't worry! You are going to do just fine and this guide is going to help you to get through it all.

For more info you will find from Tamko's webpage's and you can always ask help from your co-tutors. Also the Tamko board member in charge of international affairs, expert in charge of tutoring and international services will always be there for you if you have any questions.

What does an international tutor do?

International tutor is exchange students first contact to Finland. Tutor is someone who is easy to approach to and ask questions from already before the arrival. In best cases tutor becomes exchange students best friend and support person here in Tampere. Although it is good to keep in mind that international tutor is not exchange students servant, mother/father etc. If things get too heavy for the tutor, remember that you are allowed to say no.

International tutors main task is to help international exchange students to adapt in the Finnish culture, student life and studying here in TAMK. Especially the first weeks after the students have arrived to Finland are the ones when the student need tutors support and help the most.

Tutors task are for example the following:

- attending tutor trainings
- helping incoming exchange students with practical matters during their stay in Finland
- having monthly meet-ups with the students
- helping with arranging events (survival weekend, City Tour etc.)

Remember that tutors don't have to remember and know everything. You can always ask for help from your co-tutors or international personnel in TAMK and Tamko. From the following there's explained the different phases of tutoring.

Prepare for the arrival of your exchange student

In Tampere University of Applied Sciences we have annually around 300 exchange students from all over the world. Most of them are Erasmus students and coming from the EU-area but there's also people coming through other programs like North-South-South, Nordplus and from our other partner universities. Almost all the exchange students study here for one semester which means that they're here for 3-5 months. Some of them stay for the whole academic year. Exchange students come to TAMK to do courses, thesis or practical training.

Tutoring groups

In TAMK tutoring happens in tutor groups. In one tutor group there are usually two tutors and approximately four exchange students but the size might vary. When choosing the groups, you can choose a group along with your friend or you can tick your name on the list and wait for some other tutor to come to your group. So even if you don't know the other tutors you still don't have to tutor on your own.

Choosing exchange students

The list of the incoming exchange students will be published for the autumn semester at the end of July and for the spring semester at the end of November the latest. The exchange students are being divided into groups of ~ 4 on the list and tutors then have the chance to choose a group for themselves. The choosing happens via internet so that everyone will have an easy access to it. The groups are usually being divided very quickly so remember to check your e-mail regularly. After the groups have been confirmed, you will get your exchange students contact information from the Tamko board member who is in charge of international tutoring.

Contacting exchange students

After you have got yourself a tutoring group and you have been given the exchange students contact information, it's time to get in action. You should contact your exchange student as soon as possible after you get his/her e-mail. In the e-mail you should tell who you are, why you are contacting them, little about Tampere and Finland, that you are here to help them, about renting the survival kit and that you are going to pick them up from the airport / railway station / bus stop when they arrive to Tampere. The most important thing is to remember to ask from the exchange student the following information:

- their exact arrival time
- flight number, arrival time in Finnish time etc.
- their phone number where they can be reached if you can't find them
- do they want to rent the survival kit or not
- do they have an apartment

Sometimes the exchange students don't read their mails very regularly or the access to the internet in their country is not as easy as it is in Finland so be patient while waiting for their response. If you don't hear anything from them for about a week, send them the e-mail again. After you have sent your e-mail to them approximately 3 times with no response, inform the Tamko board member in charge of international tutoring about that. **When you get the above mentioned information from your exchange student, please give that information to the incoming coordinators at incoming.students@tamk.fi.**

Couple of days before arrival

Contact the pick-up coordinator

Couple of days before your exchange students are going to arrive, you should make sure that everything is ready for their arrival. Agree with the pick-up coordinator who you are going to pick up. You might end up picking up several exchange students arriving at the same time. The person driving the car is in responsible for picking up the students TOAS keys and delivering the survival kits to the exchange student's apartments. The pick-up coordinator will arrange you the schools car for the pick up and have the driving permit ready for you.

Apartment keys

Most of the exchange students living in Tampere will get their apartment through TOAS or IOT. TAMK has an agreement with TOAS and IOT and tutors can collect those student's keys that are living there in advance. Check from your student in advance where he/she is going to live. At IOT the tutor will have to sign the rental agreement in order to get the keys and is therefore in responsible of the apartment until the exchange student goes to sign the actual rental agreement. So remember to take care that your student goes as soon as possible to IOT to sign the contract.

