

TAMPERE.  
FINLAND

# HOME TAMPERE.

CITY OF TAMPERE  
INTEGRATION PROGRAMME

2021-2025



TAMPERE



# TABLE OF CONTENTS

<b>INTRODUCTION</b>	4
<b>1. BACKGROUND OF THE INTEGRATION PROGRAMME</b>	5
1.1 Connections to the strategic objectives of the city	7
1.2 Coordination of integration measures and knowledge-based management	9
1.3 Partnerships, networked cooperation, and the Immigrant Council	9
1.4 Multilingual communication	10
1.5 Glossary of integration	11
<b>2. RECEPTION OF REFUGEES AND STATE REIMBURSEMENTS OF CITY INTEGRATION WORK</b>	13
2.1 Reception of refugees in Tampere	14
2.2 State reimbursements	14
<b>OUR INTEGRATION SERVICES</b>	16
<b>3. SUPPORTING THE WELLBEING AND SKILLS OF CHILDREN AND YOUTH</b>	17
3.1 Integration in early childhood education and preschool education	18
3.2 Integration in basic education	19
3.3 Languages provision in early childhood education and basic education	20
3.4 Bilingual upbringing and education	21
Index of services	22
Integration story: Carolina	23
<b>4. VITALITY FROM INTERNATIONAL TALENT: TOWARDS EDUCATION AND EMPLOYMENT</b>	25
4.1 Integration in secondary education	26
Index of services for secondary education	28
4.2 Integration in employment and growth services and international talent services	29
4.3 Services for beginning entrepreneurs, start-up entrepreneurship	31
Index of services	33
Integration story: Ali	34
<b>5. COOPERATING FOR EVERYDAY HEALTH AND SOCIAL PROTECTION</b>	35
5.1 Integration within the social and health services	36
5.2 Services supporting integration in various life circumstances	36
5.3 PServices supporting refugee integration	38
5.4 Support services for immigrant unaccompanied minors, and integrative aftercare	39
Index of services	39
Integration story: Sarah and Mazen	41
<b>6. ENCOURAGING PARTICIPATION IN CULTURE AND SPORTS</b>	42
6.1 Wellbeing and activities in various life circumstances	43
6.2 Sports and exercise promote knowledge of the city and physical conditioning	44
Index of services	45
<b>7. RESIDENTIAL AND ENVIRONMENTAL SERVICES SUPPORTING INTEGRATION</b>	46
7.1 Integration in city planning and housing	47
7.2 Preventing spatial segregation	48
<b>8. PARTNERSHIPS IN THE CITY'S INTEGRATION WORK</b>	49

## Introduction

The new Tampere Integration Programme is a step towards a rejuvenation of the structure of the City of Tampere integration services. The integration programme is a comprehensive introduction to the inter-administrative complex of the city's integration services as they presently exist. Instead of a listing of services or an organizational tree, we focus on the experience of the person moving to Tampere from abroad. When considering integration, it is vital to retain the idea of for whom the services are being delivered, and how that person experiences their own integration. Is Tampere a place an immigrant finds easy to put down roots and can feel like a part of the community, develop their skills, and be employed?

The city's new integration programme is closely connected to the Strategic Programme on International Talent Attraction and Migration, first adopted by Tampere in 2019. The objective of the strategic programme is to develop the ecosystem composed of skills-based immigration, international recruitment by employers, and the services necessary for the integration of immigrants, in

a way that supports regional cooperation and promotes permanent service structures. A unified structure of services promotes the rapid and long-lasting attachment of new inhabitants to the region and its communities.

The strategic program provides a vision and an outline to guide future development work. With its help, we have undertaken a determined effort to develop the City of Tampere international talent services, including the related employment and business support services. In addition, we have worked on a multidisciplinary structure of services, bringing in know-how from the social and health care services, cultural and leisure services, as well as educational services.

The services we provide to promote integration make up a safety net that supports newcomers and enables them to feel like active participants in society. We support and encourage all who wish to make Tampere a home!

**Mari Taverne**


*Director of Talent Attraction and Migration*

# 1

## **BACKGROUND OF THE INTEGRATION PROGRAMME**







The new City of Tampere Integration Programme is a summary of the services supporting integration provided by the city to those immigrating to Finland to settle in Tampere. There are many reasons for coming (e.g. family, work, study, international protection), and each immigrant has their own story. In 2020, about 19,000 people with a foreign language as their first language lived in Tampere, comprising about 8% of the population. The most common foreign first languages are Russian, Arabic, Persian, English, and Estonian.

The integration programme guides customers to relevant service paths and aims to predict what services they will need. The Act on the Promotion of Immigrant Integration, as well as other legislation guiding the provision of municipal services, also plays a role in defining the services offered to immigrants.

The purpose of the integration programme is to define integration services provided by the City of Tampere. These services are centrally coordinated by the city, and in some cases produced by other organizations (such as the Finnish state or a voluntary sector organization). This document defines the integration process through a variety of service pathways. Whether the immigrant is a child, a youth, or an adult, our services seek to promote their integration in the most effective way possible, in cooperation with a number of stakeholders.

In this integration programme, we provide successful integration stories as told by immigrants from a variety of backgrounds. Our integration programme handbook is also useful for new immigrants moving into the Tampere region and provides a clear picture of the integration services available. It's our goal to be an internationally attractive city of talent, where it's easy to make a home supported through accessible and effective immigration services.

## 1.1 Connections to the strategic objectives of the city

In the background of the City of Tampere Integration Programme lie the Tampere City Strategy and Vision 2030 (Tampere – the Best for You. Tampere City Strategy 2030), the City of Tampere Strategic Programme on International Talent Attraction and Migration 2019–2024, as well as the Tampere City Budget 2020. These contain, among others, the following objectives:

- The appeal of the city as an internationally attractive and Finland's most popular city of education and a significant city of innovation will be increased by engaging in closer cooperation with educational institutes, research institutes and the business sector.
- Tampere will be an attractive place to stay and work after graduation. The local employment of students in higher education will be further incentivized. Connections to working life and employment opportunities will also be strengthened for non-Finnish-speaking degree students.
- Internationals' connections to working life will be strengthened and their competencies and their language and culture potential will be utilised in developing the vitality of the community as a whole.
- Tampere will provide diverse and high-quality language and cultural training for internationals of different ages and life circumstances. Efforts will be made to increase the number of municipal services delivered in foreign languages.
- The Pirkanmaa centralized services provided to immigrants in the integration phase will take the lead and the municipalities will build the necessary service ecosystem to act in its support.
- The International Skills Centre for immigrants (OSKE) will be further established as a one-stop shop for public services to promote the employment of immigrants.

- The International House Tampere service point will be launched in an ecosystem cooperation hub.
- The objective of the adult social work immigrant services is to help clients fix their life circumstances in an appropriate, relatively quick order to support their integration.

The Tampere City Strategy highlights responsibility as one of the city's key operating methods. In acting responsibly, we commit to promoting equality through all our actions. The promotion of equality and wellbeing also creates safety. The strategy particularly emphasizes the creation of equal opportunities for learning, sports, and cultural activities in the everyday lives of every Tampere inhabitant.

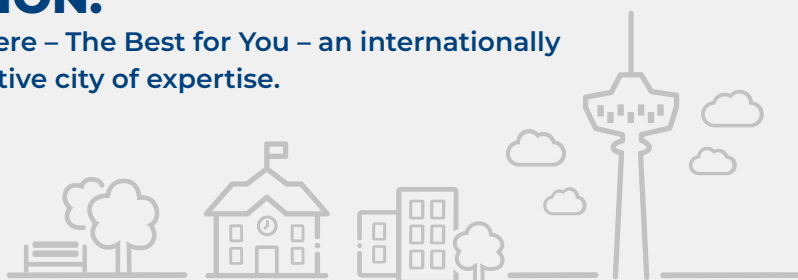
The legally mandated equality plan of the City of Tampere (2017–2021) emphasizes the importance of good relations between sectors of the populace to equality promotion. It is therefore of especially significant concern to ensure all groups of the populace have equal opportunities to participate. Of the measures proposed in the equality plan, employment and education promotion as well as the key role of the Immigrant Council are of particular importance to immigrants.

You can read the full equality plan (in Finnish) at: [www.tampere.fi/tiedostot/y/5xEGO4TNN/yhdenvertaisuussuunnitelma.pdf](http://www.tampere.fi/tiedostot/y/5xEGO4TNN/yhdenvertaisuussuunnitelma.pdf)

The strategy and the budget are being implemented through the service provision and annual plans of the city's various committees, boards, and the Central Administration. They also take into account the foundations of development and service provision supporting integration, as laid out in the integration plan.

## VISION:

**Tampere – The Best for You – an internationally attractive city of expertise.**



Tampere has excellent opportunities to make use of international expertise. Skilled workers and their families will find it straightforward to move and settle in Tampere. Persons from a foreign background are given incentives to develop skills and become employed in Tampere. They are made to feel like active participants in society and long-term investments are made to keep them resident in Tampere. The strategic programme is made up of four themes:

### **1. LIVING ECOSYSTEM**

Strategic policy: Create a strategic, cross-sector holistic management model for internationalisation, with the focus on orchestrating cooperation between the parties providing services and the broader ecosystem.

### **2. PUTTING THE CHANNELS IN ORDER**

Strategic policy: Developing the systematics of attracting international talents and investment as a mutually strengthening aggregate.

### **3. INCENTIVES TO THE TOP**

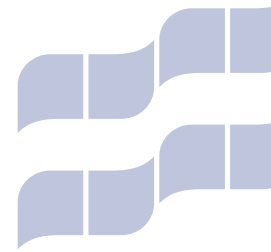
Strategic policy: Tampere smoothly utilises international talent in promoting business and innovation, as well as their networks in attracting investments and committing them to the area.

### **4. ENGAGEMENT THROUGH EXPERTISE**

Strategic policy: Making engagement possible – also for those in a difficult labour market position – for people with an international background through the identification, development and utilisation of competence as part of the value-generating Tampere community as its full members.

*The City of Tampere Strategic Programme on International Talent Attraction and Migration can be found in full at the address: [www.tampere.fi/tiedostot/s/WwKXB2pUB/Tampere\\_KansainvalisenOsaamisenMaahanmuutonStrateginenOhjelma\\_A4\\_150dpi\\_sRGB\\_FlipEco\\_002.pdf](http://www.tampere.fi/tiedostot/s/WwKXB2pUB/Tampere_KansainvalisenOsaamisenMaahanmuutonStrateginenOhjelma_A4_150dpi_sRGB_FlipEco_002.pdf)*





## 1.2 Coordination of integration measures and knowledge-based management

The city's internationalisation service branch is run by the Director of International Talent Attraction and Migration, who is also the city's primary coordinator for all immigrant affairs. Each service area is in charge of the services it provides. The internationalisation services coordinate the centralised Pirkanmaa region immigrant service ecosystem, launched in 2021 with the local government trial on employment. The ecosystem's jointly produced services include educational and employment services provided to immigrants in the integration phase.

The primary coordination of immigrant affairs includes e.g. the responsibility for heading and coordinating the city's integration programme, as well as drafting, enacting, monitoring, and following up on the Strategic Programme for International Talent Attraction and Migration. The coordination also includes networked cooperation on an international level as well as advocacy for the city on the theme of migration. In addition, the service branch coordinates national, county-level, and local cooperative efforts between various constellations of actors and stakeholders. The centralised primary coordination is also responsible for the distribution of state reimbursements related to refugee integration.

### Digital services and knowledge-based management

The City of Tampere is presently carrying out a project portfolio of knowledge-based management in international talent attraction and migration. Its objective is to create a knowledge-based management model and a roadmap for the development of digital services. The digital services project allows the internationalisation service branch to develop processes in customer service and operations to support employer recruitment and to channel previously unused international talent potential already present in Finland into businesses. We are also developing an operational model to support knowledge sharing and contingency planning within the city, which should allow it to prepare for new service requirements brought on by future immigration. It is our goal to gather the integration support services of all city units into one unified data bank, and to create digital interfaces and supporting communication channels between national and local government systems to allow clients to navigate the service network smoothly with our assistance. To our clients, the digital services appear as increasingly accessible online and off-site services.

## 1.3 Partnerships, networked cooperation, and the Immigrant Council

Services that promote immigrant integration are provided not only by the city and the state, who play a legally mandated role, but also a variety of associations, organizations, and other voluntary sector actors. This diverse network of actors is an important part of the whole of the service network supporting integration, and a path to two-way inte-

gration. We actively promote multi-stakeholder cooperation within the City of Tampere and act in a coordinating role across service sectors. We pay particular attention to developing client guidance and integration services within the social and health care services, the educational and cultural services, and the employment services, in coopera-



tion with districts and non-governmental organizations. We support immigrant associations in planning and carrying out cultural projects, building long-term cooperative relationships between service-providing associations, immigrant associations, and Tampere districts. Some organizations apply for operating grants with the City of Tampere. We also promote cooperation with organizations and other voluntary sector service providers through development projects. In addition, we coordinate the operations of the NGO Representative Council, a cooperative organisation bringing together the representatives of the City of Tampere and non-governmental organizations. The main mission of the NGO Representative Council is to promote the wellbeing of inhabitants and their everyday lives through effective cooperation. Its members include representation from multicultural organizations.

The Pirkanmaa TE Office and the Pirkanmaa ELY Centre are important local state organizations. With them, we cooperate on developing the migrant services ecosystem and service integration, following the guidelines of the Integration Act. This cooperative effort has a particular focus on integrating cross-municipal and cross-administrative services, the reception of quota refugees and the development of services for those under

international protection, as well as regional preparedness for large-scale migration. We also promote active cooperation in planning educational, integration, and employment services for working age immigrants.

