

Telephone Services

National Telephone Service in English

+358 295 020 713

- advice on services provided by TE Offices
- advice on the use of online services
- directing customers to the right services

National Telephone Service in Russian

+358 295 020 715

Русскоязычная консультационная служба

Calls will be charged based on the client's own operator charges.



TE-palvelut | AN-tjänster
TE services

Joining the workforce



jobmarket.fi

The Employment and Economic Development Office (TE Office) is at your service

Are you looking for work? Do you want to change jobs to something more appealing? Are you wondering what additional training you'll need to get ahead in the workplace? Have you considered becoming an entrepreneur? Do you need occupational rehabilitation to cope in the workplace?

The Employment and Economic Development Office (TE Office) offers a wealth of information and expertise on occupations, jobs, education, training and entrepreneurship in Finland and abroad. Just visit our website, call one of our national contact numbers or come to a TE Office in person to discuss your options.



To learn more about our services, visit jobmarket.fi

Be proactive – take advantage of our wide range of services

Are you currently employed, unemployed, studying, facing unemployment or returning to the workplace? Register with a TE Office as a jobseeker.

TE Offices offer jobseekers advice on finding employment and provide job-search coaching and personal employment services. TE Offices find and offer suitable jobs and can introduce jobseekers to suitable employers. A wide range of services for persons planning to start their own business are offered by TE Offices and regional business services.

Register as a jobseeker by filling in the online Jobseeker registration form. This will make your jobseeker information immediately available when TE Offices are looking for suitable candidates to fill the job vacancies posted by employers. You will gain access to TE Office services more quickly by registering yourself as a jobseeker online.



Register as a jobseeker at www.jobmarket.fi

Look for jobs online

At the Jobmarket you will find information and services related to work life. You can create a job search profile and look for jobs by occupational group, location or date of posting, or using word search. In addition, household employers' job postings can be found on the Vacancies service at paikat.te-palvelut.fi.

When you sign up for the Job Market and create a job search profile, you will receive suggestions on vacancies that are right for you based on your experience and expertise. The job search profile allows you to show things like your job history, education and other competencies. The job search profile can also be published for employers to see.

Job-search coaching enhances your confidence

You can add to and update your job-search skills by participating in job-search coaching.

The coaching addresses the various aspects of job-searching, the job market situation and employer expectations and also familiarises you with electronic job-searching channels and tools. Job-searching coaching is an outstanding opportunity to practice looking for work in order to ensure success in your job interviews.

Work abroad

Are you about to work abroad? Map your language skills and competencies as well as the employment situation in your field in the country of destination. On the EURES portal you can find vacancies in EU countries and information about working in different countries.

EURES is the employment service of the European Economic Area. The EURES portal contains information on job vacancies in the EU member states as well as on working and living conditions abroad. You can also find information on working in different countries.

For more details, also check:

Jobmarket.fi > Personal customers > Internationality > Working or participating in an internship abroad
National Telephone Service in English
www.eures.europa.eu

Employment plans are made together

TE Office staff will guide you in searching for jobs, discuss your job-seeking wishes and assess your skills.

The TE Office will arrange your first interview with you within five business days of the start of your

job search. The initial interview will map out your situation and an employment plan will be made. In the interview, together with your expert, you will consider what kind of jobs you could apply for or whether you need to get an education or change field. The initial interview will also evaluate your service needs. Assessing your service needs is a key part of supporting your employment and directing you to services.

The TE Office or the local government pilot on employment will arrange five complementary job search discussions for you in the next three months after the initial interview. The discussions will aim at a pace of every two weeks. Complementary job search conversations are organized according to your individual situation and service needs.

In addition to the three-month job-search discussions, you will be given two supplemental job search discussions every six months from the initial interview or other supplemental job search discussion. These complementary job search conversations only apply to you if you are an unemployed jobseeker and do not participate in employment-support services.

In the job search discussion, you get support in your job search. In addition, the performance of your job search and the implementation of your employment plan will be assessed. In the job search discussion, the assessment of the service need is reviewed and you are directed to the appropriate services.

Change security speeds up job placement

Check whether you are eligible for change security. You are eligible if, for example, you are in danger of being terminated or have been terminated due to financial or production reasons, you have been laid off or you are coming to the end of a long, fixed-term period of employment.