TOAS and IOT has a list of the tutors and they will give your own students keys to you earliest on that weeks Monday when the student is going to arrive. If you are picking someone else's than your own exchange student groups keys, you need to inform that to the Tamko board member in charge of the international tutoring. Otherwise TOAS or IOT will not give you the keys. Remember to take your ID with you when you go get the keys.

Usually TAMK's exchange students have their apartments in Lapinkaari (Rauhaniemi), Tuomiokirkonkatu (in the city center) or in Lukonkierikka (Lukonmäki, near Hervanta). These apartments are being furnished.

It is good if you have time to go and see the apartment before the exchange student arrives. All TOAS apartments that are being rented to the international students are being furnished, so there should always be the following items:

- a bed
- a table
- a chair
- a closet
- a pendant (light bulbs must be bought on your own)

If there's something missing you should contact TOAS's housing office or maintenance man in order to get the missing items. Also if there's something broken or the apartment is not in good shape or being cleaned, you should inform about that too so that the exchange student doesn't have to pay those when leaving Finland.

Note! The bed linens or kitchen utensils doesn't belong to the rent.

First day of tutoring

Picking up TAMK car

If you have agreed with the pick-up coordinator that you can use the TAMK car go and pick up your driving permit from the international office, Kuntokatu 3, BI-53. Against the driving permit you will get the car keys from Kuntokatu 3 campuses Teiskontie -side info desk. The cars are being held in the inner yard behind the Teiskontie -side info desk. If you don't know the place, ask from the janitors.

Rules on using TAMK cars

TAMK has 3 cars that we can use for picking up the exchange students at the moment. Everyone who has a driver's license that's valid in Finland has the right to borrow the cars for picking up the exchange students. If there's several tutors going to pick up the students, remember; only the person who has the TAMK driving permit is allowed to drive the car.

TAMK cars can be used everyday and basically at any time. It is still good to keep in mind that it is not allowed to have the car over night at your home. You have to return it back to the school after you have done the pick up. If it's very late at night, agree in advance the compensation for taking a taxi to your home if the buses are not running at that time anymore. Remember to obey the time limit that's marked on your driving permit and return the car early back to TAMK. Someone else might need the car right after you.

When using TAMK cars you need to remember to fill in the log book. If you need to park the car somewhere, keep the receipt and return that to the international office and you will get your money back. If you get a fine, you will have to pay that from your own pocket. TAMK does not pay those.

The primary means for picking up the students are TAMK cars. If you go and pick the exchange students with your own car, you are not entitled to get compensation for that. It is possible only if there's no schools car available and it has been agreed in advance.

Getting the survival kit

If you haven't delivered the survival kits already in advance to the exchange students' apartment, pick up the survival kit from Tamko office when you go to pick the exchange students up. Tamko office is open from Monday to Friday 9-16 o'clock. If you need to pick up the kit outside the office hours, contact the pick-up coordinator or survival kit coordinator well in advance. The tutor who is picking up the survival kit doesn't have to pay for it but remember that the tutor who picked up the kit is in responsible for it as long as the exchange student has paid it. So remind the students to come and pay the kits as soon as they can.

Welcoming the student

Welcoming the student is the most important task international tutors have. Tutor must make sure that he/she is in the right place at the right time to welcome the student. Usually everything goes as planned and people show up at the right time but it's good to keep in mind that anything can happen. Timetables might change, there might be several busses coming at the same time or you just miss one another. It's good to minimize the risks and equip yourself with your international tutor shirt and a sign with either the students name on it or with TAMK's name and logo. You can also agree with the exchange students how you can recognize each other.

If the student you are welcoming doesn't show up at the agreed time it's good to stay and wait for a while and check the next timetables for the bus/train/airplane. If after a while your student still hasn't shown up and you can't reach him/her by phone, contact the international services and/or pick-up coordinator immediately.

When you are picking up your students and some other TAMK exchange student comes to you, the main rule is that we take them with us or at least figure out whether we could help him/her somehow. Inform about the extra students to international services and pick-up coordinator as soon as possible.

The day after the arrival

As was said earlier, prepare yourself for everything. Exchange students might arrive with their pets, parents and girl- and boyfriends or have gigantic luggage with them.

At the apartment

After you have got all the exchange students and their luggage packed into the car, take them to their homes. Remember that the exchange student is most likely very tired after a long trip to Finland, so do not overload him/her with information. Show where the mail boxes, kitchen, laundry room, nearest grocery store (if it's nearby) and the nearest bus stop are. Note that if it's late and all the stores are already closed it's good to take the exchange student for example to ABC to get some toilet paper and breakfast for the next morning. Agree at what time and where you are going to meet the next day and explain how he/she can get there.

