



INTERNATIONAL TUTOR'S GUIDEBOOK

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GREETINGS NEW TUTOR!

Congratulations! You have made a great choice by starting your journey as an international tutor. As an international tutor you might be the first person the new student gets to know in Finland. It will be your job to be a friend and a guide and introduce the new student to Finnish culture. In addition, you will benefit from your international tutoring experience by developing skills and knowledge that will be useful for example in the labor market. International affairs have become a part of our everyday life and international competence is highly valued by many employees. And of course, you will gain new friends, get to know different cultures and improve your language skills.

This Tutors Guidebook is a manual meant for you to use in everyday situations with international students. Please read the guidebook carefully before beginning your tutoring. When needed, you can always return to this manual during the year. Remember though, that being yourself and using the experiences you have gained as an Oulu UAS student are your most valuable tutoring tools!

For some compact information, useful Memo-lists or the tutoring pass, please check out the abstract of this guidebook.

Let's have fun this year!



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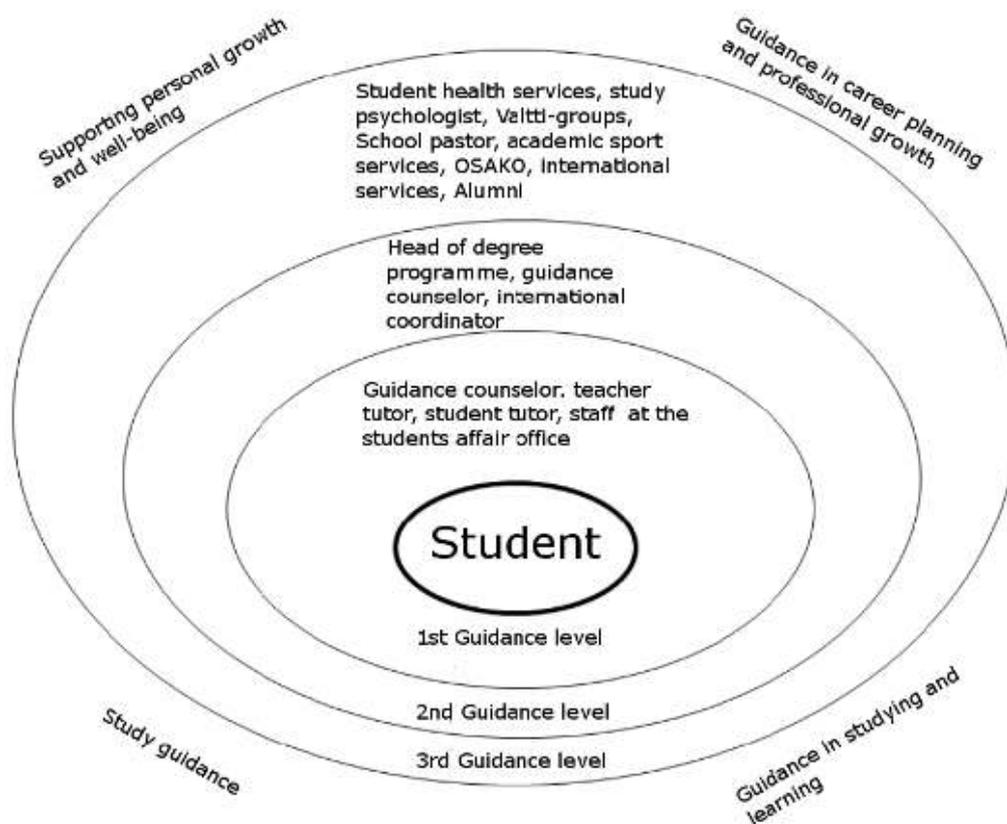
1 TUTORING IN OULU UNIVERSITY OF APPLIED SCIENCES

The significance of tutoring can't be underestimated. Without tutors, the new students might feel lost and alone during the first days of their studies; tutors are the first connection for them in the new studying place. Tutors are there to answer all the important questions these new students might have, and to introduce them the new city and a new culture. As the result of good tutoring the cultural adjustment process will be easier. Tutors also represent the Oulu University of Applied Sciences and their degree programs, and the student union OSAKO.

As a tutor you will get to know a lot of new people and develop important skills such as social, organizational, and leadership skills and you will get lots of performing experience.

1.1 Tutoring as a part of student guidance

Student guidance is based on a student orientated guidance model in Oulu UAS. As a tutor, you need to understand the student guidance model and the fact that the students need guidance throughout their studies, and that the form of guidance varies depending on the need of the student – as well of the phase of the studies. For students, a student tutor is usually the closest person to get guidance from in the beginning.