The employment and change security scheme enhances employee security, provides support in job-seeking and assists you in becoming employed once again as quickly as possible. The change security scheme gives jobseekers a better chance to participate in activities that promote employment and also improves and maintains the jobseeker's professional expertise.

If you are unemployed you may be reimbursed for travel and accommodation expenses related to job interview trips. The party responsible for payment of unemployment benefits can grant you mobility subsidy to cover travel or other expenses resulting from accepting a job or to cover expenses related to moving to a new job locality.



TE Offices will provide you with support when things change at work.

Improve your professional skills or choose an entirely new career

If you are thinking about improving your skills or changing careers, TE Offices will provide you with the information you need on educational alternatives, various fields of study and occupations, and study financing.

You can discuss your educational and occupational options with an adviser at a TE Office or by calling the national education advice helpline. You can also find information online.

Jobmarket.fi > Professional information
www.opintopolku.fi
facebook.com/koulutusneuvonta



For a wide range of information on education and occupations, please visit the te-services.fi website and TE Offices.

Assistance in choosing a profession and career planning

When choosing your future profession, consider and determine without prejudice what opportunities are available, what you would like to do for a living and what would be possible for you. If you want the help and views of a professional to support your considerations, you can take advantage of the choice of profession service offered by TE services and the career counseling psychologist service.

Career coaching

Career coaching provides support and guidance in clarifying your choice of profession and career alternatives, applying for vocational education and developing your workplace skills. Coaching is primarily given in a group format, where you will not only receive support from counsellors, but also from other people in the same situation as you.

Read more: [Jobmarket.fi > Personal customers > Career and employment > Choosing or changing professions](#)

New skills through education and training

Labour market training

Through labour market training, you can refresh your skills or train for a new profession. Labour market training is primarily intended for unemployed persons over 20 years of age or those in danger of becoming unemployed. Free education and training is provided to participants by vocational adult education centres, vocational institutions, higher education institutions and private educational service providers.

Vocational labour market training is primarily qualification oriented. Trainees can complete a vocational qualification, a specialist vocational qualification or a qualification module. The objective may also be to earn a university-level degree. Continuing and supplemental training as well as entrepreneurial training for persons starting their own business or considering it are also on offer. Adult basic education can also be provided if the lack of a basic education is an obstacle to getting a vocational education.

Joint purchase training is labour market training jointly planned and procured by an employer and TE Office advisers. Immigrants are provided with integration training, which promotes and supports student opportunities to become actively contributing members of Finnish society.

You may apply for labour market training either by filling in the online application form or an application form from a TE Office.

The Training Watch service sends information on training courses of interest to you directly to your email address. You can also apply for a training place using an online application form.

Independent study through unemployment benefits

Independent full-time study through unemployment benefits is also possible, under certain conditions. Independent study must be agreed upon at a TE Office. The daily unemployment allowance or labour market support is paid for the duration of studies.

The eligibility requirements for receiving unemployment benefits to support independent study include:

- ▶ supporting the studies will significantly improve the jobseeker's ability to gain employment

- ▶ the studies are full-time
- ▶ the study support is agreed upon in the employment plan or an equivalent plan the jobseeker is at least 25 years of age.

In cases involving immigrants, unemployment benefits may also be granted to support part-time studies and the requirement that the jobseeker be at least 25 years of age does not apply. If the studies cannot be supported through unemployment benefits, you will still have the opportunity to study on a part-time basis without losing your unemployment benefits. For more information, please consult the educational advice service or visit our website.

Apprenticeship training

Apprenticeship training is well-suited to both basic vocational training and continuing education. An apprenticeship is a fixed-term employment agreement, which involves on-the-job learning and theory-based study at an educational institution. The employer pays the student a salary in accordance with the applicable collective bargaining agreement. If you are unemployed, the employer can apply for and receive a pay subsidy from a TE Office.

www.studyinfo.fi

Services for entrepreneurs starting a business

TE Offices will provide you with advice if you are planning to establish a business and need additional information on entrepreneurship as well as start-up support.

