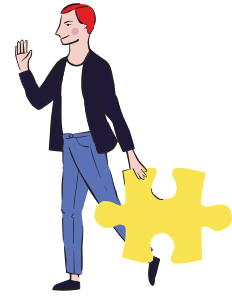




# Information for new job seekers



## **Dear customer,**

*You have registered as a job seeker, and you are now a customer of the BusinessOulu employment services. Once you have registered as a job seeker, you will have the right to obtain public employment services that will be determined on the basis of your need for services. You will also be entitled to unemployment benefits if you meet the conditions for them. As a job seeker, you also have responsibilities and duties in order to keep your job search valid.*

This leaflet contains important information in support of your job search. Read this information and seek services that are of interest to you.

We provide services that promote your employment, including employment services, information and guidance services, vocational and career guidance, wage subsidy, start-up grant for new entrepreneurs, job search coaching and career coaching, labour market training, education and training trials, expert assessments, and self-motivated studies subsidised with an unemployment benefit.

BusinessOulu's employment services provide integration services under the Integration Act. Furthermore, municipalities may design their own services to promote and support employment of their customers.

It is our mission to provide individualised services for you. We will invite you to meetings in accordance with your need for services and will agree with you on regular contacts. In the early stages of your job search, there will be more frequent meetings and contacts.

If you apply for or receive unemployment benefits, you have to seek full-time employment. In order to be entitled to unemployment benefits, it is imperative that you keep your job search active. Your job search will remain active if you carry out your duties as a customer with employment services as agreed, within the agreed time frame, and comply with the instructions and deadlines given to you through the Job Market Finland's E-services or in the context of any other services you are using.

## **As a job seeker, you have the following duties:**

- Stay available and keep your contact details up to date. Notify any changes through the Job Market Finland's E-services web page or call the employment services telephone service at tel. 08 558 55810.
- Jobs may be offered to you through the local government's employment pilot. Job offers are binding if your latest initial interview was held over six months ago. However, a job offer is not binding if, prior to receiving it, you reported back that you have applied for the assigned number of jobs during the period considered.
- Accept the training proposed for you by your advisor. The training offers obligate you to apply for labour market training and to report back, by the deadline given, that you have submitted an application.
- Participate in interviews, job search discussions and complementary job search discussions, as well as in drafting and revising your employment, activation or integration plans. Keep your booked appointments and notify the staff of any cancellations in advance.
- Apply for and participate in all the employment-promoting services agreed upon in your plan or offered to you, and remember to carry out all the tasks set out in your plan and notify the staff of their completion.
- If you are under 25 years and have not completed, after comprehensive school or general upper secondary school, any training that leads to qualifications and provides vocational skills, you should apply in the spring for a minimum of two student places in order to receive unemployment benefit. Your entitlement to unemployment benefit will be reviewed at the beginning of the autumn term, i.e. as of 1 September. For more information and assistance, contact the nearest Ohjaamo, or one-stop guidance center.

Please note that if you neglect your duties you may lose your right to unemployment benefits for a fixed term or an indefinite period.

» [More information on the Job Market Finland](#)

## JOB SEARCH

Your personal coach will draw up together with you an individualised employment plan.

### The employment plan sets out:

- your job search obligation,
- the goals for your job search,
- the services you need and how you should act when dealing with the employment services.

The number of job vacancies to apply for, i.e. your job search obligation, will be laid down in your employment plan. Implementation of the plan will be monitored in complementary discussions and job search discussions that will be fixed together with your personal coach.

The job search obligation means that you are, as a rule, expected to apply for four vacancies per month. Your job search obligation will be determined taking account of your individual circumstances, including your working experience, education and training, the labour market situation in your region and your possible incapacity for work. You have to apply for job vacancies for which you are truly employable.

You can find your employment plan on the Job Market Finland's E-services page. The periods to be considered are normally defined in the plan as one month each, and before the end of each such period you have to report back that you have completed the tasks required.

If you are unable to access the Job Market Finland's E-services page to report back that you have completed the tasks set out in your employment plan, you can alternatively call the BusinessAsema telephone service or visit their info desk or guidance services.