At the end of this integration programme you can find a list of the key stakeholders of the City of Tampere.

### Immigrant Council

The City of Tampere has an Immigrant Council, tasked with developing immigrant and integration services, promoting dialogue between cultures, and participating in work to prevent discrimination and racism. The council is not a decision-making organisation, only submitting proposals on the tasks assigned to it. The Immigrant Council consists of 11 members, all of an immigrant background, including a chairperson. The council has the right to call in representatives of various officials and city units for hearings. Various service sectors of the city are represented in the Immigrant Council. Service sector representatives have a right to be present and to speak in council meetings. The council meets six times a year and sets its own agenda. The minutes of the council meetings are public.

## 1.4 Multilingual communication

We broadly promote multilingualism within services available to inhabitants with a foreign first language. Some of the ways multilingualism appears include the wide availability of multilingual teaching in early childhood education and basic education, as well as support for learning in a person's native language. Multilingualism is also present in cultural services, where linguistic diversity is part of events produced in cooperation with non-governmental organizations. It is our objective to promote the integration of inhabitants of various ages through the provision of multilingual

services and the production of informative materials in various languages. The City of Tampere has long engaged in the development of multilingual guidance and counselling services to support immigrants, with the objective of promoting the integration of foreign-language inhabitants and to offer accessible guidance and counselling in each inhabitant's native language.

The purpose of multilingual guidance is to promote the trouble-free everyday functioning, participation, and initiative of inhabitants in society. These

services are currently being produced at the international talent services' Mainio multilingual service point, as well as the Kototori social and health care services information point in Hervanta. Multilingual guidance counsellors also work both in immigration services and social services information points. Multilingual guidance supports inhabitants speaking a foreign language, in, for example, interacting with authorities and locating and accessing services. The provision of guidance services through various NGOs is also on the rise: the city helps promote the development of such activities and taking advantage of the synergy that arises. One of the objectives of the City of Tampere

Strategic Programme on International Talent Attraction and Migration 2019–2024 is to develop English-language service pathways as part of the services offered by International House Tampere. In the future, the English-language communication being gradually introduced to different services will improve the accessibility of the services that support immigration to the region. In addition, the city offers a variety of aids for English-language professional networking, including the Platform6 start-up community and events such as English-language business, recruitment, and networking events organized by International House Tampere.

## 1.5 Glossary of integration

An easy and fruitful integration is supported by correctly timed, inhabitant-centred services and processes that guide immigrants to effectively settle in the municipality, gain employment and carve out a life of wellbeing for themselves. This glossary is a collection of the most relevant definitions and terms related to integration work in Tampere.

### **Beneficiary of international protection**

A person who has been granted refugee status or a residence permit on the grounds of subsidiary protection or humanitarian protection.

### **Integration period**

An integration plan is typically in force for three years from signature, or, based on an evaluation of specific circumstances, for five years at most.

### **Quota refugee**

A person deemed as a refugee by the UN Refugee Agency (UNHCR) to whom authorisation to enter Finland has been granted within the refugee quota.

### **Integration**

Multiprofessional promotion and support of integration. The means for achieving this include measures and services that promote and support integration offered by authorities and other parties.

### **Integration (work)**

Interactive development of an immigrant and society, the goal of which is that the immigrant feels he or she is an active and full member of society. The objective is that immigrants learn knowledge and skills needed in society and working life. While they are familiarising themselves with the linguistic and cultural environment of their new country, their ability to maintain their own languages and cultures is supported. In return, the host society benefits from new influences and diversity.

### **Promotion of integration**

Supporting the immigrant integration process through measures taken by the authorities or other actors.

*Continued on the next page →*

**Cultural awareness**

A public servant's ability to take into account the impacts of culture on both the customer and himself or herself, for example in communication and customer contacts.

**Immigrant, migrant**

A person who moves from one country to another. General concepts that apply to all those who migrate, for whatever reason.

**Multiprofessional cooperation**

Cooperation between authorities in different branches of administration and other parties.

**Diversity, multiculturalism**

Refers to all those characteristics and features that make people stand out in an organization or society. These factors include age, gender, ethnic origin, culture, religion, education, marital status, sexual orientation, attitudes and values, personality, and political and financial position.

**Inclusion**

Feeling of belonging to a larger social whole. Willingness to participate in it socially, economically and/or politically.

**Refugee**

A foreigner who has justified reason to fear persecution because of his or her origin, religion, nationality, membership in a certain social group or political opinion. Refugee status is granted to a person to whom asylum is granted by a state or who is considered to be a refugee by the UN Refugee Agency UNHCR.

**Basic information**

Basic information on their rights, obligations in society and working life and their possibilities of accessing services that promote integration that is provided when immigrants are issued with residence permits or, at the latest, when they are registered in a municipality of residence and in the Population Information System.

**Social empowerment**

Consists of measures targeted at immigrants aiming to improve their life skills and to prevent exclusion.

**Asylum seeker**

A person who seeks asylum and the right to reside in a foreign country. The person has not yet been issued with a residence permit in Finland.

**Foreigner**

A person who is not a Finnish citizen.

**Early childhood education**

Early childhood education means a planned programme of upbringing, education, and child-care with set objectives and a particular emphasis on pedagogics. It covers ages from 0 to 6 years, the first years of a child's life from babyhood to the beginning of primary school.

**Foreign-language speaker**

A person living in Finland who has registered a language other than Finnish, Swedish or Sámi as their mother tongue.

**Equality**

All people are equal regardless of their gender, age, ethnic or national origin, nationality, language, religion, belief, opinion, health, disability, sexual orientation, or other personal characteristics. In a just society, personal characteristics, including origin or skin colour, should not influence a person's opportunities of accessing education and different services or getting a job – the fundamental rights belong to everyone.

*Source: Ministry of Economic Affairs and Employment of Finland, [integration.fi \(https://kotouttaminen.fi/en/key-concepts\)](https://kotouttaminen.fi/en/key-concepts), Finnish National Agency for Education, <https://www.oph.fi/en/education-system/early-childhood-education-and-care-finland>*

# 2.

## **RECEPTION OF REFUGEES AND STATE REIMBURSEMENTS FOR CITY INTEGRATION WORK**



## 2.1 Reception of refugees in Tampere

By a decision of the City Council, the City of Tampere is committed to the reception of refugees proposed for settlement and granted international protection by the UN Refugee Agency UNHCR. Our refugee quota has stood for 100 people per year for several years. The Pirkanmaa ELY Centre will assign the refugees on a per-municipality basis following negotiations with Tampere social services on the refugees to be received. A refugee may enter Finland and Tampere only after

their municipal settlement has been agreed with the ELY Centre and a suitable dwelling found. Tampere receives a state grant for the reception of quota refugees and for organizing integration services for them. Refugee reception is coordinated by adult social work immigrant services, who offer guidance, advice, and social work services to those immigrating to Tampere as refugees for their first three years in Finland.

## 2.2 State reimbursements for city-provided integration work

As stipulated by the Integration Act, municipalities may recover costs incurred by the organization of integration services from the state. These reimbursements are intended to compensate for guidance and advisory services provided to refugees as well other activities supporting their integration.

A municipality receives a set sum for each person received,

- 2,300 EUR/year for those aged 7 years and older and
- 6,845 EUR/year for those aged under 7.

This grant shall be paid for four years for persons who entered through the quota system and for three years for those entering through the national asylum process. In addition to the above, a municipality is reimbursed in full for social assistance costs incurred by quota refugees as well as other persons of a refugee background for three years, any major social services and health care costs for ten years, and for interpretation costs until the time they gain Finnish citizenship. Pursuant to Council of State Statute 1393/2011, a municipality is paid a set state reimbursement to recover costs incurred in organizing an initial assessment as stipulated in Section 9 of the Act.

The 2021 Tampere City Budget estimates about 2 million euro in imputed reimbursements for refugee integration activity will be received. Within the city's organization, refugee integration activities are the province of various actors within the social and health care, educational, and growth, innovation, and competitiveness service sectors. The state grant must be budgeted specifically for activities supporting integration. Thus, services available to any inhabitant when needed are not integration-supporting activities in this sense.

The imputed reimbursements for refugee affairs are allocated as part of the city's budgeting process. In the city budget, state reimbursements are shown as income for the respective service sectors. The sectors then budget expenditures at least equal to the reimbursements on integration activities. The coordination of the imputed reimbursements for refugee integration activities is centralized within the city to the Director of Talent Attraction and Migration within the Employment and Growth Services unit. The allocation process of the imputed reimbursements to city units was redesigned for the 2021 budgeting process. The imputed reimbursements are allocated to operational units organizing activities that support



integration using predetermined percentage shares agreed between the units. The funding each unit receives is ultimately dependent on the total funding received by the city. Incomes and expenses related to refugee integration activities are incorporated into the budget proposals of the committees. The final decisions on the allocation of imputed reimbursements for refugees are made by the City Council when approving the budget.

Monitoring of the incomes and expenses allocated to refugee integration activities is conducted as part of the city's normal internal auditing process. In addition, the Director of Talent Attraction and Migration may make queries about the use of the operational funding, and they also coordinate the work of a cross-administrative working group to monitor the imputed funding. All operational units must be able to separately enumerate the costs incurred by integration activities for refugees.

### Other immigrant services

The city will continue to take advantage of various means of funding to conduct development projects to improve customer-centred integration services. These projects may be cross-administrative and cross sectoral and/or municipal boundaries.

### Central government transfers and other income

The Finnish system of central government transfers to local government is predicated on the principle of budgetary universality, i.e. that the municipality can decide how to spend the transfers. The system of central government transfers includes a foreign language multiplier, which is derived by calculating the share of foreign-language inhabitants of the total population of the municipality and subtracting the corresponding share of the municipality with the lowest share of foreign-language inhabitants in the country. When calculating the multiplier, population information system data on the number of foreign-language inhabitants from the year preceding the fiscal year in ques-

tion is used. Imputed municipal costs derived from foreign-language inhabitants are calculated by taking the "basic foreign language cost" defined per inhabitant and multiplying it by the municipal population as well as the foreign language multiplier.

Apart from the transfers for basic services, a transfer earmarked for educational and cultural services is allocated to preparatory education for basic education for immigrants, as well as basic education for adult immigrants. The state also pays a special reimbursement for certain immigrant services, such as family group home costs for unaccompanied minors who have received a residence permit, as well as substantial special costs incurred by social and health care services. If an immigrant or their family member is a refugee who has not yet received Finnish citizenship, interpretation and written translation services in social services and health care, cooperation between school or daycare and the home, and other integration-related contexts will be reimbursed to City of Tampere units by the state. The municipality is eligible for reimbursement for such interpretation services with no time limit. Interpretation and translation services provided for persons other than refugees will be billed to the requesting authority. The social and health care service sector will apply for the state reimbursements with the Pirkanmaa ELY Centre on behalf of the city.

### Costs

The costs of integration promoting services are included in the budget of each operating unit. The City's budget preparation guidelines will be followed in budgeting. Immigrants use the basic services provided by the city, and their costs will not be separately listed, unless this is required e.g. for the purposes of state funding. The budget approved by the City Council likewise does not separately list immigration services costs. The annual plans of operating units may, however, present a more detailed breakdown of the resources allocated to activities and the content of the services provided.

# OUR INTEGRATION SERVICES



Photo: Visit Tampere / Laura Vanzo

# 3

## **SUPPORTING THE WELLBEING AND SKILLS OF CHILDREN AND YOUTH**

Early childhood education and basic education



### 3.1 Integration in early childhood education and preschool education

#### The focuses of our services:

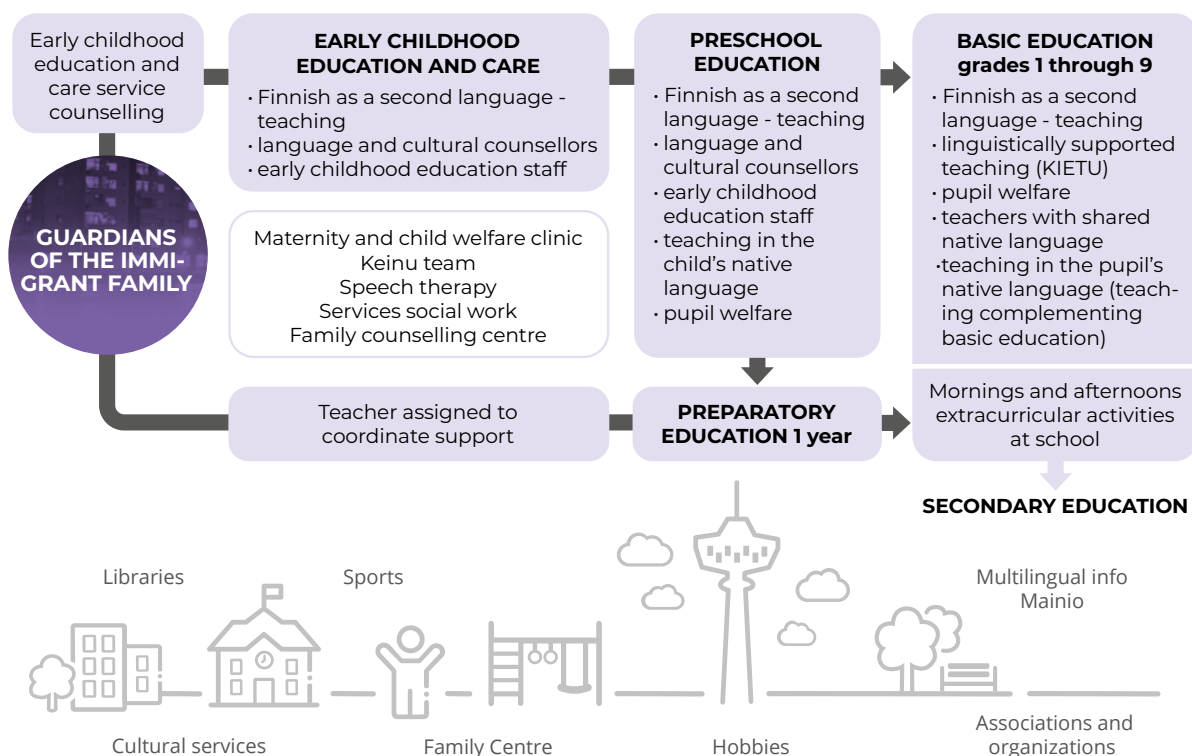
- We offer language-aware upbringing and teaching.
- We promote the shaping of a positive self-image.
- We strengthen linguistic and cultural identity.

