



GUIDE FOR NEW IMMIGRANT CLIENTS OF THE EMPLOYMENT AND ECONOMIC DEVELOPMENT OFFICE



WELCOME AS A CLIENT OF THE EMPLOYMENT AND ECONOMIC DEVELOPMENT OFFICE!

The Employment and Economic Development Office is known as the TE Office. The purpose of being a client of the TE Office is that you will find work. The TE Office provides information on available jobs and supports you in job seeking. The TE Office also organizes integration study programs, vocational training, job seeking, career and employment coaching, professional and career orientation, work and training experiments and pay subsidy.

How can I become a client of the TE Office?

In order to be eligible for TE Office services, you must be a registered client at the TE Office. You will become a client by registration on the TE Office website at **www.te-palvelut.fi** → **Ilmoittaudu työnhakijaksi työ- ja elinkeinotoimistoon** (Register as a jobseeker).

The TE office will call you shortly after your registration.



If you are not able to complete the registration for becoming a client of the TE Office on the Internet, it is also possible to register at the TE Office.

When you will come to the TE Office for the first appointment, please bring to present the following documents:

- passport
- residence permit or a registration certificate of residence permit of an EU citizen from the Police
- if possible, a register document or other civil register document from the magistrate to prove that you have a Finnish social security number (Kela card for instance)

How do I keep my client status valid with the TE Office?

You maintain your client status at the TE Office by being in contact with the TE Office as agreed with the responsible attendant (by phone or e-mail for example).

You may also be invited to an appointment at the TE Office. You should respect the given date and time and arrive to the appointment as indicated in the invitation.



What happens when I have been registered as a jobseeker?

A member of the TE Office staff will make an appointment for an initial assessment of your Finnish language skills. The assessment is conducted to determine what kind of integration education you will require. The initial assessment normally takes a few hours. It is required in order to be eligible for integration studies. You do not need any previous knowledge of the Finnish language to take part in the initial assessment.



In addition you will be invited to an appointment at the TE Office for preparing an integration plan. Details such as the kind of work you are looking for and what kind of integration studies or other training you will need are included in the plan. If you cannot speak Finnish or Swedish, an interpreter will be provided for you when necessary.

If you have children, please arrange a babysitter for them during your appointment at the TE Office.

When can I begin the integration course?

There is often a waiting list for the integration courses organized by the TE Office. When your integration plan is prepared, you may be placed on a waiting list for an appropriate training.

When a suitable place is available for you the TE Office will send you a letter with the detailed information about where and when the integration course will begin. You will lose your place if you do not begin the integration study program.



What are the Finnish integration courses organized by the TE Office like?

The integration study program takes for about a year. During the studies you will learn Finnish, knowledge of the Finnish society and skills for job seeking. At some districts the integration courses can also be organized in Swedish. The purpose of the integration study program is to improve your employment opportunities.

Integration studies coordinated by the TE Office are organized in different places. The studies typically take 5 days a week, 7 hours per day. There is a period during the program where you will be introduced to working life. During the work practice you will work in a Finnish workplace.

The study program run by the TE Office is free of charge for you. During the studies you will be paid unemployment benefit and you will receive an expenses allowance for the days of study. The expenses allowance is designed to cover travel and meal expenses.



May I undertake studies other than those run by the TE Office?

You may attend Finnish or Swedish language studies that are not organized by the TE Office, but the TE Office must agree on this in advance. You will find study programs for example from the site **www.finnishcourses.fi**

During your integration period, unemployment benefit and an expenses allowance can be paid to you during certain Finnish or Swedish language studies. The condition for receiving these benefits is that you study at least 20 hours per week and that your studies are written down in your integration plan. Do not start studying before you have agreed on it with the TE Office.



You are urged to also actively study Finnish or Swedish independently. You will find appropriate material for example in libraries or in the internet for example on the page **www.kotisuomessa.fi** or **www.infopankki.fi** → **Finnish on the Internet.**

What do I do if I cannot attend the study program?

You must attend the integration study program every day that it is provided. You cannot be absent from the studies without permission or without an acceptable reason.

If you are sick or your child is sick, please inform your teacher about it. Your teacher can also ask to present a certificate of illness, written by a doctor or a public health nurse. If you are absent from the studies 5 days or more without permission or an acceptable reason, the study program can be

interrupted. Payments of the unemployment benefit may also be interrupted.

If you are accepted to another training during the integration study program, do begin only after agreeing on it with the TE Office.



What is unemployment benefit?

Unemployment benefit is money paid to an unemployed job seeker who is searching a full-time job or attending a study program or other TE Office service.

If you are unemployed and you hold a valid job seeking status, the TE Office will investigate whether you are eligible to receive unemployment benefit.

On what basis is unemployment benefit paid?

Unemployment benefit can only be paid if you are a registered client at the TE Office and ready to work full-time. You should be prepared to accept a part-time job as well. In some cases a person working part-time could be entitled to receive unemployment benefit.

A full-time job means a job which is normally done 5 days a week and 8 hours a day, which is around 40 hours per week. If a job cannot be found, you are obliged to receive services from the TE Office, such as take part in a full-time Finnish language course.