Start-up grants promote a new enterprise by ensuring income for entrepreneurs during the start-up and establishment phases. Start-up grants may be awarded for a period of no more than 12 months. Grants are applied for at TE Offices. Other regional business services offer entrepreneurs starting out a wide range of guidance, business premises and other similar services. You can gain and supple-

ment entrepreneurial skills through training, since the business start-up and entrepreneur training can be flexibly combined.

Please notice that, as an unemployed jobseeker, you can choose whether to apply for a startup grant or unemployment benefits for the first four months of your entrepreneurship. If you begin business activities during your unemployment, the assessment for whether you are a full-time or part-time entrepreneur will not take place within the first four months since you have launched your business. As an unemployed jobseeker, you will be granted unemployment benefits during this time. Read more:

jobmarket.fi > **Personal customers > Unemployment security > Unemployment security for entrepreneurs and self-employed persons**

If you receive income for your business activities during the four-month period, you will be paid an adjusted unemployment benefit. For more information, contact the payers of unemployment benefits: www.kela.fi, www.tyj.fi

TE Offices and Centres for Economic Development, Transport and the Environment (ELY Centres) offer training for persons planning to start a business and those who are already entrepreneurs. You can find additional information on the offerings for entrepreneur training online and at ELY Centres.



Flexibly combine business and entrepreneur training.

Support for employment

Pay subsidy

If you are unable to find a job on the open job market, you can inquire with a TE Office about the possibility of working on a pay subsidy. This is when your employer receives a subsidy for your salary.

On a case-by-case basis, the TE Office deems whether a jobseeker's employment can be promoted by granting a pay subsidy. The purpose of work arranged with the help of a pay subsidy is to improve the competence of an unemployed person and to help unemployed jobseekers find work on the open labour market.

Employment coaching

If you need personal support in finding a job or entering the workforce, you will be assigned an employment coach by a TE Office. In some cases, an employment coach can support you in completing your apprenticeship training. The employment coach also provides support to the employer.

Work trial

A work trial is a service that promotes employment at a workplace. However, during the work trial, you are not employed by the work trial organiser.

A work trial can be used to find a suitable work and training alternative if you do not have a vocational qualification or are changing fields or professions. The objective of a work trial is to determine whether a certain field or profession will interest you or whether, for example, entrepreneurship is a suitable career option for you.

A work trial can also be used to support a return to the job market if you have been absent for a long time.

TE Offices oversee work trial placements. You can also try to independently find a placement approved by a TE Office. The parties enter into a work trial agreement.

Public employment services as vocational rehabilitation

TE Offices offer public employment services as a form of vocational rehabilitation for clients whose medically-certified disability or illness reduces their chances of gaining employment, keeping a job or advancing in their career. Together with experts in vocational rehabilitation, it is possible to determine work and training opportunities where the limitations imposed by the disability or illness have been taken into consideration.

The services offered by TE Offices are supplemented by vocational rehabilitation organised by accident and traffic insurance providers, earnings-related pension providers and the Social Insurance Institution of Finland (Kela).

www.vkk.fi
www.tela.fi
www.kela.fi

Unemployment security

Unemployment benefits are paid to unemployed jobseekers to ensure income for the time during which they are looking for work or participating in services that promote employment. Unemployment benefits include an earnings-related allowance, a basic daily allowance and labour market support.

The TE Office examines the labour market policy conditions for receiving unemployment benefits and issues a labour policy statement to the party

paying the benefit. The payer, Kela or an unemployment fund will examine the other prerequisites for receiving benefits.

During the job-search coaching, career coaching, labour training, training trials and work trials, an unemployed jobseeker may be paid the unemployment benefit (earnings-related allowance/basic daily allowance/labour market support) to which they are entitled while unemployed. If the service has been specified in the employment plan, the jobseeker may be eligible to receive an increased unemployment benefit for the duration of the service. A requirement for receiving unemployment benefits is that the jobseeker is actively looking for work. An expense allowance is also paid during the service.

At the "My Unemployment Security" web service, you can view labour policy statements issued by TE Offices and reply to requests for clarification issued by TE Offices concerning matters related to unemployment benefits.

Please contact your unemployment fund or Kela for more information on the amount of your unemployment benefit, the activity requirement and the application procedures for unemployment benefits.

www.kela.fi
www.tyj.fi