Finnish locks often cause difficulties for foreigners so make sure that the student knows how to open the doors. Also remind them to keep the key with them at all times. In cell apartments they will also need the key to access their own room. Opening the door from Monday to Friday between 16.00-8.00 costs 20-50 € and a little more during the weekend.

NB! In TOAS apartment's access to the internet belongs to the rent but the exchange student will not be able to access it before the rental agreement has been signed up at the TOAS office.

The program for the following day of the arrival depends on does the students arrive before or after the orientation week. At the following there's explained what the tutor should do in both cases.

Orientation week

If the student arrives before the orientation week it is highly recommended that the tutors don't bring the students to the international office. During the orientation week they will get all the papers they need while their stay here in Finland and it's not recommended to bother the staff before that.

If there are several days before the orientation days, you can go around the city and get him/her a bus card, pre-paid subscription and other things needed. It is also recommended to go to a grocery store with the student to show what is what. You can also go to the Tamko office to pay the survival kit and join the students' union. When the orientation day begins, advice the student to arrive there in time and tell how he/she can get there. During the orientation days tutors will show around the city and go get the bus cards, sign up the rental agreements etc. together with the whole group.

It is highly recommended that the international tutors participate on the orientation week. Tutors help are really needed then and it's also important to organize some free-time activities for the evenings so that the exchange students get to know one another. Because there are so many exchange students, the amount of the tutors participating to the orientation week is limited. There will be a sign-up via internet few weeks before the orientations. If you can't participate the official part of the day, there's going to be activities arranged in the evening time and everyone is more than welcome there.

Arrival after the orientation week

If the student arrives after the orientation week, it means that the tutor has a bigger responsibility with the practical matter. If the student studies in Tampere they should be brought to the main campus to be registered (international services, room B1-53). There they will get the key card, all the passwords and usernames for the TAMK computer systems (i.eg. Winha, Intra, Moodle), Kela –meal card etc.. If the students are studying outside Tampere, you will get more specific info on what to do from the Tamko board member in charge of international tutoring.

Showing the school

While in the main campus, show the student at least the following places:

- C-building (computer classrooms, printing, skype rooms etc.)
- computer centre
- sports hall and gym
- book store
- Tamko office
- cafeterias
- library

It's also good to explain how they can find the classrooms etc. For example if they have class in B4-27 it means that the class is in B-building, 4th floor and room nr. 27. If they only have a number code showing the class room, like 548, it means that they have the class in I-building, 3rd floor and room number 548. The code for the right floor is to minus 1 from the middle number. so in 548 the middle number is 4 and $4-1 = 3$.

Because the computer systems are very necessary in everyday life you should also go through with your exchange student at least Winha, Intra, Mail and Moodle.

Showing the city

When student arrives after the orientation week, he/she misses all the general information and tutor has to do more work so that everything gets done. Still it is good to remember that the tutor is not responsible for taking care of the exchange student's issues entirely. You don't have to go with him/her everywhere but you should show them how they can get wherever they are going. And remember, everything doesn't have to be done in just one day.

When going around the city, the following places are worth visiting for:

- Students health care center (In Tullintori)
- TOAS office, if the student is living there the rental agreement must be signed if not done in advance
- TKL for bus card (people under 24-years-of-age can get the bus card without having to proof that they're students etc. Exchange students over 25 are not entitled to get the student priced bus card at the moment)
- R-kioski etc. where pre-paids are being sold and where the bus card can be recharged
- main library, besides lending the books and movies there's also possibility to read magazines in their own language and play piano, guitar etc. in the music rooms
- railway station
- bus station

Besides these you can ask what the student is interested in. There are a lot of things to do and see in Tampere so it's good to focus on those that are the most relevant at first.

Tamko for exchange students

All the students in Tampere University of Applied Sciences are entitled to become members of the students union. This means that also the exchange students can become members even if they are staying here just for one semester.

Benefits

When the exchange students become members of the students union they get a lot of benefits with that. They get the student card with what they can get discount for example from long distance busses and trains. They can check the discounts they will get with the card from www.opiskelijantampere.fi.

As members of Tamko the exchange students will get a discount from renting the survival kits and from trips and event organised by CLINT. They also have the opportunity to borrow sports equipments like skates, sticks, badminton rackets and footballs etc. They can also buy cheaper tickets to events and have free coffee at the Tamko office.