Picture 1. Holistic guidance model

The Holistic guidance model suggests that students should get guidance in the beginning, during, and at the end of their studies, but also before their actual studies begin and after the graduation. Recruiting new applicants by marketing the University and the degree programs is an example of student guidance before studies. Guiding in student admission and providing help in career planning are also seen as student guidance. In the beginning of the studies there is a strong focus on group forming and integration of the new students into the studying community. In the middle part of studies, an important goal is keeping the students committed to their degree program. Supporting students in planning their studies, improving their studying methods and helping the students to get an overall view of their studies are a way to achieve this. At the end of studies, studying guidance is focused on providing support for finishing studies, for example by guiding the thesis process. After graduation, Oulu UAS monitors the graduates' integration into the work life and cooperates with the graduates via Alumni Association of the Oulu University of Applied Sciences.

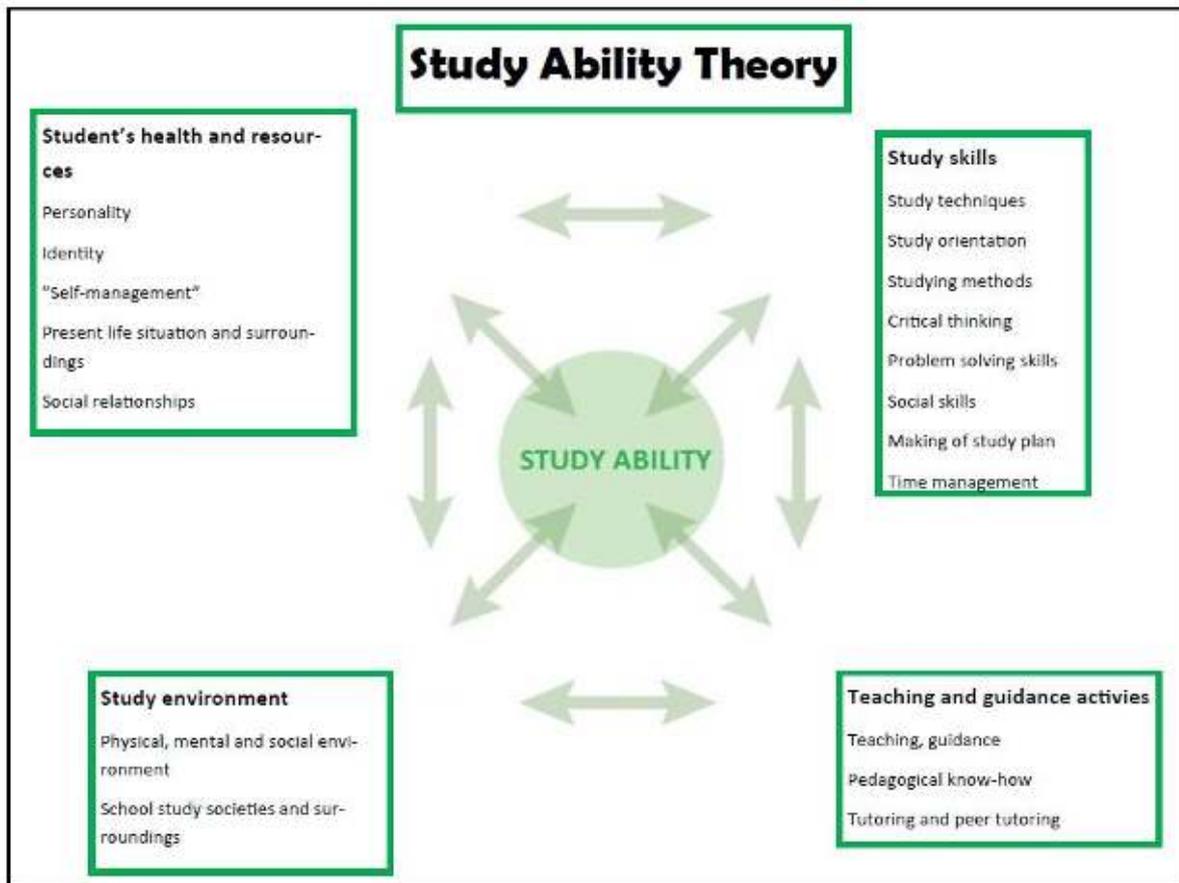
Student tutoring is at its busiest at the beginning of studies. Depending on the degree program, tutors might be present at the entrance exams. Together with teacher tutors and guidance counselors, student

tutors receive the new students, brief them into the studying at the Oulu UAS and help them adapting into a new life situation.

Some tutors continue tutoring until the end of their studies and change basic tutoring (3 cr) into comprehensive tutoring (5 cr) and become experience tutors. One extra credit implies gained experience in peer counseling and deepened knowledge in tutoring. Experience tutors have more experience than normal tutors, and they can assist students in the end-part of their studies. Experience tutors can support their tutees for example in planning of studies, picking a practical training position, writing the thesis and considering exchange possibilities.

Alumni are there to help the students as well. Some teachers of Oulu UAS might arrange Alumni days, in which alumni, Oulu UAS' graduates, share their experiences of entering into the working life.

Sometimes during the studies, students might need professional guidance. As a tutor, your duty is to guide students to the right person, whether it is the teacher tutor, guidance counselor or the study psychologist. You will find Oulu UAS' student services from the student intra Oiva.



