

21.08.2017

TE services in Pirkanmaa

Dear Customer,

- This is an official newsletter from the Pirkanmaa TE Office to customers who have registered as jobseekers. Read this newsletter carefully because it contains important information related to your unemployment security and job seeking. We will only call you if necessary. Submit copies of your documents to the Pirkanmaa TE Office only if asked to do so.

When you apply for unemployment security (työttömyysturva):

- TE office is responsible for determining your right for unemployment security. This decision is called *labour policy statement* (työvoimapolitiittinen lausunto). Your unemployment security is paid by either your labour union's unemployment fund (työttömyyskassa) or government social security organisation Kela. We will send the labour policy statement to you payer automatically. If we have all the required information from you the statement has already been sent or will be sent. In order to receive unemployment security you need to send an application either to your labour union's unemployment fund or Kela.
- If you need to correct any information you have submitted, call TE office customer service (tel. 0295 020 713).

Call TE office customer service (0295 020 713) without delay, if

- You carry out business activities or have been employed in a business owned by a family member.
- You are a student or were a student, but have not received a certificate for a degree or qualification.
- You own forest of agricultural property

Request for added information (selvityspyyntö)

- We may send you *request for added information* related to your labour policy statement and your right for unemployment security. If this is necessary you will receive this request by post. The request will also be available in your *E-services*. If you get such a request it's very important that you answer it quickly.
- *E-services* is customer's internet portal for TE –services. *E-services* can be found at our national website www.te-services.fi You can switch the language of the website to English and find important information. You can access *E-services* with Finnish online banking codes, although some bank related restrictions may apply. You can submit your answers to request for added information by post or in *E-services*.
- It takes approximately 30 days for us to process your answer and during this time you won't be able to receive unemployment security. If it is appropriate, based on the information you have submitted to us, the unemployment security can be paid afterwards for this period. After the processing time you will find your labour policy statement in *E-services* along with the previous statements. You won't receive a posted copy.
- The TE Office will contact you if needed and this can be done by letter or by phone. We can also send marketing information to the e-mail you have given us in your registration.

When you receive a JOB OFFER (työtarjous) from TE –office

The TE Office sends you job offers which match your professional skills and your profile. The job offer is sent in a letter or it can be given on the phone.

1. Follow the instructions and apply for the job indicated in the job offer. You must do this no later than the date shown in the letter.
2. When you have applied for the job, you must report this to the TE Office no later than the date shown in the letter. You can report this either in your *E-services* or by calling us.
3. If you don't apply for a job indicated in the job offer or if you refuse to accept job offered to you directly by employer, you may lose your unemployment security.

What are your rights and obligations as a jobseeker?

TE office will offer you services that support you in finding employment. These services include for example lectures, training, workshops, career coaching, etc. We will also offer customers work as explained earlier. In order to keep receiving unemployment security, the customer must actively search for employment, accept work, when offered and participate in services offered by the TE office. This also applies in temporary or permanent lay-off situations. We also provide a lot of services, of which you can freely select the ones that support your personal job search in a best possible way

Three steps closer to work – do the following:

1. **Make a presentation of yourself in CV-netti.** CV-netti is a service which you can use in marketing yourself. Employers have access to the profiles and they use the service in order to find candidates which they are interested in hiring. You find CV-netti in your E- services. Prepare your presentation in CV-netti carefully in order to highlight your skills and competence and to attract the attention of employers. TE office also use CV-netti profiles when presenting jobseekers directly to employers and also when we make job offers directly to you. If you give us more detailed information we can make more accurate job offers.
2. **Learn efficient job seeking skills.** We have one recorded lecture, which you can watch from [this link](#). We have lectures and workshops on various topics in Finnish and you if your Finnish skills are adequate, you can reserve a place in these yourself from our [events calendar](#). Remember that using services available to you and being skilful and active in job seeking gives you the best chance to succeed in finding employment.
3. **Search for vacant jobs** at www.te-palvelut.fi/avoimettyopaikat and other job seeking sites. At TE Services website you can create an alert, which sends a notification to your e-mail every time there's a new job advert matching your criteria. There is also a box, which you can tick to active a filter, which gives you only the English job adverts.

How to manage your services, and where to get help when necessary

1. **Pirkanmaa TE Office's website.** The site contains local information, instructions and current events.
2. **E -services** Log in to E- services with your online banking codes. In E- services, you can report changes in your situation, such as employment, studies, entrepreneurship, maternity leave etc. Remember to update your address details because they are not updated automatically from the local register office. In E - services, you can for example see your labour policy statements.
3. **TE office customer service** National Helpline for General Enquiries. Different numbers for different topics in Finnish available. English service 0295 020 713.
4. **Request a call back using E- services.** If you are unable to get your issue taken care of in E-services or over the phone, you can submit a request for call back. Call back is also the method to determine your possibility for pay subsidy (palkkatuki) or work try-out (työkokeilu). An expert from the Pirkanmaa TE Office will call you within five working days. Check at E-services that your phone number is up to date.
5. **Customer advisors and help with job seeking.** If you need help for example with using E- services, searching for suitable job openings or creating CV-netti profile, customer advisors provide assistance at Tampere TE Office
6. **Delivery of documents** Submit copies of documents and certificates only if you have been asked to do so. You can also leave documents at any office; if you do so, remember that delivery by post takes some time.
7. **Finnish language courses.** TE office can provide language courses only for customers within integration period (kotoutumisaika). More information about integration from 0295 020 713. You can find out about private language course providers from the following links. Remember, you may lose your unemployment security if you study full time.
 - <http://www.infopankki.fi/en/living-in-finland/finnish-and-swedish>
 - <http://yle.fi/aihe/artikkeli/2015/12/15/suomi-finnish>
8. Tampere city migration info centre Mainio for help in many situations
 - <http://www.tampere.fi/en/social-and-health-services/social-and-income-support/immigrant-services/mainio.html>
9. Infopankki – Useful website for immigration information
 - <http://www.infopankki.fi/en/frontpage>

Changes in services for unemployed jobseekers in Pirkanmaa as of 1 August: <http://www.tampere.fi/en/jobs-and-enterprise/local-employment-experiment.html>