We carry out early childhood education and preschool education for children from diverse language and cultural backgrounds as a neighbourhood service along with all other early childhood education and preschool education. Our objective is to support each child's early childhood educa-

tion and preschool education through cooperation in order for every child to receive the upbringing, education, and care most appropriate to their development and needs. Our work concentrates on doing together, creating and strengthening a friendly, communal atmosphere, and developing the child's cultural identity. It is our common goal to support the inclusion of families in the Finnish educational system, and to guide them to benefit from other services as well if needed.

In language- and culture-aware early childhood education and preschool education diverse languages, cultures, and worldviews are woven

#### Service pathway for an integrating child and youth



into one whole. We see cultural diversity as enriching the experience offered to all children, while taking into account the individual needs of each child and family. Through the cooperation of staff, guardians, and various cultural communities, we ensure the cultural traditions particular to each child and family are passed on. As the child starts early childhood education and care or preschool in a new linguistic environment, we support their integration, if needed by using a smaller group size. At the moment, language and cultural counsellors operate in Tampere early childhood education, helping children participate and work as part of the group and help in everyday situations, such as through interpretation. In addition, the early childhood education services employ some staff on a city level for a fixed term, offering families

advice, guidance, and support in many parenthood questions. With the help of interpretation services, interpretation apps, and translations, we enable equal participation for multilingual families.

A child with a good grasp of their native language is not only encouraged to communicate in that language, but their Finnish learning is also enhanced. If necessary, we can evaluate a child's native language skills and arrange for extra lessons. In the preschool context, we will also organize teaching in the child's native language in small groups as far as practicable. For those children whose Finnish learning becomes a concern, we make a Finnish as a second language plan and support their learning of Finnish.

## 3.2 Integration in basic education

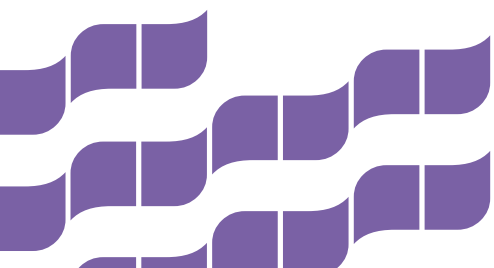
Basic education comprises primary school from the first to the ninth grade. Compulsory schooling applies to all children, beginning the year they turn seven and ending, at the latest, when they complete the basic education curriculum or turn 17 (from August 2021, compulsory schooling will be extended and will apply until the 18th birthday). Basic education enables both a broad general education and eligibility for further education. We guide pupils in recognizing their own strengths and finding the methods of learning most suitable to themselves. The ideal result is a child who thinks independently feels good about themselves with confidence in their abilities and skills. A pupil who does not yet speak Finnish will start their schooling from preparatory education for basic education, about one year in duration. In the preparatory education course, the pupil will learn the basics of Finnish and develop the groundwork to continue studying various subjects in a Finnish-language basic education context. After the preparatory course, the pupil will transfer to their own local school. Five schools operate a linguistically supported teaching (KIETU) group. Such

groups offer further support after preparatory education is complete.


In organizing teaching, the age, language skills, and earlier educational background of each pupil will be considered. The methods of language-aware teaching help pupils internalize what they have learned and make use of what they already know. Learning Finnish is also supported through Finnish as a second language (S2) teaching. We see each pupil's linguistic and cultural background as an asset and encourage the use of the pupil's own language in studying and information gathering. Where practicable, the learning of multilingual pupils is also supported by teachers who share their language.

In basic education, we offer various language options and electives. As complementary lessons, teaching in the pupil's native language is available for more than 30 languages.

Arranging for the support a pupil needs is part of a school's core functions. Most often, the support can be arranged within the pupil's own school.







Various pupil welfare services exist to support a pupil's physical and mental well-being. After school, various hobbies and extracurricular activities are offered, some directly following on from the school day.

Cooperation with the home is also an important element of schooling. Interpretation services are used where needed. It is our objective for the home and the school to cooperate to support each child's learning and upbringing.

### 3.3 Languages provision in early childhood education and basic education

Children begin their foreign language learning from an early age in Tampere. In early childhood education and care, the "language shower" programme helps children get to know various languages. Through this, we want to amplify a child's natural curiosity towards foreign languages and cultures. Children get to know different languages and cultures through activity, including play, song, rhyme, and sport.

In preschool, the induction into foreign language learning continues with a weekly hour of language education (Kikatus). During the preschool year, the child gets to know the languages available in their own future school's pathway as first foreign languages. During the spring of their preschool year, the first foreign language to be learned, the A1 language, will be selected, and teaching can begin in the first grade. Tampere offers seven possible A1 languages: English, Spanish, Chinese, French, Swedish, German, and Russian. The A1 language selection varies by school.

From the third grade, pupils have the option of starting to learn a second foreign language (the A2 language). If a pupil has selected an A1 language other than English, English will be automatically selected as their A2 language.

In the sixth grade, all students begin to learn the second domestic language, the B1 language. In Tampere, the B1 language is Swedish. In the eighth grade, in lower secondary school, pupils may elect to learn a wholly voluntary B2 language. The selection of B2 languages varies by school. In Tampere, Spanish, Italian, Chinese, Latin, French, German, and Russian are offered.

#### **More information about language options in Tampere schools:**

[www.tampere.fi/varhaiskasvatus-ja-koulutus/esiopetus-ja-perusopetus/](http://www.tampere.fi/varhaiskasvatus-ja-koulutus/esiopetus-ja-perusopetus/)  
[www.tampere.fi/varhaiskasvatus-ja-koulutus/esiopetus-ja-perusopetus/3-6-vuosiluokat.html](http://www.tampere.fi/varhaiskasvatus-ja-koulutus/esiopetus-ja-perusopetus/3-6-vuosiluokat.html)

#### **Learning languages opens doors video:**

Learning languages opens doors  
[youtu.be/vzMXzToNC\\_M](https://youtu.be/vzMXzToNC_M)



### 3.4 Bilingual upbringing and education

The purpose of bilingual early childhood education and care is to make use of the early sensitivity period for language learning by offering a more linguistically diverse upbringing. Children are exposed to new languages and are able to use them in a practical, play-like fashion. This also lays a groundwork for a lifetime of language learning. It is our goal to stimulate children's linguistic curiosity and willingness to experiment by putting them in a multilingual environment.

In Tampere, we offer early childhood education in German in the Kissanmaa daycare centre and in French in the Amuri daycare centre. As a purchased third-party service, the city also offers Swedish early childhood education by Svenska Barndaghemmet i Tammerfors. English-speaking, private daycare centres eligible for a voucher include Early Education Center Ltd and Sunshine Early Learning Centre.

Other private daycare centres offer early childhood education in English as well.

In basic education, the purpose of bilingual education is to achieve a fluent and versatile ability both in the schools teaching language (Finnish) as well as the target language (English, French, or German). Apart from Finnish and target language lessons, teaching in other subjects is conducted in both languages. Bilingual education is intended for both pupils who are native Finnish speakers and those who speak a foreign language. Children of immigrating families who speak the target language being taught in the school can enrol in the programme.

#### **Bilingual early childhood education and basic education in Tampere**

[www.youtube.com/watch?v=WW1HHAcXzqE](https://www.youtube.com/watch?v=WW1HHAcXzqE)

#### **Bilingual early childhood education and preschool and basic education in Tampere**

##### **Bilingual early childhood education**

- German-emphasis group in Kissanmaa day care centre  
[www.tampere.fi/kissanmaanpaivakoti](http://www.tampere.fi/kissanmaanpaivakoti)
- English-language group in Maijalanpuisto day care centre  
[www.tampere.fi/maijalanpuistonpaivakoti](http://www.tampere.fi/maijalanpuistonpaivakoti)
- French-language group in Amuri daycare centre  
[www.tampere.fi/amurinpaivakoti](http://www.tampere.fi/amurinpaivakoti)

##### **Bilingual preschool education**

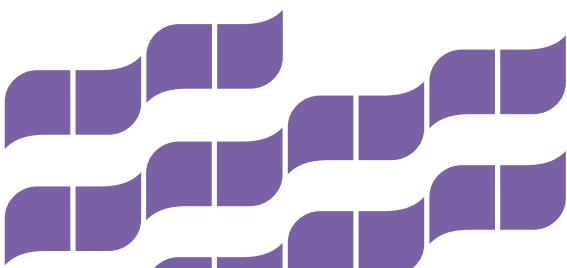
- English-language preschool education starting 1 August 2021 in FISTA (Finnish International School of Tampere)  
[www.tampere.fi/fista](http://www.tampere.fi/fista)
- French-language preschool education at Wivi Lönni School  
[www.tampere.fi/wivilonninkoulu](http://www.tampere.fi/wivilonninkoulu)

- German-language preschool education at Tammela School  
[www.tampere.fi/tammelankoulu](http://www.tampere.fi/tammelankoulu)

##### **Bilingual basic education**

- In English in FISTA (Finnish International School of Tampere)  
[www.tampere.fi/fista](http://www.tampere.fi/fista)
- In French at Wivi Lönni School  
[www.tampere.fi/wivilonninkoulu](http://www.tampere.fi/wivilonninkoulu)
- In German in Tammela School (grades 1 through 6)  
[www.tampere.fi/tammelankoulu](http://www.tampere.fi/tammelankoulu)  
In Sampo School (grades 7 through 9)  
[www.tampere.fi/sammonkoulu](http://www.tampere.fi/sammonkoulu)

[www.tampere.fi/varhaiskasvatus-ja-koulutus/esiopetus-ja-perusopetus/kaksikielinen-esi-ja-perusopetus.html](http://www.tampere.fi/varhaiskasvatus-ja-koulutus/esiopetus-ja-perusopetus/kaksikielinen-esi-ja-perusopetus.html)



## Index of services

### Early childhood education and care

- Information about opportunities for children under school age to select from a variety of early childhood education and care services in Tampere. The website includes e.g. instructions for applying to daycare.
- [www.tampere.fi/varhaiskasvatus-ja-koulutus/varhaiskasvatus.html](http://www.tampere.fi/varhaiskasvatus-ja-koulutus/varhaiskasvatus.html)

### Preschool education and basic education

- Information about preschool education organized by the City of Tampere, basic education, and afterschool activities. The website includes e.g. instructions on how to enrol children for preschool education / basic education.
- [www.tampere.fi/varhaiskasvatus-ja-koulutus/esiopetus-ja-perusopetus.html](http://www.tampere.fi/varhaiskasvatus-ja-koulutus/esiopetus-ja-perusopetus.html)

### Preparatory education

- Information on preparatory education for ages 7 to 16 and enrolment link. Website in Finnish and English:
- [www.tampere.fi/varhaiskasvatus-ja-koulutus/esiopetus-ja-perusopetus/monikieliset-oppilaat/valmistava-opetus.html](http://www.tampere.fi/varhaiskasvatus-ja-koulutus/esiopetus-ja-perusopetus/monikieliset-oppilaat/valmistava-opetus.html)
- [www.tampere.fi/en/daycare-and-education/preschool-education-and-basic-education/multilingual-pupils/preparatory.html](http://www.tampere.fi/en/daycare-and-education/preschool-education-and-basic-education/multilingual-pupils/preparatory.html)

### Teaching for multilingual pupils

- Information about schooling in Finland and a guide to basic education for families of multilingual pupils, in various languages:
- [www.tampere.fi/varhaiskasvatus-ja-koulutus/esiopetus-ja-perusopetus/monikieliset-oppilaat.html](http://www.tampere.fi/varhaiskasvatus-ja-koulutus/esiopetus-ja-perusopetus/monikieliset-oppilaat.html)

## Integration story

# “It’s good for me and my sons here”

*Carolina, Brazil*



Photo: Veli-Matti Lahdeniemä / City of Tampere

“I am originally from Rio de Janeiro, but before migrating to Finland in 2015 I had long lived in Recife, Northeast Brazil. We came to Finland as a family when my then-husband was employed by a gaming company. We have two sons. When we immigrated, the elder one began a private, English-language preschool. Today, my son goes to a Finnish-language school close to us, because I wanted him to learn proper Finnish and have the best possible opportunities for further education.

We are going to stay in Tampere, because it’s good for me and my sons here. Tampere is an international city, just the right size, close to nature. We enjoy the lakes and walking the forest paths, like in Kauppi or Suomensaari. Brazilians could learn a lot about the relationship Finnish people have with

nature. In my homeland, nature is more often seen as a resource to be exploited.

I currently work for the City of Tampere as a teacher with a shared native language, and also run a small catering service specialized in Brazilian food. I also clean offices and homes as a light entrepreneur. I am a geography teacher by education, and have also trained as a catering chef in Tampere.

The best thing about my own culture is the way everyone is spontaneously happy, whether rich or poor. This happiness is sort of built into Brazilian culture. I hope I will have more time for my business in the future and get to use my cooking to spread that Brazilian joy to Finns as well.”