Becoming a member

If your exchange students want to become members of the students union they can apply for membership already before they arrive to Finland. That way they will have their student card waiting here when they arrive. It is also possible to become a member after their arrival to Finland but then it will take approximately 2-4 weeks to get the official student card.

To join Tamko, the exchange students can fill out the application form on Tamko webpage. Applying via internet should be very easy but in case they don't yet have all the necessary information asked on the form, they might need tutors help.

In the application form there will be asked a student number but most likely the exchange students don't know what their student numbers are before arriving to Finland. In those cases they can just cross 7 times zero to that box in order to complete the form. Also if they don't yet know their Finnish address, they can write as their postal code 00000 and their municipality as Tampere. When they come to get the card they can update their address details at the same time. The card can also be paid in advance through internet bank or at Tamko office after the arrival.

If the students have difficulties with the application form or they want more information advice them to turn to Tamko (office@tamko.fi) for more details. They will be more than happy to help.

Survival Kit

Tamko and CLINT provide Survival Kits for the exchange students. The idea of the Survival Kit is to provide the students some things that are necessary in everyday life but expensive to buy and bring with you. The Survival Kits are meant for exchange students who are staying in Finland for maximum of one year. There's a limited amount of Survival Kits and it goes with the mentality of first come first served.

There are two kinds of Survival Kits available. The Basic Kit is more expensive and it includes the kitchen supplies and bed linens, blanket and pillow. The Mini Kit is cheaper but it doesn't have the bed linen and it is mainly meant for people who are living in TOAS Tuomiokirkonkatu apartments because there the bed linens are being provided by the house.

Price of the Basic Kit is

75€ for Tamko members
80€ for non-members

Price of the Mini Kit is

45€ for Tamko members
50€ for non-members

60€ of the Basic Kit and 30€ of the Mini Kit is refunded when the kit is returned at the end of the exchange studies. If the kit is however returned untidy (ie. dishes are not done, sheets are dirty) or something is missing or broken, the deposit fee will be kept as compensation.

What to do on free time?

In Tampere there are a lot of options for free time activities. Whether the exchange students like sports, culture or music, they will most likely find something that interests them from here. You can find information in English about the upcoming events all over the internet and it's good to show the main pages also for the exchange students. Besides everything that's going on in the city, also TAMK and Tamko provide versatile activities for the students.

CLINT – Club International Tampere

CLINT is a sub-organization of Tamko and its main mission is to enhance the co-operation between Finnish students and exchange students who come to study in TAMK and that way facilitate their adaptation to Finnish culture. CLINT is operated by its board members and many active international tutors.

CLINT's main activities are the maintenance of the Survival Kits as well as organizing various events to exchange students. Most popular and known events are Survival Weekend, City Tour and trip to St.Petersburg. CLINT also has a weekly turn in the sports hall when the exchange students and tutors can play together.

Other sub-organizations of Tamko

Tamko has approximately 30 sub-organizations that organize all kinds of free time activities. There's something for everyone and also the international students and tutors are more than welcome to join the events and happenings organized by these organizations. For more info about the organizations and their activities visit the Tamko web pages (www.tamko.fi).

How do I get credits from tutoring?

Other international organizations

In Tampere there are many active international organizations that organize various events for international students. The biggest ones are AIESEC Tampere, ESN FINT and ESN INTO. All the organizations work in co-operations with Tamko. Tamko promotes the events they arrange time to time but it's good to encourage the exchange students to get familiar to these organizations on the internet if they're interested in activities organized through them.

International tutors journal

After you have participated in the training for becoming an international tutor you will receive a small journal. You should note down all the tutoring related activities that you perform along your way as an international tutor. When you are applying credits from tutoring, you must return the journal along with the report. The journal will also help you in writing the report because that way it's easier for you to remember all that you've done along the road.

International tutoring report

International tutoring is an individual course where you can receive 2 credits from. In order to be entitled to apply for the credits, the following tasks must be completed:

- Participation in the international tutor training
- Tutoring at least 3 exchange students during their stay in Finland
- Participating in organizing at least 2 events i.eg. City Tour, Survival Weekend

After you have completed all the tasks mentioned above you are entitled to apply for the credits. The credits are given twice a year, at the end of each semester. You must write a report about your journey as an international tutor and return that along your tutoring journal to Tamko's expert of tutoring or board member responsible for international tutoring. After reading the report and the journal the expert of tutoring and the board member responsible for international tutoring suggests the credits to be given. The study counselor gives the course credits. The tutor is entitled to get a certificate of his/her tutoring activities after the report and journal have been accepted.