### You can fulfil your job seeking obligations in a number of ways:

- apply for a job of your choice,
- apply for a job offered by the employment services
- ask your own employer for additional work,
- look for job opportunities as an entrepreneur,
- draw up and publish a job search profile on the Job Market Finland website, and look for a comparable job opportunity (for example, by registering with a recruitment agency for the purpose of working)

You may also be offered jobs through the local government's employment pilot programme. Job offers are binding if your latest initial interview was held over 6 months ago or if you have not fulfilled your job search obligation during the period considered. However, a job offer is not binding if, prior to receiving it, you reported back that you have applied for the set number of job vacancies during the period considered.

As you are a job seeker applying for unemployment benefits, it is very important that you comply with your employment plan and report back to the employment service staff how the plan has been put to practice by the due date. Failure to comply with the plan may affect your unemployment benefits.

## HOW TO CONTACT THE BUSINESSOULU EMPLOYMENT SERVICES:

Online access for tasks such as reporting on any changes, informing on completion of tasks under the employment plan, and submitting contact requests:

» [Job Market Finland's E-Services](#)

**email:** [tyollisyyspalvelut@businessoulu.com](mailto:tyollisyyspalvelut@businessoulu.com)

### BusinessOulu telephone services

tel. 08 558 558 10, mon–fri 9 a.m. – 4 p.m.

### National telephone service number

tel. 0295 025 500, mon–fri 9 a.m. – 4.15 p.m.

### National number for information and guidance about unemployment security

tel. 0295 020 701, mon–fri 9 a.m. – 3 p.m.

chat at Job market Finland website

### Job Market Finland's E-services advice

tel. 0295 025 505, mon–fri 9 a.m. – 3 p.m.

chat at Job market Finland website

### Appointments can be booked, as a rule, at

Uusikatu 52, 90100 Oulu

### Guidance at BusinessAsema every weekday

info desk and phone service available on mon–fri 9 a.m. – 4 p.m., Guidance Service without appointment on mon–fri 12–3 p.m.

Address: Uusikatu 52, 90100 Oulu

BusinessAsema moreover provides daily pop-up services without prior appointment. You will find a list of the services and the schedules at

» [businessasema.com/services](https://businessasema.com/services)

## COACHING AND EVENTS

Support for job search is available in various coaching sessions and events. The details and instructions for signing up are available in the following event calendar:

» [BusinessOulu's event calendar](#)

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We compile a monthly job seeker's newsletter which contains topical information about relevant services and events. You will automatically receive the newsletter in your email. You may also receive targeted advertising about events that are particularly relevant for you.

## JOB SEARCH

Next time your employment plan needs to be updated (in case of any changes in your job search, for example), the number of jobs you are expected to apply for will be decided together with you (max. 4 per month). You may choose yourself the jobs that you will apply for. Apply confidently for any vacant jobs, bearing in mind, however, that a large share of all new jobs are so-called hidden jobs. It means that the jobs will be filled without publishing vacancies. Such jobs can be found by actively contacting different employers and inquiring about job opportunities through your own networks.

» [Vacancies on the Job Market Finland website](#)

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Follow actively also other job search channels, including:

» [Vacancies on the Kuntarekry kuntarekry.fi](#)

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» [Vacant government post on the valtiolle.fi](#)

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» [Vacancies on the Oikotie oikotie.fi](#)

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» [Vacancies on the Jobly jobly.fi](#)

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» [Vacancies on the Duunitori duunitori.fi](#)

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» [Vacant wage-subsided jobs](#)

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## JOB OFFER

When registering as a job seeker, describe in detail your previous work experience and the skills that you have. Based on the information you provide, the employment services can send you job offers for vacancies. Job offers are binding if your latest initial interview took place over six months ago. However, a job offer is not binding if, prior to receiving it, you reported back that you have applied for the set number of job vacancies during the period considered.

### When receiving a job offer, proceed as follows:

- Contact the employer.
- Report back through the Job Market Finland's E-services, by the deadline set, that you have applied for the job offered.
- Let us know via Job Market Finland's E-services whether you got the job or not.
- Alternatively, you can give this information over the phone.
- Accept a job offered by the authorities through a job offer or proposed directly to you by the employer. If you turn down a job offer without a valid reason, you may lose your unemployment benefit.

## WAGE-SUBSIDISED WORK

You can also add to your skills in a wage-subsidised job. The employment services may grant a wage subsidy to an employer who employs an unemployed job seeker. The purpose of the wage subsidy is to compensate to the employer part of costs for hiring an unemployed jobseeker. The percentage of the wage subsidy varies according to factors such as the duration of unemployment.