Picture 2. Study Ability Theory.

The theory of study ability indicates that the study environment, student's health, study skills, and teaching/guidance all together affect the student's study ability. As a tutor, you can improve your tutees' study ability by helping them to socialize, giving advice on study techniques and time management and creating a friendly and approachable atmosphere. You might also find many other ways to help your tutees and support them with their studies.

1.2 Student union OSAKO organizes tutor activities

The Student Union of Oulu UAS (OSAKO) represents all students of Oulu UAS. It speaks up for social and financial rights of the students and represents them for example in education matters in Oulu UAS. The board and the specialists of the student union work in close co-operation with the administration of Oulu UAS and develop education together with the student services office and educational units.

OSAKO offers a remarkable amount of local, regional and national benefits to its members. Membership benefits include student cafés and restaurants, public transportation, hostels, local bars, shops, hairdressers, gyms etc. Any degree student at Oulu UAS can join the student union by filling in an application form on OSAKO's website. The membership and benefits are valid with the OSAKO's student card (FIN: opiskelijakortti) and a valid term sticker for the current academic year. You can get more information from OSAKO's employees or the board of OSAKO.

OSAKO coordinates and organizes tutor activities and trainings in Oulu UAS and that is why tutors represent the student union while tutoring new students. If you have any questions regarding tutoring, the personnel of OSAKO are there to help you.

2 BEING A STUDENT TUTOR

Tutors' play an important role when the new group is forming. One of tutors' tasks is to help the new students to get to know each other, and to make sure that no one is excluded.

Tutors should be aware of the happenings of Oulu UAS and of the student union OSAKO's activities. The social media, the websites of Oulu UAS and OSAKO, e-mails and especially OSAKO's newsletters/tutoring news are the main channels for providing information.

2.1 Characteristics of a tutor

Tutors get every year tutor t-shirts. It is advisable to wear it during the first days when the new students arrive, so recognizing the tutor becomes easier.

It is tutors' responsibility to create an open-minded atmosphere to the group, so individuals can feel relaxed and diversity would be approved. A tutor with good social skills helps the students to group and pays attention to the individual students too. As a tutor, you might want to pay attention to your body language. An open posture and an eye contact give good impression and create comfortable feeling to your audience.

2.2 Easing the chaos of first days

The goal of tutoring is to help the students in starting their studies and to becoming a part of the student community. Think back on the day you started your studies: how new everything was and how instructions were given. Did you get all the information you needed? Were your tutors there to help you?

In the beginning of the studies one of the most important things is introducing the school facilities: its library, lunch cafeteria, toilets, classrooms and yes, the way out. It is also a good thing to make sure that students can navigate in the new town.

Tutoring begins already in the spring at the tutor training, where the tutors get the important information. Drafting a tutoring plan of some kind helps you to manage your tutoring and being organized.

2.3 Introducing studying in Oulu UAS

During the first days, tutors meet the new students and spend time with them. It is advisable to plan the tutoring sessions beforehand and to cover issues that the students want to know about. New students are usually interested in tutor's own studying experiences, different studying possibilities in the Oulu UAS, planning their studies and the benefits of the education in the labor market.

As tutor you can clarify the process of getting a student card, introduce the student sports services and tell about various student events.

At the end of this Guide, you will find a check list, which helps you in arranging the first sessions with the new tutees.

2.4 Encouraging group spirit

One of the most important tasks of a tutor is to promote and encourage the student group to have the right kind of a group spirit. For students coming from another culture it is very important to feel welcome and to find new friends right in the beginning of their studies. It is also important to get the more quiet and seemingly inactive students to participate in various activities.

Encouraging students to get to know each other can also be done in the free time. Tutors can organize for example casual get-together evenings. Eventually the students can start organizing their own get-togethers and parties.

If a student is interested in organizing bigger events and has good ideas, a good opportunity to contribute is to join OSAKO's international team or culture team. You can ask about the teams from OSAKO's office.

When arranging get-togethers or parties a tutor should keep in mind the cultural differences and the fact that students usually don't have much money to spend on such events. Alternative activities for partying are for example outdoors sports events or indoor game-nights. OSAKO trains well-being tutors who can help with these activities.

2.5 Tutors have responsibilities

Being a tutor is a responsible task. The tutor is actively in contact with students and represents the student union OSAKO, Oulu UAS and his own degree program. A bored and apathetic tutor kills the joy of new students. An energetic and bright appearance in turn creates a positive image of the tutor and of the studying in Oulu UAS.

Tutors need to remember their responsibility as a representative of their degree program. They should think carefully what kind of information they give for the new students. The kind of tutoring, where tutors share their negative opinions of teachers or of the Oulu UAS, does not benefit anyone. On the contrary, it creates prejudices and bad atmosphere. Students should be able to form their own opinions.