Photo: Visit Tampere / Marko Kallio



# 4

## **VITALITY FROM INTERNATIONAL TALENT: TOWARDS EDUCATION AND EMPLOYMENT**

Employment and growth services,  
international talent services  
and secondary education



## 4.1. Integration in secondary education (vocational education and general upper secondary education)

### The focuses of our services:

- We recognize and acknowledge a client's personal skills and develop the skills of new immigrants towards flexible, individual educational and working life pathways.
- We offer high-quality secondary (vocational and general upper secondary, i.e. high school) education to migrants in various life circumstances.
- We enable active inclusion in school and learning communities as well as working life.

In Tampere, we offer diverse and high-quality language, cultural, general-educational, and vocational education. The objective of secondary schools, meaning general upper secondary schools (lukio) and vocational schools, is to support the development of learning skills for young and adult immigrants to enable their participation in further education and in working life. Education is offered for everyone, regardless of language skills or previous know-how.

The Tampere Vocational College Tredu offers 29 different vocational qualifications across its various locations. Seven other vocational schools also operate in Tampere. There are six city-operated daytime general upper secondary schools and one adult general upper secondary school in Tampere, along with the state-funded Tampere University Teacher Training School as well as four private general upper secondary schools. In secondary education, immigrant students receive support at various points of their education pathway, with the final objectives of integration, inclusion, and graduation to the labour market. Such support includes preparatory education for vocational training (for immigrants), basic education for adult immigrants, as well as preparatory education for general upper secondary education. In addition, we offer support

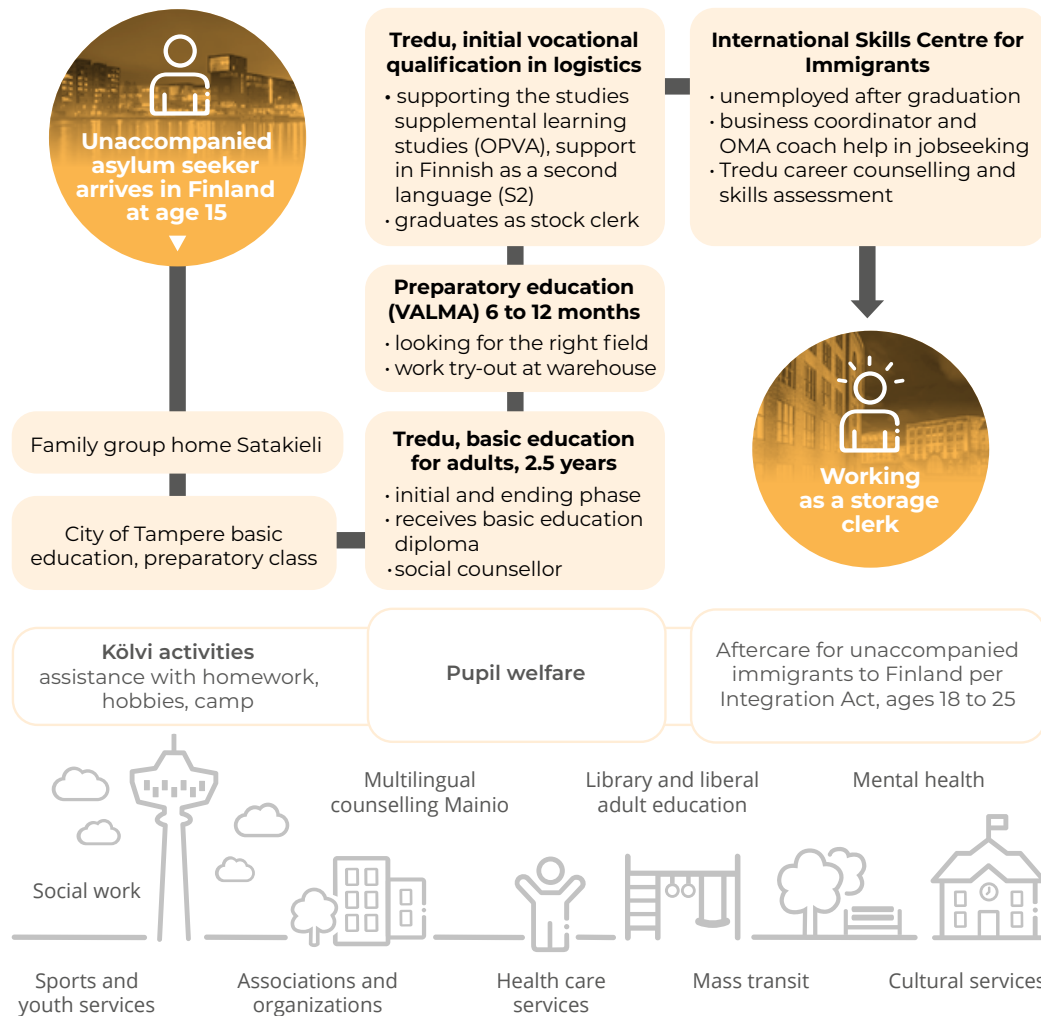
to improve learning skills, basic skills, and language skills at all points of the studying process.

Tredu also offers various language and cultural courses, vocational familiarisation courses, and partial qualifications for immigrants. In cooperation with the city employment and growth services, we design continuing paths towards working life for our students. We cooperate with other schools (e.g. TAKK, Luovi, and Kiipula) in shaping educational pathways that promote integration. Tredu's International Skills Centre for Immigrants offers career guidance and skills mapping, as well as learning recognition planning services for foreign-language clients of the City of Tampere employment and growth services.

Preparatory education for general upper secondary education for immigrants strengthens the knowledge and skills required in Finnish upper secondary school, and improves Finnish skills as well as communications and information gathering skills. This preparatory course also enhances the student's knowledge of Finnish culture and society. Preparatory education for general upper secondary education does not itself result in a degree, nor does it guarantee selection to enrol in general upper secondary school. After the



## Service pathway for an integrating secondary school student



course, the student must apply for general upper secondary education (or other secondary education) through the normal application process.

Students are also able to influence the content of the education on offer and their own educational pathways. We listen to student needs and wishes, collect feedback, include students through student association activities, and write up personal study plans for all students. We provide education in

English both in the vocational and the general upper secondary education pathways: in 2020, TREDU offered five English-language initial qualifications (business management, receptionist, cook, waiter/waitress, and international wilderness guide). At the Tampereen lyseon lukio high school, students can study towards an international baccalaureate examination in the IB Diploma Programme. The Tampere Swedish Upper Secondary School offers teaching in Swedish.



### Adult basic education to prepare for vocational education

Through adult basic education, a student can complete the full breadth of the basic education curriculum in three phases: the literacy phase (equivalent to grades 1 and 2), the beginning phase (grades 3 through 6) and the ending phase (grades 7 through 9). Subjects taught include Finnish, mathematics, English, social studies, and health studies. By studying various basic education subjects, Finnish skills will improve as well. Students may also take courses in individual basic education subjects, such as Finnish as a second language, and improve the grades in their original basic education diploma. A personal study plan will be drawn up for the student in accordance with their needs. Adult basic education gives a good foundation for continuing education in the vocational education pathway.

#### **More information about adult basic education in various languages:**

[www.youtube.com/playlist?list=PLPcQNcN2TJugY-yqq0Yj9iR3AbaSZ-gdb](https://www.youtube.com/playlist?list=PLPcQNcN2TJugY-yqq0Yj9iR3AbaSZ-gdb)

### Multicultural and -lingual studies

In the fall of 2020, Tredu organized courses at 15 different locations for 10,166 students, 1,449 (about 14%) of whom were foreign language speakers with 71 different native languages. Of those studying towards a vocational qualification, about 8% or 659 students also studied Finnish as a second language.

Multicultural courses directed for immigrants were taken by 237 students and preparatory courses for vocational education by 266 students. In 2020, the seven City of Tampere general upper secondary schools had 199 Finnish as a second language students, with 17 taking preparatory courses for general upper secondary education.

## 4.2 Integration in employment and growth services and international talent services

### The focuses of our services:

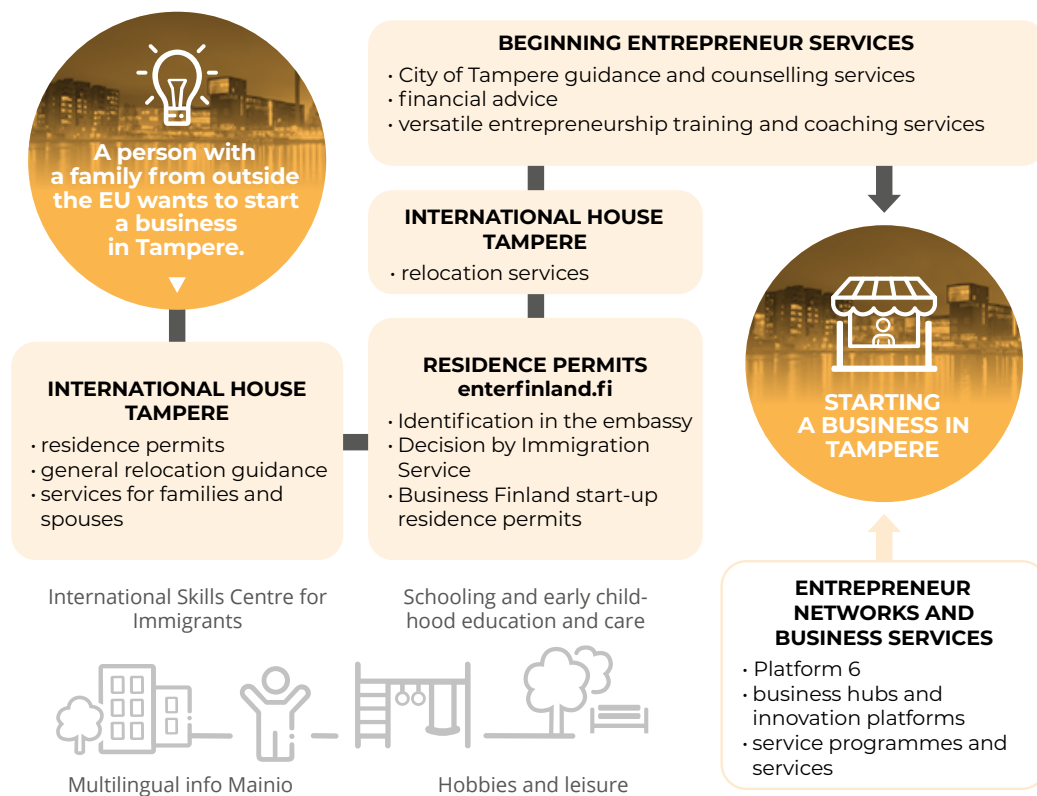
- We promote employment and entrepreneurship.
- We strengthen integration, skills, and inclusion.
- We develop the receptiveness and diversity of the labour market.

The Tampere employment and growth services as well as the international talent services are there for Tampere jobseekers, businesses, and employers. From March 2021, services for jobseekers in the integration period will be provided centrally throughout Pirkanmaa, with the municipalities of the region purchasing special-

ized services for their integrating jobseeker-clients from Tampere employment and growth services.

We offer services to promote employment, job creation, skilled worker availability and growth in businesses. For immigrant jobseekers, we promote employment, continuing education, and social inclusion. Our employment, education, and integration promoting services for international talent and immigrants are part of the city's internationalisation service branch. We promote the integration and employment of immigrants in cooperation with educational and social and health care services, private service providers, as well as voluntary sector actors. Our jobseeker services can be found through the International Skills Centre for

### Service pathway for an entrepreneur moving to Finland with their family





Immigrants, business and employer international recruitment services through International HUB Tampere, and immigrant guidance and counselling services through Mainio multilingual service point. The services for new entrepreneurs in the employment and growth services unit are also open for immigrant entrepreneurs and anyone interested in entrepreneurship. We also work to develop the international start-up ecosystem in the region.

### Multilingual info Mainio

The Mainio service point offers guidance and advisory services to all adult immigrants who need them in 16 languages. The service counselling at Mainio promotes integration, employment, and wellbeing in a comprehensive, accessible, customer-centred fashion. Mainio kicks off the initial assessments stipulated by the Integration Act for immigrants outside the workforce (e.g. international students, stay-at-home parents). In addition, we offer assistance in dealing with other authorities as needed. Our guidance work promotes inclusion and self-management in immigrants. We also host various informational events.

### International Skills Centre for Immigrants OSKE

The International Skills Centre for Immigrants OSKE provides immigrant jobseekers with services to promote their employment and education. Each client is assigned a personal OMA coach (also an abbreviation of the Finnish words for skill, motivation, and activity), who can advise the client and support them in reaching their individual goals. The OMA coach can help the client find a job, a work trial, or a place to study. They may also guide the client to access other services, such as rehabilitative work activity or social and health care services. OSKE's company coordinators, also known as job hunters, will also assist in job searches. The job hunters have a dual role in assisting employers with issues related to hiring immigrant labour. The OMA coaches and job hunters have an excellent

command of Tampere area services and a thorough knowledge of the various forms of support available for employment. OSKE also has a study counsellor, a Finnish teacher, and a special education teacher, who conduct skills mapping to help our clients make the correct educational choices, offer vocational counselling and career guidance, as well as map out necessary learning skills. The overall objective is to sketch out pathways through education to employment.

### International House Tampere

At International House Tampere, we offer international talent and foreigners interested in Tampere advice on resettlement, employment, entrepreneurship, and higher education. Our team also supports employers in locating and recruiting international talent. Since the beginning of 2021, the services of International House Tampere are co-located with the Mainio multilingual info point. Through this service point, the city wants to promote labour immigration and better attract international talent. Our service is being provided in cooperation with secondary education providers, Tampere institutions of higher education, the TE services, the business services, and other public authorities.