Unemployment benefit is not paid if you are a full-time student or if you cannot take a full-time job for some other reason. Other reasons may include, for example, taking care of a child full-time. Working as a self-employed person or an entrepreneur may also affect whether unemployment benefit is payable to you or not.



Which institution pays unemployment benefit?

Unemployment benefit is paid by the Social Insurance Institution of Finland (Kela) and the unemployment funds. In other words, the TE Office does not pay the benefit.

The TE Office sends a labour policy statement to Kela or the unemployment fund. In the statement the TE Office states whether you are eligible for unemployment benefit as far as the TE Office is concerned. Kela or your unemployment fund makes the final decision on whether unemployment benefit will be paid to you.

You must apply for unemployment benefit yourself from Kela or from the unemployment fund. You apply for the benefit by filling in an application form on the internet on Kela's website (www.kela.fi) or on the unemployment fund website. You may also apply for unemployment benefit on a paper application form which is printed out and delivered or posted to the Kela office or your unemployment fund.

What do I need to remember when I am a job seeker at the TE Office?

- Seek employment and be ready to accept work or training which the TE Office offers you.
- You may also be invited to the TE Office for example in order to update your plan. Arrive at the appointed time to the TE Office or please give a notice in advance, if the appointment time is not suitable for you.
- Make sure that your residence permit and passport are valid. Please apply for new residence permit or passport before the expiration date. Please provide the TE Office a document to attest that you have applied for a new residence permit or passport.
- As you receive the new residence permit, please provide a copy of it to the TE Office. If your residence permit is no longer valid and you have not applied for a new residence permit in time, the unemployment benefit can be suspended.
- Notify via the www.te-palvelut.fi website, by phone or by e-mail if
 - you receive a job
 - your address or phone number changes
 - you are going on maternity leave or sick leave or you are unable to attend work or training for another reason
 - you intend to attend training other than that arranged by the TE Office
 - you or a family member intends to start a business
 - you intend to move abroad.





How will I find a job?

As a registered client at the TE Office you should actively seek employment. The TE Office cannot give you a job but it will help you in job seeking. TE Office provides you with information on available jobs which are suitable for you.

Employers normally advertise available jobs on the internet. You will find available jobs, for example, at the address **www.te-palvelut.fi** → **Avoimet työpaikat ja paikkavahti.**

Jobs are also advertised on other internet sites and in newspapers.

You may also find work through personnel service companies or acquaintances for example. You can also ask for a job by contacting companies directly by phone or e-mail. You will find information about companies on the internet.



How do I apply for a job?

When you find a job opportunity advertised, information on how to contact the employer will be found in it.

You normally need to send the employer a job application and a CV (curriculum vitae). Describe briefly in the job application

- why the available job opportunity interests you
- why you are a suitable person for the job.

State in the CV

- your contact information (name, phone number, address, e-mail address)
- what kind of educational background you have
- what kind of work you have done earlier.

Often the employer provides an electronic web application form which is used for applying for the job on the employer's website. Sometimes a phone call is enough.

There is an internet-based CV register service. You may publish your own CV there. The employers can take a look at your CV there and contact you. The CV-net register service is found at **www.te-palvelut.fi** → **CV-netti.**

Further information on applying for a job and writing a job application and a CV:

www.infopankki.fi → **Elämä Suomessa, työ ja yrittäjyys**

www.te-palvelut.fi → **Työnhakijalle** → **Vinkkejä työnhakuun**



How can the TE Office help if I can't find work?

The TE Office also organizes job search, career or employment coaching or will guide you towards a work or training trial or work with pay subsidy.

Coaching:

- Job search coaching provides advice on applying for jobs.
- Career coaching helps you to choose an occupation and apply for vocational training.
- Employment coaching supports you in finding work and operating in the workplace.

Work trial:

- Work trials take place at a workplace. The aim is to determine whether the type of work in question is suitable for you.
- A contract between you, the employer, and the TE Office will be drawn up regarding the work trial. You are allowed to begin work experiment after the TE Office has approved the contract.
- You do not receive a salary during the work trial period; instead you will normally receive unemployment benefit and an expenses allowance.

Training trial:

- Training trials take place at an education institution. The aim is to determine various vocational and training options.

Labour market training:

- You may complete a qualification to qualify for a certain profession or you may supplement your own education.
- The training will be conducted in Finnish.
- The training courses are free of charge for you. During the training you will normally receive unemployment benefit and an expenses allowance.
- You can apply for the training courses at the address **www.te-palvelut.fi → Haussa oleva työvoimakoulutus** (open labour market training).

Pay subsidy:

- With pay subsidy, you work at a workplace and the TE Office pays your employer a subsidy towards the cost of employing you.





Where can I find further information about the services of the TE Office?

You will find further information

- from your responsible attendant
- by calling TE telephone services, tel. **0295 025 500**
or in English tel. **0295020713**

Further information on working in Finland, career choices, training options, and job seeking:

- www.te-palvelut.fi
- www.te-palvelut.fi/finnwork
- www.infopankki.fi
- www.finnishcourses.fi
- www.lifeinfinland.fi