The relationship between a tutor and a student is confidential. This must be told to the students because they need to feel safe approaching the tutor. They need to know that the discussions between the tutor and the tutee will stay between them.

Sometimes tutors face problems or questions they don't have a solution or an answer to. If so, the tutor should guide the student to someone who can solve the problem or answer the question.

Although tutoring is a lot of fun, it might feel stressful from time to time. It is good to meet regularly with other tutors, for example in meetings organized by the tutor representatives. You might want to contact the teacher tutor, study counselor or international planning officer who can give information on how to manage different tutoring situations.

Check your e-mail and social media regularly, and you'll be up-to-date about meetings and happenings in the Oulu UAS. Because you represent the student union OSAKO and Oulu UAS you are expected to act responsibly in the social media, such as Instagram, Twitter or Facebook.

2.6 A year of tutoring

The following graph illustrates the progression of the year in tutoring in general. However, it does not include all the events of OSAKO, or the school-specific student association parties.

January-February

No international degree programmes start in January, but there are plenty of new exchange students coming to Oulu UAS during the first months of the year. Recruitment for tutor training begins.

March-April

Tutor trainings take will place during this period.

Tutoring continues. Tutors and new students still meet each other although not as often as earlier.

May

New tutors meet the tutor representatives of their own campus to plan tutor activities of the next semester. Each campus may also arrange some training for the new tutors. A tutor picnic might be arranged.

June-July

Tutor T-shirts arrive! At some campuses tutors assist in the processes of entrance exams.

Well-deserved summer holiday.

August-September

Tutors begin their work a bit earlier than other students as they are planning the start of the new school year: what are the first days of new students like, how can tutors support and help them? Time for active tutoring!

October-November

It is recommended that tutors encourage students to join in all activities of Oulu UAS. They are potential tutors for new students of the next fall.

December

Tutors, who will be guiding students starting their studies in January, plan the receiving of new students together with the tutor representatives and student counsellor of the school. OSAKO arranges a pre-Christmas party for all tutors.

3 INTERNATIONAL TUTOR'S MEMO

This chapter lists important issues and tasks, an international tutor needs to know and remember. It is highly recommended that you carry out all of them. In addition, there is no one stopping you from creating other tasks that benefit the new international students.

Note yourself, that there are two different kinds of international students, exchange students and international degree students. Exchange students are here for only a relatively short period of time: from a few months to a year. Degree students come to Finland to study a full degree. The guidance exchange students and degree students need is therefore different.

3.1 Before arrival

1. Stay in touch with your tutor representative and the international planning officer or study counselor of your campus, they will give the directions concerning the allocation of the tutees (= who's your tutee). The online list of the coming students will be ready during the summer. **You are required to read the school e-mail also during the summer, at least 1-2 times per week.**

2. **Contact the new international student before his/her arrival by e-mail**
 - Tell the student where you will meet him/her
 - Tell him/her something about the first day(s) in the Oulu UAS and Oulu.
 - Ask if the student is interested in joining OSAKO. Make sure that the student knows that the European student card doesn't entitle to the same benefits as OSAKO's student card. **Students can apply for the OSAKO student card from OSAKO's website: <http://www.osakoweb.fi/en/join-osako/>** The student number is needed for the joining, students get their student numbers in the info packages they get during the orientation week.

3. **Accommodation**
 - Exchange students: Almost all the OUAS exchange students have their accommodation in Vällkylä. Tutors can pick up apartment keys from PSOAS office on the exchange student's behalf if the tenancy agreement has already started. The person picking up the keys has to have a proxy from the exchange student by e-mail to asuntotoimisto@psoas.fi that authorizes the tutor to pick up the keys.

- Degree students: Make sure your tutee knows about his/her accommodation.

NOTE THAT MOST OF THE STUDENTS COME DURING THE ARRIVAL DAYS

20th–22nd of August 2020 and 2nd of January 2021

- A video about the bus trip from the airport to OSAKO's office will be shared.
- *During the arrival days, all tutors will be at the OSAKO's office from 8 am. to 22 pm. (in turns of couple of hours). You might want to welcome your tutee at the bus stop in front of the office!*
- *The keys for the PSOAS apartments will be at the OSAKO's office - Also for those degree students who stay in PSOAS apartments.*

3.2 The first days

1. Arrival service

It is important to meet with the tutees when they arrive.

- If your tutee arrives within the arrival days, you can tell him/her to meet you at the OSAKO office. The keys for the dormitory are delivered to the OSAKO office. From the tutoring lists you'll be able to see if your tutee lives in the dormitory or not. You can also pick up the dormitory key in advance for him/her if you want to.

- If your tutees don't arrive within the arrival days, you should still meet them on the day they arrive. You don't have to pick up your tutees from the airport but agree to meet them somewhere else, for example at Vällkylä. The students who don't arrive within the arrival days will have their keys at the PSOAS office. You can pick up the key for the tutee with a proxy, if he/she doesn't arrive during the opening hours of the PSOAS office.