- In 2020, 82% of Pirkanmaa immigrants in their integration period were living in Tampere.
- About 4,000 international students make their home in Tampere.
- One in four new Tampere inhabitants speak a foreign language.
- The most-spoken foreign languages are Russian, Arabic, Persian, Swedish, and English.
- In 2020, there were 18,996 foreign language speakers in Tampere (8% of the population), with 117 languages spoken (including Finnish, Swedish, and Sámi).

## 4.3 Services for beginning entrepreneurs, start-up entrepreneurship

The City of Tampere Growth Services also serve immigrant entrepreneurs and clients starting a business. We offer personal advice, guidance in groups, as well as informational events and other guidance on available financial benefits. We support entrepreneurship, the growth of businesses, as well as enable job creation. To complement our services,

we have created the Platform6 start-up ecosystem, offering a hub of services exclusively for start-up companies and focused on their needs. It gathers start-up businesses, teams in the early stages, key service providers, and stakeholders under one aegis. Through the ecosystem, the city can boost the growth and internationalisation of local businesses.

## 4.4 Services from the Pirkanmaa Local Government Trial on Employment for immigrant clients

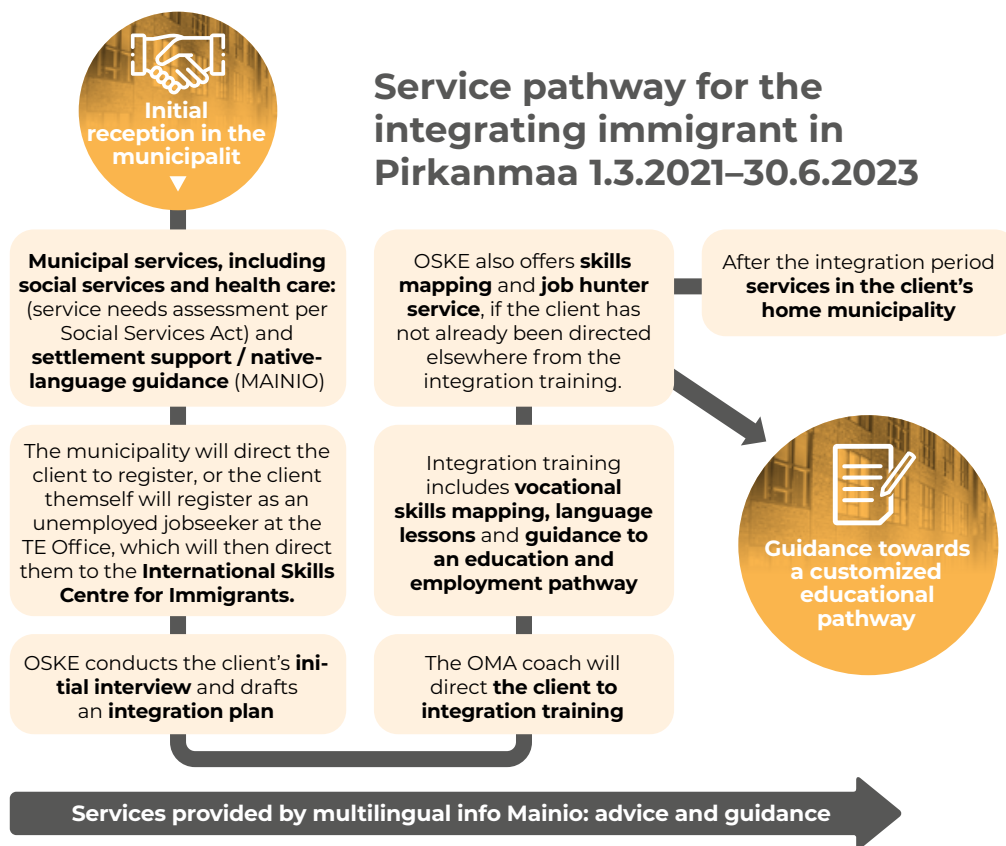
The Pirkanmaa Local Government Trial on Employment will organize employment services for foreign-language clients as a centralized service through the Tampere International Skills Centre for Immigrants starting on 1 March 2021.

service process for a jobseeker in their integration period will be managed by the International Skills Centre in its entirety, taking into account the legal obligations and responsibilities of the client and the employment service provider.

From 1 March 2021, the Pirkanmaa Local Government Trial on Employment will transfer legally mandated employment and economic development services from the state TE Office to municipalities. We will organize services for clients at various stages of integration according to their respective needs. Centralized legally mandated employment services for clients undergoing integration include: drafting employment plans, including the integration plan; service needs assessments; referrals to integration training and other necessary services; legally mandated official decisions on wage subsidies, independent studies supported by unemployment benefits, and other subsidies; decision on work and educational try-outs; referrals to vocational labour market training and other courses; as well as requests for expert evaluations. The

OSKE offers the following services: OMA coaching, job hunter and skills mapping services. A jobseeker-client is guided to integration training through the personal OMA coach provided by the International Skills Centre. We can carry out skills mapping at various junctions of the service path both during and after the integration period, should the client not yet have chosen an education pathway or if challenges in their learning come up. The OMA coach will also contact municipal social and health care services if it seems the client will require multidisciplinary support. In addition, the Mainio multilingual info can offer centralized guidance to all immigrants in the Pirkanmaa region in about 16 languages. The International Skills Centre for Immigrants is open for walk-in service in Tampere at Rautatiekatu 10, 5th floor, as well as online.





Other integration promoting services for foreign-language clients in the Pirkanmaa Local Government Trial on Employment, including social and health care services, are provided by the client's home municipality. The purpose of the centralized services is to build sustainable paths to integration for clients, while taking into account regional labour requirements and making use of available education pathways suitable for immigrants. The International Skills Centre for Immigrants will build the cooperative framework necessary for the trial in multidisciplinary cooperation with the local educational, social and health care services of the region, as well as other public sector actors.

The International Skills Centre for Immigrants is a joint effort of the City of Tampere employment and growth services as well as Tampere Vocational College Tredu. Multilingual info Mainio, the City of Tampere social services as well as other local education providers also cooperate with OSKE. Apart from funding from municipalities in the Pirkanmaa region, the International Skills Centre is partly funded by state grants from the Ministry of Economic Affairs and Employment and the Ministry of Education and Culture. The other municipalities of the Pirkanmaa region purchase the services of OSKE and Mainio from the City of Tampere, pursuant to the pricing policy of the service currently in force and an agreement between the municipalities.



## Index of services

### Secondary education

#### TREDU immigrant education

- Diverse and high-quality education in languages, culture, general knowledge, and vocational qualification, for immigrants of various ages and life circumstances.
- [www.tredu.fi/maahanmuuttajakoulutus](http://www.tredu.fi/maahanmuuttajakoulutus)

#### TREDU NAVI

- Vocational education for immigrants, continuous application.
- [www.tredu.fi](http://www.tredu.fi)

#### International TREDU

- Skills mapping for the International Skills Centre for Immigrants, career guidance
- Career guidance for foreign-language students located with International House Tampere, address Rautatiekatu 10.

#### Tampere Adult High School AILU

- Preparatory courses for general upper secondary education and general upper secondary school courses for youth and adults (over 18).
- [tampere.fi/aikuislukio](http://tampere.fi/aikuislukio)

#### Hatanpää general upper secondary school

- Preparatory courses for general upper secondary education and general upper secondary school courses for youth and adults (over 18).
- [hatanpaanlukio.fi/](http://hatanpaanlukio.fi/)

### Employment and Growth Services

#### International Skills Centre for Immigrants OSKE

- OSKE offers Tampere immigrants support and guidance for working life and education through multidisciplinary cooperation.
- [www.tampere.fi/oske](http://www.tampere.fi/oske)

#### Multilingual info Mainio

- Mainio provides information and guidance in everyday affairs in 16 languages, for all immigrants regardless of status and length of stay.
- [www.tampere.fi/maahanmuuttajat.html](http://www.tampere.fi/maahanmuuttajat.html)

#### International House Tampere

- International House Tampere is a hub of Tampere services in education and labour immigration for individual customers as well as international talent attraction services for employer customers.
- [www.internationaltampere.fi](http://www.internationaltampere.fi)  
[www.tampere.fi/internationalhub](http://www.tampere.fi/internationalhub)

#### Ohjaamo Tampere

- Ohjaamo provides information, support, and guidance for all those under the age of 30 for everyday wellbeing, education, and employment.
- [ohjaamo.fi/web/ohjaamo-tampere](http://ohjaamo.fi/web/ohjaamo-tampere)

#### Beginning entrepreneur services

- For clients interested in entrepreneurship, informational events about self-employment occur regularly and personal counselling on the matter is offered, also in English.
- [www.tampere.fi/tyo-ja-yrittaminen/yrittaminen/tuet-yrityksille-ja-yrittajille.html](http://www.tampere.fi/tyo-ja-yrittaminen/yrittaminen/tuet-yrityksille-ja-yrittajille.html)

#### Platform6 Start-up entrepreneur services

- Networking and development services as well as community support for start-up businesses and teams at an early stage of operation.
- The platform gathers key stakeholders and service providers most important to start-ups, and provides customized service programs to support business growth.
- [platform6.fi](http://platform6.fi)

# **“You need to be motivated and believe you can make it”**

*Ali, Afghanistan*



Photo: Veli-Matti Landeriemäki / City of Tampere

“I am from Afghanistan. I came to Finland as an unaccompanied minor in December 2015. Now I am 22 and study in a vocational college. When I arrived, I knew some English, so I could take care of my things myself. However, I soon noticed the most important thing about integration is speaking good Finnish. Apart from language skills, it is important to get to know Finnish culture, be curious and try out the various things Finns do. You also need to be motivated and believe you can make it.

I had done combat sports in Afghanistan in many years and I was pretty good at that. I wanted to keep up that hobby in Finland and joined the local sporting association to train. That way I got to know Finnish people and Finnish ways. The hobby has helped in my integration. I also have a lot of friends who have helped me integrate. It's easier to try out new things in company than alone. My favourite

spot in Tampere is Pyynikki beach, where I love to spend time with my friends in the summer. In the winter I like going to the lakeside to look at the view and the stars.

I have learned it is important in Finland to be punctual and to be where you need to be in time. Sometimes Finns can be difficult to get to know. In Afghanistan everything is very communal, people get to know each other easily, spend a lot of time with each other, help each other, and become very close. In Afghanistan it is always expected you respect other people, your elders especially.

I dream of getting ahead in life. I would like to go to university or college, maybe studying IT. I have liked it here in Finland and Finnish people have been friendly and good to me. It has all gone well for me.”

# 5

## **COOPERATING FOR EVERYDAY HEALTH AND SOCIAL PROTECTION**

Social and Health Services



## 5.1 Integration within the social and health services

### **The focuses of our services:**

- Meeting the client individually and respectfully with no language barrier
- We promote inclusion and strengthen capabilities through knowledge sharing, awareness of rights and responsibilities, and opportunities for action.
- We offer those integrating a multidisciplinary, professional service.

We promote the wholesale wellbeing of immigrants and provide integration promoting services as part of the basic package of services offered to all. We promote the physical and mental health of Tampere inhabitants of all ages, as well as social protection and capabilities towards a trouble-free everyday life and good-quality habitation. Our services are accessible and responsive to client needs, including those of immigrants. Our objec-

tive is to create lasting, multiprofessional structures to promote good integration and bring people together.

The health of immigrants is impacted by a taxing and challenging process of adaptation to a new living environment and culture. For refugees, this is compounded by traumatic experiences endured before coming to Finland. In the health service sector, we focus on the prevention of illness through health monitoring, diagnostics, health guidance, and examinations. Immigrants have equal access to health centre reception services, dental and oral care, rehabilitation, and treatment. We provide health information in a variety of languages, and if necessary, arrange for special measures, such as multilingual coronavirus guidance and assistance. We also provide mental health and substance abuse care, as well as secondary psychiatric care, to support the mental, physical, and social rehabilitation of our patients.