» [Vacant wage-subsided jobs](#)

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## OBLIGATION FOR PERSONS UNDER 25 TO APPLY FOR EDUCATION OR TRAINING

If you are under 25 and have not completed, after comprehensive school or general upper secondary school, any training that leads to qualifications and provides vocational skills, this is what you have to do in order to be entitled to unemployment benefits:

- Remember to apply in the spring for education and training that provide a qualification and vocational skills, which will start the following autumn.
- Such education or training need not be part of the joint application procedure. You can also apply for admission to a university or a university of applied sciences, for example.
- If you only have completed comprehensive education, you can also apply for places in general upper secondary schools designed for young people, i.e. general upper secondary education that covers a minimum of 75 courses.
- Apply for at least two student places for which you meet the selection criteria.
- For instance, take part in the entrance examination and any other events that are part of the application process.
- If you are admitted, accept the student place and start your studies.

## FURTHER OR CONTINUING EDUCATION AND TRAINING WITHIN LABOUR MARKET TRAINING

If you are over 20 years, also keep an eye on labour market training opportunities. There is a variety of continuing vocational training, as well as preparatory training for vocational qualifications or parts of a qualification. Such training will enhance your employment opportunities and it also has a practical component as it always includes on-the-job learning. You will receive unemployment benefits during the training.

» [See here for study opportunities](#)

## WHAT ARE MY CHANCES TO RECEIVE UNEMPLOYMENT BENEFIT DURING VOLUNTARY STUDIES?

Under certain conditions, you can receive unemployment benefits while studying full-time.

### You can receive unemployment benefit during your studies if:

- you have registered as a jobseeker and your job search is valid
- you are 25 years or older
- according to the assessment of the employment services,
- you need education and training to improve your vocational skills and prospects in the labour market
- you have, before starting your studies, arranged in your employment plan for your studies to be supported by unemployment benefits.

Always remember to contact the employment services before starting your studies to find out about your eligibility for benefits during your studies.

» [Read more on the Job Market Finland website](#)

There are various services available for you, such as career counselling, career coaching, work try-outs, and education and training trials.

## CAREER COUNSELLING

Employment services will also support you in your choice of career. With the help of a career counselling psychologist, you will find solutions to questions related to career choices, work, or education or training. The psychologist will work with you to identify your abilities, goals and options in the fields of education and employment.

### The issues to be discussed during career counselling and career guidance include:

- upskilling
- how to seek employment or training
- content of studies
- occupations and industries
- funding options for studies.

You can book an appointment by submitting a contact request on Job Market Finland E-services or by emailing or calling the employment services.

## CAREER COACHING

Career coaching is normally a 10-day programme during which you will learn about educational institutions and work, among others. You will be informed about different professional fields, and advice and guidance is provided so that you will get a better idea of your career and training options and how to apply for training. Personal coaching is given by a coach, and the other participants will share their tips and support you. The coaching may also include various short courses on licences and certificates required in professional life. After the coaching, you can moreover participate in a work try-out at a workplace.

» [Read about coaching sessions and various events organised for job seekers by the BusinessOulu's employment services](#)

## WORK TRY-OUT

Work try-outs introduce you to different occupations and different work tasks and also help you to gain confidence for making career choices and planning your career. A young person with a vocational qualification can also start a work try-out whose purpose is to support him or her to return to employment after a long break. You can have a work try-out in a company, organization or various municipal departments. A try-out with the same employer lasts from 1 to 6 months. However, before applying for a work try-out position, you have to check with the employment services that you are entitled to a work try-out.

Work try-out positions for unemployed job seekers residing in Oulu can be found on the Työpörssi ("Work Exchange") website. A wide selection of work try-out positions is available in various fields in the different departments of the City of Oulu and also in private companies and organizations. Work try-out positions in young people's workshops of the City of Oulu are also published on the Työpörssi website. If you need help in looking for a work try-out vacancy, feel free to contact your personal coach and we will look at the options together.

» [Read more about work try-out](#)

» [Get to know the Työpörssi website](#)

## EDUCATION AND TRAINING TRIALS

During an education or training trial you will learn about educational contents and vocational requirements at an educational institution. You will thus be able to assess your education and training plan and make it more specific. During your education or training trial, you can discuss study-related issues with teachers and student advisors. You can also get to know an educational institution and its study programme by attending lessons. An education and training trial lasts for a maximum of ten days. You can have this service arranged by your personal coach.