- If you are working or if you can't be present when your tutee arrives, you are responsible for arranging someone else to meet the tutee at the first days. You can still continue the tutoring and arrange a meeting with your tutee as soon as possible.
- You can use a sign so you're easier to recognize.
- Keep in mind that the student might be tired, his/her luggage might be missing etc. It may seem that he/she couldn't care less about anything. Just be patient!
- Don't give too much information at one time. Most important basic information first. Talk clearly. The new student receives so much information during the first few days that he/she will forget some of the information right away.

2. Take the student to the dormitory

3. Take the student shopping for groceries and other necessities

4. Take the student to the university

- On the first day of studies, it is advisable to show the student the way to the Oulu UAS for example by walking together.
- Some important places that you should show (even though they are obvious to you) are the student restaurants, toilets, most commonly used class rooms and notice boards, library etc. Remember to point out the exit doors. You should also mention some “customs” that your school has: lunch times, what different abbreviations mean, where the copy machines and the printers are and how to use them. You might want to tell a little about Finnish teaching and studying methods, such as how to behave in exams and how exams are arranged.
- Introduce the student to your student specific association (for example OTE ry) and advice to buy overalls. If there is no chance to buy it or it would take too long, tell them to buy overalls from ESN.
- Introduce the student to Finnish students of the same field of study. Ask your Tutor Representative / International Planning Officer for a list of all exchange students and their fields of studies.

5. Show the new student the city of Oulu

- Tell the student what you can do in Oulu: free time, hobbies, culture etc. There are also lots of student discounts all over the city, tell about them. Most of them are accessible only with OSAKO's student card.

6. Participate in the orientation week organized by Oulu UAS and OSAKO

7. Be available

- A tutor doesn't have to be available 24/7 but do make sure that the students can reach you easily.

8. Claim compensation for your possible trips and expenses from the International Planning Officer

3.3 Life after the first days

1. Be a friend!

- Stay in touch with the exchange student.
- Ask them to join you for school lunches, student parties, hobbies etc. Remember that many international students enjoy activities without alcohol.
- You should encourage the international students to be as active and self-motivated as possible. This doesn't mean that you are abandoning the student. It deepens the "Finnish experience" the newcomer will have. International students are a social and fearless people, so they don't need you around the clock. Instead they'll have a lot of questions and they look forward getting familiar with the Finnish way of life.

2. Stay active!

- Plan tutoring together in a small group of tutors. Alternative choices of activity for partying are for example outdoor sport events or indoor game nights. OSAKO trains Well-being tutors who can help with these activities.
- Arrange dinner parties, excursions and other meetings together with the exchange students and other international tutors.
- Join OSAKO's International Team together with your tutees to plan events and get new ideas.
- Join OSAKO's events together with tutees
- Attend the tutor meetings.
- Keep in contact with the international planning officer and other international tutors.

3. Stay open-minded!

- Have patience and learn from the international students as they learn from you. The process of learning happens always in a social context. Remember also that there are no stupid questions!

4 USEFUL INFORMATION

This chapter contains a lot of information and tips that you can use to help the new student to survive in Oulu. Especially during the first days, students might be somewhat misplaced and in need of advice. At this stage a simple map can help avoiding futile bends and curves.

4.1 Everyday necessities

Bank: if an international student wants to open a bank account, you should help them with the formalities. Make sure that the student has the following documents with him: an ID and a student or enrolment certificate obtained from Oulu UAS.

Phone: Many foreign students want to get a Finnish mobile phone number. If they have a removable SIM-card, they can buy a Finnish pre-paid SIM-card. Students with smart phones need to be careful and find out about the costs of 3G-services abroad. ESN also provides the students with goodie bags which include a SIM card among other useful things.

Shopping: Tell the students the main facts about opening hours, stores where items are cheaper than average, etc. Oulu offers many good places for students to go second hand shopping (“kirpputori” in Finnish) for clothes, bikes, pieces of furniture and other small items.

Kontti SPR (address: Jääsalontie 12)

Paljekirppis (Paljetie 12)

Kierrätyskeskus (Kurkelantie 2)

Järkikirppis (Tehtaankatu 1)

4.2 Health care

Emergency

OYS, the regional university hospital, Finnish name: "Oulun yliopistollinen sairaala" – they will help an international student only in emergency. In non-emergency issues: advice the tutee to contact the student health care center or the nearest public health center of the international student's home.

Acute illness

City of Oulu Student Health Care Center "Oulun kaupungin opiskeluterveysasema"

- Only for students whose stay lasts at least 2 months and who are studying full-time are entitled to use the services of the Student Health Care Center.
- Kajaanintie 46 A, floor 3 (entrance wheelchair users), Kontinkangas Wellness Center "Kontinkankaan hyvinvointikeskus".
- Appointments can be made by calling:
tel. (08) 558 46310
Mon, Tue, Thu 8:00 - 16:00, Wed and Fri 8:00 - 14:00
For acute cases, please go to the local health centre or well-being centre; no appointment needed. Fit notes, if necessary, are given.