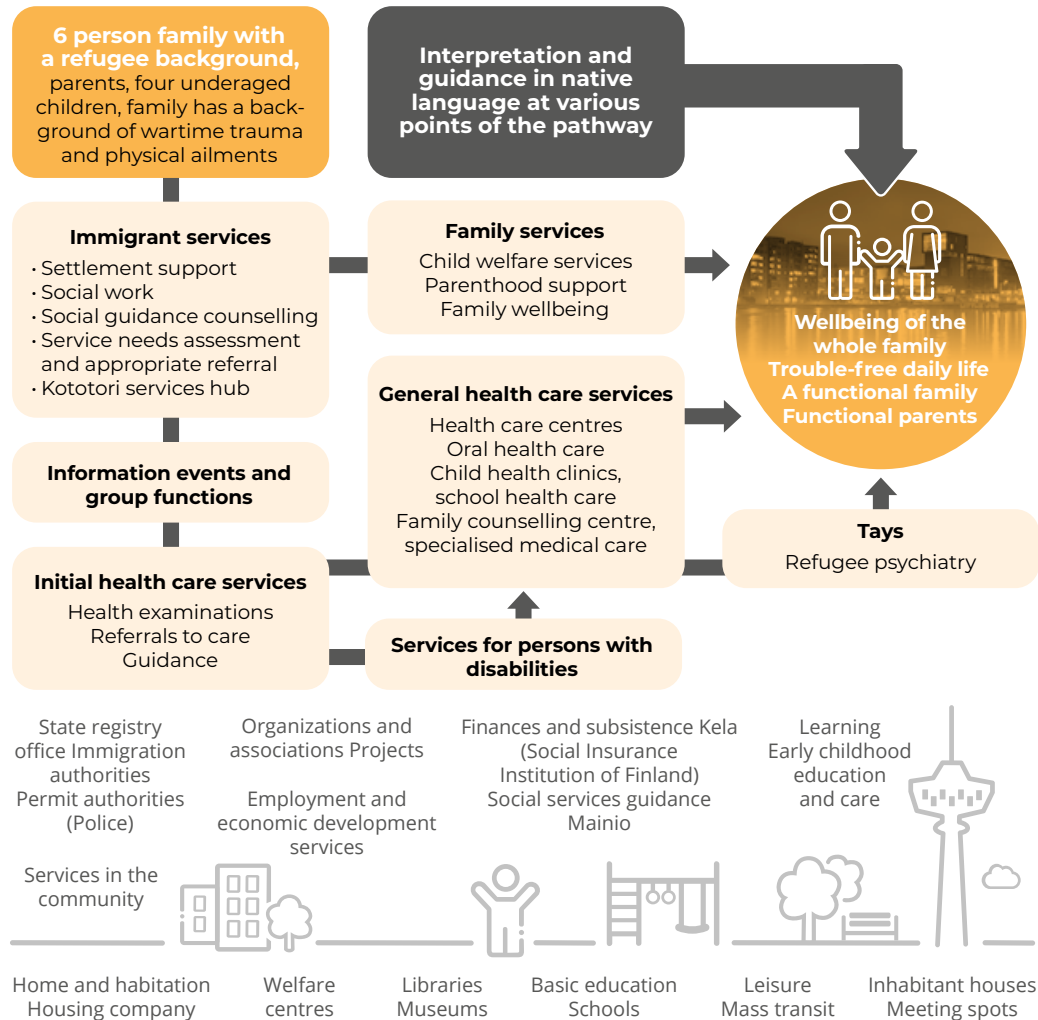
## 5.2 Services supporting integration in various life circumstances

The need for social and health care services varies by age and life circumstances, from childhood to old age. We support immigrant families as an integrated whole by providing support, advice, and services that promote health and wellbeing. In addition, we direct families to be examined and receive care as soon as possible when problems or illness turn up. If necessary, we take coercive official action to secure the circumstances of children. In every encounter, we support the integration of the entire family in a holistic manner. We organize group activities to support the integration and parenthood of immigrant families. We also cooperate with the voluntary sector to provide

family counselling and parenthood support in groups for refugees and other families in the integration phase. These groups make special use of personally experienced peers. Family guidance is now supported by the Family Info website, providing materials for pregnancy and life with children in various languages ([sites.tuni.fi/perheinfo/](https://sites.tuni.fi/perheinfo/)).

City social services offer integration support to adults, the elderly, and disabled persons and their families, all according to need. The home living of elderly immigrants is supported and measures to aid their mobility provided. Services are offered by, among others, service centres, the Kotitori

## Service pathway for integrating families



info hub, and assisted living facilities. We also take into account the special needs of elderly immigrants as far as possible in cooperation with their families. Our objective is for elderly people to be able to communicate in their own native language while using our services. Therefore, an increasing number of multilingual professionals will be needed in the future. We also support disabled immigrants through the services and supportive measures stipulated in the Disability Services Act. We promote their integration through support of their equal status as participants in society and inclusion in families, work, education, and hobbies.

Immigrants receive integration support from adult social services through our accessible guidance and information services, through welfare centres, as well as through their own caseworkers. Special support is rendered to those whose lives are made more difficult by economic hardship, unemployment, mental health or substance abuse issues, or diminished faculties. Social work is founded on trust, partnership, and coordinated cooperation. We respect lived experience and include our clients in planning out the services most appropriate for them.



### 5.3 Services supporting refugee integration

The city immigrant services work together with Pirkanmaa ELY Centre and local habitation and health authorities to create the conditions for quota refugees to move to Tampere. Thereafter, we support their settlement in the city. We offer social services to new inhabitants who have immigrated based on either internationally protected status, refugee familial ties, or a residence permit through the asylum seeking process. We cooperate with various city units, associations, and projects. It is our objective to help new refugee inhabitants to get their everyday lives in order, to understand their rights and obligations, and to access the services they need, as well as integration promoting education and hobbies.

We support integration through sharing knowledge, offering guidance in habitation, applying for benefits, managing finances, parenthood, and many other issues. Coming from regions torn by crises and wars, families with children, single parents, adults and youth illiterate in their own native languages, persons disabled to various degrees, as well as aging immigrants, all need special support and multidisciplinary expertise to support their integration process. We promote access to integration services for those outside the scope of the employment services, while cooperating with liberal adult education, private associa-

tions, and employment services. One example of our services to support integration is the Kototori activity in Hervanta. Kototori is an accessible place for guidance and information, based on meeting the local community on an equal standing. Kototori offers guidance in multiple languages, and advice is provided in cooperation with social services workers and other actors. We work to strengthen inclusion and activity in both customers and the community, promoting community-based integration as part of a broad network. Kototori participates in the development of local services with social and health care centres, and is also a partner in the development of guidance and advisory services for immigrants citywide.

For refugees settling in Tampere through the quota or family reunification, the Hervanta health centre offers initial phase health services, including nurse appointments, health examinations, and referrals if necessary. We seek to prevent, identify, and treat mental issues resulting from past trauma such as torture or war experiences. Together with various actors, we draft multidisciplinary treatment and service plans for those in need of a wide variety of services. To those who have received a residence permit as a result of an asylum application, we provide information about health services and guidance for vaccinations or examinations.



## 5.4 Support services for immigrant unaccompanied minors, and integrative aftercare

In the Satakieli family group home, supportive upbringing, guidance, and habitation services are offered to unaccompanied minor immigrants. In addition, integrative aftercare is organized for those aged between 18 and 24 who immigrated as unaccompanied minors. The aftercare consists of assessing the need for support and services and drafting a plan to carry out and follow up on those needs together with the client. We offer support in looking for a place to stay and habitation, in

schooling and looking for a job, as well as general financial and everyday coping. Through psychosocial support, we can promote good mental health, self-esteem, and flexible faculties in youth. The objective of integrative aftercare is for the youth to manage their own everyday life by themselves. The aftercare period ends at 25 years of age, the attainment of Finnish citizenship, or when the youth's guardians immigrate.

### Index of services

#### City of Tampere Immigrant Services

- The City of Tampere is integrating its services to better serve all inhabitants. More information about the city's common information and service points is available here:
- [www.tampere.fi/tampereen-kaupunki/ylhteystiedot-ja-asiointi/neuvontapisteet.html](http://www.tampere.fi/tampereen-kaupunki/ylhteystiedot-ja-asiointi/neuvontapisteet.html)
- Multilingual low-threshold guidance and advice at Kototori:
- [www.tampere.fi/sosiaali-ja-terveyspalvelut/neuvonta/sosiaalipalvelujen-neuvonta/kototori.html](http://www.tampere.fi/sosiaali-ja-terveyspalvelut/neuvonta/sosiaalipalvelujen-neuvonta/kototori.html)

#### Initial nurse's examination for refugees, Hervanta health care centre

- Health examinations for newly received refugees
- Treatment for acute health issues and referral to a doctor if necessary.
- The health care centre is at Insinöörinkatu 38, 33720 Tampere.
- [www.tampere.fi/sosiaali-ja-terveyspalvelut/sosiaalinen-tuki-ja-toimeentulo/maahanmuuttajat/alkuvaiheen-palvelut.html](http://www.tampere.fi/sosiaali-ja-terveyspalvelut/sosiaalinen-tuki-ja-toimeentulo/maahanmuuttajat/alkuvaiheen-palvelut.html)  
#terveydenhoitajanvastaanotto

#### Social and health services

- Tampereen kaupungin sosiaali- ja terveyspalvelut
- [www.tampere.fi/sosiaali-ja-terveyspalvelut.html](http://www.tampere.fi/sosiaali-ja-terveyspalvelut.html)

#### Family group home Satakieli

- Unaccompanied children immigrants with residence permits live in Family group home Satakieli. Children and youth come to the family home from asylum seeker group homes or assisted living units elsewhere in Finland. Satakieli also organizes integrative aftercare.
- [www.tampere.fi/sosiaali-ja-terveyspalvelut/sosiaalinen-tuki-ja-toimeentulo/maahanmuuttajat/alaikaiset.html](http://www.tampere.fi/sosiaali-ja-terveyspalvelut/sosiaalinen-tuki-ja-toimeentulo/maahanmuuttajat/alaikaiset.html)

Continued on the next page →

### **Refugee psychiatry outpatient clinic / Pirkanmaa Hospital District**

- This specialised psychiatric care provider in Tampere is intended for immigrants from a refugee background. It conducts diagnostic evaluations and treatment for recently immigrated adults with a residence permit living in Tampere, Pirkkala and Orivesi. Admission is only by a doctor's referral.
- [www.tays.fi/fi-FI/Toimipaikat/Tays\\_Keskussairaala/Hoitoyksikot/Pakolaispsykiatrian\\_poliklinikka](http://www.tays.fi/fi-FI/Toimipaikat/Tays_Keskussairaala/Hoitoyksikot/Pakolaispsykiatrian_poliklinikka)

### **Tampere Reception Centre**

- The Reception Centre provides legally mandated reception services to asylum seekers resident in the Tampere Reception Centre.
- [www.tampere.fi/sosiaali-ja-terveyspalvelut/sosiaalinen-tuki-ja-toimeentulo/maahanmuuttajat/vastaanottokeskus.html](http://www.tampere.fi/sosiaali-ja-terveyspalvelut/sosiaalinen-tuki-ja-toimeentulo/maahanmuuttajat/vastaanottokeskus.html)

### **Family service point Nopea**

- [www.tampere.fi/sosiaali-ja-terveyspalvelut/lapsiperheiden-palvelut/kotipalvelu-ja-perhetyo/perhetyo/nopea.html](http://www.tampere.fi/sosiaali-ja-terveyspalvelut/lapsiperheiden-palvelut/kotipalvelu-ja-perhetyo/perhetyo/nopea.html)

### **Me-talo community centre**

- Me-talo organizes free leisure activities, hobby groups and events for all ages.
- [www.tampere.fi/tampereen-kaupunki/yhteystiedot-ja-asiointi/alueelliset-palvelut/me-talo.html](http://www.tampere.fi/tampereen-kaupunki/yhteystiedot-ja-asiointi/alueelliset-palvelut/me-talo.html)

### **Keinu team**

- Keinuu can help families get accessible multi-disciplinary support for everyday challenges: health, coping, social life, everyday routines, temperamental behaviours, relationship problems. Ask about the Keinuu service at your maternity and child health clinic or at your child's daycare centre.
- [www.tampere.fi/sosiaali-ja-terveyspalvelut/lapsiperheiden-palvelut/aitiys-ja-lastenneuvolat/hyvinvointineuvola.html](http://www.tampere.fi/sosiaali-ja-terveyspalvelut/lapsiperheiden-palvelut/aitiys-ja-lastenneuvolat/hyvinvointineuvola.html)

### **House of Families**

- The House of Families is an open encounter point for all Tampere families with children. It provides diverse group and peer support activities, as well as guidance in questions about parenthood and information about City of Tampere services.
- [www.tampere.fi/sosiaali-ja-terveyspalvelut/lapsiperheiden-palvelut/perheiden-talo.html](http://www.tampere.fi/sosiaali-ja-terveyspalvelut/lapsiperheiden-palvelut/perheiden-talo.html)

### **Family centre activities**

- The family centre model is intended to offer accessible services for children of all ages as well as their parents. It is a conglomeration of the basic services for families for children: maternity and child health clinics, home service, family work, family counselling services, family law services, early childhood education, association and parish support, and others.
- [lapepirkanmaa.fi/perhekeskustoimintamalli/](http://lapepirkanmaa.fi/perhekeskustoimintamalli/)



## **“We found our homes and educations in Tampere”**

*Sarah and Mazen, Iraq*

“We got married in Iraq, and Mazen came to Finland first as an asylum seeker in 2015. First, he lived in Kajaani in a reception centre, until getting a residence permit in 2016 and moving to Tampere. Sarah came to Finland through family reunification in 2017. We have both studied engineering in Iraq and have bachelor’s degrees from a local university. However, in Finland they were not immediately valid, and we had to first study in the Open University and then apply for a master’s degree program at Tampere University. Now we are both studying to complete our training, which we think is great.

Mazen found an immigrant course in Finnish was suitable for his needs. He wanted to study independently while working on internships and doing volunteer and part-time work. Immigrant language classes are the right choice for some, but even with those, the educational background and individual needs of students should be considered better. Even though Mazen’s independent language studies first came under suspicion, he passed the YKI national language proficiency test successfully. This goes to show that one’s own active disposition and

planning play a significant role in integration. One should have a clear plan and objectives to strive for.

We have both volunteered at the Tampere Kototori centre, and Sara did a three-month internship with the City of Tampere. It was obvious to us from the beginning we want to start participating in Finnish society and build our lives here from the earliest possible point. We were not content to stay home waiting for the next suggestion from the social worker.

To us, Finland is the best place to reach for our dreams, and we have already achieved most of them. The next goal for us is for Sarah to graduate and for both of us to get a good job. The best part of Finland is the freedom for everyone to say or do what they want. Anything is possible for anyone. The culture of Iraq could contribute some helpfulness and sociability to the Finnish one. Although we must say we don’t mind the calmness of Finnish culture. Our favourite places at Tampere are Särkänniemi and the Stable Yards. The Stable Yards especially are nice to see in all their different moods in different seasons.”