Contact information

Students' Union Tamko

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Other Tamko board members and staff's contact information you can find at www.tamko.fi.

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For more information go to clint.tamk.fi.

Tutors and exchange students

All the tutors and exchange students have their own mailing list where it's easy to reach everyone at the same time.

International tutors

international.tutors@tamko.fi

International students and tutors

international.students@tamko.fi

International Services

Incoming exchange students

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mirja.onduso@tamk.fi

Emma Roinila

International coordinator
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emma.roinila@tamk.fi

To reach both incoming coordinators, send your e-mail to incoming.students@tamk.fi. Their office is found at Kuntokatu 3, B1-53.

Outgoing exchange students

Matti Pietilä

International coordinator
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outgoing.students@tamk.fi
Kuntokatu 3, room B1-44

Piri Hiltunen

International coordinator
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piri.hiltunen@tamk.fi

To reach both outgoing coordinators, send your e-mail to outgoing.students@tamk.fi. The office for outgoing students is found at Kuntokatu 3, B1-44.

International coordinators in degree programmes

International coordinators are in responsible for incoming and outgoing students in their degree programmes. They help incoming students for example in choosing their studies.

Their e-mails are `firstname.lastname@tamk.fi`

School of Wellbeing and Social Services

- Ulla-Maija Koivula, International Coordinator
- Marja-Leena Lähteenmäki, International Coordinator, Biomedical Laboratory Science, Physiotherapy, Radiography and Radiotherapy

School of Art, Music & Media

- Janne Hopeela, International Coordinator
- Cai Melakoski, International Coordinator, D.P. Media
- Anu Lainio, International Coordinator, Music
- Janne Tauriainen, Media/Virrat

School of Business and Services

- Janne Hopeela, International Coordinator, Business Administration
- Annikki Mattila, International Coordinator, Tourism, Service Management, Hotel and Restaurant Management
- Riitta Vihuri, International Coordinator, Ikaalinen
- Irja Pietilä, International Coordinator, Mänttä-Vilppula
- Pirkko Varis, International Coordinator, Business Administration/Virrat

School of Construction and Electrical Engineering

- Riku-Matti Kinnunen, International Coordinator

School of Industrial Engineering

- Riku-Matti Kinnunen, International Coordinator

School of Health Care

- Gitte Taulo, International Coordinator

TAOKK – School of Vocational Teacher Education

- Eeva Manni, International Coordinator

Cultural info

When exchange students arrive to Finland they most likely don't know much about the place or Finnish customs. Besides the practical matters it is also good to tell little about the "weird" Finnish customs in normal life. It's useful for the student and eases the adaptation to Finland but it's also interesting information for them. You can tell for example of the following:

- Finnish people take their shoes off when inside.
- Finnish people are punctual. If for example something has been informed to start at 15.00 it also means the exact time. It's rude to come late without informing it in advance.
- Finnish shake hands. A kiss on the cheek might be confusing.
- Finnish tap water is drinkable.
- In parties you should take your own drinks with you.
- It is not allowed to smoke inside practically anywhere.
- Finnish police is reliable. They obey the law and can't be bribed. The emergency number is 112.
- During the Finnish holidays all the shops are closed.
- Finnish are usually very quiet and shy towards people they don't know. This might seem to foreigners that we are angry. Exchange student shouldn't be afraid if a Finnish person doesn't speak for a while; it doesn't mean that they're angry.
- If visiting a Finnish friend, inform it in advance. Privacy is very important to Finnish people.
- Finnish respect their privacy so there's no reason to wonder if no-one comes to sit next to you in a bus.
- Sauna is a place to relax and get cleaned. It has nothing to do with sex!

For more info on Finland and Finnish customs you can get from the following pages:

www.finland.fi

http://www.infopankki.fi/en-GB/some_finnish_customs/

Useful vocabulary

Ammattikorkeakoulu *University of Applied Sciences*
Ammattikorkeakoulututkinto *Bachelors Degree (UAS)*
Ammattiopinnot *Professional studies*
Arvosana *Grade*
ERASMUS *European student and Exchange program*
Eurooppalainen opintosuoritusten ja arvosanojen siirto- ja kertymisjärjestelmä *European Credit Transfer and Accumulation System ECTS*
Hakutoimisto *Admissions office*
Harjoittelija *Trainee*, **Harjoittelu** *Practical training*
Harjoittelupaikka *Work Placement*
Henkilökohtainen opintosuunnitelma, HOPS *Personal Study Plan*
Kansainvälisten palveluiden toimisto *International Services*
Kansainvälistyminen *Internationalisation*
Koulutusohjelma *Degree Programme in...*
Koulutuspäällikkö *Head of Degree Programme*
Kv-koordinaattori International *Co-ordinator*
Leonardo *Eurooppalainen harjoittelijavaihto-ohjelma*
Lukujärjestys *Timetable*, **Lukukausi** *Term*, **Lukuvuosi** *Academic year*
Muuttoilmoitus *Notification of move*
Nordplus *Pohjoismainen opiskelija- ja opettajavaihto-ohjelma*
Oleskelulupa *Residence permit*
Opinnäytetyö *Bachelor's Thesis*
Opintojakso *Course*
Opintojen hyväksilukeminen *Recognition of Studies*
Opinto-ohjaaja *Study Counsellor*
Opintosuoritusote *Transcript of Records*
Opintosuunnitelma *Learning agreement*
Opintotoimisto *Study Affairs Office*
Opiskelija-asuntola *Student accommodation*
Opiskelijakunta *Students' union*
Perusopinnot *Basic studies*
Saapumisaika *Arrival time*
Vapaastivalittavat opinnot *Free-choice studies*
Vuokrasopimus *Tenancy agreement*

Example letter

Greetings from Finland!

My name is Tiina Tuutori and I'm going to be your international tutor here in Tampere University of Applied Sciences (TAMK) in Finland. I'm a second year computer sciences student here in the same campus where you will be when you arrive. I'm going to tell you little about the important things that you should do and know before you arrive here in Tampere. As your tutor I'm going to be helping you out with the practical matters and I will also pick you up when you arrive to Tampere and take you to your apartment. So if you have something you would like to ask, don't hesitate to contact me. If you have a Facebook profile, you can also add me as your friend. :)

When you arrive to Finland in January it's going to be really cold! The weather might be everything from 0 Celsius to -30 Celsius then and there's a lot of snow then. So take some warm clothes with you. When your exchange studies ends in May-June the weather should be already around +15-20 Celsius. Even though it's going to be cold outside, the apartments are very warm so you don't have worry about freezing inside your home.

Have you already applied for an apartment? The school has sent you information on applying for housing. If you get an apartment via TOAS I will pick your apartment keys before you arrive here so that you can get to your home immediately when you arrive. Remember to pay the deposit of your apartment on time because otherwise you will lose the apartment. If you don't yet have an apartment let me know, I might be able to help you.

If you get an apartment through a student housing agency the apartment should be furnished. Even still it doesn't include the bed linens or kitchen utensils. If you want you can rent a Survival Kit from CLINT and Students' Union Tamko. The Survival Kit contains all the necessary bed linens and kitchen utensils that are very expensive to buy and bring with you. You can check more

about what the kit includes and costs from CLINT's web pages at clint.tamk.fi. The deposit might seem high but you will get 30 or 60 euros (depending on which kit you take) back when you return it. I really suggest that you take one. If you do, please let me know so that I can reserve one for you.

Here in TAMK we have a students' union called Tamko. By being a member of them you will receive a student card with you can get hundreds of benefits here in Tampere and Finland. For example you get a discount on every event the students' union organises and from your train ticket and long distant buses you will get 50% discount. It costs 21,50 euros but it will pay itself back already if you once go to Helsinki by train. If you want to join you can do it in advance on the internet at <http://www.tamko.fi/pages/en/membership.php> . If you become a member already before you come to Finland the card will be waiting for you when you arrive and you can start using it right away.

As I already told you I will be picking you up when you come to Tampere and in order to do that I need to know when are you arriving to Tampere? I need the day, time and means (flight number is also needed) so that I know when and where I should be waiting for you. Could you also send me your phone number so that if you get lost or something happens I can reach you? My number is +358 40 123 4567

If you have any questions, don't hesitate to contact me. I'm waiting to hear from you very soon! :)

Best Regards,
Tiina Tuutori

Check-list

Every tutor must make sure that at least the following things get done with the exchange student one way or another:

- Contacting the exchange students
- Picking up the students keys from TOAS or IOT
- Picking up the Survival Kit from Tamko
- Welcoming the student and taking him/her to the apartment
- Registering at TAMK and other practical matters
(done during orientation week)
- Visiting Tamko
- E-mail and other computer systems used in TAMK
- Showing the school
- Showing Tampere
- Visiting TOAS or IOT, health care center & TKL
- Monthly meet-ups