Private health care clinics

- For example: "Mehiläinen" and "Terveystalo".
- The customer/patient is liable for all the costs. Tell the student to check the terms of his/her insurance!
- The Finnish Social Insurance Institution KELA can reimburse a small part of the costs of the private health care to those possessing the European Health Card.

4.3 Affordable places to eat

All university campuses have student restaurants which offer lunch with about 1–3 euros, if one shows his/her student card. In addition to restaurants located in schools, student priced lunch is served in Vanilla (Torikatu 34), and in Sammakko (Saaristonkatu 22). Note: Restaurant Vanilla is normally open also on Saturdays.

There are plenty of affordable places to eat out in the city center. Most of them serve diverse fast food with around 7-8 euros.

4.4 Sports services

The University Sports of Oulu offer sports services for over 30 000 people. All of the services provided by them can be found on their website www.unisportoulu.fi and clicking "In English" in the right upper corner.

City of Oulu has many facilities where students can go in for sport (swimming, gym, jogging etc.) with reasonable prices. More information at <http://www.oulu.ouka.fi/english/sports/index.htm>.

4.5 Finnish language courses

Different universities, schools and organizations in Oulu organize Finnish language courses. Some of the courses are free of charge, others cost, some are more casual, and others more organized.

Formal schooling is arranged at Oulu University of Applied Sciences, Summer University of Northern Ostrobothnia and Open University.

The Adult education center of Oulu ("Oulu-opisto") arranges casual evening courses. Their courses cost around 50-60 euros.

Courses for free are arranged in International Activity Centre Villa Victor (google: Villa Victor language course).

4.6 International student groups in Oulu

There are two international student groups that work in the universities of Oulu: Oulu ESN (Erasmus Student Network) group mainly for Erasmus-program exchange students and Network of International Students in Oulu (NISO).

ESN

Oulu ESN group stands for Oulu Erasmus Student Network. "We focus especially on organizing free time activities for internationally minded students." ESN organizes various events for incoming exchange students and for everyone else. For example: Mökkiweekend (a cabin weekend), City Rally (city-orienteeing event) and International Dinner Party, not forgetting the sitsit-parties (a fine and funny dinner party). Events are open for all!

Contact Oulu ESN:

E-mail: president@esn oulu.org

Facebook: ESN Oulu, <https://www.facebook.com/esn oulu/>

Instagram: @esn oulu

NISO [2018 inactive]

Network of International Students in Oulu (NISO) is an active student organization. It provides a platform for interaction of international degree and exchange students. NISO offers various social and cultural activities that are open to all the students of University of Oulu and Oulu University of Applied Sciences.

Contact NISO:

E-mail: niso oulu@gmail.com

Facebook: Network of International Students in Oulu, NISO ry, <https://www.facebook.com/niso oulu/>

5 VOCABULARY

This following terminology is used in Oulu University of Applied Sciences.

Alumni: Former students who have graduated from Oulu UAS and are already in the working life.

Experience tutor: Experience tutors have continued tutoring after the first year. They can offer their experience-based knowledge on subjects like practical training, international exchange or thesis.

Culture team: OSAKO's Culture team is focuses on the fun side of the student life. It arranges different cultural events, parties and excursions for all Finnish and foreign students.

Educational affairs: The operations and activities of OSAKO have been divided into different sectors. Educational affairs is one of them. There are two members of the board responsible for the educational affairs and one of them is focused on tutoring matters. This member of the board works in the field of tutor coordinating and the development of tutoring in co-operation with the Specialist of Educational Affairs.

Finnish Survival Course: The aim of Finnish Survival Course is to acquaint the students with the Finnish culture and to provide them with the basics of Finnish language. The course is meant for exchange students of the Erasmus programme and for other exchange students from Oulu UAS' international partner institutions. The course will normally be arranged two times during the academic year.

International and cultural affairs: The operations and activities of OSAKO have been divided into different sectors. Two members of the board in co-operation with the Specialist of International Affairs carry out the activities of international and cultural affairs. Together they organize cultural events, trips, different event nights, Go Abroad days etc. for and with the students of Oulu UAS. OSAKO has a specific cultural team for these activities in which all students can join.

International team: The international team is run by OSAKO. It consists of Finnish and international students. The meetings are always held in English. International tutors get the invitation to meetings from the member of the board who is responsible for international and cultural affairs.

International tutor: An international tutor is a guide and support for the exchange students. The international tutor advises exchange students in education related questions and helps exchange students

adapting to Finnish culture and to the life in Oulu. An international tutor participates in the international tutor training.

KAJ: The short form KAJ comes from the Finnish word “koulutusala järjestö”, meaning **field-specific student associations**.