# 6

## **ENCOURAGING PARTICIPATION IN CULTURE AND SPORTS**

Cultural and leisure services



## 6.1 Wellbeing and hobbies through the culture and leisure services

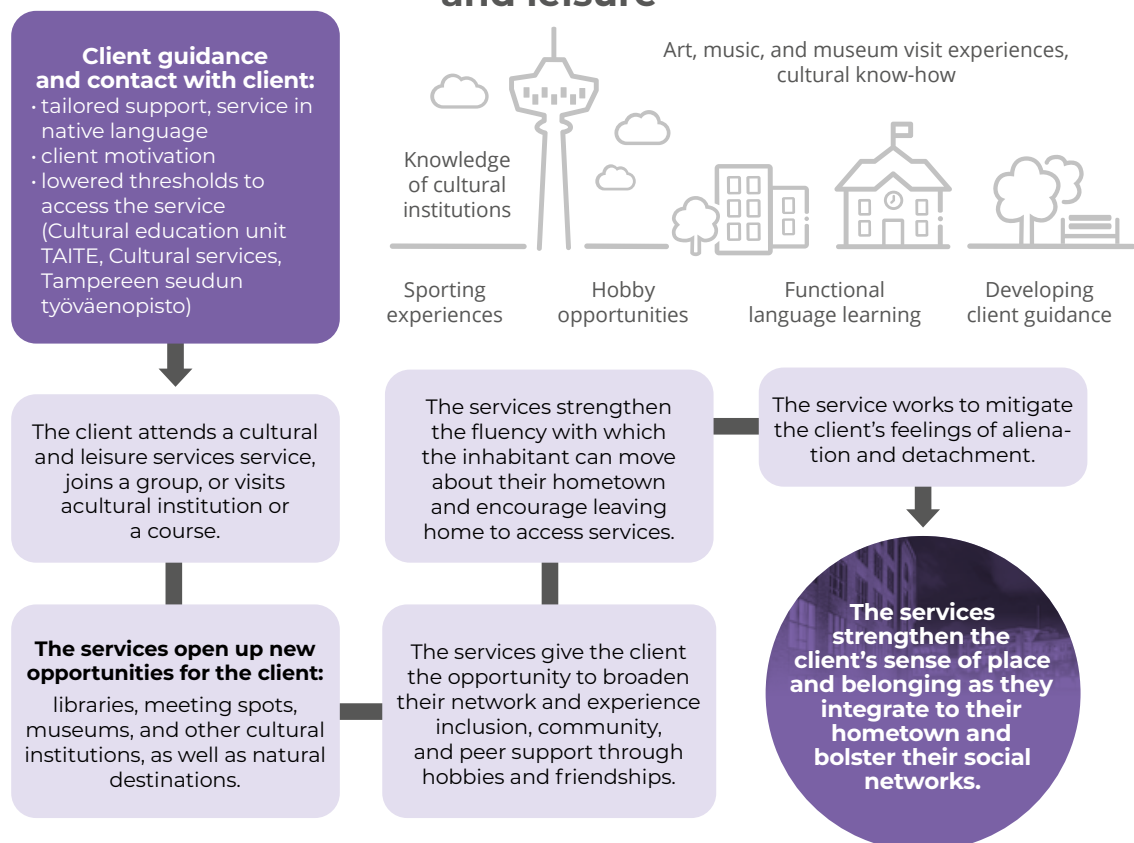
### The focuses of our services:

- We promote integration through culture and exercise, as well as offer opportunities to get to know various cultural activities and sports.
- We strengthen the communal spirit, inclusion, peer support, networking, and social knowledge of new inhabitants.
- We promote language learning and encourage self-expression and self-knowledge through creativity and culture. Even difficult emotions and experiences become possible to process through art.

The culture and leisure services offer immigrants services related to culture and leisure, exercise, communal group activities, social practices, and language learning. We familiarise new inhabitants with cultural institutions and experiences, their civic rights and competences, and the city's

meeting spots, sporting opportunities, nature, and available hobbies. We work to comprehensively influence the wellbeing and health of people; to strengthen their knowledge of themselves and their confidence, and to support social inclusion and offer an opportunity for learning. Through

### Service pathway for integration through culture and leisure





us, immigrants can receive information about cultural services, funding for cultural activities, starting up an association, and joining and working within one. Our services also include, for example, multicultural museum services and familiarisation with the actors of Tampere's cultural sphere. We also enable functional Finnish language learning through a variety of courses and excursions. Communal artistic and cultural meetings are also an important part of our integration activities.

For youth, youth clubhouses in various neighbourhoods as well as the downtown's youth cultural centre Monitoimitalo 13 are available for hobby activities and for meeting friends. The library offers a wealth of materials both to support Finnish language learning and native language maintenance. In addition, libraries host open, free-of-charge multicultural events, and libraries make their spaces and equipment freely available for independent studying.

## 6.2 Social interaction and physical conditioning through sport

In sports and exercise services, we provide various kinds of guidance and direct clients to appropriate activity groups. Immigrants can also participate in gym activities, guided fitness and dance groups, and specially designated shifts at public pools. For

many immigrants, sport provides a path to social inclusion outside the home. We also organize park walks and bicycle tours. Biking and walking also help Tampere immigrants increase knowledge of their surroundings.



Photo: Shutterstock

## Index of services

### Museums

- The museums operated by the city museum services exhibit a variety of important themes in art and cultural history, as well as natural sciences, technology, and phenomena and artists from modern movements through both permanent and temporary exhibitions.
- Museums offer guided tours, some of which include easy-to-understand language and native language assistance. Some guided tours are provided free for immigrant groups.
- Tampere Art Museum:  
[tampereentaidemuseo.fi](http://tampereentaidemuseo.fi)
- Moomin Museum:  
[muumimuseo.fi](http://muumimuseo.fi)
- Sara Hildén Art Museum:  
[www.tampere.fi/sarahilden/index.html](http://www.tampere.fi/sarahilden/index.html)
- Museum centre Vapriikki:  
[vapriikki.fi](http://vapriikki.fi)

### Museum pedagogy and targeted services

- The TAITE cultural education unit offers multicultural museum services (MOMU) to familiarise clients with museums, cultural institutions, the city's meeting points and the natural environment. These services incorporate art and culture focused approaches, and are produced in conjunction with city units and voluntary sector partners.
- [www.tampere.fi/kulttuuri-ja-vapaa-aika/kulttuuri/taite/momu.html](http://www.tampere.fi/kulttuuri-ja-vapaa-aika/kulttuuri/taite/momu.html)

### Sports and youth services

- Sports services allow access to a wide variety of sportive hobbies.
- [www.tampere.fi/kulttuuri-ja-vapaa-aika/liikunta.html](http://www.tampere.fi/kulttuuri-ja-vapaa-aika/liikunta.html)
- Youth services offer a palette of ways to make use of leisure through hobby activities in youth centres and youth services club houses open to all
- [www.nuortentampere.fi/nuorisotilat/](http://www.nuortentampere.fi/nuorisotilat/)
- In downtown Tampere, a choice meeting place for youth is provided by the youth cultural centre Monitoimitalo 13.
- [www.nuortentampere.fi/monitoimitalo/](http://www.nuortentampere.fi/monitoimitalo/)
- Cultural and leisure services:  
[www.tampere.fi/kulttuuri-ja-vapaa-aika](http://www.tampere.fi/kulttuuri-ja-vapaa-aika)

### Tampereen seudun työväenopisto, the City Library & the Sara Hildén Academy

- Tampereen seudun työväenopisto education centre provides integration courses, literacy classes, as well as courses in Finnish.
- [www.tampere.fi/tyovaenopisto](http://www.tampere.fi/tyovaenopisto)
- The Tampere City Library supports integration through easy-to-read-and-understand introductions to library services and activities for diverse groups of immigrants and Finnish learners.
- [www.tampere.fi/kulttuuri-ja-vapaa-aika/kirjastot.html](http://www.tampere.fi/kulttuuri-ja-vapaa-aika/kirjastot.html)
- In Sara Hildén Academy you can study the visual arts, either long-term through the basic education in the arts program or on shorter courses. Children, youth, and adults can all apply.
- [www.tampere.fi/sarahildenakatemia/](http://www.tampere.fi/sarahildenakatemia/)

### Cultural services

- The city cultural services support immigrant associations and working groups in carrying out cultural projects, carries out education in civic skills, and offers targeted activities for special groups in cooperation with relevant professionals and voluntary sector actors.
- [www.tampere.fi/kulttuuri-ja-vapaa-aika/kulttuuri/monikulttuurinen-toiminta.html](http://www.tampere.fi/kulttuuri-ja-vapaa-aika/kulttuuri/monikulttuurinen-toiminta.html)
- The children's cultural centre Rulla provides events, workshops, and exhibitions for children, as well as a family club activity.
- [www.laikku.fi/rulla](http://www.laikku.fi/rulla)

### Tampere Filharmonia

- The Tampere Philharmonic Orchestra is a symphony orchestra composed of 97 musicians. It serves up concert experiences as well as opera and ballet events at Tampere Hall.
- The orchestra's programme includes both classical music standards and contemporary compositions.
- [www.tamperefilharmonia.fi](http://www.tamperefilharmonia.fi)

# 7

## **RESIDENTIAL AND ENVIRONMENTAL SERVICES SUPPORTING INTEGRATION**

The urban environment, real estate,  
spaces, and housing policy



## 7.1 Integration in city planning and housing

- We design an attractive and diverse city for all kinds of people.
- We ensure the housing stock stays diverse and that there are enough moderately priced dwellings to go around.
- We include inhabitants in the work of developing their neighbourhoods.

The City of Tampere urban environment service sector and the Real estate, spaces, and housing policy service group within the growth, innovation, and competitiveness service sector serve to build an attractive city that experiences sustainable growth. It is our objective to develop downtown Tampere and the regional centres as diverse locations for housing, leisure, services, and business. In designing living environments, we consider the liveability, local character, and safety of the

area. Some of the driving forces of city planning in Tampere are retaining housing diversity and attractive living environments.

Tampere is increasingly home to immigrants. The number of foreign language speakers has steadily grown since the 1990s. Through designing a liveable, safe, and diverse city, we create the foundations of a city fit for all kinds of people. A correctly designed living environment increases the opportunities for contact between people and supports the wellbeing of inhabitants. It is our objective to ensure moderately priced housing is available. In designing sustainable movement and transportation services, we promote opportunities for equality in access. Through the aforementioned choices, we also support the integration of immigrants. We promote the inclusion of immigrants and their opportunities to participate in the development of the city.



Photo: Visit Tampere / Laura Vanzo

## 7.2 Preventing spatial segregation

Our goal is an attractive city full of socially diverse and safe neighbourhoods. We ensure every neighbourhood has the full range of modes of housing. We prevent the concentration of small apartments and state-subsidized rental housing construction by means that include plot assignment and planning. We also increase diversity in existing neighbourhoods through infill. Each residential plan segment has objectives for e.g. apartment size and distribution. We also cooperate with the rental housing actors within the city corporation to create socially balanced neighbourhoods and individual developments.

In 2020–2022 we are especially focused on developing the Peltolampi and Multisilta neighbourhoods as part of the Ministry of Environment neighbourhoods programme. A similar programme was earlier carried out in Tesoma between 2013 and

2015. In our neighbourhood-focused development work, we take into account the existing demographics, including the share of foreign language speakers, in each neighbourhood. Through the neighbourhood program, we promote opportunities to participate in local development work, which include immigrant inhabitants.

### Most foreign language speakers by statistical area:

Hervanta .....	21,7%
Multisilta .....	13,9%
Lukonmäki .....	13,4%
Lintulampi .....	12,7%
Kaukajärvi .....	10,8%
Tesomajärvi .....	10,8%
Tohloppi .....	10,8%
Hallila .....	10%

*Source: Tampere by region*

### Help and guidance with housing matters for immigrants

We promote housing solutions for asylum seekers with a residence permit and quota refugees in cooperation with the rental housing actors within the city corporation. A guide to housing is provided for immigrants. This guide is available in eight languages (Finnish, Russian, English, Arabic, Somali, Dari, Kurdish, and French). We provide housing guidance as part of the social services immigrant services, and general housing guidance is available to all who need it. We also collect data on homeless immigrants as part of the statistical survey of homelessness in the city and its prevention.

The guide to housing for immigrants can be found at:

[www.tampere.fi/sosiaali-ja-terveyspalvelut/sosiaalinen-tuki-ja-toimeentulo/maahanmuuttajat/asumisen-opas-maahanmuuttajalle.html](http://www.tampere.fi/sosiaali-ja-terveyspalvelut/sosiaalinen-tuki-ja-toimeentulo/maahanmuuttajat/asumisen-opas-maahanmuuttajalle.html)



# 8

## **PARTNERSHIPS IN THE CITY'S INTEGRATION WORK**



## 8. OUR PARTNERS IN INTEGRATION WORK

The internationalisation service branch is part of an active network of partners undergoing a systematic further development. The vitality of Pirkanmaa, the work of encountering citizens and the work of integration towards active citizenship are all dependent on cooperation: only together can we strengthen Tampere and the entire local region.

Through partnerships with business, we build new solutions to improve the availability of skilled labour and increase employment. The Tampere Chamber of Commerce, Business Tampere, the Council of Tampere Region, and the Pirkanmaa Association of Entrepreneurs support the objective of our strategic work in both attraction and retention. In addition, the start-up house Platform6 and International House Tampere play a particular role in the intersection of business, international talent attraction, start-up promotion and growth services, together with entrepreneur associations.

A network of public services supports and empowers the core functions of the internationalisation service branch, perhaps more than ever with the present Local Government Trial on Employment. The cooperation of TE services, the ELY Centre and many other actors providing critical services for immigrants is necessary for the successful guidance of integrating persons towards employment and a home in Tampere.