OLL (Opiskelijoiden liikuntaliitto): The Finnish Student Sports Federation OLL, founded 1924, is a national advocacy and service organization working on behalf of Finnish student sports. It represents all Finnish students in higher education institutions. The federation engages in advocacy, support, education, research while also operating in the national and international communities on behalf of student sports. OLL pursues its goals through sports policy advocacy as well as through coordinating sports and member events. OLL also governs Finnish student elite sports, international organization work, sports advocacy for students.

OSAKO: The Student Union of Oulu University of Applied Sciences is a law-prescribed, non-party-political non-governmental organization for all students in Oulu UAS. It provides services, support and guidance to its members, and represents all students of Oulu UAS. OSAKO is independent and consists of a board of representatives (highest in power, and selected in an election each year) and of an operative board and secretaries.

SAMOK: (Suomen opiskelijakuntien liitto ry): The Union of Students in Finnish Universities of Applied Sciences is an umbrella organization of UAS students in Finland. SAMOK is a self-sufficient and politically independent national interest and service organization of students. OSAKO is a member of SAMOK.

Specialist of International Affairs: OSAKO has an employee who is responsible for international affairs and communications. The Specialist of International Affairs organizes cultural events and happenings related to international mobility and manages OSAKO’s website, newsletter, and other information channels.

Specialist of Educational Affairs: OSAKO has an employee who works in the field of tutor coordinating, the development of tutoring and organizing different kinds of trainings for student associations. The Specialist of Educational Affairs is responsible for the training of new tutors.

Teacher tutor: In each school of Oulu UAS there is a teacher tutor for each group of students. The teacher tutor works as an instructor for the student group in areas such as planning the studies and helps students in study related decisions. Teacher tutors follow and support their students throughout the study path. Teacher tutors also co-operate with tutors in their field of studies.

Tutor correspondent / representative: Each school in Oulu UAS has a tutor representative who usually is a board member in the field-specific student association. Tutor representatives are the ones in charge of tutor activities inside their school and work together with the study advisor, secretary of studies and teacher tutors of their school. The tutor representative arranges tutor meetings with the other tutors in the school. Tutor representatives are the first people for a tutor to turn to in a need of help and guidance. They work as a link between their school and OSAKO.

Tutor team: The tutor team consists of OSAKO's member of the board who is responsible for the tutoring matters, Specialist of Educational Affairs and the tutor representatives of the field-specific student associations. The tutor team is a tool for planning tutor trainings and developing tutor activities. The team is assembled roughly once per month and is open for all students interested on tutor activities.

Student tutor: A student who is a tutor for Oulu UAS students on voluntary basis. The student tutor is usually a second or higher year student. A student tutor is also known as a peer tutor.

5.1 Dictionary

ammattikorkeakoulu	= University of Applied Sciences
ammattikorkeakoulututkinnon nimi	= Bachelor of ... (ie. Bachelor of Social Services)
ammattikorkeakoulututkinto	= Bachelor's Degree (UAS)
ammattiopinnot	= professional studies
ERASMUS, eurooppalainen opiskelija- ja opettajavaihto-ohjelma	= ERASMUS
Erasmus -opiskelijan peruskirja	= ERASMUS Student Charter
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 asioiden toimisto	= International Relations Office
kansainvälistyminen	= internationalization
korkeakoulu	= Higher Education Institution
korkeakouluopinnot	= Higher Education Studies
kotikansainvälistyminen	= Internationalisation at Home
koulutusala järjestö	= field-specific student association of...
tutkinto-ohjelma (amk-tutkinto)	= Degree Programme in...
tutkinto-ohjelmavastaava	= Head of Degree Programme
kv-koordinaattori	= international planning officer
lehtori	= senior lecturer
lukukausi	= term
lukuvuosi	= academic year
Nordplus	= pohjoismainen opiskelija- ja opettajavaihto-ohjelma
north2north, University of the Arcticin opiskelija-vaihto-ohjelma (Pohjoismaat, Venäjä, Alaska, Kanada)	= Exchange program of Arctic University
opinnäytetyö (amk-tutkinto)	= Bachelor's Thesis
opintojakso	= course
opintojen hyväksilukeminen	= recognition and accreditation of studies
opintokokonaisuus	= study module
opintoneuvoja	= Student Adviser / Student Counselor
opintopiste	= credit
opintosuoritusote	= Transcript of Records
opintosuunnitelma	= Curriculum
opintosuunnitelma ulkomailta suoritettavista opinnoista	= Learning Agreement
(Oamkin) opiskelijakunta	= Student Union of... (Oulu UAS)
opiskelijapalvelut	= Student Services
perusopinnot	= Basic Studies
Suomen opiskelijakuntien Liitto - SAMOK ry	= Union of Students in Finnish Universities of Applied Sciences (SAMOK)
tuntiopettaja	= Lecturer
vaihtokorkeakoulun vahvistus vaihtojaksosta	= Letter of Confirmation
vapaasti valittavat opinnot	= Free-choice studies

6 LINKS

www.osakoweb.fi

Student Union of Oulu UAS (OSAKO). You can find information about the student union and about becoming a member.

www.facebook.com/studentunionosako

Student Union OSAKO's Facebook-page.

www.oamk.fi/english/exchange_opportunities/ects/practical_information/

www.oamk.fi/english/nettutor/index.php (old, but useful)

Oulu University of Applied Sciences has published an informative guide package about studies and life as international student in Oulu. You will find information about studying, living, transportation, shopping, paying taxes in Finland.

www.oamk.fi/english/ouas/int_relations

Oulu UAS international relations

www.otokyla.fi

Dormitory in Oulu that houses majority of international students. Webpage only in Finnish.

www.ouluthisweek.net

Happenings and events in Oulu in Finnish

www.ouka.fi/english/index.asp

Diverse information about Oulu: studying opportunities, what is happening in the city, and so on.

www.studyinfinland.fi

All information you need to know about studies in Finland

<http://www.infopankki.fi/en/living-in-finland/finnish-and-swedish/finnish-online>

<http://www oulu.fi/languagesandcommunication/>

Teaching material for to learn Finnish and Finnish culture by yourself

7 CONTACT INFORMATION

7.1 Student union OSAKO

Student Union of Oulu University of Applied Sciences (OSAKO)

Address: Kotkantie 1
90250 Oulu

Office hours: Mon-Thu 10:00-16:00

E-mail: osako@osakoweb.fi

Internet: www.osakoweb.fi/en

Tutoring: www.osakoweb.fi/en/tutoring

OSAKO's crew: <http://www.osakoweb.fi/en/contact/>

Member of the Board, International Affairs and International tutoring

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+358 50 563 1614

Member of the Board, Tutoring

Linnea Mustonen

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Specialist in communication and International Affairs

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7.2 International Relations Officers at Oulu UAS

Exchange students

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International Planning Officer

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Marianne Isola

International Planning Officer

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Degree students

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Study Counselor

Teuvo Pakkalan katu campus & Kotkantie campus

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leila.karjalainen@oamk.fi

8 CREDITS FROM TUTORING ACTIVITIES

Even though tutoring is based on voluntary work, tutors get credits for their tutoring activities. These credits are counted into your free-choice studies. You can find the course descriptions, the requirements and the instructions of how to apply for the study credits from OSAKO's webpage, at the material section. If you have any questions, please contact the Specialist of Educational Affairs of OSAKO.

ATTACHMENTS

Attachment 1

Tutor's check list

1. FIRST THINGS FIRST

1. **Stay in touch with the international planning officer of your school**
2. **Contact the new international student before his/her arrival by e-mail**

Tell about yourself and about your duties as a tutor

3. **If your tutee arrives within the arrival days, you can tell him/her to meet you at the OSAKO office. The keys for the dormitory are delivered to the OSAKO office. From the tutoring lists you'll be able to see if your tutee lives in the dormitory or not. You can also pick up the dormitory key in advance for him/her if you want to.**

If your tutees don't arrive within the arrival days, they are responsible for getting the key from the PSOAS office themselves. Also, if your tutees have accommodation elsewhere, they are responsible for organizing that too.

4. **Take the student to the dormitory (exchange students)**
5. **Take the student shopping for groceries**
6. **Go through the timetables of the first few days**

Showing the way to school, time of the first meeting

2. TOPICS FOR THE FIRST MEETINGS WITH YOUR TUTEES

STUDY COMMUNITY AND ENVIRONMENT

Getting familiar with the group/people

- Exchanging important contact information, important e-mail lists
- Getting to know each other with plays and games, go through where everyone is from, what kind of studying and working experiences or hobbies the new students have

Physical study environment

- Important contacts in school and their contact information
- Locations of all campuses of Oulu UAS
- Getting familiar with the new study environment

STARTING STUDIES IN OULU UAS

Introduce the school's timetables/schedules

- Where to find classrooms, when and where to eat, what all the abbreviations mean

Introduce the studying possibilities in Oulu UAS

- Where and how to get information about studies
- Personal study plan, PSP (if someone doesn't know yet why to do it and where to get help with it)
- How to pick up courses
- Absence practices, courses, exams, vacations, enrolling for courses, enrolling for exams, how to raise grades, where and how to copy materials, the location and use of printers, usernames and passwords in different systems and important web pages
- Studying and teaching methods

LIFE AS STUDENT

What is this OSAKO all about?

- Student card: how to get one, where to get one and most importantly why to get one, offices and locations of OSAKO and school-specific student associations
- Activities, happenings and services of the student union OSAKO

Student services

- Student restaurants and where they are located
- Health care and welfare services
- Sports services and possibilities: University Sport Services of Oulu: www.unisportoulu.fi and the Sports Pass. Also remember to ask about the Sports Tutors for help!

Student life in Oulu

- Traffic and public transportation: busses, biking (also winter biking possibilities) and private cars
- Important places: Kela's office, police station, PSOAS (student housing), train and bus stations
- Free-time opportunities: movie theaters, restaurants, bars, night clubs, cafeterias etc.