Through a dialogue between agile, multidisciplinary actors engaged with the practical realities of immigration, synergies are built up in the voluntary sector related to integration are important, working as complementary services. The promotion of a diverse and multicultural society occurs, particularly in the interface with associations,

through common development work, shared projects, and active communication. The City of Tampere's NGO Representative Council and Immigrant Council play an important complementary and integrating role. Through support for the multicultural activities of organizations, we also recognize the importance of immigrant associations in promoting integration and enabling intercultural dialogue.

The know-how, development work, and expertise housed in educational organizations aid in developing the talents and guidance of immigrants in many ways. Through the higher education SIMHE program, through the centres of excellence funded by the Ministry of Education and Culture, all the way to the broad expertise held by integration education actors, institutions of learning are a major, practical force in promoting integration and retention work. In all of the above, the models of lifelong learning, competence-based education, and working life focus are a through-going theme. In addition, professional expertise, specialized support, and rehabilitative work are complemented through the high-quality expertise and educational solutions provided by regional educational organizations.

In regional cooperation, we partner with the other municipalities of the Pirkanmaa region, some of which outsource part of the services provided to foreign language inhabitants to the centralized services of Tampere. We consider it important to build lasting partnerships across the region to serve clients crossing municipal borders.

Over the next few pages, we provide a brief overview of some of our most important partners in the work to support integration.

## EDUCATIONAL ORGANIZATIONS:

**The Ahjola adult education centre** is an institution of liberal adult education that offers Finnish classes in about 50 courses every year, at various levels (A1 to C1). In addition, we organize a course in reading and writing (LK 1) every semester as independent integration education. [www.ahjola.fi](http://www.ahjola.fi)

**Luovi Vocational College** offers preparatory education for vocational education (Valma) as well as initial vocational qualifications for students in need of special support. It is possible to attend our visiting days to get to know our courses, or to begin a try-out course while integration training is still ongoing. [www.luovi.fi](http://www.luovi.fi)

**Kiipula Vocational College** is a special needs vocational college. A prospective student must have a recognized need for special support. We provide individual, broad-based, multidisciplinary support for studies, daily life, and for employment. In Kiipula, we study vocational qualifications work-first – studies incorporate working in the appropriate field in actual workplaces as well as the college's learning environment. The objective is to develop qualifications for a line of work that feels meaningful and appropriate for the student's skills. [www.kiipula.fi](http://www.kiipula.fi)

**The Onnenkieli language school** provides training in Finnish language, culture, and working life knowledge for clients with an immigrant background through both on-site and off-site learning methods. We also offer an evaluation service for language and studying skills, as well as customized language training for businesses, associations, and private persons. [www.onnenkieli.fi](http://www.onnenkieli.fi)

**SASKY Municipal Education and Training Consortium** provides versatile vocational education for youth and adults. We have robust

experience in providing education to immigrants. Apart from vocational qualifications, we offer preparatory vocational education (Valma). SASKY's accreditation also includes expanded apprenticeship training, labour force training, as well as prison training. Across its broad field of services, SASKY offers comprehensive education for students and stakeholders in business. [www.sasky.fi](http://www.sasky.fi)

**Spring House Ltd** is a diversified coaching business. We cooperate closely with the ELY Centre, the TE Office and the Pirkanmaa Local Government Trial. For immigrant clients who are jobseekers in the region, we provide a broad jobseeking guidance service, for those undergoing integration, Modules 1 and 2 of integration education.

[www.staffpoint.fi/palvelut-te-toimistoille/kasvupalvelut/kotoutumis-koulutukset](http://www.staffpoint.fi/palvelut-te-toimistoille/kasvupalvelut/kotoutumis-koulutukset)

**Tampere Adult Education Centre TAKK** organizes integration education, preparatory education for vocational training, as well as vocational education for immigrants. We provide and develop services to increase competence within working communities and for foreign talent, and carry out supplementary training for teachers engaged in integration work together with our partners. TAKK also trains professional public service and judicial interpreters and organizes intermediate examinations in Finnish and Swedish in the national certificate of language proficiency framework. [www.takk.fi](http://www.takk.fi)

**The Summer University of Tampere** provides paid courses in Finnish, open for all at different skill levels, throughout the year. We also offer literacy training for unemployed immigrants, as well as free language courses through resources provided by development projects. [www.tampereenkesayliopisto.fi/oppiaineet/136/suomi](http://www.tampereenkesayliopisto.fi/oppiaineet/136/suomi)

**The Tampere University and the Tampere University of Applied Sciences** make up the interdisciplinary Tampere university community. Research and teaching have a special emphasis on technology, health, and society. For immigrants with qualifications for higher education, SIMHE services are offered by the university community. [www.tuni.fi/tule-opiskelemaan/simhe](http://www.tuni.fi/tule-opiskelemaan/simhe)

**Valkeakoski Vocational College VAAO** provides vocational education and VALMA, preparatory education for vocational education. See more information online: [www.vaa.fi](http://www.vaa.fi)

#### ORGANIZATIONS AND OTHER VOLUNTARY SECTOR ACTORS:

**The Mannerheim League for Child Welfare (MLL)** Tampere section provides individual integration work especially for female immigrants. The Friends for immigrant mothers project pairs up Finnish-speaking volunteer women and immigrant women as friends. [www.tampere.mll.fi/monikulttuurinen-ystava-japerhetyo/ystavaksi-maahanmuuttajaaidille/](http://www.tampere.mll.fi/monikulttuurinen-ystava-japerhetyo/ystavaksi-maahanmuuttajaaidille/)

**Mukana** is a relaxed, intercultural meeting place open to all in Tampere at Rautatiekatu 17–19 (street level). Its main purposes is to help immigrants integrate. In Mukana, you can meet new people from a variety of countries, play games and sports, discuss and practice Finnish, cook food, participate in workshops and excursions, participate in Finnish discussion groups, sporting groups, and a crafts group. [www.mukana.org](http://www.mukana.org)

**The Kölvi meeting place by Pakolaisnuortentuki ry** supports boys and young men from a refugee background (ages 12 to 25) in finding a place and a role for themselves in Finnish

society. The association also has a development unit, which currently works with: 1) small group activities to support faculties and mental health for unemployed youth over 18 years of age (Valomo coaching), 2) in cooperation with schools, support for the parents of youth with an immigrant background (Avaamo services) as well as culturally sensitive media education operating from the needs of the youth (From Their Media to Our Media project). [www.kolvi.fi](http://www.kolvi.fi)

**The Finnish Cyclists' Federation** is the national organization of bicyclists to promote cycling as a form of transportation. Through the Immigrants on Bikes project, the FCF provides training especially for adult immigrant women in various parts of Finland, with the objective of including bicycling skills in the integration process. [www.pyoraliitto.fi/toiminta/maahanmuuttajat-pyorille](http://www.pyoraliitto.fi/toiminta/maahanmuuttajat-pyorille)

**Setlementti Tampere ry** is a multidisciplinary organization without political or religious ties. The organization provides integration support especially through the International women's meeting place Naistari, Men's civic house Mattilla, the Tampere Girls' House, as well as the Didar honour culture project. [www.setlementtitampere.fi/tyomuodot](http://www.setlementtitampere.fi/tyomuodot)

**The Sofian pysäkki (Sofia's Stop)** teaching groups for basic literacy learners move slowly to keep everyone in and study practical everyday Finnish. The course can be attended independently from Monday to Friday, 20 hours a week. [www.tnnky.fi/palvelutoiminta/monikulttuurinen-tyo/sofian-pysakki/](http://www.tnnky.fi/palvelutoiminta/monikulttuurinen-tyo/sofian-pysakki/)

**The Finnish Red Cross Tampere chapter** organizes diverse forms of volunteer work to support integration, including Language cafés,

friend activities, as well as help in everyday life. You can find additional information on our website: [rednet.punainenristi.fi/tampere-kotoutumisentuki](http://rednet.punainenristi.fi/tampere-kotoutumisentuki)

**The Finnish Refugee Council** provides expert advice and integration-promoting services for authorities, organizations and integrating persons alike. The Refugee Council's Järjestöhautomo service is a free resource for would-be association activists in the basics of NGO work as well as developing their associations. [www.jarjestohautomo.fi](http://www.jarjestohautomo.fi)

**The Tampere mother and child home and shelter** provides high-quality services to families and elderly people in a very vulnerable situation. Integration work is contained in all of our services, both the family clubs acting as meeting places for families with children and the mother and child home and shelter activity itself. A volunteer doula or childbirth companion can also help a mother have a safe childbirth experience in a hospital environment otherwise foreign and strange to her. [www.ensijaturvakotienliitto.fi/tampereenensijaturvakoti](http://www.ensijaturvakotienliitto.fi/tampereenensijaturvakoti)

**The Tampere Evangelic Lutheran parishes** wish to support, empower, and aid immigrants and families in everyday matters through activities such as conversational support, service guidance, and economic counselling and aid. We bring volunteer support persons and those in need together, and offer a variety of meeting places and communities to get to know Finnish people and learn the Finnish language. The Tampere parishes can walk together with the immigrant and help them with integration, housing, and everyday life, always supporting two-way integration. Our work comes from a

place of hope and of love for one's neighbour. [www.tampereenseurakunnat.fi/toimintaa/monikulttuurinen\\_toiminta](http://www.tampereenseurakunnat.fi/toimintaa/monikulttuurinen_toiminta)

**Tampere multicultural associations** are a diverse group of voluntary associations representing people from various cultural, religious, and language backgrounds in Tampere. Several multicultural associations are represented in the Tampere Immigrant Council. Many of these associations are engaged in active multiculturalism work in association with the City of Tampere cultural services and work to support dialogue between the majority and foreign language inhabitants.

**Väestöliitto ry, the Family Federation of Finland**, is an organization dedicated to strengthening wellbeing and connections between people. We do research, we influence, and offer services to support integration both for professionals:

[www.vaestoliitto.fi/ammattilaiset/seksuaalioikeudet-ja-kotoutuminen/](http://www.vaestoliitto.fi/ammattilaiset/seksuaalioikeudet-ja-kotoutuminen/)

and integrating persons:

[www.vaestoliitto.fi/maahanmuuttajat/](http://www.vaestoliitto.fi/maahanmuuttajat/)

## PUBLIC AUTHORITIES:

**The Digital and Population Data Services Agency** promotes the digitalization of society, ensures the availability of information, and provides services at junctions of a client's life. At the Agency, you may register your personal data into the Finnish Popular Information System and receive a Finnish personal identity code. If you are resident in Finland, you may be registered to a municipality of domicile in Finland if certain criteria are met. With a municipality of domicile, you have the right to use the services provided by that municipality. Further information: [dvv.fi/ulkomaalaisen-rekisterointi-vaestotietojarjestelmaan](http://dvv.fi/ulkomaalaisen-rekisterointi-vaestotietojarjestelmaan)



**The Finnish Immigration Service** is the national decision-making organization in immigration, asylum, refugee, and citizenship affairs. It also operates the refugee reception system. [www.migri.fi](http://www.migri.fi)

**The Pirkanmaa Centre for Economic Development, Transport and the Environment (ELY Centre)** is responsible for integration and the promotion of ethnic relations in the Pirkanmaa region in cooperation with the municipalities and a diverse network of partners: [dvv.fi/ulkomaalaisen-rekisterointi-vaestotietojarjestelmaan](http://dvv.fi/ulkomaalaisen-rekisterointi-vaestotietojarjestelmaan)

**The Pirkanmaa Employment and Economic Development Office (TE Office)** provides integration services to clients who have registered as jobseekers. Our services include initial assessments, skills mapping and acknowledgment, as well as referrals to integration training to learn the Finnish language and necessary working life skills. (During the Pirkanmaa Local Government Trial on Employment, these services are provided by the City of Tampere between 1 March 2021 and 30 June 2023.) [www.te-palvelut.fi/te/fi/tyonhakijalle/tukea\\_tyollistymiseen/kotoutumispalvelut/index.html](http://www.te-palvelut.fi/te/fi/tyonhakijalle/tukea_tyollistymiseen/kotoutumispalvelut/index.html)

**Anchor work by the Central Finland Police Department:** As part of the integration work of immigrants, the Anchor activity by the Central Finland Police Department conducts preventive work, in one respect identifying population groups at risk of being excluded from services or activities available to the majority population. The objective of the preventive work is to increase the understanding of our cooperative partners of the activities and needs of minority groups and to let those groups access the services provided by the police and other

actors, in order to increase their adhesion to society. More information about activities and actors in your area is available at [www.ankkuritoiminta.fi](http://www.ankkuritoiminta.fi)

## **BUSINESS:**

**Business Tampere** is the development company of the Tampere urban region, dedicated to promoting investment and creating the best possible environment for business. We can help your business grow and internationalise, develop a business ecosystem, build up networks, and conduct research and development. We promote investment, assisting in relocations to the Tampere urban region, and offer businesses information about the business and innovation environment available to them. [www.businesstampere.com](http://www.businesstampere.com)

**The Council of Tampere Region (Pirkanmaa)** is a regional municipal corporation made up of 23 municipalities. "The success and competitiveness of our region is the goal." [www.pirkanmaa.fi](http://www.pirkanmaa.fi)

**Pirkanmaan Yrittäjät ry** the local chapter of entrepreneur federation Suomen Yrittäjät, can provide guidance, arrange for services and events, and advocate for the entrepreneur. Yrittäjät offers a diverse variety of membership perks you can make use of as an entrepreneur. Yrittäjät is also an excellent platform for networking with other entrepreneurs. [www.yrittajat.fi/pirkanmaan-yrittajat](http://www.yrittajat.fi/pirkanmaan-yrittajat)

**The Tampere Chamber of Commerce** is the region's leading organization of businesses. It represents more than 2,000 enterprises and members in the private sector. The membership is comprised of industrial and services businesses of all sizes. [www.tampereenkauppakamari.fi](http://www.tampereenkauppakamari.fi)



